



आरईसी पावर डिस्ट्रीब्यूशन कम्पनी लिमिटेड
REC POWER DISTRIBUTION COMPANY LIMITED

(A wholly owned subsidiary of REC Ltd., a 'Navratna CPSE' under Ministry of Power, Govt. of India)

CIN No. RECPDCL-U40101DL2007GOI165779

Corporate Office: 4th Floor, Kribhco bhawan, A-10, Sector-1, Noida (U.P)-201301

Website: www.recpdcl.in, Email: co.delhi@recpdcl.in, Phone (120) 4383783

Regd Office: Core-4, SCOPE Complex, 7 Lodhi Road, New Delhi-110003

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Tender No. RECPDCL/Tender/2017-18/665

Dated: 31.05.2017

Request for proposal

(Invited through e-Tendering mode only)

For

SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & GARV- II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT

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Phone No.: 0120- 4383783

Website: www.recpdcl.in

Description of task, e-tender submission format and procedure is provided in the Financial Bid document available on RECPDCL website www.recpdcl.in, REC website (www.recindia.com), e-tendering website (www.tenderwizard.com/REC) & (www.eprocure.gov.in)

Important Dates	
Date of Release of RFP	31.05.2017
Last date of queries/ seeking Clarification	09.06.2017 up to 10:30 Hours
Pre-Bid Meeting Address: RECPDCL, 4th Floor, Kribhco Bhawan, A-10, Sector-1, Noida (UP)-201301	09.06.2017 at 11:00 Hours
Last date of submission of bid	21.06.2017 up to 15:00 Hours
Date of Opening of Technical bid	21.06.2017 at 16:00 Hours
Date of Opening of Financial bid	To be intimated.

Note: Online registration shall be done on e-tendering website i.e. www.tenderwizard.com/REC & in general, activation of registration may takes **24 hours** subject to the submission of all requisite documents required in the process.

-Sd-
(S.C. Garg)
Addl. C.E. O.

[This document is meant for the exclusive purpose of Agencies against this Financial Bid and shall not be transferred, reproduced or otherwise used for purposes other than that for which it is specifically issued.]

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SECTION-I

Name of Assignment: SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & GARV- II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT

IMPORTANT INFORMATION

S. No.	Event	Information to the agencies
1	Date of Release of RFP	31.05.2017
2	Last date of queries/ seeking Clarification	09.06.2017 up to 10:30 Hours
3	Pre Bid Meeting	09.06.2017, 11:00 Hours at RECPDCL, 4th Floor, Kribhco Bhawan, A-10, Sector-1, Noida (UP)-201301
4	Last Date & Time for online Submission of RFP	21.06.2017 Up to 1500 Hours
5	Date of Opening of RFP	21.06.2017 at 1600 Hours
6	Tender Document	The details can be downloaded free of cost from the websites www.recpdcl.in (or) www.recindia.com (or) www.tenderwizard.com/REC (or) www.eprocure.gov.in
7	EMD #	Rs. 1,00,000/- (Rupees One Lakh Only)
8	Address for Bid submission/EMD/PBG	Shri. Subhash Chandra Garg, Addl. C. E. O. REC Power Distribution Company Limited, 4th Floor, Kribhco Bhawan, A-10, Sector-1, Noida (UP)-201301. Email- co.delhi@recpdcl.in
9	Contact Person	Shri. Ajay Kumar , Chief Technical Officer REC Power Distribution Company Limited (RECPDCL) Email- co.delhi@recpdcl.in Shri. Sunil Bisht , Deputy Manager (Technical) REC Power Distribution Company Limited (RECPDCL) Phone No.: 0120- 4383759 Email- co.delhi@recpdcl.in

The EMD (Earnest Money Deposit) is to be submitted by all the participating bidders of an amount of Rs. **1,00,000/- (Rupees One Lakh Only)** in the form of irrevocable Bank Guarantee (BG) from a nationalized/scheduled Bank as per Performa enclosed as "**Annexure-III**" or Bank Demand Draft drawn in favor of REC Power Distribution Company Limited payable at New Delhi. The EMD of unsuccessful bidder/s will be returned within 90 days from the award of contract and EMD of successful bidder will also be returned after acceptance of work order and submission of PBG (Performance Bank Guarantee) of requisite value.

Exemption for payment of EMD amount will be given to Micro, Small & Medium Enterprises (MSMEs) registered with National Small Industries Corporation Ltd. (NSIC). However, relevant valid document/ Certificate from NSIC or Ministry of MSMEs, Govt. of India is required to be submitted without which bidders are not entitled for exemption.

SECTION-II

PREFACE

A. INTRODUCTION:

About REC Power Distribution Company Limited (REC PDCL):

REC Power Distribution Company Limited (REC PDCL), registered office at Core-4, SCOPE Complex, 7, Lodhi Road, New Delhi- 110003 an ISO 9001:2008, 14001:2004 & OHSAS 18001:2007 certified, a wholly owned subsidiary of Rural Electrification Corporation Ltd (REC), a “Navratna CPSE” under the Ministry of Power, Govt. of India is engaged in providing value added consultancy services in power sector arena covering Power Generation, Transmission & Distribution (T&D), Renewable Energy Sector and Energy Efficiency programs including Govt. of India’s power schemes for power utilities across the country and various regulatory assignments with SERCs. It includes the project works under Rural Electrification (RGGVY), PMC/PMA works of RGGVY/DDUGJY/RAPDRP/IPDS, DPR preparation for R-APDRP/ RGGVY/NEF/DDUGJY/IPDS and other power projects scheme. Third Party Inspection, Feeder Renovation Program, Feeder separation, HVDS program, Lender’s Engineers assignment, IT related assignments in Distribution sector including Energy Audit, Evaluation study for HVDS/Distribution network, AT&C Loss assessment, system study, MRI based billing and Cost Book Data Preparation as per the need of the power utilities, Regulatory Commission, Smart Grid & Solar project implementation, IT related assignments in Distribution sector, IT implementation under R-APDRP Part-A, Monitoring of UE Villages, Setup of rooftop solar plant, Smart grid projects under NSGM, Grid and Off-Grid connected solar projects, RECPDCL etc. across the country.

RECPDCL is also an Empaneled Government Agency with Ministry of New & Renewable Energy (MNRE), Govt. of India

B. INTENT AND OBJECTIVES

SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & GARV- II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT

About GARV App (<https://garv.gov.in>)

In the year 1947, when India attained independence, there were only 3060 electrified villages. On 15th August 2015, Hon’ble PM Shri. Narendra Modi announced the mission ‘Grameen Vidyutikaran’, a mission to electrify the remaining 18452 villages in 1000 days. And out of these 18,452 remaining villages, 3177 villages lay in dense forests, Desserts, tough & hilly terrain, 1077 villages affected by frequent floods, 4903 villages affected by LWE, terrorism etc.

But despite these difficulties and hindrances, the “Grameen Vidyutikaran Mission” soon became operational in the hands of Rural Electrification Corporation, the nodal agency for rural electrification programs of Central Government. REC has been playing an important role in implementation of various rural electrification schemes.

To meet the ultimate goal of electrification of these villages well ahead of target given by Honorable Prime Minister, a comprehensive project monitoring mechanism has been developed to monitor and micro manage the electrification works in these villages. This unique monitoring mechanism GARV leverages the mobile technology and empowers all stakeholders’ viz. Central Government, State Governments, Distribution Companies and general public at large.

1. Development of innovative progress verification mechanism to micromanage electrification process in 12 milestones.
2. Appointment of approximately 400 trained Graduate Electrical Engineers called Gram Vidyut Abhiyantas (GVAs) to independently capture the progress of electrification works in GARV App.
3. The GVAs visit these villages on regular basis to monitor the progress of works in terms of milestones achieved, supported by photographs. Along with the progress of works, GVAs also capture reasons for delay (if any), the information about the distribution infrastructure created and post electrification impact assessment in villagers’ livelihood.

4. Single platform for all stakeholders to monitor the progress of works and for speedy resolution of issues if any and the interactive dashboard of the GARV App provides complete information about status of electrification like ongoing/completed/not started/delayed works etc. for each and every village covered under the mission.

The GARV-I App provides services in the form of information through its various components (<https://garv.gov.in/dashboard/ue>):

Technology used: The entire project is developed in Open Source technologies viz.: the web interface has been developed using PHP and the database is maintained in MySQL with hosting on Apache web server. For GVAs login based data entry screens are provided. The App functions in both online mode and offline mode. Offline mode caters to capturing data in remote villages where mobile network is not available. Once the GVA returns to the network coverage area the mobile app synchronizes with the server and data is updated. Web interface provides the facility to generate MIS reports. The web interface also provides features for user management of GVAs, admin user profile for master data maintenance, approval screens for Regional office and Head office level approvals of the visit reports submitted by GVAs.

The Dashboard: The dashboard shows the entire information about various stages of electrification of 18452 villages covered under the mission. It shows the status of electrified villages, to be electrified villages etc. on real time basis at State, District and Village level. The information is represented on dashboard in different categories, viz. Milestone based progress, Weekly progress, Progress in grid & off-grid villages and under different plans, details of villages found uninhabited during survey, UE villages where 100% DT Capacity has been created and UE villages visited by GVAs etc. The dashboard also provides GVA's contact details to make the reporting process transparent and making them accountable for their visit reports.

GVA Screens: The GVAs have been provided Android based tablets with GARV App installed. They visit individual villages and update milestone based progress of works being executed in these villages along with photographs of site including Landmarks. A record of visits is maintained along with visit wise status of milestone based progress and respective photographs. Reasons for delay in execution of works (if any) are also recorded for each village and delayed villages are highlighted on dashboard for speedy action & early resolution.

Village Adoption: GARV is an app for the people. Apart from its interactive dashboard, the App provides a user to digitally adopt villages of his/ her choice to track the progress of works. The user can digitally adopt a particular village or a group of villages in one or more states or districts. The digital adoption is performed through a simple registration process which does not involve any financial implication. The Name, Email and mobile no. along with villages to be adopted are captured by the app at the time of registration. This user information is retained by the app and the user can access a personalized dashboard with only selected states or districts or specific villages. The registered users are regularly intimated through push notifications regarding the progress of work in their villages of interest covered under UE mission.

Multilingual: GARV App is multilingual to make the app understandable and easy to use for general public for maximising public participation.

User Friendly App: GARV App is available on all major platforms viz. Android, Apple iOS and Windows. The App is freely downloadable and has registered more than 78,000 downloads. The GARV App can also be downloaded by giving a missed call on the Toll free number: 09220036666. GARV can also be accessed in the form of web portal (<https://garv.gov.in>)

Feedback Mechanism: To ensure a two-way flow of communication we have feedback and suggestion feature to ensure our stakeholders including general public can provide valuable feedback. The emails thus received are responded to in timely manner and necessary action is also ensured.

Social Media integration: Social media tools like Facebook, Twitter, YouTube and Instagram have been integrated to create awareness among people and increase transparency and bring accountability.

Impact Assessment: To know the impact of electrification in the newly electrified villages, an impact assessment survey is conducted by GVAs in the villages after 2 or 3 months from the date of electrification. The GVAs submit the Impact Assessment report in the GARV app which is displayed on the dashboard.

GIS Mapping: The GARV app also has feature to view the GIS location of the villages on the map. The villages which are electrified and yet to be electrified are shown with different colour on the map.

GARV-II Features (<https://garv.gov.in/garv2/dashboard>)

The extended version of GARV App for intensive electrification in all the 6lakh villages of the country, the scope of GARV has been extended to Household Electrification. Under this mission of 100% household electrification, the App covers nearly 17 crore houses of the Rural India.

The APP shows various updates of the mission which are as follows:

1. The dashboard shows the total number of electrified households and to be electrified households.
2. The 'Electrified Household Map' shows the individual status of each state i.e which state has what percentage of households electrified.
3. The whole process of electrifying each habitation is divided into 6 milestones shown on the dashboard.
4. The daily households electrified are updated in GARV along with consumer details like name, consumer no. These details are displayed on the dashboard.
5. GVAs visits the villages where works were completed and submit the reports in GARV through data entry screens.

KNOW YOUR VILLAGE: with this feature, anyone can just type his/her village's name in the search panel and see the electrification status of his/her village directly through the Village Data Card.

SAMVAAD: To encourage citizen engagement, a grievance redressal platform with its new and interactive feature called "SAMVAAD" has been included in the GARV portal wherein the citizen can share their feedback/queries, highlight their concerns for instance village data not correct, Work not started, BPL connection not released etc. to the concerned authority/officials of the DISCOM.

To download the GARV App:

For Android platform: <https://play.google.com/store/apps/details?id=com.phonegap.kyrovidyut&hl=en>

For iOS platform: <https://itunes.apple.com/us/app/garv-grameen-vidyutikaran/id1082133580>

For Windows platform: <https://www.microsoft.com/store/apps/9NBLGGH4SK3D>

Or by giving a missed call on the Toll free number: 09220036666

SECTION-III

SCOPE OF WORK

The Scope of work for **SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & GARV- II WEB & MOBILE APPLICATION and NEW DEVELOPMENT** will be as below in **CLAUSE A & B**:

A. ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & GARV- II WEB & MOBILE APPLICATION

A (1). Brief detail about the activities as follows

- i. Maintenance of GARV I & GARV II Web & Mobile Application.
- ii. Implementation of new changes in the application software as and when any new business rules and deployment, logic processes etc. comes into effect.
- iii. Development of new forms & reports of various modules as needed from time to time as required by REC/RECPDCL.
- iv. Tuning and code changes for optimal performance.
- v. Module Version Control of Complete GARV Web & Mobile Application.
- vi. Debugging & fixing of problems arising in the running applications
- vii. Support for updation/migration of data
- viii. Support for deployment of application in cloud server/App store
- ix. Support for integration of various services (i.e API's, SMS Gateway, SSL Certificate, etc.) in the GARV application
- x. Support for Penetration testing and clearance of Security Auditing of Complete GARV Web & Mobile Application from CERTIN empaneled vendors of Govt. of India
- xi. Provide Software Maintenance, Enhancements and User Support.
- xii. Hosting Management, Backups.
- xiii. A suitable DR plan to be prepared and in case the primary site is down, DR site should be made active.
- xiv. System and user documentation of Complete GARV Web & Mobile Application
- xv. Hand holding training to the end-users and systems personnel.
- xvi. In the event of system break down or failures at any stage, protection available, which would include but not limited to the following, shall be specified.
 - a) Diagnostics for identification of systems failures
 - b) Protection of data/ Configuration
 - c) Recovery/ restart facility
 - d) Backup of system software/ Configuration
- xvii. The successful bidder shall debug and fix the operational problems, perform error handling while running the Application by users at Sites.
- xviii. The successful bidder shall generate additional reports and modify existing reports & queries, as per REC/RECPDCL requirement
- xix. The successful bidder shall designate onsite resource who will be single point contact for day-to-day maintenance and management of the application.
- xx. The successful Bidder shall document all the changes incorporated in the application software and also create the documentation of existing application of different modules wherever it is necessary and possible.
- xxi. The bidder will provide the bio data of the Developers engaged for the maintenance support for screening. If any specific work could not be completed due to poor manpower quality, at the time of review, the service provider will provide a suitable substitute, if required. Any change of developers during the period of contract should be done only with the prior consent of RECPDCL. For whatsoever reason provided the target for schedule of work not suffered.
- xxii. The bidder will not have the right to use/ reproduce all the software in whatsoever manner even after the end of this contract.
- xxiii. The bidder shall be responsible to ensure that all the persons employed by them in execution of the work in connection with the execution of this contract shall not describe to any third party, without prior permission, any information furnished to them by the RECPDCL or which may be necessary in carrying out their obligation under this contract and shall treat all such information as confidential.
- xxiv. The bidder shall warrant absolute satisfactory performance of the system component developed and delivered in terms of contract during the validity period of contract.
- xxv. The bidder shall extend full operational support in respect of such system component during the contract period and shall undertake to change request, enhancement, remove all bugs, etc., that may be noticed during this period.
- xxvi. The bidder shall provide the soft copy of source code and the details of new program developed within the scope of work / changes in the existing program, their function, flow charts and operational procedure

The overall scope of work of this RFP is to provide software application development, maintenance and support services (including problem requests/defect/bug fixes, feature enhancements, configuration management and post release support for the activities covered in the scope of work for GARV-I & II Web & Mobile Application in all 3 platforms (Android, iOS & Microsoft).

As part of these services, Bidder shall provide support for bug fixes, feature enhancements, operational support, application & database backup and assistance for complete GARV Web & Mobile Application. The services include:

A (2). Bug-Fixes and End-User Problem Resolution: The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug / defect should be logged and categorized on the severity levels. Bidder Organization shall identify the solution and take necessary approvals from REC/RECPDCL and release the patch for User Acceptance Test (UAT) after fixing the defects. Bidder shall document defects / bugs encountered as well as document the resolution of the same and ensure reinstallations, in the event of system crash/failures.

A (3). New Development and Enhancements: The existing GARV I & GARV II Web & Mobile Application may require modifications or enhancements in the process and functionality. The enhancements or new development may also be required to fix some complex problem requests or defect fixes, upgrades the application performance and Creation/Changes of User Interface (UI) look and feel as per REC/RECPDCL requirement. Bidder shall ensure that correct version of the application / program units are being considered to carry out application enhancements/ new development through configuration management plan for configuration management and version control using the version control software. Bidder Organization shall obtain the necessary UAT approvals from respective stakeholders within REC/RECPDCL for the modifications / enhancements.

A (4). Configuration Management and Version Control: As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management. Bidder shall assist REC/RECPDCL in ensuring that a copy of the production environment is backed up and stored in the repository before the new / modified components are copied to Production.

A (5). Release Management: As part of the release management, Bidder shall perform the following activities:

- a) Group the related change requests, assess their development progress and accordingly prepare a schedule for their release
- b) Prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.
- c) Provide Helpdesk support for the resolution of technical queries by end users
- d) Conduct Application training for the users in Delhi/NCR locations as and when required.

A (6). User Support:

- a) Implementation support to users
- b) End-user problem resolution
- c) User Training

A (7). Administration Support

- a) Latest source code, application deployment files, configuration files for entire solution
- b) System
- c) Servers
- d) Storage
- e) Security
- f) Database
- g) Backup/restore etc.

A (8). Reports/deliverables required from the bidder.

- a) The Bidder shall be responsible for all the design, development, implementation, testing, maintenance, support, feature enhancements, documentation, operations and management of applications. The agency should carry out all the modifications/updation/additions/deletions in the applications.
- b) The agency before performing updation in the application should carry out an impact analysis and the report should be submitted to REC/RECPDCL for its approval. After getting the approval he should make the changes in the system.
- c) If a re-design of the GARV Web & Mobile application is required, then the Bidder should take up this task with the consent of REC/RECPDCL at no additional cost.

d) Any changes in the team/team members should be approved by REC/RECPDCL.

A (9). It shall also ensure following deliverables from his team-deputed onsite:

- a) Complete Software Development Life Cycle (SDLC) should be followed for GARV I & II Web & Mobile application in all 3 platforms (Android, iOS, Microsoft).
- b) Proper Documentation with versioning of all the applications should be maintained like SRS, High Level Design, Low Level Design, functionality document (process document), user manual, test case report, test evaluation report, Impact Analysis Report, Change Document etc.
- c) All the changes in the applications should be properly documented and reflected in respective documents.
- d) Any change in the application should be done through change request form. After completing the change, a request closure form should be filled.
- e) A log should be maintained for all the changes done in the application or database.
- f) Proper coding standards should be followed in all the applications.
- g) Periodic code review should be done for improvement in source code.
- h) Code & query optimization should be done to the extent possible.
- i) Proper testing should be done for the changes done in the application or database. Testing should be done on exhaustive test cases. These test cases should be reviewed and a test report should be maintained.
- j) Ensure proper backup of application and database as per the backup policy.
- k) In case of any eventuality, it has to be ensured that the downtime is minimum and system is restored with minimum data loss.
- l) It should also be ensured that all the security measures are undertaken to prevent vulnerabilities / threats /hacking of application or data theft.
- m) The agency shall be responsible to maintain the confidentiality of application, data and any other information and make sure that information is not shared outside the REC/RECPDCL. The required confidentiality agreement shall be signed by the Agency as well as by each team member deployed at REC/RECPDCL
- n) Source Code will be handed over to RECPDCL along with compiled version and executable.
- o) Any software developed shall be the property of RECPDCL. Software, Documents, Information and other elements of the project shall have the copyrights of RECPDCL unless some copy right material is used with due permission of any third party.
- p) Proper versioning of source code should be maintained.
- q) It should be ensured that uploading of the modified application in the live servers is carried out with due care to avoid any wrong upload or accidental file replace.
- r) Security audit of the application should be done for removal of any security flaws and for hosting provider requirements. At present, the bidder has to maintain the hosting of the application.
- s) Bidder should perform fixing of security vulnerabilities and penetration testing.
- t) The onsite team shall also be responsible for giving demo & presentation of application as and when required.
- u) Preventive maintenance shall be carried out on the database and functioning of the program to handle large volume of traffic.
- v) Customer support should be provided for user problem and queries.
- w) Reporting required from the Bidder
 - i. Weekly & monthly, reports with Project Status & open issues
 - ii. Weekly/fortnightly/monthly Performance Monitoring Reports for the Application
 - iii. Create/Updated system design documents, specifications
 - iv. Create/Updated user manuals, administration manuals, training manuals etc.
 - v. Call Log /emails & Resolution Reports for Helpdesk/Software change logs etc.

As per the scope of work defined above, the existing GARV-I & GARV- II Web & Mobile application in all 3 platforms (Andriod, iOS, Microsoft) covers maintenance and upgradation. However, the bidder may be awarded additional activities of new application development and its Operational & Maintenance. The team has to follow complete Software Development Life Cycle (SDLC) for each of the application developed and implemented in REC/RECPDCL. The team deployed onsite may also be involved in the new assignment. If needed, bidder should provide Back office Support & Services to deployed team for successful completion of the task at no additional cost.

B. SYSTEM STUDY, DESIGN, DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF WEB PORTALS, WEB ENABLED APPLICATIONS, MOBILE APPS AND WEBSITES

B (1). The broad scope of the work is System Study, Design, Development, Customization, Installation, Configuration, Hosting, Implementation, Maintenance and Commissioning of Web & Mobile Application as per requirement of RECPDCL of similar nature like GARV-I & GARV-II or any new development including Performance tuning, Security Penetration Testing & Auditing, Backup Activities, Training and on-site comprehensive maintenance support including application admin, system admin & database admin activities like performance tuning, security patch updates, backup, archival / retrieval etc. and its Facility Management Services.

- i. Bidder should provide testing and production servers environment with five-year comprehensive warranty maintenance for such newly developed Web & Mobile Application, as per Technical specification which will meet the objectives.
- ii. Re-design & development of RECPDCL Corporate portal or any other web site design and development.
- iii. Integration of GARV-I & GARV-II with newly developed applications, etc. as per requirement of RECPDCL.
- iv. Newly developed Web & Mobile Application can be categorized with different Modules/sub module, etc. which will be required as a bundle of applications in a Single platform as per requirement of RECPDCL and its sole discretion.

B (2). TECHNICAL REQUIREMENT FOR NEWLY DEVELOPED APPLICATIONS: -

- i. Design, Develop, Implement, Install, testing, cloud hosting and rollout of the developed the CMS Portal for RECPDCL, Websites, Web and mobile applications
- ii. The platform should support the following application types: Hybrid Applications/Native Applications/ Web Applications (HTML5 with CSS3 or any advanced technology).
- iii. Having some way for users to provide feedback on the mobile apps, a quick way to report bugs or errors.
- iv. Delivery should be in the form of a published mobile application on each platform in the Mobile App Store (Google Play store, Microsoft app store and Apple store).
- v. The developed Mobile should consider the performance measures in terms of memory, CPU consumption.
- vi. Integration with any existing applications through SOA (service oriented architecture) - Web services/API/JSON, Social Media platform etc.
- vii. The solution architecture should be able to address the future scalability requirements, in terms of both application (to add new functionality) and server infrastructure and backend (adding more users).
- viii. The application should be hosted in SSL environment (https).
- ix. The platform should support offline storage and secure authentication of the application.
- x. The platform should support HTTPS communication channel to prevent data leakage and maintain information integrity and privacy.
- xi. The platform should support predefined security configuration to protect web and mobile applications resources against XSRF attacks.
- xii. The platform should support user certificate provisioning for client-side authentication.
- xiii. The solution should enforce network level security, traffic to be encrypted using secured connectivity.
- xiv. The Apps should provide an update feature in case of newly published version.
- xv. Integrate with the backend systems (user profile and registration, authentication, application processing, push notifications, etc.).
- xvi. The data must be fetched from predefined data in central database and all the data should be directly updated to the central database
- xvii. Ability to work offline while taking reports in remote areas, save multiple reports temporarily until data is sent later via mobile network or WLAN (wi-fi).
- xviii. Report generation in PDF/ MS office formats or any other format as desired by RECPDCL.
- xix. The App must provide interface to difference users with differential rights to enter the information pertaining to them
- xx. The App must be able to send reminder email and SMS to respective registered user to enter/ update the relevant information.
- xxi. The developed mobile application should run on all types of handsets/Tablet/Smart phone existing as well as new handsets coming in the market and browsers for web based app.
- xxii. The solution should be designed with redundancy in mind to ensure NIL impact by failure of one or more components / servers or software.
- xxiii. Should provide feedback and change request mechanism on the mobile apps, a quick way to report bugs, and provide suggestions or criticisms
- xxiv. Incorporate analytics into mobile app, to track and identify users experience and actions.
- xxv. App should be easily customizable and easy to Administer the Database.

- xxvi. Should support Asynchronous processing, Diagnostics, Data services, Custom Reporting / analytic services, Offline data retention on mobile and Sync to central govt. portal datasets.
- xxvii. Proposed Dashboard should support each of the following browsers i.e. Internet explorer, Chrome, Firefox & Safari and mobile devices.
- xxviii. The complete solution proposed must be SOA compliant open source standards.
- xxix. Should support GPS mapping, Geo tagging and time stamping of reports, images, videos.
- xxx. Report generation with location map embedding, Photos and custom create report templates in specified formats and layouts with appropriate header graphics.
- xxxi. Dashboard shall take into consideration, best practice for web security. Efficient, fast loading web interface will be a key usability criterion and drill down.
- xxxii. The platform should provide the means to manage subscriptions of push notification services.

B (3). APPLICATION DEVELOPMENT ACTIVITIES

ENVISAGED ARE AS UNDER:

- i. System Analysis and design.
- ii. Creating app UI.
- iii. Creating a database.
- iv. Creation of APIs for connections.
- v. Cloud hosting for testing & production environment by the vendor on its cloud.
- vi. Connection of the UI with database
- vii. Creating dashboard, MIS, and Statistical Report
- viii. Testing the app.
- ix. Deployment/Publishing the app for roll out.

B(4). DOCUMENTATION REQUIREMENT

- i. Bidder should provide a detailed requirements specifications document.
- ii. Provide a detailed functional design documents together with detailed functional, nonfunctional and technical specifications of the proposed solution; use case and workflow/activity diagrams considering the integration with backend systems and the integration with any other services.
- iii. Provide technical documentation: requirements, design, architecture, installation, configuration, etc.
- iv. Provide high-level solution architecture describing the Mobile App architecture, used components, frameworks, technologies, backend architecture and integration architecture with backend systems.
- v. Provide low-level technical architecture describing connectivity, high availability and security.
- vi. Provide the list of deliverables for the System Implementation.
- vii. Continuity Measures, risk management plan for the continuity of services, application & data backup policy, business continuity plan.
- viii. Functional Requirement Documentation, App Design Documentation, App Installation guide, App Administration guide and App User Operation document to be provided
- ix. Should provide hardware Server requirements, Memory, Storage Disk space, backup space, platform and other any software required for the proposed Application.
- x. List out the assumptions related to load & infrastructure (such as mobile specifications, internet bandwidth etc.) so that response time is always < 30 seconds.

B (5). USER INTERFACE REQUIREMENTS

- i. Design wireframe for the required Web & Mobile App and conduct meetings with RECPDCL team to analyze the requirements and agree on the Web & Mobile App UI and user interaction.
- ii. All icons must be crisp, clean, and distinguishable and should be as per guidelines of mobile application platform.
- iii. All buttons and objects must be reactive to touch and work as intended.
- iv. All data must be easily viewable on different Mobile platform matrix given above.
- v. Apps have to be developed in English/Native Language
- vi. The design/User Interface of the mobile application should be flexible.
- vii. Data representation through graphs and bar charts etc.
- viii. Design the User Interface and User Experience to ensure that the service is user friendly.
- ix. Content writer, Logo Banner/designer.

- x. Structure overall content to make it screen reader friendly.
- xi. Design of consistent visual elements and Web & Mobile Apps architecture that is scalable and expandable.
- xii. Resolution independent Mobile Apps that will automatically expand/compress itself as per the device screen resolution of all OS devices (Android, Microsoft, iOS).
- xiii. Development of consistent visual elements and Mobile Apps architecture that is scalable and expandable and W3 compliant/ GIGW guidelines.

B (6). TECHNOLOGY REQUIREMENTS AND DELIVERABLES:

- i. The development platform and application server should be using latest open source, Microsoft technologies and database server should be MYSQL/PostgreSQL/MSSQL Server/ ORACLE, etc. to facilitate its integration with any other database as per requirement of RECPDCL.
- ii. Vendor should provide Application Testing & Production Servers in Cloud environment.
- iii. The detailed functional requirements are described in Scope of work are indicative only.
- iv. Mobile App development should be in Native languages, responsive, dynamic, online and robust mobile application which is to be supported on smart mobile phones and tablets with o/s such as Android, Microsoft and iOS including future versions of the mentioned O/S.
- v. Web application should run and compatible on all web browsers (IE, Chrome, Mozilla, etc.) and support GIGW guidelines.
- vi. The vendor has to ensure the development of mobile application as per guidelines issued by Application stores i.e. Google Play store, iTunes store etc. and will follow all compliances accordingly.
- vii. The mobile application need to integrate and inter-operate with various other external entities, therefore, the app should easily and in a relatively seamless manner integrate with external entities.
- viii. The mobile application should have the ability to manage various services and systems effectively with its minimum to zero impact on other services.
- ix. The mobile application installed in the smart phones/tablets should be able to access the device database securely.
- x. The Mobile App should have the ability to upgrade services / add new services and mode to access these services effectively in a cost effective manner without affecting other services with a commitment for backward compatibility as per the policy guidelines of that mobile platform.
- xi. User Manual, Admin Manual, Test Cases, Test Plan and QA Results for User Acceptance testing.
- xii. Support needs to be provided.
- xiii. RECPDCL shall not be liable to pay any third party software charges neither in testing, development and hosting.
- xiv. Each module must have audit trail report.
- xv. The bidder is required to support the users on across all offices of RECPDCL in India.
- xvi. The mobile applications will be hosted on mobile applications platforms (App store, Play store, etc.) whereas the web application and services and related APIs will be hosted on production servers to be provide by bidder.
- xvii. Free downloads from Google play store, Microsoft app store & iTunes store.
- xviii. Deliver and provide handover the source code and any additional software components that are developed to fulfill the project requirements.
- xix. Delivery should be in the form of a published app in the respective market place and will be the property of the RECPDCL.
- xx. Development & testing environment/infrastructure (i.e including hardware & software, etc.) to be provide and maintain by successful bidder including the period under onsite comprehensive warranty of 5 years on successful go-live.
- xxi. Bidder has to configure deployment server IP in sub domain of repdcl.in (or) bidder has to provide domain name at no extra cost to RECPDCL as per requirement of RECPDCL.
- xxii. The Documentation & Source Code of all Mobile OS's, Web and Database will be under the property of RECPDCL.

B (7). BIDDER'S RESPONSIBILITY

The bidder has to purchase and provide the following items at NO additional cost to RECPDCL & validity till the contract period for successfully execution of the Project.

i. SOFTWARE

- a) The development and deployment software licenses including (3rd party software, OS, RDBMS, or any other software for successful go-live) required if any shall be procured by the bidder.
- b) The software licenses required shall be genuine, perpetual, full use and should provide patches, fixes, security updates directly from the OEM at no additional cost to the RECPDCL, for the entire period of contract.

ii. HARDWARE & TESTING DEVICES

- a) The bidder has to provide high capability of secured servers for deployment of Application & Database to handle day to day transaction in Cloud environment without any extra cost to RECPDCL till the contract period.
- b) Daily Incremental backup and Weekly Full backup of the application & database to be provide by bidder to RECPDCL though web link to download/Pen drive/HDD.
- c) Testing devices (iOS- iphone/ipad; Android OS Phone/Tablet; Microsoft OS Phone) to be provide by bidder without any extra cost to RECPDCL till the contract period for testing & deployment the functionality of the application in Web and Mobile devices.
- d) Disaster Recovery (DR) server provision to be provide by bidder without any extra cost to RECPDCL till the contract period.
- e) If any performance issue with the server, bidder has to rectify and provide higher end specification of the server to minimize to downtime of the application at no additional cost to the RECPDCL till the contract period.
- f) Bidder has to provide servers for both testing and production in cloud environment.

iii. SERVER HOSTING IN CLOUD ENVIRONMENT & DOMAIN CONFIGURATION

- a) Application & database are to be deployed and hosted in secured cloud servers being provided by empaneled agencies of Ministry of Electronics and Information Technology (Meity), Govt. of India (only) as per URL below:
<http://meity.gov.in/content/gi-cloudmeghraj>
<http://meity.gov.in/service-offeringsand-deployment-modelsempaneled-csps>
with all necessary supports and services by bidder including firewall and antivirus to protect from external/internal attacks at no additional cost to the RECPDCL till the contract period..
- b) Currently existing application hosted in private Data Centre and the bidder need not supply any hardware or software for deployment. However, the bidder has to provide high capability of secured servers for development and testing of Application & Database to handle day to day activities in Cloud environment without any extra cost to RECPDCL till the contract period.
- c) Bidder may provide provision to increase Server Configuration at any time in Cloud environment (if any impact of application/server performance) at no additional cost to RECPDCL till the contract period.
- d) If required, bidder has to provide domain name at no additional cost to the RECPDCL till the contract period.
- e) Bidder can provide support to configure sub domain in the existing domain of the hosted application.

iv. MOBILE APP PUBLISH LICENSE

- a) Bidder has to purchase the mobile app publish & renewed license with apple, android, Microsoft app stores in the name of RECPDCL and the cost will be reimbursed to agency on submission of proof & original bills/invoices, etc. with any other relevant documents to RECPDCL subject to acceptance by RECPDCL at sole discretion.
- b) The Bidder should have necessary arrangement / agreement / certification with Google / Apple /Windows etc. on the name of RECPDCL for uploading the application on the respective stores.

v. SSL CERTIFICATE

- a) Bidder has to purchase and install SSL Certificate with SSL Encryption upto 256bit from renowned organization and the cost will be reimbursed to agency on submission of proof & original bills/invoices, etc. with any other relevant documents to RECPDCL subject to acceptance by RECPDCL at sole discretion.

- b) The SSL certificate to be purchase on the name of RECPDCL and successful install & configure the certificate in the Server/Application/Device.

vi. SMS GATEWAY

- a) SMS Services Gateway to be fully integrate with the application by the vender and the cost will be reimbursed to agency on submission of proof & original bills/invoices, etc. with any other relevant documents to RECPDCL subject to acceptance by RECPDCL at sole discretion.
- b) The transactional SMS Service to registered on the name of RECPDCL (including Sender Name).
- c) Installation & Configuration of SMS & Emails Services to be configured by the bidder in the Application.

vii. SECURITY AUDIT

- a) Bidder should perform Security Auditing of Web, Mobile Apps (Windows, Android & iOS) & Web Services (API) and VA/PT of the hosting server (production/testing) from CERT-IN empaneled agency under Ministry of Electronics & Information Technology, Government of India without any extra cost to RECPDCL till the contract period.
- b) Bidder should provide Security Audit Vulnerability Clearance certificate of Web, Mobile Apps (Windows, Android & iOS) & Web Services(API) and VA/PT of the hosting server (production/testing) from CERT-IN empaneled agency under Ministry of Electronics & Information Technology, Government of India before hosting Web and Mobile Application without any extra cost to RECPDCL till the contract period.

B (8). UPGRADES/UPDATES AND CHANGES IN THE SOLUTION

- i. The Service provider will be responsible for all the upgrades, updates, installation of patches and overall maintenance within the scope of the solution.
- ii. The bidder shall provide upgrades/patches etc. required for the same without any additional cost.

B (9). MINIMUM REQUIRED DELIVERABLES

The suggested list of deliverables (but not limited to) from the successful bidder includes:

- i. All supportive and necessary software required to successfully implementation of mobile App solutions as described under the scope of the work.
- ii. Detailed Project Plan, with week-wise activities, including, but not limited to, detailed timelines for customization and acceptance testing of the modules, submission of deliverables, etc for the 14-week period from the date of award of contract for the phase of design, development, configuration, customization and testing and go-live of Web & mobile App.
- iii. Training Plan, Training Manuals.
- iv. Weekly Status and Review Reports during the implementation period.
- v. Escalation Mechanism.
- vi. Periodical Reports during operations period (These reports must include the details of the maintenance activities, modifications in the software, release of new versions (if any), in that particular month.
- vii. The bidder should provide all credentials of the servers and hosted application.

B (10). SITE READINESS

The bidder may check the sites well in advance to make necessary arrangements for deployment of FMS personnel at specified location's respective locations. The responsibility of RECPDCL is limited to providing the required space at such location for these purposes.

B (11). KEY EMPLOYEES

Bidder shall furnish the following information for the key employees assigned for this project

- i. Minimum Qualification/Certification as stipulated in qualification
- ii. Agency needs to take prior approval for the employee before placing him on the account.
- iii. Defined overlap and transition process for any replacement.
- iv. Bidder will ensure continuous service availability and will deploy backup personnel as and when required.

B (12). ROOT CAUSE ANALYSIS

- i. Bidder will be required to provide root cause analysis for all performance and availability problems that occur. Formal root cause analysis will be delivered within 5 days of problem occurrence, including-
 - a) Explanation of the root cause
 - b) Actions taken to resolve the problem
- ii. Action plan to prevent reoccurrence, with project plan/tasks required and timing for each major milestone of the correction effort, and identification of RECPDCL responsibilities in the correction process.

B (13). DELIVERABLES

- i. Bidder has to handover the Source Code, Patches & Releases (If any), Application Software, all content used in the Designing of the Website, along with Technical Documents, user Manual, functional Manual, installation guide and any other if required for creation of development environment and hosting.
- ii. The new software applications developed as well as any enhancements carried out in the existing IT systems, shall comply with the necessary Internet Security guidelines from NIC/NIC empanelled Internet Security Auditors.
- iii. **Technical advisory services including but not limited to:** final requirements, including non-functional requirements; measurement plan; creative design; application architecture and technical design; security approach; publishing and hosting approach; mobile application management approach, etc..
- iv. Must provide support availability 24/7/365 via phone, email, or online support portal.
- v. Technical Manpower will be placed at REC/RECPDCL office on all working days as per RECPDCL's requirement during contract period along with technical support available from the bidder's office/workplace.
- vi. The deliverables also includes
 - a) Monthly Backup of: Database and applications
 - b) Quarterly updation of: Technical Documents
 - c) Monthly Reports

B (14). USER LICENSE AND PATENT RIGHTS

- i. The bidder shall provide licenses for all software products, whether developed by it or acquired from others. In the event of any claim asserted by a third party for software piracy, the vendor shall act expeditiously to extinguish such claim.
- ii. The bidder shall indemnify the purchases against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software package or any part thereof.

B (15). INTELLECTUAL PROPERTY RIGHTS

The Intellectual Property Rights of the application will rest with RECPDCL. The selected agency will provide the source code of the application to RECPDCL at the time of sign-off or any time as per requirement of RECPDCL. RECPDCL shall have the copyright to the design and content of the mobile application. The entire application along with all programmes, including those meant for statistical reporting, graphics and content developed to achieve the desired functionality, will be intellectual property of RECPDCL. It will be the responsibility of the selected agency, both where the contract comes to a natural end, and also in case of foreclosure, to:

- i. Furnish all information demanded by RECPDCL regarding the existing framework of the application.
- ii. Handover all the old / latest backup code of the Web & mobile application including database to RECPDCL on a CD/DVD/Pen drive/Hard disk.

GIS MAP DRAWING, CREATION & INTEGRATION FOR SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & GARV- II WEB & MOBILE APPLICATION and NEW DEVELOPMENT will be as above in CLAUSE A & B:

- i) Provide Custom Thematic Mapping of Country/state with District/Sub-District/Town/Village/Taluk/administrative boundaries as per latest Census data.
- ii) Provide spatial information/ geo-locations of project ongoing/yet to start/execution/completion locations based on GPS coordinates of Map.
- iii) To develop a Geo- centralized database consisting of all information and integrate all the functional areas so that all relevant information is always available with latest & updated information online. This will also ensure accuracy, completeness and consistency of the information.
- iv) Upload real time monitoring of data with captured image/pictures (i.e. panorama 360-degree view images, etc.), Videos, GPS Coordinates, other project related information data, etc.
- v) Quality and accuracy checking of GPS coordinates to make sure error free geo coordinates.
- vi) Integration of customized Web-map in Websites/Portals as per requirement of RECPDCL.
- vii) Should provide bulk upload geo coordinates, data, photos, video, etc functionality.
- viii) The application must provide interface to different users with differential rights to enter the information (like administrator, datauploader and public view) pertaining to them as per requirement of RECPDCL.
- ix) Interface with existing or new database.
- x) Web-GIS map should be error free and should not impact on existing hosted application in Server.
- xi) Different layers on map should be provided as per requirement of RECPDCL.
- xii) Different map views of Country/state (Satellite Image, Topographic Maps, Hybrid maps) should be provided as per requirement of RECPDCL.

- xiii) RECPDCL will provide only data like GPS Coordinates, Images, Videos and Project related information, if required bidder has to provide geo-coordinates of District/Sub-District/Town/Village/Taluk/administrative boundaries.
- xiv) Bidder has to provide Web & Mobile based Map views with complete data (i.e., District/Sub-District/Town/Village/Taluk/administrative boundaries maps etc.), uploading of data based on role, quality and accuracy checking/Validation of GPS co-ordinates, MIS reports and other requirement of project.
- xv) If required, bidder to customize the map based on RECPDCL requirement
- xvi) Reliable maps based on DGPS survey, GPS Co-ordinates, GIS/remote sensing maps, etc.
- xvii) GIS based Project Monitoring, Analytics & Reporting
 - a) Input of periodic progress status on project activities
 - b) Periodic consolidated progress status report at administrative role
 - c) User defined query based reports in tabular, chart and map format
- xviii) Data visualization & thematic map generation
 - a. Map based information on Project status details with photos and other information as per requirement of RECPDCL.
 - b. Locations of Project execution
- xix) Bidder has to provide dashboard and with light weight User Interface to show status of project.
- xx) Bidder has to test, integration with applications and deployment of application
- xxi) Application should run and compatible on all web & mobile browsers (IE, Chrome, Firefox etc).
- xxii) Should provide drill-down maps (District to Sub-District to Town to Village to Taluk/administrative and clearly show map boundaries and names)
- xxiii) Response time of the map should be very fast loading, in case of any performance issue bidder has to fix it.
- xxiv) Bidder has to provide API's of map information for any integration with other maps as per RECPDCL requirement.
- xxv) Design the User Interface and User Experience to ensure that the service is user friendly.
- xxvi) Structure overall content to make it screen reader friendly.
- xxvii) Complete Source Code of Web and Database should including maps provide by bidder to RECPDCL and it will be under the property of RECPDCL.
- xxviii) The bidder shall provide upgrades/patches etc. required for the same without any additional cost.
- xxix) The bidder will be responsible for all the upgrades, updates, installation of patches and overall maintenance within the scope of the solution.
- xxx) The scope of technical support also includes rectification of errors within the developed solution, database, server migration, patching, system upgrades, technical and functional support to RECPDCL etc. during the contract period.
- xxxi) Must provide customer support availability 24/7/365 via phone, email, or online support portal.
- xxxii) Training to be provided by the bidder to user department (RECPDCL) on the overall workflow of the developed application and backend administration at no extra cost to RECPDCL requirement.
- xxxiii) The vendor will provide support for troubleshooting and enhancements in the services till the period of contract. Enhancement would include inclusion of all new browser/handset/devices/mobile platform OS coming in the market within 1 month of their launch and also new market/industry related functionalities

Note: Scope & nature of work is indicative only; however, RECPDCL reserves the right to add/delete as per the requirement of RECPDCL. REC/RECPDCL will provide only the Source Code, Database and our core team will explain the workflow & functionality of the existing GARV Web & Mobile Application. Accordingly, bidder has to clearly understand & create the required documentation for Maintenance of the complete Application till the contract period.

SECTION – IV

QUALIFICATION & EXPERIENCE OF MANPOWER

Two Senior Software developers as per following specified eligibility qualification criteria & experience will be deployed on site for Facility Management services for all kind of new design & development, changes requirement viz. facility management, design, development, maintenance, updation, Handling of huge volume of data, MIS report generation, upgradation, enhancements, bug fixing, security patches, application & penetration testing, additional module/functionality development change request services & management initially for two years, extendable for further period at the sole discretion of RECPDCL details as mentioned in the contract clause. Bidder/Agency will provide all kind of support to its deployment resources/ Senior Software developers during the facility Management Service period for successful completion of the work.

The team should be with diversified experience in their specific field of expertise in Design, Development of Web & Mobile Application, including experience in maintenance of hosting portal / system creation, system documentation and fully conversant with the principles and working methods of project management life cycle.

RECPDCL will provide only office sitting space to two Senior Software developers and all other facilities viz. laptop, internet or other means required etc. will be arranged by the agencies itself for the assignment.

S. No.	Designation	Educational Qualification	Work Experience	Role & Responsibilities
1	Senior Software Developers	BE or B.Tech or M.Tech in Computer Science or IT or MCA from IITs/NITs/IIITs	Minimum 5 years of working experience out of which Minimum 1 year working with the bidder organization the last date of bid submission.	<ul style="list-style-type: none">• Should be able to develop application as per Industry standards• Experience in Design, development & testing of Mobile Application in (Android, iOS & Windows), Web Application development, UI design (HTML5 & CSS3), Portal design, CMS, Database design and Deployment.• Awareness of CMM level Procedures/ Project Management• It should be ensured that the team composition includes adequate number of people on each platform• Should have experience of implementing appropriate security standards as per OWASP, Good communication skills• Communicate regularly with technical, applications and operational staff to ensure database integrity, security and smooth running of application
<p>Note: - Payment towards on-site (i.e. at RECPDCL corporate office) deployment of 02 Senior Software developers under “Facility Management Services” for Enhancement/Change request management, Facility management, updation, upgradation etc. shall be fixed on quarterly basis</p> <p>RECPDCL will provide only office sitting space to two Senior Software developers all other facilities viz. laptop, internet or other means required etc. will be arranged by the agencies itself for the assignment.</p> <p>The working timing will be same as that of the RECPDCL at present working Hours are Monday to Friday 9.30. am to 6 pm. However during the exigency of the work and requirement of RECPDCL, the bidder/ Senior Software developers may be asked to work even on Saturday/Sunday/ holidays and beyond working hours as per requirement of RECPDCL. In case, absence charges shall deduct on pro-rata basis.</p>				

1. **Deployed Senior Software developers and Back Office Support & Services technical team must have technical expertise and should work in various disciplines as indicated below (As per RECPDCL requirement)**
 - I. Preparation of Feasibility Report/ Detailed Project Report (DPR)
 - II. Business Process Re-engineering (BPR)
 - III. Preparation of FRS/SRS
 - IV. Application Performance Audit.
 - V. Application Security Audit
 - VI. Application Quality certification.
 - VII. Project Management and Monitoring
 - VIII. Request For Proposal (RFP)/Tender Preparation
 - IX. Bid Process Management
 - X. Enterprise Architecture Framework
 - XI. Preparation of MOU/Agreements/SLAs
 - XII. Application Roll out process management
 - XIII. Technology Trend Study
 - XIV. Project Evaluation/Impact Assessment
 - XV. Media Strategy/ Plan Preparation
2. Bidder should have Back office Support & Services IT Technical expertise team on its own roll viz. Principal Consultant, Solution Architect, Project Manager, Business Analyst, Database Administrator, Software Developers, Test Engineer, Technical Content/Document Writers, Data entry operators, etc. of sufficient experienced and qualification and this Back office Support & Services team will provide all necessary support and services to deployed Senior Software developers to complete the assignment successfully as per requirement of RECPDCL. However, in case of any requirement arises, said team/subject matter expert, etc. shall provide onsite visit for successful completion of the task/project.
3. From the above various disciplines list, job can be assigned to the deployed Senior Software developers / Back office Support & Services IT technical expertise team for carrying out the work as per (a) & (b) below:-
 - i. The Time and material based approach where the requirement of resource to carry out the job is clearly known based on time & material.
 - ii. The deliverable based approach for engaging resource shall take full responsibility of the desired outcome of the project with definite milestone and timelines along with detailed resource requirement.
4. The deployed Senior Software developers should be capable enough to meet 100% requirement of assigned work of RECPDCL.
5. Principal Consultant should have following qualification & experience:
 - i. Minimum Engineering Graduate and MBA (Preferably from reputed institute IITs/NITs/IIITs/IIMs)
 - ii. Minimum 10 years of Experience in IT Project consultancy
 - iii. Minimum 12 Months working with the agency as on date of bid submission.
6. The other said IT resources should have qualification & experience as per prevailing Industry practices.
7. The Cv's of above said professionals will be required to submit as and when required/asked by RECPDCL.
8. All the said assignment of development and Facility Management Services including deliverables which are not necessary mentioned in the tender document but are found to be necessary during the assignment for successful completion of assignment is to be done by bidder to the satisfaction of RECPDCL at no additional/extra cost.
9. Completion of assignment in time is most important element of the contract. The progress of work shall be evaluated on weekly basis vis-à-vis proposed milestone target to complete the work.
10. At any stage as desired by RECPDCL the Sr. software developer/agency shall be required for interaction and attend review meetings, make presentation etc. to RECPDCL or any other agency/organization etc. as when required by RECPDCL. The Sr. software developer /agency shall work in close coordination with RECPDCL as may be required for satisfactory completion of assignment.

11. At any time, Sr. Software Developers has to prepare and give presentation to Ministry/Sr. Management of REC/RECPDCL

12. Resource Deployment & Performance Evaluation

- i. Successful agency shall submit CVs of minimum 6 Senior Software developers against the requirement of 2 Senior Software developers to be deputed at RECPDCL end as per qualification and experience criteria mentioned at clause 'C' under FACILITY MANAGEMENT SERVICES above within seven days from issuance of work order. RECPDCL reserve right to select any 2 Senior Software developers out of 6 CVs provided as per its requirement based on scrutiny of CVs, interaction with candidate, interview, presentation by candidate etc. RECPDCL also reserve right to evaluate performance of Senior Software developer(s) from time to time and in case of unsatisfactory performance, agency shall be asked for suitable replacement within 15 days to replace the Senior Software developer(s) of equivalent or higher experience and qualification after approval from RECPDCL.
- ii. Further, agency will have required to provide training to its deployed Senior Software developer with all new technology and advancement etc. as per requirement of RECPDCL for value addition in assignment with no additional cost to RECPDCL. RECPDCL reserve right to ask bidder to replace with Senior Software developer(s) having expertise of such new technology and advancements, if such requirement arise and felt by RECPDCL.
- iii. Above may be also considered during performance evaluation and extension/renewal of contract.

SECTION-V

INSTRUCTIONS TO BIDDING AGENCIES

This financial bid is invited through open tender to take up the above said work.

The agencies/bidders are advised to study the financial bid document carefully. Submission of Financial Bid shall be deemed to have been done after careful study and examination of the financial bid document with full understanding of its implications.

Submission of the Bid:

Agency shall submit their responses online through e-tendering website www.tenderwizard.com/REC.

A. The submission and opening of Financial Bid will be through e-tendering process only.

Interested Agencies/bidders can download Financial Bid document from the RECPDCL website i.e. <http://www.recpdcl.in> or www.recindia.com or www.eprocure.gov.in and e-tendering regd. link is given in RECPDCL website i.e. www.tenderwizard.com/REC.

(Note: To participate in the e-Bid submission, it is mandatory for the agency to have a user ID & Password. For this purpose, agency has to register them self with REC/RECPDCL through tender Wizard Website given below. Please also note that the agency has to obtain digital signature token for applying for the e-Bid. In this connection, vendor may also obtain the same from tender Wizard.)

B. Steps for Registration:

- i. Go to website "<http://www.tenderwizard.com/REC>".
- ii. Click the link 'Register Me' or 'New User? Sign Up'
- iii. Enter the details about the E-tendering as per format.
- iv. Click 'Create Profile'.
- v. E-tender will get confirmation with **Login ID and Password**.

C. Steps for application for Digital Signature from Bid Wizard:

Download the Application Form from the website <http://www.tenderwizard.com/REC>. Follow the instructions as provided therein. In case of any assistance, you may contact RECPDCL officers whose address is given at the Bid. Bid is to be submitted through online mode on website www.tenderwizard.com/REC in the prescribed form.

Scanned soft copy of the documents given below for the qualifying response:

General Documents/EMD/PBG

1. Form-I: Letter for Submission of Bid & Form-II: General criteria details.
2. EMD of Rs. **100,000/-** in the form of Bank Guarantee (BG) from a nationalized/scheduled Bank as per Performa enclosed as "**Annexure-III**" or Bank Demand Draft drawn in favour of REC Power Distribution Company Limited payable at New Delhi & scanned copy to be uploaded and original to be submitted before the last date & time of Submission of Tender.
3. Exemption for payment of EMD amount will be given to Micro, Small & Medium Enterprises (MSMEs) registered with National Small Industries Corporation Ltd. (NSIC). However, relevant valid document/ Certificate from NSIC or Ministry of MSMEs, Govt. of India is required to be submitted without which bidders are not entitled for exemption.
4. The Agency qualifying the minimum eligibility criteria mentioned in **Section -VI** should upload duly signed and scanned soft copy of Bid documents given below (as applicable) for the pre-qualifying response:
 1. Eligibility / Qualification Criteria Documents.
 2. Letter of submission of bid (on Letter Head) as per **Form-I**
 3. General Criteria Details as per Form-II as per **Form-II**
 4. Letter of Transmittal as per **Annexure-I**
 5. Bid Bank Guarantee(Earnest Money) per **Annexure-II**
 6. Performance Bank Guarantee as per **Annexure-III**
 7. Integrity Pact as per **Annexure-IV** (Scanned copy to be uploaded and **original to be submitted before the last date & time of Submission of Tender**)
 8. Duly signed acceptance form for participating in Reverse Auction Event as per **Annexure-V**.
 9. Relevant document/Undertaking is to be submitted as per the **clause no. -10 of General Conditions**.

Financial Bid

1. Form-III-----Financial Proposal/Bid.

Financial bid to be uploaded in the specific format designed & same may be downloaded from website www.tenderwizard.com/REC and after filling the form it is to be uploaded therein through digital signature.

All the documents should be addressed to.

Addl. Chief Executive Officer

REC Power Distribution Company Ltd.

4th Floor, Kribhco Bhawan,

A-10, Sector-1, Noida (UP)-201301

(Note: All papers that comprise the Bid document of the concerned Bid must be numbered. An index of each page should also be provided.

SECTION-VI

Eligibility Criteria

S. No	Minimum Qualification Criteria	Documents Required
1	The bidder should be a company incorporated under Companies Act as per Government of India. The Bidder should have been in operation in India for a period of at least for 04 years.	Certificate of incorporation, PAN Card and Service tax Registration Certificate should be provided by the bidder
2	Bidder's average annual turnover of Rs. 70.00 lakhs for last four financial years (FY 2016-17, 2015- 16, 2014-15, 2013-14) and in case of non-availability of audited balance sheet for FY-2016-17, audited balance sheet of FY- 2015-16, 2014-15, 2013-14 & 2012-13 shall also be considered.	Attach documentary evidence (Audited balance sheet/ certificate for chartered accountant) for confirmation regarding turnover with summary as cover page on company's letterhead. The turnover refers to a company and not the composite turnover of its subsidiaries / sister concerns etc.
3	Bidder should have successfully executed similar projects of development of Web & Mobile application in India for any Central/ State Government/ Semi Government/ Public Sector Undertaking/ Large Corporate/MNC (such large corporate/MNC should have turnover more than Rs.100 crores) during last four financial years, having minimum contract value as below: (i) single work order/Contract Value of Rs. 80.00 lakh or (ii) Two work orders/Contract Value each of Rs. 50.00 lakh each.	Bidder should submit copy of (i) Work order(mandatory) & Any document out of the following: (ii) Payment receipts (iii) Proof of release of performance security after completion of the contract (iv) Proof of settlement/release of final payment against the contract (V) Certificate for successful completion of Work/Performance report by the client. In addition to above, in case bidder have successfully executed similar projects of development of Web & Mobile application in India for Large Corporate/MNC so document reflecting turnover more than Rs.100 crores of such Large Corporate/MNC is to be submitted
4	Bidder Should be CMMI(Capability Maturity Model Integration) level 3 compiled or higher	Certificate issued by the competent authority/organization
5	The bidder should not be black listed by any Govt./Semi Govt./State Govt./PSU etc.	Undertaking regarding this should be provided by the bidder as per Annexure-VII
6	Minimum manpower of qualification and experience on the company role of bidder as per Annexure-VIII	Educational certificates and CVs as per Annexure-IX self-attested by concerned staff and dully certified by Authorized signatory

Section-VII

Terms and Conditions

A. GENERAL CONDITIONS

1. The bidder should submit the documents through e tendering mode viz. **letter of submission of bid enclosed as Form-I, General criteria details enclosed as form-II, Financial bid/Performa of schedule rates enclosed as form-III, Annexure-I, Letter of Transmittal enclosed as annexure-II.** Original of requisite EMD & Integrity Pact to be submitted in original on or before last date of submission of Bids, fulfilling the above conditions will only be evaluated by the duly constituted evaluation committee. Bids of the bidders not fulfilling the conditions given above may be summarily rejected. Undertaking for subsequent submission of any of the above documents will not be entertained under any circumstances.
2. RECPDCL reserve right to ask to submit any document if desired so at any stage & also the right to verify/confirm all original documents & failure to produce the same within the period as and when required and notified in writing by RECPDCL shall result in summarily rejection of the bid.
3. RECPDCL reserves the right to accept or reject any or all requests for engagement without assigning any reason or to accept in parts and engage more than one agency at its sole discretion.
4. Acceptance of the application(s) constitutes no form of commitment on the part of RECPDCL. Furthermore, this acceptance of the application confers neither the right nor an expectation of minimum order within the proposed project.
5. RECPDCL reserve the right to accept the whole or its part of part of any responses with any short fall at its sole discretion.
6. RECPDCL reserve the right to call for fresh tenders/financial bid invitation at any stage and /or time as per the present and /or envisaged RECPDCL requirements even if the tender is in evaluation stage or in any stage.
7. RECPDCL reserve the right to modify, expand, restrict, scrap, re-float the tender without assigning any reason for the same.
8. The responder shall bear all costs associated with the preparation and submission of its response, and RECPDCL will in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the tender process.
9. RECPDCL reserves the right to conduct the reverse auction (if required) for the services being asked in the tender. The terms and conditions for such reverse auction event shall be as per the Acceptance Form attached as **Annexure VI** of this document. The bidders shall mandatorily submit a duly signed copy of the Acceptance Form along with the tender document as a token of acceptance.
10. The bidder must have fully operational office/Head office/Branch office in Delhi/NCR. **Relevant document proof should be submitted by the bidder.** In case if the bidder has no fully operational office/Head office/Branch office in Delhi/NCR, then the successful bidder will set up the office in Delhi/NCR within **10** days after the issuance of work order. In case of failure, RECPDCL reserves the right to reject the bid.
11. The agency concerned shall also provide Name/Contact Nos./Email IDs/Fax No. of all Key management officials.
12. Completion of assignment in time is most important element of the contract. The progress of work shall be evaluated on weekly basis vis-à-vis proposed milestone target to complete the work.
13. Consortium and joint venture in any form are not allowed. Also, bidders have to note that no sub-contracting / sub-letting are allowed.
14. EMDs received late due to any reason including postal delay will not be considered.

15. If due to any reason, the due date is declared as a holiday, the tender will be opened on next working day at the same time.
16. Any or all Bids may be rejected or accepted partially or fully without assigning any reason thereof by Chief Executive Officer, RECPDCL.
17. Bidders are requested to watch out RECPDCL website for change of events/additional information from time to time
18. **Integrity Pact:** The bidder has to submit integrity pact as per prescribed format Annexure-V on a **non-judicial stamp paper** of Rs. 100/- in 2 copies duly signed by the person signing the bid. The bidder shall not change the contents of "Integrity Pact". The bidder will upload the scanned copy of the integrity pact on the portal and should submit the original on or before of the last date of the EOI submission.
19. **Turnover/Experience of subsidiaries/sister concern companies shall not be considered. Joint venture participation/consortium shall not be considered.**

B. SECURITY AND CONDUCT

All times the bidder shall comply with all security and conduct regulations in effect that REC/RECPDCL requires at its premises or in the protection of its data assets.

C. REPRESENTATIONS AND WARRANTIES

All services, work, and deliverables will be performed by qualified personnel in a professional and workman like manner, in accordance with the level of industry standards. In addition, the Contractor warrants that –

- a) Performance of work will not violate any law, rule or regulation and the bidder will acquire all required permits and licenses.
- b) Should compete as per ISO 27001 standard security policies or any other standard acquired from time to time.

Key Bidder personnel assigned to perform the work will be continuous throughout the term, except as agreed to by RECPDCL or for reasons of termination of employment with Bidder. Such case replacement shall be done with personal of equivalent or higher qualification & experience.

D. Liquidated damages (LD) for delay for completion of work

- i. In the event of absence of Senior Software developers/staff & failure to submit the deliverables/ monthly progress report within the stipulated completion period, the liquidated damages are payable by the agency at 1% (one percent) per week of delay or part thereof on quarterly price on pro rata basis based on L1 price quoted. However, the total liability of the agency under this clause shall be restricted to 10% of the contract value as awarded.
- ii. If in case of non-compliance/ non-delivery of any development/change request as placed by REC/RECPDCL & if REC/RECPDCL is of the view that the agency is daily delaying the delivery of the change with lackadaisical attitude and in such cases RECPDCL may issue a warning of 10 days in that respect after the laps of stipulated timeline mentioned in such warning letter may at its liberty to penalize the firm double the amount of their quarterly payment charges and no charges will be payable for that quarter.
- iii. In case of continued non-satisfactory performance, RECPDCL have the right to withdraw the work & get completed the work at the risk and cost of the agency. Further the agency may be blacklisted for a period of one year or more for participating in any of the bids invited by RECPDCL. Also, RECPDCL would be free to intimate such black listing to various state/central utilities/ Ministry of Power/State Governments/other agencies not to consider the said agency for any assignment including of the same on websites.
- iv. In case of absence of Senior Software developer(s) or any failure in back office service & support as per requirement of RECPDCL approved charges will be deducted on pro-rata basis from payment payable to the bidder in that particular quarter. In case of absence of Senior Software developer(s) agency should provide suitable replacement with the approval from RECPDCL.

SECTION-VIII

FINANCIAL BID EVALUATION METHODOLOGY

1.0 Preparation of Financial Bids

- 1.1 The Agency should upload Bid document with duly signed copy of the requisite documents through digital Signature.
- 1.2 The Bidders are required to submit the complete financial bid documents through e-tendering only after satisfying each and every condition laid down in the tender documents. Bids submitted in other forms shall be summarily rejected.
- 1.3 Do not upload Financial Bid document with any other bid documents. Financial bid has to be uploaded separately.
- 1.4 All rates should be in figures and in words. In case of discrepancy between the words and the figures the rate indicated in words shall prevail.
- 1.5 Rates quoted should be firm and fixed. No price variation and escalation will be allowed.

2.0 Submission of Financial Bid:

- 2.1 Scan copy of "**Earnest Money Deposit**" along with letter of transmittal should be uploaded in portal.
- 2.2 Original EMD and integrity pact are to be submitted on or before the last date of the submission.
- 2.3 Financial Bid should only be submitted through e-tendering mode and duly digitally signed by the authorized Person, giving full name of the firm with its current business address. The letter of authorization shall be indicated by written Power-of-Attorney/ Authorization Letter accompanying the bid.
- 2.4 REC PDCL reserves the right to reject any or all tenders or drop part of tender without assigning any reasons whatsoever.
- 2.5 The quotation shall be valid for entire contract period/completion of the Assignments.
- 2.6 The bidders should satisfy themselves before submission of the bid to RECPDCL that they understand and satisfy each and every condition laid down in the bid document.

3.0 Opening of Bid:

- 3.1 Tenders duly submitted/uploaded, will be opened online on the schedule date and time. The tenders will be opened and the bidders or their authorized representative may, if they so desire be present at the time of opening of tenders.
- 3.2 Bid of only those bidders will be opened who have submitted requisite EMD in original detail as above within the specified time limit.
- 3.3 If due date of receipt of tenders and/or that of opening of tender happens to be a closed holiday(s), the tenders would be opened on the next working day but the time of receipt and of opening will remain the same.
- 3.4 REC PDCL reserves the right to postpone and/or extend the date of submission/opening of tenders or to withdraw the tender notice, without assigning any reason thereof. In such a case the bidders shall not be entitled to any form of compensation from the Company.

4.0 Financial Bid:

- 4.1 Bidders has to quote their rates strictly as per the financial bid format enclosed as form-III should be submitted/uploaded through online/e-tendering mode only.
- 4.2 Bidder should quote above charges inclusive of all costs involved such as logistics, Travelling Allowance, Daily Allowance, Software & Hardware, Internet, hosting, salary expenditure, training expenditure, printing, documentation, etc. and NO additional cost will be payable on account of any expenditure, expenses, liability, additional working hours/ working on holidays etc except the cost for mobile app publish licence, SSL certificate & sms gateway will be reimbursed to agency on submission of proof & original bills/invoices, etc. with any other relevant documents to RECPDCL subject to acceptance by RECPDCL at sole discretion.
- 4.3 Before quoting the rate bidder may download GARV Mobile apps for their understanding of said apps and available information etc. therein and to study the scope of work of this tender deeply to make aware themselves clearly to quote competitive rate as per prevailing practices in the industry to meet of objective of RECPDCL of very high level and quality benchmark in assignment and its deliverables. However, in any case, it will be assumed that understood all conditions, factors etc. for this work before submission of bid, absurd & irrational quoted rate leading to non-satisfactory performance later on, Agency shall be liable for strict action including Blacklisting.
- 4.4 The prices shall remain FIRM till entire contract period /completion of the Assignment.

- 4.5 The prices to be quoted would be exclusive of service tax which shall be payable extra as applicable.
- 4.6 Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.
- 4.7 Any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD of said bidder.

5.0 Earnest Money Deposit (EMD)

- 5.1 Bidders shall submit, Earnest Money of Rs. 100,000/- (Rupees One Lakh only) in the form of irrevocable Bank Guarantee (BG) from a nationalized/scheduled Bank as per Performa enclosed as "Annexure-III" or Bank Draft drawn in favour of REC Power Distribution Company Limited payable at New Delhi and shall be initially be kept valid up to validity of the offer plus 30 days or such extended period. Tenders not accompanied by the requisite amount of Earnest Money shall be rejected.
- 5.2 Earnest Money shall be forfeited in case of the following:
- 5.3 On revocation of tender or increase in rates after opening of the tender but before the validity of the quotations expires.
 - a) On refusal to enter into contract agreement after award of contract.
 - b) Non submission of Contract Performance Guarantee.
- 5.4 The EMD shall be returned without interest:
 - a) To the all unsuccessful bidders
 - b) To successful bidder on acceptance of LOA & submission of Contract Performance Guarantee by successful bidder.
 - c) In case bidding process is terminated by REC PDCL for any reason.

6.0 Performance Bank Guarantee (PBG):

On award of assignment, 10% PBG of the respective contract value (i.e. as per the Grand total of financial sheet) has to be submitted valid for completion period plus 90 days or such extended period. The performance bank guarantee shall be returned to the agency without any interest upon completion of all items of work as defined in scope of work, submission of final report and acceptance of the same by RECPDCL and in case of any failures/non-performance of the contract, PBG shall be forfeited/encashed.

7.0 Deviation:

The bidder must comply with the Scope of work, all terms and conditions & milestone target for execution of work as per bid document. No deviation on the lower side in this regard shall be accepted. In case of any deviation, Bids shall be summarily rejected.

- 8.0 Bidders may be present in person or may send their authorized representative at the time of opening of bid as per schedule. No further intimation shall be given if there is no change in the schedule. It is expected that all bidder shall attend the opening of bids. However, bids shall be opened and decision shall be taken even in absence of representative if the bid opening is not attended.

- 9.0 REC PDCL reserves the right to reject any offer in full or in part & award the work to one or more than one bidders, without assigning any reason thereof and without incurring any liability to the affected bidders for the action of REC PDCL.

- 10.0 In case it is decided to split the work to more than one agency at the lowest received rates, preference of work may be given to the agency which quoted the lowest rates in response to tender enquiry.

11.0 CONTRACT PERIOD

Initially, the contract period will be for **24** months for Facility Management Services. In case of extension after two years, Facility Management Services shall be payable at 10% increment from the approved price of previous year for Facility Management Services.

12.0 Termination of Contract

- 12.1 The contract shall remain in force as per the award of work or till satisfactory completion of awarded work, whichever is earlier.
- 12.2 However, in case, in the opinion of REC PDCL if the agency is not likely to make up for the delay, indicating poor

work, the agency is acting in anyway prejudicial to the completion of project, on adoption of unethical practices etc. the contract may be terminated partly or fully by giving 30 days' notice and the balance works shall be got executed at the risk & cost of the agency.

12.3 In case of default in services or denial of services, RECPDCL, at its sole discretion, will be free to avail services of other service providers at the "Risk & Cost" of the defaulter.

13.0 Terms of Payment:

Total Charges approved by RECPDCL will be fixed for payment towards on-site deployment of **TWO** Senior Software developers charges and Back Office Service, Support & other charges. Such calculated amount shall be payable on quarterly basis based on rate quoted by agency as per financial bid format.

14.0 Tax Deduction at Source:

Income Tax and any other taxes etc. as may be applicable from time to time during the currency of contract shall be deducted at source from the running bill(s).

15.0 Force Majeure

The REC PDCL and Agency shall ensure due compliance with the terms of this tender/Work order. However no party shall be liable for any claim for any loss or damage whatsoever arising out of failure to carry out the terms of the tender/Work order to the extent that such a failure is due to force Majeure events which include fire, riot, strike, lock out, forces of nature, accident, and act of God. But any party claiming the benefit of this clause shall satisfy the other party of the existence of such an event and give written notice within 72 hrs. of occurrence to the other party to this effect. The services covered under this tender/Work order shall be started as soon as the condition of force majeure ceases to exist against the particular party to this tender/Work order.

16.0 General Conditions

a) Disputes Resolution & Arbitration

- i. Disputes under the agreement shall be settled by mutual discussion.
- ii. However, in the event amicable resolution or settlement is not reached between the parties, the differences of disputes shall be referred to and settled by the Sole Arbitrator to be appointed by Chairman, RECPDCL.
- iii. The arbitration proceedings shall be in accordance with the prevailing Arbitration and Conciliation Act, 1996 and Laws of India as amended or enacted from time to time.
- iv. The venue of the arbitration shall be New Delhi, India.
- v. The fee & other charges of Arbitrator shall be shared equally between the parties.
- vi. The Arbitrator will give the speaking & reasoned award. The party will not be entitled to any Pendente lite interest during arbitration proceedings.

b) Jurisdiction of Courts etc.

The Courts/any other Tribunal or Forum in Delhi/New Delhi alone shall have exclusive jurisdiction with regard to any matter/dispute relating to or arising out of this contract.

c) Sub-contracting

Agencies to which work is awarded are not allowed to Sub-contract the work to any other parties either in part or full.

d) Letter of Transmittal

Letter of transmittal as per enclosed format "Annexure-I" to be submitted along with EMD in a sealed envelope.

e) In the event of increasing of government levies subsequent to the finalization of the tender; RECPDCL shall automatically pass on the pro-rata benefits to the selected bidder, if the same have been explicitly given in the financial annexures and specifically claimed by the selected bidder while submission of its invoice/ bill for payment along with a copy of all appropriate required government notifications.

f) No deviations from these terms and conditions will be accepted. Any violation thereof will lead to rejection of the bid and forfeiture of EMD/Security Deposit.

Letter for Submission of Bid

To,
Addl. Chief Executive Officer
REC Power Distribution Company Ltd.
4th Floor, Krihco Bhawan,
A-10, Sector-1, Noida (UP)-201301

Sub.: Engagement of Service Agency

Sir,
With reference to your Financial Bid No. _____ dated _____ for **SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & GARV- II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT**

1. I wish to apply for engagement with RECPDCL.

Further, I hereby certify that-

2. I have read the provisions of the all clauses and confirm that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender are acceptable to me and I have not taken any deviation to any clause.
3. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the REC PDCL.
4. Our bid shall remain valid for period of 180 days from the last date of bid submission.

Date:
Place:

Signature:
Full Name:

Designation:
Address:

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & GARV- II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT

GENERAL CRITERIA DETAILS

1. THE FIRM : _____

2. Name : _____

3. Regd. Address :

a) Address of Office : _____

b) Contact Person's

i. Name & Design.: _____

ii. Address : _____

iii. Tel No. Landline Mobile: _____

iv. Email ID : _____

4. Type of Firm (Please tick): Private Ltd./ Public Ltd./ Cooperative/Partnership/Proprietor

5. PAN No. : _____

6. Service Tax Reg. No.: _____

7. E.M.D. Details : Rs. _____

DD No. _____

Name & Address of Bank: _____

Signature.....

Full Name.....

Designation.....

Address.....

Financial Bid**SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT****Financial Bid:-**

Name of the Bidder: _____

Sr. No.	Particular	Unit Rate per Month in INR	Qty.	Period In Months	Total Price Excluding Taxes	VAT/ CST (%)	VAT/CS T Cost (INR)	Service Tax + Cess (%)	Service Tax + Cess Cost (INR)	Total Amount Inclusive Taxes (Rs.)
A	B	C	D	E	F=C* D*E	G	H=F* G	I	J=F*I	K=F+H+J
1	Charges for Onsite Deployment of 1 no. of Sr. software Developer		2	24						
2	Back office Service, Support & other charges		-	24						
3	Grand Total									

Note:

- Bidder should quote above charges inclusive of all costs involved such as logistics, Travelling Allowance, Daily Allowance, Software & Hardware, Internet, hosting, salary expenditure, training expenditure, printing, documentation, etc. and NO additional cost will be payable on account of any expenditure, expenses, liability, additional working hours/ working on holidays etc except the cost for mobile app publish licence, SSL certificate & sms gateway will be reimbursed to agency on submission of proof & original bills/invoices, etc. with any other relevant documents to RECPDCL subject to acceptance by RECPDCL at sole discretion.
- Before quoting the rate bidder may download GARV Mobile apps for their understanding of said apps and available information etc. therein and to study the scope of work of this tender deeply to make aware themselves clearly to quote competitive rate as per prevailing practices in the industry to meet of objective of RECPDCL of very high level and quality benchmark in assignment and its deliverables. However, in any case, it will be assumed that understood all conditions, factors etc. for this work before submission of bid, absurd & irrational quoted rate leading to non-satisfactory performance later on, Agency shall be liable for strict action including Blacklisting.
- If it is found that the tax quoted is higher than the applicable tax, in that case applicable taxes will only be paid by RECPDCL and if the tax quoted is lower than the applicable tax, in that case only the quoted taxes will be paid by the RECPDCL.
- In case of implementation of GST/New taxation policy etc. such taxes will be payable as per prevailing laws.
- Bidders have to quote as per financial bid format as above indicating all taxes. Financial bids will be evaluated based on total price quoted. At the time of release of payment to the bidder, TDS/WCT will be deducted as the case may be.
- The prices shall remain FIRM till entire contract period /completion of the Assignment.
- Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.
- The offer must be kept valid for a period of 180 days from the last date of bid submission. No escalation clause would be accepted. The validity can be further extended with as per requirement of RECPDCL.
- Any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD/PBG of said bidder.

Financial bid to be uploaded in the specific format designed same may be downloaded from website www.tenderwizard.com/REC and after filling the form it is to be uploaded through digital signature

LETTER OF TRANSMITTAL

To: [Name and address of Client]

.....

.....

.....

Dear Sir/s,

I/We, the undersigned, have examined the details given in your Request for Proposal dated [Insert Date] for **SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT**

We accept all the terms & conditions of the bid document without any deviation and submit the Bid. We hereby certify that M/s

_____ or its group companies have not been awarded any work for & shall not be a competitor to RECPDCL during contract period in case the contract is awarded.

Also, M/s _____ or its group companies is not executing or providing any type of consultancy services either directly or as a sub-contractor for the particular work for which Bid is submitted.

It is confirmed that M/s. _____ is not banned or blacklisted by any Govt./Pvt. Institutions in India.

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

BID BANK GUARANTEE (EARNEST MONEY)
(To be stamped in accordance with Stamp act)

This deed of Guarantee made this _____ day of _____ 2016 by

(Name of the Bank)

having one its branch at _____ acting through its Manager (hereinafter called the "Bank") which expression shall wherever the context so requires includes its successors and permitted assigns in favour of REC Power Distribution Company Ltd., registered under the Companies Act, 1956, having its office at _____ (hereinafter called "RECPDCL") which expression shall include its successors and assigns.

WHEREAS RECPDCL has invited tender vide their Tender Notice No. _____ Dated _____ to be opened on _____ AND _____ WHEREAS M/s _____

(Name of Tenderer)

having its office at _____ (hereinafter called the "Tenderer"), has/have in response to aforesaid tender notice offered to supply/ do the job _____ as contained in the tender.

AND WHEREAS the Tender is required to furnish to RECPDCL a Bank Guarantee for a sum of Rs. _____ (Rupees _____ Only) as Earnest Money for participation in the Tender aforesaid.

AND WHEREAS, we _____
(Name of Bank)

have at the request of the tenderer agree to give RECPDCL this as hereinafter contained.

NOW, THEREFORE, in consideration of the promises we, the undersigned, hereby covenant that, the aforesaid Tender shall remain open for acceptance by RECPDCL during the period of validity as mentioned in the Tender or any extension thereof as RECPDCL and the Tenderer may subsequently agree and if the Tenderer for any reason back out, whether expressly or impliedly, from his said Tender during the period of its validity or any extension thereof as aforesaid or fail to furnish Bank Guarantee for performance as per terms of the aforesaid Tender, we hereby undertake to pay RECPDCL, New Delhi on demand without demur to the extent of Rs. _____ Rupees _____ only).

We further agree as follows:-

1. That RECPDCL may without affecting this guarantee extend the period of validity of the said Tender or grant other indulgence to or negotiate further with the Tenderer in regard to the conditions contained in the said tender or thereby modify these conditions or add thereto any further conditions as may be mutually agreed to in between RECPDCL and the Tender AND the said Bank shall not be released from its liability under these presents by an exercise by RECPDCL of its liberty with reference to the matters aforesaid or by reason of time being given to the Tenderer or any other forbearance, act or omission on the part of the RECPDCL or any indulgence by RECPDCL to the said Tenderer or any other matter or thing whatsoever.

2. The Bank hereby waive all rights at any time in consistent with the terms of this Guarantee and the obligations of the Bank in terms thereof shall not be otherwise affected or suspended by reason of any dispute or dispute having been raised by the Tenderer (whether or not pending before any arbitrator, tribunal or court) or any denial of liability by the Tenderer stopping or preventing or purporting to stop or prevent any payment by the Bank to RECPDCL in terms thereof.
3. We the said Bank, lastly undertake not to revoke this Guarantee during its currency except with the previous consent of RECPDCL in writhing and agree that any charges in the constitution, winding up, dissolution or insolvency of the Tenderer, the said Bank shall not be discharged from their liability.

NOTWITHSTADING anything contained above, the liability of the Bank in respect of this Guarantee is restricted to the said sum of Rs. _____ (Rupees _____ only) and this Guarantee shall remain in force till _____ unless a claim under this guarantee is filed with the bank within 30 (thirty) days from this date or the extended date, as the case may be i.e. up to _____
_____ all rights under Guarantee shall lapse and the Bank be discharged from all liabilities hereunder.

In witness where of the Bank has subscribed and set its name and seal here under

Note: - The date shall be thirty (30) days after the last date for which the bid is valid.

PERFORMANCE BANK GUARANTEE

M/s REC Power Distribution Company Ltd.,
Core 4, Scope Complex, Lodhi Road,
New Delhi — 110003 (INDIA)

(With due stamp duty if applicable)

OUR LETTER OF GUARANTEE NO.: _____

In consideration of REC Power Distribution Company Ltd., having its office at _____
_____ (hereinafter referred to as "RECPDCL"
which expression shall unless repugnant to the content or meaning thereof include all its successors, administrators and
executors) and having issued BID/Work Order No.

_____ dated _____ with/on M/s
_____ (hereinafter referred to as "The Agency" which expression unless
repugnant to the content or meaning thereof, shall include all the successors, administrators, and executors).

WHEREAS the Agency having unequivocally accepted to perform the services as per terms and conditions given in the
BID/Work Order No _____ dated _____ and RECPDCL having
agreed that the Agency shall furnish to RECPDCL a Performance Guarantee for the faithful performance of the entire
contract, to the extent of 10% (ten percent) (or the percentage as per the individual case) of the value of the BID/Work
Order i.e. for _____.

We, _____ ("The Bank") which shall include OUR
successors, administrators and executors herewith establish an _____ irrevocable Letter of Guarantee No.
_____ in your favor for account of _____
_____ (The Agency) in cover of performance guarantee in accordance with the terms and
conditions of the BID/Work Order.

Hereby, we undertake to pay up to but not exceeding _____ (say _____
_____ only) upon receipt by us of your first written demand accompanied by your
declaration stating that the amount claimed is due by reason of the Agency having failed to perform the BID/Work Order
and despite any contestation on the part of above named-agency.

This letter of Guarantee will expire on _____ including 90 day of claim period and any claims made
hereunder must be received by us on or before expiry date after which date this Letter of Guarantee will become of no
effect whatsoever whether returned to us or not.

Authorized signature
Chief Manager/ Manager
Seal of Bank

Note: The date shall be 90 days after the date of completion of contract.

INTEGRITY PACT

Between

REC Power Distribution Company Limited having
its Registered Office at Core-4 Scope complex

herein after referred to as

"RECPDCL",

and

_____ *[Insert the name of the Bidder]*

having its Registered Office at _____
(Insert full Address)

Hereinafter referred to as

"The Bidder"

Preamble

RECPDCL intends to engage, under laid-down organizational procedures, agency for **SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT**

(Signature) _____
(For & On behalf of RECPDCL)

(Signature) _____
(For & On behalf of Bidder)

SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT

has relevant laws and regulations, and the principles of economical use of resources, and of fairness and transparency in its relations with its Bidders.

In order to achieve these goals, RECPDCL and the above named Bidder enter into this agreement called '**Integrity Pact**' which will form a part of the bid.

It is hereby agreed by and between the parties as under:

Section I - Commitments of RECPDCL

(1) RECPDCL commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of RECPDCL, personally or through family members, will in connection with the tender, or the execution of the contract, demand, take a promise for or accept, for him/herself or third person, any material or other benefit which he/she is not legally entitled to.
- b) RECPDCL will, during the tender process treat all Bidder(s) with equity and fairness. RECPDCL will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
- (c) RECPDCL will exclude from evaluation of Bids its such employee(s) who has any personnel interest in the Companies/Agencies participating in the Bidding/Tendering process

(2) If Chairman RECPDCL obtains information on the conduct of any Employee of RECPDCL which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, he will inform its Chief Vigilance Officer and in addition can initiate disciplinary actions under its Rules.

Section II - Commitments of the Bidder

(1) The Bidder commits himself to take all measures necessary to prevent corruption. He Commits himself to observe the following principles

(Signature) _____
(For & On behalf of RECPDCL)

(Signature) _____
(For & On behalf of Bidder)

during his participation in the tender process and during the contract execution:

- a) The Bidder will not, directly or through any other person or firm, offer, promise or give to RECPDCL, or to any of RECPDCL's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange an advantage during the tender process or the execution of the contract.
- b) The Bidder will not enter into any illegal agreement or understanding, whether formal or informal with other Bidders. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or actions to restrict competitiveness or to introduce cartelization in the bidding process.
- c) The Bidder will not commit any criminal offence under the relevant Anti-corruption Laws of India; further, the Bidder will not use for illegitimate purposes or for purposes of restrictive competition or personal gain, or pass on to others, any information provided by RECPDCL as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
- d) The Bidder of foreign origin shall disclose the name and address of the Agents/representatives in India, if any, involved directly or indirectly in the Bidding. Similarly, the Bidder of Indian Nationality shall furnish the name and address of the foreign principals, if any, involved directly or indirectly in the Bidding.
- e) The Bidder will, when presenting his bid, disclose any and all payments he has made, or committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and/or with the execution of the contract.

f) The Bidder will not misrepresent facts or furnish false/ forged documents/ information in order to influence the bidding process or the execution of the contract to the detriment of RECPDCL.

(2) The Bidder will not instigate third persons to commit offences outlined above or be an accessory to such offences.

(Signature) _____
(For & On behalf of RECPDCL)

(Signature) _____
(For & On behalf of Bidder)

Section III- Disqualification from tender process and exclusion from future Contracts

(1) If the Bidder, before contract award, has committed a serious transgression through a violation of Section II or in any other form such as to put his reliability or credibility as Bidder into question, RECPDCL may disqualify the Bidder from the tender process or terminate the contract, if already signed, for such reason.

(2) If the Bidder has committed a serious transgression through a violation of Section II such as to put his reliability or credibility into question, RECPDCL may after following due procedures also exclude the Bidder from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of the transgression. The severity will be determined by the circumstances of the case, in particular the number of transgressions, the position of the transgressors within the company hierarchy of the Bidder and the amount of the damage. The exclusion will be imposed for a minimum of 12 months and maximum of 3 years.

(3) If the Bidder can prove that he has restored/recouped the damage caused by him and has installed a suitable corruption prevention system, RECPDCL may revoke the exclusion prematurely.

Section IV - Liability for violation of Integrity Pact

(1) If RECPDCL has disqualified the Bidder from the tender process prior to the award under Section III, RECPDCL may forfeit the Bid Guarantee under the Bid.

(2) If RECPDCL has terminated the contract under Section III, RECPDCL may forfeit the Contract Performance Guarantee of this contract besides resorting to other remedies under the contract.

Section V- Previous Transgression

(1) The Bidder shall declare in his Bid that no previous transgressions occurred in the last 3 years with any other Public Sector Undertaking or Government Department that could justify his exclusion from the tender process.

(Signature) _____
(For & On behalf of RECPDCL)

(Signature) _____
(For & On behalf of Bidder)

(3) If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

Section VI - Equal treatment to all Bidders

(1) RECPDCL will enter into agreements with identical conditions as this one with all Bidders.

(2) RECPDCL will disqualify from the tender process any bidder who does not sign this Pact or violate its provisions.

Section VII - Punitive Action against violating Bidders / Contractors

If RECPDCL obtains knowledge of conduct of a Bidder or a Contractor or his subcontractor or of an employee or a representative or an associate of a Bidder or Contractor or his Subcontractor which constitutes corruption, or if RECPDCL has substantive suspicion in this regard, RECPDCL will inform the Chief Vigilance Officer (CVO)/Competent authority.

Section VIII - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the Contractor after the closure of the contract and for all other Bidder's six month after the contract has been awarded.

Section IX - Other Provisions

(1) This agreement is subject to Indian Law. Place of performance and jurisdiction is the establishment of RECPDCL. The Arbitration clause provided in the main tender document / contract shall not be applicable for any issue / dispute arising under Integrity Pact.

(2) Changes and supplements as well as termination notices need to be made in writing.

(3) Views expressed or suggestions/submissions made by the parties and the recommendations of the competent authority/CVO in respect of the violation of this agreement, shall not be relied on or introduced as evidence in the arbitral or judicial proceedings (arising out of the arbitral proceedings) by the parties in connection with the disputes/differences arising out of the subject contract.

(Signature) _____
(For & On behalf of RECPDCL)

(Signature) _____
(For & On behalf of Bidder)

(4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.

(Signature) _____
(For & On behalf of RECPDCL)

(Signature) _____
(For & On behalf of Bidder)

(Office Seal)

(Office Seal)

Name: _____

Name: _____

Designation: _____

Designation: _____

Witness 1: _____

Witness 1: _____

(Name & Address) _____

(Name & Address) _____

Witness 2: _____

Witness 2: _____

(Name & Address) _____

(Name & Address) _____

ACCEPTANCE FORM FOR PARTICIPATION IN REVERSE AUCTION EVENT

(To be signed and stamped by the bidder)

In a bid to make our entire procurement process more fair and transparent, RECPDCL intends to use the reverse auctions as an integral part of the entire tendering process. All the bidders who are found as technically qualified based on the tender requirements shall be eligible to participate in the reverse auction event.

The following terms and conditions are accepted by the bidder on participation in the bid event:

1. RECPDCL shall provide the user id and password to the authorized representative of the bidder.
(Authorization Letter in lieu of the same shall be submitted along with the signed and stamped Acceptance Form).
2. RECPDCL decision to award the work would be final and binding on the supplier.
3. The bidder agrees to non-disclosure of trade information regarding the purchase, identity of RECPDCL, bid process, bid technology, bid documentation and bid details to any other party.
4. The bidder is advised to fully make aware themselves of auto bid process and ensure their participation in the event of reverse auction and failing to which RECPDCL will not be liable in any way.
5. In case of bidding through Internet medium, bidders are further advised to ensure availability of the infrastructure as required at their end to participate in the auction event. Inability to bid due to telephone line glitch, internet response issues, software or hardware hangs, power failure or any other reason shall not be the responsibility of RECPDCL.
6. In case of intranet medium, RECPDCL shall provide the infrastructure to bidders. Further, RECPDCL has sole discretion to extend or restart the auction event in case of any glitches in infrastructure observed which has restricted the bidders to submit the bids to ensure fair & transparent competitive bidding. In case an auction event is restarted, the best bid as already available in the system shall become the basis for determining start price of the new auction.
7. In case the bidder fails to participate in the auction event due any reason whatsoever, it shall be presumed that the bidder has no further discounts to offer and the initial bid as submitted by the bidder as a part of the tender shall be considered as the bidder's final no regret offer. Any offline price bids received from a bidder in lieu of non-participation in the auction event shall be out rightly rejected by RECPDCL.
8. The bidder shall be prepared with competitive price quotes on the day of the bidding event.
9. The prices as quoted by the bidder during the auction event shall be inclusive of all the applicable taxes, duties and levies and shall be FOR at site.
10. The prices submitted by a bidder during the auction event shall be binding on the bidder.
11. No requests for time extension of the auction event shall be considered by RECPDCL.
12. The original price bids of the bidders shall be reduced on pro-rata basis against each line item based on the final all inclusive prices offered during conclusion of the auction event for arriving at Contract amount.

Signature & Seal of the Bidder

Annexure VI

Format of CV's

The agencies are required to furnish CV's each of working manpower for each of the proposed position as per the below format duly signed and stamped on the company letter head

Details		Response
1	Proposed Position and Skill Set	
2	Name of Firm	
3	Name of Staff	
4	Date of Birth	
5	Education [Indicate College/University and other specialized education of staff member, giving names of institutions, degrees obtained and dates of obtainment]	
6	Membership of professional Association/Societies	
7	Summary of Key trainings and Certifications	
8	Language Proficiency	(Read/Write/Speak)- (Excellent/Good/Fair)
9	Employment Record [[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment as per format provided]]	From [Year]: _____ To [Year]: _____ Employer: Positions held:
10	Highlights of assignments handled and significant accomplishments.	Name of assignment or project: Year: Location: Client: Main project features: Positions held: Activities performed:

UNDERTAKING TOWARDS NOT BEING BLACK-LISTED

I, _____ Authorized Signatory of M/s _____ hereby give undertaking that we, as a company are not black-listed by any Central/ State Government/ Semi-Government Organization/ Public Sector Undertaking/ Private Institution in India.

Further, if information furnished above stands false at any stage, we shall be completely liable for actions taken by RECPDCL as per terms & conditions of the tender including disqualification and exclusion from future contracts/assignments etc..

(Signature of Authorized Signatory)

Name*:

Designation*:

Seal:

MANPOWER ON THE ROLE OF BIDDER WITH EXPERIENCE:

OVERALL PROFESSIONAL SUMMARY FOR SELECTION OF AGENCY FOR ENHANCEMENTS, UPGRADATION & FACILITY MANAGEMENT SERVICES FOR EXISTING GARV-I & GARV- II WEB & MOBILE APPLICATION AND NEW DEVELOPMENT

S. NO	Particular	Position	Minimum no. of professionals required on roll of bidder for past one year to meet eligibility criteria on the last date of bid submission.
1.	Sr. Software Developers	Sr. Software Developers	6
2.	Back-end Office Team	Project Manager	1
3.		Software Developer/Mobile Application Developers	4
4.		Quality Expert	2
5.		Content/Technical writers	2
6.		Database Expert	2
7.		Security Expert	2
8.		Tester	2
9.		Business Analyst	2
10.		Training and Change Management Expert	2
11.		UI designers	1

EXPERIENCE CRITERIA

#		Desired Profile	Minimum Required Qualification / Experience
i.		Project Manager	<ul style="list-style-type: none"> • B Tech/ B.E. / MCA (preferably in Systems/IT) From a premier institute. • Minimum 10 years' experience in IT/ software development/ IT System projects • Minimum of 2 years' experience as a Project Manager for IT Implementation Projects. • Exposure to Government Projects preferred. • Certified PMP, PRINCE 2 or equivalent.
ii.		UI Designer	<ul style="list-style-type: none"> • Minimum BFA, MFA, B. Arch, B. Design, M. Design, PG diploma in Web Design from Government recognized institutions. • Minimum 5 years' experience in designing for IT/ software development / IT System projects / Website Development / Mobile Application Development. • Minimum of 2 years' relevant experience in Software Applications / Web /

			<p>Mobile UI-UX design and development.</p> <ul style="list-style-type: none"> • Exposure to Government Web designing preferred
iii.		Sr. Software Developer	<p>Details as mentioned in SECTION - IV</p> <p>QUALIFICATION & EXPERIENCE OF MANPOWER under work experience on page no.17 of this NIT</p>
iv.		Quality Expert	<ul style="list-style-type: none"> • Minimum B.E. / B. Tech / MCA (preferably in Systems / IT / Computer Science) from a premier institute. • Minimum 5 years' experience in IT/ software development / IT System projects / Website Development / Mobile Application Development. • Minimum of 2 years' experience in same role (i.e. Quality Expert). • Preferably should have worked on laying down guidelines for S/w development quality assurance framework. • Exposure to finalization of the User Acceptance Process and Criteria.
v.		Content /Technical Writer	CONTENT WRITER

			<ul style="list-style-type: none"> • Minimum Graduation / Post Graduation in English / Hindi, PG Diploma in Mass Communications from Government recognized universities / institutes. • Minimum of 3 years' experience in content writing for Websites & / or Web Portals. <p>TECHNICAL WRITER</p> <ul style="list-style-type: none"> • Minimum B.E. / B. Tech (IT / Computer Science) from a premier institute with excellent technical writing skills. • Minimum of 3 years' experience in same role (i.e. Technical Writer).
vi.		Software Developer/Mobile Application Developer	<ul style="list-style-type: none"> • Minimum B.E. / B. Tech / MCA (IT / Computer Science) from a premier institute. • Minimum 5 years' experience in IT/ software development / IT System projects / Website Development / Mobile Application Development. • Minimum of 2 years' experience in same role (i.e. Mobile Application Development).
vii.		Database Expert	<ul style="list-style-type: none"> • Minimum B.E. / B. Tech / MCA (in Computer

			<p>Science or Engineering) from a premier institute.</p> <ul style="list-style-type: none"> • Minimum 8 years' experience in IT/ software development / IT System projects / Website Development / Mobile Application Development. • Minimum of 2 years' experience in same role (i.e. Database Expert).
viii.		Security Expert	<ul style="list-style-type: none"> • Minimum B.E. / B. Tech / MCA (preferably in CS / Electronics and Communications) from a premier institute. • Minimum 5 years' experience in IT/ software development / IT System projects / Website Development / Mobile Application Development. • Minimum of 2 years' experience in same role (i.e. Security Expert). • Exposure to BS15000 process / ISO 27001/ BS 7799/ISO 20000/ ITIL or ITIL certified.
ix.		Tester	<ul style="list-style-type: none"> • Minimum B.E. / B. Tech / MCA (preferably in CS / IT) from a premier institute. • Minimum 5 years' experience in IT/

			<p>software</p> <p>development / IT System projects / Website</p> <p>Development / Mobile Application Development.</p> <p>• Minimum of 2 years' experience in same role (i.e. Tester).</p>
x.		Business Analyst	<p>• Minimum B.E. / B. Tech / MCA from a premier institute.</p> <p>• Minimum 5 years' experience in monitoring of IT/e-Governance projects.</p> <p>• Experience in requirement gathering and process study/designing.</p> <p>• Minimum of 2 years' experience in same role (i.e. Business Analyst).</p>
xi.		Training and Change Management Expert	<p>• Minimum B.E. / B. Tech / MCA from a premier institute.</p> <p>• Minimum 5 years' experience in training / change management.</p> <p>• Minimum of 2 years' experience in delivery of User Training Programs through Training and Change Management.</p>

DETAILED CVs OF PROFESSIONALS

Curriculum Vitae

1. Name of Firm:
2. Name of Staff:
3. Contact Details: Email / Phone
4. Designation:
5. Employee No.
6. PF No.
7. Areas of Expertise:

-
-

8. Date of Birth:
9. Date of Joining the Firm:
10. Years with the Firm:
11. Total Years of Experience:
12. Education (Minimum required qualification is B.E./B.Tech/MCA or higher technical qualification):

Place picture of Staff

S. No.	Degree Obtained	Institution	Dates
1			
2			
3			
4			

13. Key Qualifications:
14. Membership of Professional Associations:
15. Professional Certifications:

S. No.	Certification	Date of achievement of Certification
1		
2		
3		
4		

16. Other Training:

17. Countries of Work Experience:

18. Languages:

S. No.	Languages	Speak	Read	Write
1				
2				

19. Employment Record

From/To	
Employer	
Position held	
Current Location	

From/To	
Employer	
Position held	
Location	

20. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned (Please provide the details of the projects undertaken till date)

Name of assignment or project:	
Year:	
Location:	
Client:	
Main project features:	
Positions held:	
Activities performed:	

Name of assignment or project:	
Year:	
Location:	
Client:	
Main project features:	
Positions held:	
Activities performed:	

Certification

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, at any stage.

Date:

Place:

Signature:

Certification by Authorized signatory:

I, the undersigned, certify that to the best of my knowledge and belief, this CV of above staff is correct in connection with qualifications, experience and information mentioned. I understand that any willful misstatement described herein may lead to disqualification or dismissal, at any stage.

Date:

Place:

Signature: