



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

Phone(011) 43091506 Fax: (011) 24365815

Request for Proposal

(Invited through e-Tendering mode only)

For

Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT Solution Including Facility Management Services for RECPDCL

For

i. Human Resource Management System

II. Finance Management System

iii. Material Inspection Management System

Tender No. RECPDCL/IT/2016-17/50

Dated: 06.04.2017

REC Power Distribution Company Limited

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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	06.04.2017
Last date of queries/ seeking Clarification	13.04.2017 up to 10:30 Hours
Pre-bid Meeting Address: RECPDCL, Corporate office, Noida	13.04.2017 at 11:00 Hours
Last date of submission of bid	27.04.2017 at 15:00 Hours
Date of Opening of Technical bid	27.04.2017 at 16:00 Hours

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

(IMPORTANT INFORMATION)

Name of Assignment: Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT Solution Including Facility Management Services of RECPDCL

S. No.	Event	Information to the agencies	
1	Date and Time of Release of RFP	06.04.2017	
2	Last date of queries/ seeking Clarification	13.04.2017 up to 10:30 Hours	
3	Pre Bid Meeting	13.04.2017, 11:00Hrs at RECPDCL, 4th Floor, Kribhco Bhawan, A-10, Sector-1, Noida (UP)-201301	
4	Last Date & Time for online Submission of RFP	27.04.2017 Up-to 1500 Hours	
5	Date of Opening of RFP	27.04.2017 Up-to 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.50,000/- (Rupees Fifty Thousand 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. 50,000/-(Rupees Fifty Thousand 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 favour 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.

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 etc. across the country.

B. OVERVIEW

Presently RECPDCL uses Tally system for managing financial transactions. The report generation from this system is not feasible. Other modules like manpower regulation, material management and project management are being managed on in-house developed portals/Excel/Manually. Keeping in view of the above, with the advancement of technology RECPDCL needs to develop various software modules for effective monitoring and accountability and transparency for efficiently functioning of RECPDCL.

Accordingly, RECPDCL intends to engage agency (ies) to provide services for Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application based IT Solution Including Facility Management Services for RECPDCL detailed follows in this tender.

C. PROPOSED SOLUTION

The proposed application will consist of following Modules & Sub Modules: -

1. Human Resource Management System
2. Finance Management System
3. Material Inspection Management System etc.

SECTION-III

DETAILED INTENT & OBJECTIVES, SCOPE OF WORK AND PERFORMANCE EVALUATION

1. INTENT AND OBJECTIVES

To provide IT solutions to RECPDCL by development of Web cum Mobile application and other allied services, technologies, infrastructure and expertise with focus to effective monitoring and accountability and transparency for efficiently functioning of RECPDCL with emphasis on following points/parameters:

- a) Efficient Management, Accountability & Transparency in the functioning of RECPDCL.
- b) To maintain a 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.
- c) Real time monitoring of various functional modules with captured image, video, pictures, GPS Coordinates, attendance tracking system etc.
- d) Transparency in all modules and processes better coordination mechanism involved in project & its record keeping.
- e) Creation of digital database of the System and MIS generation, Dashboard & Graphical representation- Pie Chart, Histogram, Bar Chart etc. as per the requirement of projects of RECPDCL.
- f) Offline Data retention on mobile & synchronization.
- g) If required, Integration with any existing system/portals/database etc. as per requirement of RECPDCL/projects.
- h) Time to time Data backup and archival/retrieval services.
- i) To implement Notification service mechanism SMS/Email etc.
- j) To host application in https (secure layer) environment.
- k) The application must provide interface to different users with differential rights to enter the information pertaining to them as per requirement of RECPDCL.
- l) The application solution must be able to send email and SMS to respective registered user to enter/update the relevant information as per requirement of RECPDCL.
- m) GIS analytical as per the requirement of RECPDCL/Projects.
- n) Interface with existing database.
- o) Free downloads from Google play store, i-tunes and windows app store etc.
- p) Security audit from CERT-IN, DIETY, Govt. of India empaneled agencies.
- q) To Implement Guidelines for Indian government websites (GIGW), Govt. of India.

2. SCOPE OF WORK

The broad scope of the work is System Study, Design, Development, Customization, Installation, Configuration, Hosting, Maintenance and Commissioning of Web & Mobile Application based IT Solution 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 Facility Management Services for RECPDCL.

Bidder should provide testing and production environment with five-year comprehensive warranty maintenance for Web & Mobile Application Development Platform, Hybrid Mobile Application as per Technical specification which will meet the objectives. The Mobile Development application services are required for both development and implementation.

Modules/sub module are required as a bundle of applications for implementation of IT Solution for RECPDCL through Web & Mobile App solution which in essence would have inter-alia the features defining the work flow to and fro, in a defined hierarchical order, capturing the geo-locations, images, real time updation and editable at the level of authorized administrators for all modules and also at the level officers for a related modules pertaining to department/task. Create different users of divisions with varied roles and scopes and confirm each member by providing through secure authentication.

The proposed solution on following Modules:

1. Human Resource Management System

i) Employee Information System

a) RECPDCL officials will manage complete application by creation and updation of users, roles and privileges.

I. User management plays a very important role in making an application more secure. In the proposed application user Administrator is going to manage that part. Admin assigns User ID and Password to all the users of this application. Admin performs two major roles in this application i.e. User Management, Role Management

II. Under user management module, Admin authenticates a certain user by providing valid user ID and valid password to that user. Here admin chooses the user type, the state (center) to which he/she belongs, project location etc.

III. Under manage role module, admin assigns roles to different user types. Admin has the privilege to edit/delete the roles of different users.

b) Creation Employee Master Information

I. When a new employee joins, HR Department will enter the basic details like name of the employee, name of the agency, qualification, DOB, blood group, contact info, photograph etc.

II. Once the basic information is submitted, system will automatically/manual generate the "Employee Id/Deputy Id" and "Password".

c) Assign Project

I. Once the employee details are approved, HR Department will assign project to that employee. The details like name of the project, Name of TL/Project Manager, date of start of work etc. will be selected while assigning a project.

d) Manage Project

I. Project details will be managed through project master. Project name, state name, location, project start date, project completion date, significant/silent features of project, estimated cost of project, total number of employees etc. will be recorded.

e) Manage Tour

f) Manage Team Lead

I. TL/Project Manager master will be there for managing TL/Project Manager details. TL/Project Manager names can be added after recruitment process is over by the agencies/RECPDCL.

g) Manage Designation

I. Designation master will be there for managing the designation. Here we can add new designation. Example Site Eng., Asst. Eng., Supervisor of States etc.

II. Employee designation can be changed as per requirement. Example Site Eng. designation can be change to TL/Project Manager.

h) Project Allocation

- I. HR Department will allocate project to the TL/Project Manager. Project name, TL name, employees name will be selected while allocating any project. Once the project is allocated TL can login to the application for updation of attendance and other project transactions.
- i) Approve Requisition
 - I. There will be three types of requisitions to be approved by HR Department. There can be requests for updation of attendance in an earlier date, requisitions for making correction of wrong entry and requisition for relocation of employees.
- j) Set Attendance Timer
 - I. Time period for updation of attendance within a specified time period for a particular project can be set by HR Department. Beyond this defined time period system will not allow the TL/Project Manager to update attendance in the system. This may lead to sending of requests for re updation of attendance.
- k) Performance Appraisal / Contract Extension Report
 - I. Provision for yearly performance appraisal or contract extension if any and completion of 11 months or specified time duration defined by RECPDCL from the date of joining a prior notification will goes to HR Department for the performance appraisal or contract extension etc.
- l) Notification Services Email/SMS to HR Department, TL/Project Manager & concerned official of RECPDCL
- m) MIS Reports
- n) Here are some of the reports those can be generated for HR Department.
 - I. State wise resource allocation report
 - II. Project wise resource allocation report
 - III. Agency wise resource appointed report.
 - IV. Attendance report (Daily/Monthly/Yearly)
 - V. Individual Employee Attendance Report
 - VI. Performance Appraisal / Contract Extension Report
 - VII. Employee wise prev. assigned post
 - VIII. Employee relocation report Requisition approval report
 - IX. Leave report
 - X. Touring bill
- ii) GPS based Attendance tracking system.
 - a) Team Leaders of each project will be responsible taking attendance of employees of his/her concerned project. Login facility will be provided to the TL/Project Manager for sending attendance online. Attendance of employees can be taken in two ways i.e. either through biometric device or through user interfaces. Attendance of employees must be updated on daily basis. The attendance status can be categorized as present, on leave, absent, tour. Apart from selecting the status, provision should be there for entering remarks (type of work performed).
 - I. During tour, the attendance will be marked as "Tour".
 - II. In case attendance is marked as "Absent", again it will ask to select whether "Absent with permission" or "Absent without permission" etc.
 - b) A unique user ID and location (GPS coordinate) along with biometric identification, selfie image or any other technology association would be required in this application. A time and

attendance software to process the data received from user's mobile and store the information (time, entry and leaving) to the Database.

- c) Officers will be able to track down information regarding the attendance of field staff based on GPS coordinates. Exact location and time of the staff could be known and the time duration between two /multiple logs on the same 24 hours' period
- d) This can be used to ascertain whether a staff has visited the area of inspection/ event place etc.
- e) Since location-based time and attendance system use Mobile Application and a time and attendance management sub module for processing data, so the flows of operation of the Mobile application has following attributes / features: -
 - I. Determine the exact location using GPS
 - II. Check the location with pre-stored (office/workspace, Native) location
 - III. Device based user identity.
 - IV. User will have to provide biometric identification, to take the selfie etc. or any other technology to confirm the availability of the user on the location.
 - V. App will update the pic or any other option, time, geo coordinate to the central server application.
 - VI. User will get confirmation message after the attendance update.
 - VII. User can see the previous attendance log in the summery format
 - VIII. Assigned officer can see the attendance of the officials along with Pic, geo location, date/time, etc. (any other parameters specified by RECPDCL).
 - IX. Track the multiple logs of the time and locations.
 - X. Count the hours/minutes between every time login of entry and exits at the premises/field.
 - XI. Monthly/Weekly/Daily/Hourly attendance report.
 - XII. Report of attendance of all user's department wise which can be seen by administrator.
 - XIII. Audit trails
 - XIV. MIS, GIS & Verification Reports and statistics at various levels to be developed as per requirement of RECPDCL
 - XV. Alert & notification services
 - XVI. Dash Board for analyzing attendance during a given period.
 - XVII. May have option to provide Soft Geo fencing of Areas for field staff through Maps, correlation and correction of Geo fence data with on field in case of Mismatch.
 - XVIII. Enrollment & Master data preparation of employees with photographs.
 - XIX. Each employee working area may be geo-fenced with regular updates as per RECPDCL requirement.
 - XX. Captured data shall be immediately submitted to server through GPRS on real time basis.
 - XXI. In case signal not available data & image to be stored in offline and on availability of signal data to be submitted to server.
 - XXII. Attendance module shall support the week-off (or) scheduled leaves of employees.
 - XXIII. App may have option to capture the attendance only in the geo fenced area of the employee.
 - XXIV. App needs to show any kind of notification to user at regular intervals specified by RECPDCL.

XXV. Capturing the GPS Coordinates of the location of data capture is recorded for validation.

XXVI. The captured data may be required to be integrated with various internal & external interfaces/applications as per requirement of RECPDCL.

XXVII. GEO fencing may be done in the web portal need to be verified as per RECPDCL requirement, if required this has to manually captured in case of unidentified location.

XXVIII. Attendance should have an option to restricted to geofence area, timings as per requirement of RECPDCL

XXIX. If required Payment sheet generation shall be done as per the number days (or) sessions attended by the employees in a given period against to basic salary.

XXX. Integration with Google maps to track employees

iii) Manpower/ Employee deployment in different project locations

iv) GIS analytical as per the requirement of RECPDCL/Projects.

v) Employee Tracking project wise, agency wise, state wise etc.

vi) Employee Transfer/ Relocation

- a) Employees are being transferred from one project to another project depending upon the requirement.
- b) For employee transfer, TL/Project Manager will send no. of employee details to concerned department and HR Department. Concerned department will approve it. Once approved a notification will go to HR Department and TL/Project Manager.
- c) The transfer details will be entered by HR Department including start date and end date to reach the new location, name of the new TL/Project Manager, time of reporting etc.
- d) Once transfer details are entered by the HR Department, TL/Project Manager of the new project (where the employee is going to be transferred) will get a notification (Employee details, when they will reach etc.). During travel the employee attendance status will be relocation/transfer travel.
- e) After reaching the project location, the TL/Project Manager will confirm how many employees have reported by putting a tick on that employee on or before the end date. From that day the attendance of those employees will be taken by the new TL/Project Manager.
- f) If in case an employee reaches beyond the end date, then the TL/Project Manager will raise a request to concerned department and HR Department with the remark that why he is late. The HR Department and concerned department will get the notification of that request and can approve it and HR Department or concerned department will put the attendance of that employee. Once approved there will be a notification to the TL/Project Manager, then the attendance capturing of that employee will be under this TL/Project Manager.
- g) The new TL/Project Manager will have the provision for viewing previous attendance record of the relocated employees in their previous project.

vii) Leave Management System

- a) Leaves taken by employees will also be managed in the system.
- b) For taking Leave/CL etc., TL/Project Manager will raise a request to supervisor of the state or as per hierarchy defined by RECPDCL.

- c) Once request is raised a blink will be there on the screen of supervisor of the state/project in charge etc. he can approve/ reject the request.
- d) If accepted provision will be there to mark the date as CL or etc.
- e) System will capture the status of that leave as CL or etc. accordingly month wise attendance statement will be generated and will help in salary calculation.
- f) The status will be shown in the TL/Project Manager screen that the CL is accepted or not accepted by the supervisor of the state of a particular employee.
- g) MIS Reports as per requirement of RECPDCL.

2. Finance Management System

- 1) TA/DA Bills online submission with Prior approval system
 - a) Employee will upload all relevant documents like bus ticket, train ticket and other expenses details to claim the touring expenses. Once the claim is raised, a notification will go to the Finance Department. Apart from uploading the expenses, depending upon the type of tour, employee can upload the desired reports. After submitting all relevant reports of a tour, employee will mark that the tour is completed.
 - b) Any advance payment made by finance dept., will be managed under that tour code and further adjustments can be done. Expenses released at different interval of time will be recorded in the system. After each release, a SMS alert will be automatically sent to the employee. After releasing all the expenses of the tour, finance department will close the tour. Once the tour is closed a notification and SMS will go to that employee that the tour is closed.
 - c) Concerned departments will approve the tour. Once the tour is approved a Tour Code will be automatically generated against that tour.
 - d) Multi-point tour will be there. Tour details like place of visit, from date, to date will be entered by concerned employees a request will be moved to reporting officer and thereafter to sanctioning authority with notification.
 - e) Tour can be revised.
 - f) Once code is generated for the tour, all transactions of that tour will be entered under that tour code.
 - g) Until and unless tour is declared as completed by the employee, full payment against the expenses can't be made
 - h) Employee to complete all aspects of a travel claim from a Mobile/Web
 - i) The electronic images of all receipts on your mobile phone to assist in prevention of lost receipts. These receipts are then used to populate your claim
 - j) Employee can know the claim status for more transparency and efficient completion of claim process.
 - k) Tour trip can link to Google maps for mileage calculation
 - l) Provides user friendly travel and expense reimbursement functionality to RECPDCL.
 - m) Saves time submitting expense reports and leads to quicker employee reimbursement and timely Payment.
 - n) Ability to scan and upload one or more receipts, invoices and related documents and attach to an expense claim or line items within the expense claim.
 - o) Ability to attach electronic receipts, invoices, and related documents to an expense claim.

- p) Ability to handle exceptions where no receipts are submitted and are required. Can the system be configured to ask extra questions based on the nature of the expense (as per requirement of RECPDCL)
 - q) Ability to upload various formats for supporting documentation, such as html, pdf, email, etc.
 - r) Ability to create and manage effective-dated rules or policies for expense claims (e.g., mileage rates, maximum meal costs, etc.). If required, the system maintain rule update against claims.
 - s) Centralized dashboard with drill down approach/multi-level hierarchical information access system
 - t) The mobile application must support offline data capture which should synchronize with server when data connection is available.
 - u) Tracking application should be running in background and should be temper proof.
 - v) Route Mapping on Google Maps for tour verification.
 - w) Agency should add features/functional requirement as desired by RECPDCL
- 2) TA/DA Bill Verification, Approval & Processing System: The module like TA/DA claim processing for employees. The system will position RECPDCL at the leading edge of expense management and enable the adoption of best practices. The goals of the system are to change from a paper-based to an online process, and over the longer term, move from reimbursable expenses to business-to-business transactions.
- a) Claims can be reviewed and approved anywhere through Mobile/Web
 - b) Email/SMS notifications regarding expense report approval status and payments
 - c) Automate and streamline processing of TA/DA claims
 - d) Improve information about expenses for analysis, reporting and auditing
 - e) Tour & Bill Approval Hierarchy Workflow
 - f) Advance payment adjustment
 - g) TA/DA expenses claim process
 - h) Ability to identify expense claims with overlapping periods for a claimant
 - i) Ability to review/compare multiple claims for a single trip by identifying claimants/expenses for a trip where multiple claimants are involved and cross-referencing expenses (i.e. each claimant claims his/her portion of TA/DA expenses)
 - j) Ability for reviewers/approvers to make minor changes/updates to claims with proper justification.
 - k) Ability to provide information about advances and related expense claims.
 - l) Ability to determine status of claim.
 - m) Ability to search for expense claims, for example, by name, claim number, range of dates, range of amounts, etc. as per requirement of RECPDCL.
 - n) Ability to analyze expense categories for claims, for example, type of travel (e.g. air, train,) by geographic location, carrier, cost, duration, etc. Ability to audit data including information such as: last updated, effective dates, who added, changed or deleted, and what was added, changed or deleted, timestamp, etc.
 - o) Ability to determine number of claims by status, by time period, how long to process, bottlenecks (e.g. approval chain), predicting cash flow, etc.
 - p) Provide collection and management of receipts and supporting documentation, improve end-to-end processing time, support green information technology initiatives, reduce follow-up inquiries, reduce time to retrieve information
 - q) Automated tracking of each employee with his /her tour details.
 - r) Various analysis and monitoring reports with robust MIS reporting system.

- 3) Payroll System (Contract/Fixed Tenure)
 - a) Finance Dept., RECPDCL will then cross verify it with their system generated salary bill. If matched, Finance Dept. will release fund to the agency. The details like date of release, amount released, name of agency, cheque no. etc will be tracked.
 - b) SMS/e-mail notification will be automatically generated from RECPDCL for agency (ies) and employee regarding release of payment.
 - c) Agency will actually release payment to the employees.
 - d) Employee, after physically getting the salary, will login to the application and update the date of actual receipt, amount received, name of agency etc. if required.
- 4) Salary Calculation:
 - a) There will be the master table for entering the deduction and allowances as per salary structure.
 - b) System will automatically capture the attendance status, leave type and will calculate the deduction against Leave, CL etc.
 - c) Salary slip for each month will be generated for each employee and agency wise.
- 5) Salary Disbursement:
 - a) System will automatically calculate the total amount to be paid to the agencies on monthly basis.
 - b) The details like date of release, amount released, name of agency, UTN, cheque no. etc will be recorded.
- 6) E-Mail/ SMS Notification Services.
- 7) GIS analytical as per the requirement of RECPDCL/Projects.
- 8) Project wise costing & revenue.
- 9) Project expenses reimbursement via imprest.
- 10) Reports
 - a) Total amount to be disbursed.
 - b) Agency wise payment made report.
 - c) Outstanding payment Vs. Actual payment released.
 - d) Monthly salary Slip/Tax calculation etc.
- 11) Invoice & Payment Tracking System
 - a) Manage Projects
 - I. Projects running under RECPDCL will be managed here.
 - II. State, district, village, quantity, scope of work, work description, payment mode/ structure, name of the project, type of project, work order received, LOA, New projects can be fixed and added as per the nature of work orders received.
 - III. There will be separate master table for managing projects.
 - b) Invoice Generation
 - I. Depending upon the maturity or mode of payment of the work concerned department will intimate to the Finance Dept. regarding the generation of invoice.
 - II. Fields like “nature of work”, service tax etc. will be dynamically managed for invoice generation.
 - III. Invoice no., date, amount, billable amount, total amount, deductions, penalties, nature of work will be captured while generating an invoice.
 - IV. All invoices will be generated as per specified format.
 - c) Payments Received
 - I. Finance Dept. will enter the receipt details.

II. Amount received, date of receipt, invoice no., project name, nature of work will be captured.

12) MIS Reports

- a) Various GIS analytical and graphical reports can be generated as per requirement.
- b) Outstanding Reports: State wise/project wise/district wise outstanding reports can be generated. Outstanding reports of the progressive month/financial year and ageing of reports will be generated separately.
- c) Cash Received Report: Project wise/financial year wise cash receipts reports can be generated. Fields like invoice, amount, TDS and other charges, total amount etc. will be there in this report.
- d) Summary report: Category wise outstanding reports will be generated. List of debtors and their corresponding outstanding amounts can be viewed. State, District, Project etc. filters options will be provided for making the search more specific.

13) Bank Guarantee/EMD Status

- a) Manage Bank Guarantee
 - I. Bank Guarantee/ EMD details like, name of party, amount, Project details, Tender details, validity period of different clients and vendors will be entered.
 - II. It will be maintained for both Contractors and Clients (Received BGs / submitted BGs)
- b) MIS Reports
 - I. Depending upon the validity period/ Date of expiry, system will automatically alert/ notify to the concern departments including finance department about the expiry of a particular B.G or EMD.
 - II. Before due date the system will have alert mechanism on monthly basis. Accordingly, renewals can be made.

3. Material Inspection Management System: This module will be a mobile based app that will provide a platform to field officer/engineer of RECPDCL to feed real-time data of the project for which they have been enrolled. The purpose of developing this app is to track the progress of a project in real-time. The app will use geotagging and live images to authenticate the information. The app will also act as a bridge to pass on important information from the central office to the field engineers and register their reports/feedbacks in real-time through this application. This Material Inspection Module should enable only to assigned staff with hierarchy level.

Manage material inspection calls and submission of reports timely, which can be integrated with the discussion board with following criteria: -

- a) Improve in the quality of inspection visit report project.
- b) To avoid delay in submission of reports.
- c) Improvement in the quality of scheme implementation, asset creation.
- d) Real time monitoring and image capture that augments available datasets of beneficiaries
- e) Check unfair practices by making inspection data publicly available as per requirement of RECPDCL.
- f) Ensuring accountability of field officer/engineer.
- g) Detailed inspection reports with images.
- h) Creation of digital database of works done and material inspection report.
- i) Material inspection calls receipt & Information/data punching facility through web or mobile as per requirement.

- j) Scheduling of calls nominations and allotment to inspecting engineers.
- k) Support for commonly available Android, windows and IOS mobile phones.
- l) The support and maintenance plan must include capability to address updates for newer version of phones as they become available to ensure solution continuity.
- m) Support for typical data Entry features: -
 - 1. This must include clients for whom inspections are being carried out, text, selections, lookups, photos, GPS, barcodes and hand drawn Signature.
 - 2. Vendors and Manufacturers where the inspections are carried out.
 - 3. Details of the purchase order issued by clients and the line items mentioned in purchase order against which inspections was conducted.
- n) GPS mapping, Geo tagging and time stamping of reports, images: This must include activities carried out during the process of inspection that also involves uploading of Photographs & documents support for GPS location recording at time of inspection and its availability for GIS (or web mapping tools) integration.
- o) Advanced form based data entry with ability for pre-loaded project names/ material names etc.
- p) GIS analytical as per the requirement of RECPDCL/Projects.
- q) It is anticipated that the dependent datasets for data entry forms be available offline, without need to connect to internet at time of filling the form.
 - 1. Ability to work offline while taking reports in remote areas, save multiple reports temporarily until data is sent later via mobile network (GPRS data capability) or WLAN (wifi).
 - 2. Ability to work offline is a key requirement and all other features must work on offline datasets with synchronization aspects being automatically taken care of.
- r) Multiple Forms per user
 - 1. It is anticipated that in certain places, the same officer/engineer could report on multiple inspections. As such the data entry interface must not be hardcoded. Appropriate admin interfaces must be provided to allow allocation of work and reporting Performa to specific officer/engineer.
- s) Web based multi role managerial login to allow the system to function as a report viewing interface and communication platform. This needs to be customized as per departments' processes.
- t) Report generation with signature, and location landmark enabled.
 - 1. When generating individual reports, it is essential to establish authenticity via reproduction of signature, images and location landmark in the report document.
- u) Report generation in PDF/ MS office format and printing.
 - 1. As required, the agency would be instructed to create report templates in specified formats and layouts with appropriate header graphics. Changes to such templates should be supported without a reinstall of software and be done by local admin accounts.
- v) Generation of progress Reports (Monthly, quarterly and Annual- Physical and Financial progress) for each PIA against the pre-defined indicators for RECPDCL's projects.

- w) Auto report mailing to pre-specified email address (as many copies as required to multiple email IDs). Local admin accounts should be able to perform user management functions including change in destined email reporting ids.
- x) Secure Web interface for data management.
 - 1. Web base dashboard shall take into consideration, best practice for web security. Efficient, fast loading web interface will be a key usability criterion.
 - 2. Area / location wise/User wise report drill down/ view.
 - 3. Excel based and statistical summary reports as per requirements.
- y) Report and dashboard layout customization – services to be provided as per department requirements.
- z) Option of online tracking of the project progress- Monthly/Quarterly/Annually, of the project area covered.
- aa) Provide feedback to callers.

All above modules should be bundled in single web and mobile application as per requirement of RECPDCL and must have following general requirement feature for usable, highly secured and stable app:

- a) There should be role based dashboard.
- b) Audit Trail.
- c) Integrated any existing application.
- d) Vendor should provide with SMS gateway and integration email services.
- e) List management/master data management.
- f) Flexibility and customization.
- g) Follow-up tracking.
- h) Each hierarchy level must be follow escalation matrix and as per SLA.
- i) The technical and user manual.
- j) Follow the allocation work flow and division wise hierarchies.
- k) Training of all modules as per requirement of RECPDCL.
- l) Simplicity & Convenient user interface. All the content should be accessed in the simplest way possible.
- m) Good performance, Speed of loading mustn't keep users waiting.
- n) No data leaks of the users' information are allowed.
- o) Ensure that the content is made up of up-to-date, relevant information. Besides content, it is vital to further update the app with fixes and new features in case of necessity.
- p) Make that communication as quick and simple as possible, with a minimum number of taps and minimum text input.
- q) Create an intuitive system of search and filters. But by any means make every page and every service easy to find.

4. APPLICATION DEVELOPMENT REQUIREMENTS: -

1. Design, Develop, Implement, Install, testing, cloud hosting and rollout of the Web and mobile applications
2. The platform should support the following application types: Hybrid Applications/Native Applications/ Web Applications (HTML5 with CSS3 or any advanced technology).
3. Having some way for users to provide feedback on the mobile apps, a quick way to report bugs or errors.
4. 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).
5. The developed Mobile should consider the performance measures in terms of memory, CPU consumption.
 6. Integration with any existing applications through SOA (service oriented architecture) - Web services/API/ JSON, Social Media platform etc.
 7. 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).
 8. The application should be hosted in secure socket layer (SSL) environment (https).
 9. The platform should support offline storage and secure authentication of the application.
 10. The platform should support HTTPS communication channel to prevent data leakage and maintain information integrity and privacy.
 11. The platform should support predefined security configuration to protect web and mobile applications resources against Cross-site request forgery (XSRF) attacks.
 12. The platform should support user certificate provisioning for client-side authentication.
 13. The solution should enforce network level security, traffic to be encrypted using secured connectivity.
 14. The Apps should provide an update feature in case of newly published version.
 15. Integrate with the backend systems (user profile and registration, authentication, application processing, push notifications, etc.).
 16. The data must be fetched from predefined data in central database and all the data should be directly updated to the central database
 17. 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).
 18. Report generation in PDF/ MS office formats or any other format as desired by RECPDCL.
 19. The App must provide interface to difference users with differential rights to enter the information pertaining to them
 20. The App must be able to send reminder email and SMS to respective registered user to enter/ update the relevant information.
 21. 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.
 22. The solution should be designed with redundancy in mind to ensure NIL impact by failure of one or more components / servers or software.
 23. Should provide feedback and change request mechanism on the mobile apps, a quick way to report bugs, and provide suggestions or criticisms
 24. Incorporate analytics into mobile app, to track and identify users experience and actions.
 25. App should be easily customizable and easy to administer the Database.
 26. Should support Asynchronous processing, Diagnostics, Data services, Custom Reporting / analytic services, Offline data retention on mobile and Sync to central govt. portal datasets.
 27. Proposed Dashboard should support each of the following browsers i.e. Internet explorer, Chrome, Firefox & Safari and mobile devices.
 28. The complete solution proposed must be service-oriented architecture (SOA) compliant open source standards.
 29. Should support GPS mapping, Geo tagging and time stamping of reports, images, videos.
 30. Report generation with location map embedding, Photos and custom create report templates in specified formats and layouts with appropriate header graphics.
 31. Dashboard shall take into consideration, best practice for web security. Efficient, fast loading web interface will be a key usability criterion and drill down.
 32. The platform should provide the means to manage subscriptions of push notification services.

5. APPLICATION DEVELOPMENT ACTIVITIES

ENVISAGED ARE AS UNDER:

- i. System Analysis and design.
- ii. Creating app user interface (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.

6. DOCUMENTATION REQUIREMENT

- a) Bidder should provide a detailed requirements specifications document.
- b) 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.
- c) Provide technical documentation: requirements, design, architecture, installation, configuration, etc.
- d) Provide high-level solution architecture describing the Mobile App architecture, used components, frameworks, technologies, backend architecture and integration architecture with backend systems.
- e) Provide low-level technical architecture describing connectivity, high availability and security.
- f) Provide the list of deliverables for the System Implementation.
- g) Continuity Measures, risk management plan for the continuity of services, application & data backup policy, business continuity plan.
- h) Functional Requirement Documentation, App Design Documentation, App Installation guide, App Administration guide and App User Operation document to be provided
- i) Should provide hardware Server requirements, Memory, Storage Disk space, backup space, platform and other any software required for the proposed Application.
- j) List out the assumptions related to load & infrastructure (such as mobile specifications, internet bandwidth etc.) so that response time is always < 30 seconds.

7. USER INTERFACE REQUIREMENTS

- a) 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.
- b) All icons must be crisp, clean, and distinguishable and should be as per guidelines of mobile application platform.
- c) All buttons and objects must be reactive to touch and work as intended.
- d) All data must be easily viewable on different Mobile platform matrix given above.
- e) Apps have to be developed in English/Native Language
- f) The design/User Interface of the mobile application should be flexible.
- g) Data representation through graphs and bar charts etc.
- h) Design the User Interface and User Experience to ensure that the service is user friendly.
- i) Structure overall content to make it screen reader friendly.
- j) Design of consistent visual elements and Web & Mobile Apps architecture that is scalable and expandable.
- k) Resolution independent Mobile Apps that will automatically expand/compress itself as per the device screen resolution of all OS devices (Android, Microsoft, iOS).
- l) Development of consistent visual elements and Mobile Apps architecture that is scalable and expandable and W3 compliant/ guidelines for Indian government websites (GIGW) guidelines.

8. TECHNOLOGY REQUIREMENTS AND DELIVERABLES:

- a) The development platform and application server should be using latest open source technologies and database server should be MYSQL/PostgreSQL to facilitate its integration with any other database as per requirement of RECPDCL.
- b) Vendor should provide Application Testing & Production Servers in Cloud environment.
- c) The detailed functional requirements are described in Scope of work are indicative only.
- d) 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.
- e) Web application should run and compatible on all web browsers (IE, Chrome, Mozilla, etc.) and support guidelines for Indian government websites (GIGW) guidelines.
- f) 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.
- g) 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.
- h) The mobile application should have the ability to manage various services and systems effectively with its minimum to zero impact on other services.
- i) The mobile application installed in the smart phones/tablets should be able to access the device database securely.
- j) 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.
- k) User Manual, Admin Manual, Test Cases, Test Plan and QA Results for User Acceptance testing.
- l) Support needs to be provided.
- m) RECPDCL shall not be liable to pay any third party software charges neither in testing, development and hosting.
- n) Each module must have audit trail report.
- o) The bidder is required to support the users on across all offices of RECPDCL in India as per requirement.
- p) 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.
- q) Free downloads from Google play store, Microsoft app store & iTunes store.
- r) Deliver and provide handover the source code and any additional software components that are developed to fulfill the project requirements.
- s) Delivery should be in the form of a published app in the respective market place and will be the property of the RECPDCL.
- t) 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.
- u) 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.
- v) The Documentation & Source Code of all Mobile OS's, Web and Database will be under the property of RECPDCL.

9. 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.

1. 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 & such software license should be in the name of RECPDCL.
- 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.

2. 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.

3. SERVER HOSTING IN CLOUD ENVIRONMENT & DOMAIN CONFIGURATION

- a) Secure Server hosting environment to be provide by bidder including Firewall and Antivirus to protect from external/internal attacks at no additional cost to the RECPDCL till the contract period.
- b) 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.
- c) If required, bidder has to provide domain name at no additional cost to the RECPDCL till the contract period.
- d) Bidder can provide support to configure sub domain in the existing domain of the hosted application.

4. 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 no extra cost to RECPDCL till the contract period.
- b) The Bidder should have necessary arrangement / agreement / certification with Google / Apple /Windows etc. for uploading the application on the respective stores.

5. SSL CERTIFICATE

- a) Bidder has to purchase and install SSL Certificate with SSL Encryption upto 256bit from renowned organization at no extra cost to RECPDCL till the contract period.

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

6. SMS GATEWAY

- a) SMS Services Gateway to be fully integrate with the application by the vender at no extra cost to RECPDCL till the contract period.
- b) The transactional SMS Service to registered on the name of RECPDCL (including Sender Name).
- c) The SMS quantity may be minimum 1 lakh SMS per year and it should be renewed till validity of contract period.
- d) If any exhaust of SMS qty., the bidder has to renew the quantity of SMS till validity of the contract period.
- e) Installation & Configuration of SMS & Emails Services to be configured by the bidder in the Application.

7. 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.

10. UPGRADES/UPDATES AND CHANGES IN THE SOLUTION

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

11. MINIMUM REQUIRED DELIVERABLES

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

- a) All supportive and necessary software required to successfully implementation of mobile App solutions as described under the scope of the work.
- b) 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.
- c) Training Plan, Training Manuals, and App manuals.
- d) Weekly Status and Review Reports during the implementation period.
- e) Escalation Mechanism.
- f) 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.
- g) The bidder should provide all credentials of the servers and hosted application.

12. PROJECT SCHEDULE-PERIOD OF EXECUTION AND COMPLETION OF WORK

The selected bidder shall be required to execute and complete the work including design, development, customization, configuration, data collection, customizing, configuration, testing, security auditing, hosting commissioning of mobile applications and go live within Fourteen (14) weeks of the date of award of contract:

S.No.	Activity Milestone	Completion Time in weeks
1.	Project Start/ Date of award of contract	T
2.	Submission of Project Plan Report	T + 1 week
3.	Final prototype of application with all Modules & Sub Modules	T + 5 week
4.	Changes in UI design, development, report templates, configuration, etc. in the web & mobile application based on RECPDCL feedback.	T + 7 week
5.	Implementation and testing of complete Web & Mobile Application as desired by RECPDCL	T + 8 week
6.	Deployment of final Version of Application in Testing/Staging Server Environment with App licenses (Android , iOS & Windows) & SSL Certificate	T + 9 week
7.	Security Auditing, VA/PT for App & Hosted Server, Bug/Vulnerability Fixing and Final Security Audit Clearance Certificate for Go-Live	T+ 12 week
8.	Go-Live after testing and validation (Complete Development, Hosting & Successful implementation of Web & Mobile application with full features for all mobile operating system i.e Android , iOS & Windows)	T + 14 week
9.	Warranty Period: Five-year comprehensive warranty in respect of development of web & mobile application for RECPDCL after Go-live. During the five warranty period vendor should be responsible to fix any updates, security patches, bug fix, etc.	
10	Facility management Service (FMS): During Facility Management Service (FMS) the vendor/FMS staff should execute any requirement request by RECPDCL which also includes Enhancement/Change requests management i.e. design, development, technical & functional requirements, testing, security patch, any updates, bug fix, etc. Initially, the requirement of FMS for a period of two years which may be extended for further based on the satisfactory/successful completion of the services thereof as per requirement at the sole discretion of RECPDCL. In case of extension after two year, Facility Management Services shall be payable at 10% increment from the approved price of previous year for Facility Management Services.	

NOTE: 'T' above refers to the date of award of contract.

13. GO-LIVE of APPLICATION

Go-live & Stabilization date will be defined as date of acceptance of the tested and validated all web & mobile App modules as mentioned under scope of work.

14. ACCEPTANCE CRITERIA

- i. RECPDCL will accept the commissioning and project Go-Live only as described above.
- ii. A team comprising of representatives from RECPDCL and Bidder will verify satisfactory performance of all the modules.
- iii. Development of all Mobile App modules for Administrative monitoring of various task and resources of RECPDCL.
- iv. Any delay on account of RECPDCL side procedures such as issuance of orders, logistics arrangement at site offices, personnel deployment, power supply, network connectivity and bandwidth etc. should not be considered for acceptance. In case such a delay occurs, the acceptance should be completed for those services where these procedures are not impacting.

- v. For acceptance testing of the Software solution, RECPDCL shall mutually agree on a detailed Acceptance Test Plan.

15. MANAGEMENT INFORMATION SYSTEM - REPORT REQUIREMENT

Selected Bidder shall develop and install necessary software's to use the same for generating reports and statistics in respect of various web & mobile App. The Bidder will provide any other reports revealing the functioning of the said software and services.

16. TRAINING & SUPPORT SERVICES

1. For the effective uses of the supplied software/application licenses & their functionalities, the selected vendor must compulsorily provide training for RECPDCL officials. The Bidder, in consultation with the RECPDCL, shall provide training to all employees of RECPDCL. The training will cover the following:
 - i. Overview, functionality & operating process.
 - ii. App downloading & any other related information as per requirement of RECPDCL.
2. First time training shall introduce the said software and mobile application, procedures and processes in an elaborate manner. However, since the RECPDCL will keep modifying its services, the Bidder will put a training system in place to ensure continuous updating of knowledge, processes and skills.
3. The actual requirement of training may be assessed while implementing the said software and mobile application and will be decided mutually by RECPDCL and Bidder.
4. The training infrastructure will be made available in the RECPDCL premises. The Bidder will provide necessary faculty support for the training.
5. 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.
6. Helpdesk for employees, training services and Manpower support at RECPDCL, Corporate Office or any other locations as per requirement of RECPDCL.
7. 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.
8. Providing support for enhancements in the mobile application w.r.t latest advancements and troubleshooting during the contract period.
9. If any changes are required in the application, Service provider to initiate change request to be provide the same in form of the document to get it approval from RECPDCL. Accordingly, the support/development team will update the contents in the application with proper testing.
10. The vendor will provide support for troubleshooting and enhancements in the services till the warranty period. 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.
11. All required support & services for implementation, smooth operation and maintenance of all the components of the Web Platform and Mobile Application developed/to be developed will be part of the Project.
12. Identify Risks if any post App implementation along with mitigation plan.
13. Should follow Change Management/Change Request process.
14. Must provide customer support availability 24/7/365 via phone, email, or online support portal.
15. Providing onsite support engineer/s for development, maintenance, testing of web & mobile applications as per requirement of RECPDCL.
16. Technical Manpower will be placed at RECPDCL office on all working days including general holidays as per RECPDCL's requirement during contract period along with technical support available from the bidder's office/workplace.

17. The scope of technical support also includes rectification of errors within the developed solution, cloud server/database administration, server migration, patching, system upgrades, technical and functional support to RECPDCL users etc. during the contract period.

17. PROJECT TEAM

i. Design & Development:

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

ii. Facility Management Service

Two developers as per following specified eligibility qualification criteria & experience will be deployed on site for Facility Management services for all kind of changes requirement viz. facility management, maintenance, updation, upgradation, enhancements, additional module 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/developers during the facility Management Service period for successful completion of the work.

RECPDCL will provide only office sitting space to two 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	Qualification	Experience	Role & Responsibilities
1	Developers	BE/BTech/MTech in Computer Science/IT and MCA from recognized Institute, Govt. of India	Minimum 4 years of experience in Design, Development and Testing of Mobile Application Projects	<ul style="list-style-type: none"> • Should be able to develop application as per Industry standards • Experience in development of Mobile Application in (Android, iOS & Windows), Web Application development, UI design (HTML5 & CSS3), Database design and Deployment. • Awareness of CMM level Procedures/ Project Management • 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 developers under “Facility Management Services” for Enhancement/Change request management, Facility management, updation, up-gradation etc. shall be fixed on quarterly basis</p> <p>RECPDCL will provide only office sitting space to two 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 and during the exigency of the work, the bidder may be asked to work even on Saturday/Sunday/ holidays as per requirement of RECPDCL. In case, absence of FMS staff charges shall deduct on pro-rata basis.</p>				

18. 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.

19. 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.

20. ROOT CAUSE ANALYSIS

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-

- I. Explanation of the root cause
- II. Actions taken to resolve the problem

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.

21. SECURITY AND CONDUCT

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

22. 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 agency bidder 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.
- c) 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.

23. PROJECT DURATION

(i) For Development-The contract period would be initially for Fourteen (14) weeks from the date of award of contract.

(ii) For FMS (Facility Management Services)- The contract period would be initially for Two (02) years after the development of Web & Mobile Application.

(iii) For Warranty- The contract period would be initially for Five (05) years after the development of WEB & Mobile Application (Go-Live)

The extensions allowed if any shall be at the sole discretion of RECPDCL.

24. OTHER RESPONSIBILITIES OF BIDDERS

- i. To understand the Scope of Work and the expected Outcomes & Deliverables.
- ii. To provide necessary collaterals to substantiate RFP response.
- iii. To present the salient features of bid response to facilitate evaluation.
- iv. To prepare various deliverables as per requirements for the respective phase.
- v. To develop system as per committed plans and timelines.
- vi. To deploy the systems as per committed Deployment plan.
- vii. To monitor Risks and mitigate them continuously.

- viii. To complete User Acceptance.
- ix. The Customization of the application using the infrastructure of the Service provider as per requirement of RECPDCL.
- x. Submission of the reports to department on project progress on Monthly/Weekly/Daily basis as per requirement of RECPDCL.
- xi. The Service provider shall design a detailed training program for the staff users.
- xii. Deliver the deliverables as per the contract terms and conditions.

25. 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.

26. 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.

Note: Scope & nature of work is indicative only; however, RECPDCL reserves the right to add/delete as per the requirement of RECPDCL.

SECTION-IV

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. 50,000/- 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. Performance Bank Guarantee as applicable details mentioned in clause 7.0 in this tender, in form of DD or Bank Guarantee may be drawn from a scheduled commercial bank in favor of The "REC Power Distribution Company Ltd", New Delhi.

➤ **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

Terms and Conditions

1. General Terms & 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 agency concerned shall also provide Name/Contact Nos./Email IDs/Fax No. of all Key management officials.
- 11.** 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.
- 12.** Consortium and joint venture in any form are not allowed. Also, bidders have to note that no sub-contracting / sub-letting are allowed.

Liquidated damages (LD) for delay for completion of work

1. The timely completion of the assignment is the essence of the contract.

For Development of Web and Mobile Application: In the event of failure to submit the deliverables 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 lump sum price quoted on pro rata basis. However, the total liability of the agency under this clause shall be restricted to 10% of the contract value as awarded.

For Facility Management Services: In the event of absence of 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.

2. If in case of non-compliance/ non-delivery of any change request as placed by RECPDCL & if 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.
3. 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.

SECTION-VII
FINANCIAL BID EVALUATION METHODOLOGY

1. Preparation of Financial Bids

1. The Agency should upload Bid document with duly signed copy of the requisite documents through digital signature.
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.
3. Do not upload Financial Bid document with any other bid documents. Financial bid has to be uploaded separately.
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.
5. Rates quoted should be firm and fixed. No price variation and escalation will be allowed.

2. Submission of Financial Bid

1. Scan copy of "**Earnest Money Deposit**" along with letter of transmittal should be uploaded in portal.
2. Original EMD and integrity pact are to be submitted on or before the last date of the submission.
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.
4. REC PDCL reserves the right to reject any or all tenders or drop part of tender without assigning any reasons whatsoever.
5. The quotation shall be valid for entire contract period/completion of the Assignments.
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. Opening of Bid

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.
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. 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.

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. Financial Bid

1. 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.
2. In case of implementation of GST/New taxation policy etc. such taxes will be payable as per prevailing laws.
3. 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.
4. The prices shall remain FIRM till entire contract period /completion of the Assignment.
5. Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.
6. 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.
7. Any variation in rates, prices or terms during validity of the offer shall lead to forfeiture of the EMD/PBG of said bidder.

5. Earnest Money Deposit (EMD)

1. Bidders shall submit, Earnest Money of Rs. 50,000/- (Rs. Fifty thousand 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.
2. Earnest Money shall be forfeited in case of the following:
 - a) On revocation of tender or increase in rates after opening of the tender but before the validity of the quotations expires.
 - b) On refusal to enter into contract agreement after award of contract.
 - c) Non submission of Contract Performance Guarantee.
3. 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. Performance Bank Guarantee (PBG)

1. The Performance Bank Guarantee should be submitted by successful bidders in form of Demand Draft(DD)/ Bank Guarantee after the award of work as per prescribed format enclosed as "Annexure-IV" issued in favor of REC Power Distribution Company Ltd. and Payable at New Delhi.

2. The agency need to deposit within fifteen (15) working days from the date of acceptance of work order, a Performance Security in the form of Bank Guarantee or Demand Draft (DD), for an amount of 10% (Ten per cent) of the Tender value against the Design & Development of mobile application including FMS portion valid for 28 months plus 90 days claim period 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. 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. 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. 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. 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.

CONTRACT

1. Termination of Contract

1. The contract shall remain in force as per the award of work or till satisfactory completion of awarded work, whichever is earlier.
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.
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.

2. Terms of Payment

The payment to the Bidder for the performance of the works under the contract will be made by RECPDCL as per the guidelines and conditions specified herein. The final payment will be made on completion of all the works and on fulfillment by the agency obligations under the contract subject to acceptance by RECPDCL.

The payment will be made to successful Bidder after the award of work, in the following manner:-

- a) No advance payment shall be made.

b) All Payments shall be made in Indian Rupees only as per the following schedule:-

(1) For Design & Development

- (i. 30% payment:** After successful Complete Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT Solution i.e. android/ios/window subject to acceptance of RECPDCL.
- (ii. 50% payment:** After successful completion of 3 months of operation of Web & Mobile applications after complete Go Live subject to acceptance of RECPDCL.
- (iii. 10% payment:** After successful completion of 6 months of operation of Web & Mobile applications after complete Go Live subject to acceptance of RECPDCL.
- (iv. 10% payment:** 2% payment after the successful completion of each years of the warranty period till the completion of 5 years

(2) For Facility Management Services

Total Charges approved by RECPDCL for Facility Management Service activity shall be fixed for payment towards on-site deployment of 02 developers on quarterly basis for Facility management, enhancement, updation, up gradation, change request management, development of any new/ additional modules & sub modules etc. Bidder/Agency will provide all kind of support to its deployment resources/developers during the facility Management Service period for successful completion of the work. However, such calculated amount shall be payable on quarterly basis based on rate quoted by agency as per financial bid format.

3. 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).

4. 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.

General Conditions

1. Disputes Resolution & Arbitration

- a) Disputes under the agreement shall be settled by mutual discussion.
- b) 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, REC PDCL.
- c) 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.
- d) The venue of the arbitration shall be New Delhi, India.
- e) The fee & other charges of Arbitrator shall be shared equally between the parties.
- f) The Arbitrator will give the speaking & reasoned award. The party will not be entitled to any Pendente lite interest during arbitration proceedings.

2. 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.

3. 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.

4. Letter of Transmittal

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

- 5.** It will be imperative on each bidder to fully acquaint itself of all factors/activities which would have effect on the performance of the work and its cost.

Letter for Submission of Bid

To,
Addl. Chief Executive Officer
RECPDCL,
4th Floor KRIBHCO Bhawan,
A-10, Sector-1,
Noida (UP) -201301

Sub.: Engagement of Service Agency

Sir,
With reference to your Financial Bid No. _____ dated _____ for Design,
Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT
Solution Including Facility Management Services for RECPDCL

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.

Form-II

Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT Solution Including Facility Management Services for RECPDCL

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

Name of the Bidder: _____

Sr. No.	Particular	Unit	Qty.	Period	Rate (INR)	Total Price Excluding Taxes	VAT/ CST (%)	VAT/CST Cost (INR)	Service Tax + Cess (%)	Service Tax + Cess Cost (INR)	Total Amount Inclusive Taxes (Rs.)
A	B	C	D	E	F	G=D*F	H	I=G*H	J	K=G*J	L=G+I+K
1	Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT Solution Including Facility Management Services for RECPDCL	Lump Sum	-	14 Weeks							
2	Deployment of 2 nos. of Developers during the Facility Management Service	Per Developer Per Month	2	24 Months							
3	Grand Total										

Grand total calculated above at Sr. No. 3 is for evaluation purpose only. However Payment to successful bidder for execution of assignment/work shall be made as below:

1. Payment towards "Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT Solution Including Facility management Services for RECPDCL" shall be done based on quoted rate in cell "1" as per the payment terms laid down in the tender.
2. Payment towards "Deployment of 2 nos. of Developers during the Facility Management Service" shall be done quarterly based on the per month rate quoted in cell "2" as per the payment terms laid down in the tender. Initial engagement of the developers shall be for a period of two years after Go Live of application, on successful/satisfactory completion of service. However, in case of extension of Facility Management Services payment shall be done with 10% increment from the approved price of last year for Facility Management Services.

Note:

1. 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.
2. In case of implementation of GST/New taxation policy etc. such taxes will be payable as per prevailing laws.
3. 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.
4. The prices shall remain FIRM till entire contract period /completion of the Assignment.
5. Price quoted by bidders with any deviation or any conditionality, the offer will be treated as incomplete and will be rejected.
6. 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.
7. 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

Weekly and Monthly milestone target for execution of work to be proposed by the Bidder.

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 Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT Solution Including Facility Management Services for RECPDCL.

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 REC 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 _____ 2017 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 Tenderer 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 Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT Solution Including Facility Management Services for RECPDCL

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

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

Design, Development, Customization, Configuration, Hosting & Maintenance of Web & Mobile Application Based IT Solution Including Facility Management Services for RECPDCL 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