



(GOVERNMENT OF JHARKHAND)

**REQUEST FOR PROPOSAL (RFP)
FOR
SELECTION OF EXPERIENCED FIRM FOR DESIGN, DEVELOPMENT,
IMPLEMENTATION AND MAINTENANCE OF INTERACTIVE & INTEGRATED
WEB APPLICATION OF PROPERTY AND EXPENSE MANAGEMENT SYSTEM
FOR JTDCL**

Dated : 31/05/2018



Jharkhand Tourism Development Corporation Limited
5, Mahatma Gandhi Marg, Ranchi, Jharkhand - 834001
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Tender Schedule



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Ref. No: 417/18

Dated : 31/05/2018

RFP for Selection of Experienced Firms for Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System for JTDCL

Jharkhand Tourism Development Corporation Limited (JTDCL) intends to select a reputed Agency for Development of Web Application of Property and Expense Management, therefore invites agencies to submit their Bids.

Interested agencies may participate for this tender and submit their proposal. The Bid Due Date is on **25/06/2018 at 14:00 hours.**

A Technical & Financial Bid opening Conference will be held on **25/06/2018 at 1500 Hours** at Jharkhand Tourism Development Corporation Limited, 5, Mahatma Gandhi Marg, Ranchi, Jharkhand - 834001. All subsequent notifications, changes and amendments will be sent uploaded in website.

JTDCL reserves the right to cancel this invitation and / or invite fresh Bid with or without amendments to this invitation, without liability or any obligation for such invitation and without assigning any reason.

1. SECTION 1:- INTRODUCTION

1.1 Background

- 1.1.1 The State of Jharkhand is endowed with immense bio-diversity, moderate climate, rich cultural and historical heritage, religious places of worship and ethnic aspects to make the State the ultimate destination for tourists.
- 1.1.2 JTDCL intends to select an agency (the “Selected Agency”) who would assist JTDCL to Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System (the “Service”). The main objective is to capture and provide comprehensive information on JTDCL Properties. Web application will help in Monitoring, Maintenance, lease payment alert and management of the expense of the leased property etc.
- 1.1.3 Pursuant thereto, the JTDCL invites Bids from Agencies/Firms for selection (the “Bidder”) as specified in this Request for Proposal (the “RFP”) document for the Services.
- 1.1.4 RFP document is available at the Directorate of Tourism/DOT website i.e. www.jharkhandtourism.gov.in. Interested parties may download the RFP documents from the website and submit their Proposals.
- 1.1.5 **Earnest Money Deposit (EMD)** cum Performance Security amounting to **Rs.20,000/- (Rupees Twenty Thousand Only)** in the form of a Demand Draft in favour of “**Managing Director, Jharkhand Tourism Development Corporation Limited**”, of any Nationalized / scheduled bank, payable at “**Ranchi**” along with bid documents valid for a period of 90 (ninty) days.
- 1.1.6 The scope of services to be provided by the Agency are general and the list is not exhaustive i.e. does not mention the entire incidental services required to be carried out. The services shall be provided all in accordance with true intent and meaning, regardless of whether the same may or may not be particularly described, provided that the same can be reasonably inferred there from. The scope of services shall be governed by the provisions of the RFP and work order. There may be several incidental services & assignments, which are not mentioned herein but will be necessary to complete the work in all respects. The scope of services shall be as stated in **Annexure-1**.
- 1.1.7 The statements and explanations contained in this RFP are intended to provide a proper understanding to the Bidders about the subject matter of this RFP and should not be construed or interpreted as limiting in any way or manner the scope of services and obligations of the Agency set forth in RFP or JTDCL’s rights to amend, alter, change, supplement or clarify the scope of work, the Right to be awarded pursuant to

this RFP or the terms thereof or herein contained. Consequently, any omissions, conflicts or contradictions in the Bidding Documents including this RFP are to be noted, interpreted and applied appropriately to give effect to this intent, and no claims on that account shall be entertained by JTDCL.

- 1.1.8 JTDCL shall receive Proposals pursuant to this RFP in accordance with the terms set forth in this RFP and any addenda issued subsequent to this RFP (collectively the "**Bidding Documents**"), as modified, altered, amended and clarified from time to time by JTDCL, and all Proposals shall be prepared and submitted in accordance with such terms.

1.2 Brief Description of Selection Process

JTDCL has adopted a two stage system for selection process (referred to as the "**Selection Process**") for identifying a suitable Agency. JTDCL invites eligible Bidders to submit their Proposals in hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery at JTDCL office upto **25/06/2018 14:00 hrs** in accordance with the terms of this RFP document.

Contact Information & Address for communication:-

To

The Managing Director

Jharkhand Tourism Development Corporation Limited

5, Mahatma Gandhi Marg, Ranchi, Jharkhand - 834001

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- 1.2.1 During this Bid Stage, Bidders are invited to carry out, at their cost, such studies as may be required for submitting their respective Proposals for award of the Right.
- 1.2.2 The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Ranchi shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Selection Process.

1.3 Schedule of Selection Process

JTDCL shall endeavour to adhere to the following schedule:

SI No	Description	Date
1	Pre-Bid Queries Submission	11/06/2018 by 17:00 Hours
2	Pre-Bid Conference	12/06/2018 by 15:00 Hours at JTDCL

SI No	Description	Date
		Office
3	Bid Due Date	25/06/2018 by 14:00 Hours
4	Technical and Financial Bid opening Conference	25/06/2018 at 15:00 Hours Venue Details: Jharkhand Tourism Development Corporation Limited 5, Mahatma Gandhi Marg, Ranchi, Jharkhand - 834001 Phone No: +(91)-651-2331828 & 2331643 Fax: +(91)-651-2331828
5	Bid Validity period	180 days from the Bid Due Date
6	Earnest Money Deposit	Rs 20,000/- (Rupees Twenty Thousand Only)

2. SECTION 2:- INSTRUCTIONS TO BIDDERS

2.1 Eligible Bidders

2.1.1 In order to participate in the Selection Process, the Bidder's should be a single business entity (the "**Single Business Entity**"). The term Bidder used herein would apply to a Single Business Entity.

A Single Business Entity shall mean a company incorporated under Companies Act, 1956/2013 or a sole proprietorship firm registered under the Proprietorship Act, 1908 or a partnership firm registered under the Indian Partnership Act, 1932 or a Limited Liability Partnership Firm registered under Limited Liability Partnership Act, 2008.

Note:

1. No Consortium or Joint Venture is allowed to participate in the Selection Process
2. If the Bidder is:
 - i. A company should furnish copy of the certificate of incorporation and memorandum of association as a proof of identity.
 - ii. A sole proprietorship firm, and a Limited Liability Partnership firm should furnish copy of the registration certificate/GST/Sales/VAT registration/Service tax the Proposal Due Date as a proof of identity.

2.1.2 A Bidder is required to fulfill the criteria specified below. Any Bidder who does not meet the criteria set out below shall be disqualified.

- a) The Bidder must be registered in India. (supporting documents must be furnished)
- b) Should have **GST/ PAN Registration**.

- c) **Firms shall be single entity.** Consortium/Joint Venture are not allowed to participate in the selection process.
- 2.1.3 The Agency / Firm should have **experience in minimum 2 similar project** of in India or outside India for any organizations/registered entity. Work order/Completion certificate should be provided along with the bid document.
- 2.1.4 Any Agency which has been barred by the Central Government/Government of Jharkhand or any entity controlled by them, from participating in any project/provision of service and the bar subsists as on the Proposal Due Date, shall not be eligible to submit a Proposal.
- 2.1.5 A Bidder should, have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project/provision of service or contract nor have had any contract terminated for breach by such Bidder. **Undertaking should be furnished in bidders letterheads.**
- 2.1.6 **Provide key personal CV as specified in RFP.** Qualification and Experiences of the team member will be considered for evaluation. JTDCL may verify all the credential at any time.
- 2.1.7 To check the capability of the company to complete the task in said time lines bidder must be ready with **POC for at least one or two modules.** This will help JTDCL to check eligibility and capabilities of the bidder to deliver project with given timelines. **Provide copy of proof in Technical Bid and will be considered for evaluation.**
- 2.1.8 The Bidder should submit a **Power of Attorney** as per the format enclosed as **Appendix-V**, authorizing the signatory of the proposal to commit the Bidder. The Proposals must be properly signed by the authorized representative (the “**Authorized Representative**”) as detailed below:
- (a) In case the sole proprietor himself is signing the Proposals, the Power of Attorney is not required to be submitted. However, if the Proposals are signed by any other person other than the sole proprietor or a duly authorized person, the Power of Attorney is required to be submitted in the format at **Appendix- V**
 - (b) by a partner or a duly authorized person holding the Power of Attorney, in case of a limited liability partnership; or a partnership firm or
 - (c) by a duly authorized person holding the Power of Attorney, in case of a Company.

2.2 Number of Proposals

Each Bidder shall submit only one (1) Proposal, in response to this RFP. Any Bidder who submits or participates in more than one Proposal shall be disqualified.

2.3 Proposal Preparation Cost

The Bidder shall be responsible for all costs associated with the preparation of its Proposal and its participation in the Selection Process. JTDCL will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Selection Process.

2.4 Right to Accept any Proposal and to Reject any or all Proposals

2.4.1 JTDCL reserves the right to accept or reject any Proposal and to annul the Selection Process and reject all Proposals at any time, without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons thereof.

2.4.2 JTDCL reserves the right to verify all statements, information and documents submitted by the Bidder in response to the RFP. Failure of JTDCL to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of JTDCL thereunder.

2.5 Conflict of Interest

2.5.1 A Bidder shall not have a conflict of interest that may affect the Selection Process or the Services (the “**Conflict of Interest**”). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, JTDCL shall forfeit and appropriate the EMD as mutually agreed genuine pre-estimated compensation and damages payable to JTDCL for, inter alia, the time, cost and effort of JTDCL including consideration of such Bidder’s Proposal, without prejudice to any other right or remedy that may be available to JTDCL hereunder or otherwise.

2.5.2 Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:

- a) a constituent of such Bidder is also a constituent of another Bidder; or
- b) such Bidder has the same legal representative for purposes of this Proposal as any other Bidder; or
- c) such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other’s’ information about, or to influence the Proposal of either or each of the other Bidder.

2.6 Clarifications

- 2.6.1 Bidders requiring any clarification on the RFP may notify JTDCL in writing and e-mail to the address before 1 day of pre-bid meeting. The subject line for communication must clearly bear the following:

Queries/Request for Additional Information: RFP for “**Selection of Experienced Firm for Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System for JTDCL**”.

- 2.6.2 The responses will be uploaded in the Website by JTDCL without identifying the source of the enquiry. However, JTDCL reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring JTDCL to respond to any question or to provide any clarification.
- 2.6.3 All clarifications and interpretations issued by JTDCL shall be deemed to be part of the Bidding Documents. Verbal clarifications and information given by JTDCL or its employees or representatives shall not in any way or manner be binding on JTDCL.

2.7 Amendments to RFP

- 2.7.1 At any time prior to the Proposal Due Date, JTDCL may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, amend the RFP by the issuance of Addenda in the Website. Any Addenda issued would be published in the Website (s) and the same shall be binding on the Bidders.
- 2.7.2 In order to afford Bidders reasonable time to take the Addendum into account, or for any other reason, JTDCL may, at its discretion, extend the Proposal Due Date.

2.8 Payment Schedule

- 2.8.1 Progressive payment detailed as below shall be made by JTDCL to the Successful Bidder within 30 days of submission of invoice by the Selected Bidder.
- 25% (Twenty Five Percent) of the contract sum shall be paid on approval of SRS/FRS (Live Prototype of web application approval/PoC) by JTDCL.
 - 75% (Fifty Percent) balance payment shall be paid after successful implementation of the modules.
 - The payments for the Software Support Services shall be made yearly from next year (After one year of service from application live) .

2.9 Time Frame

- 2.9.1 The assignment of Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System Software to be completed within 45 days from the date of Letter of Award.

2.10 Availability of Key Personnel

2.10.1 The Applicant shall make available the following Key Personnel meeting the requirements as specified in the table below.

Key Personnel	Educational Qualification	Period of Experience	Experience
Database Administrator	Qualification: B. E. / B Tech. (Computer Science/IT) / MCA / MS (IT) from recognized institute	3 years and above	Build and manage database schema, tables, procedures and permissions Knowledge of PL/SQL programming Maintain data standards. Analyze, consolidate and tune database for optimal efficiency and preventive maintenance as required Develop, manage and test backup and recovery plans and ensure they are functioning correctly. Communicate regularly with technical, applications and operational staff to ensure database integrity and security;
Program Manager	Qualifications - (B.E. / B Tech./ MCA)	3 years and above	Experience in management of IT projects
Project Manager	Qualifications - (B.E. / B Tech./ MCA)	5 years and above	Expertise in web applications, application development, Training and Change Management,
Application Development Lead	Qualifications - (B.E. / B Tech./ MCA)	3 years and above	Expertise in web applications, application development.

Note:

- i. The Applicant should ensure that the same Key Personnel should not be proposed for more than one position.
- ii. The Applicant should submit the copy of the CV's in the format provided at **Appendix - VII** duly signed by the by Key Personnel and the authorised signatory of the Applicant.
- iii. If any Applicant/Key Personnel makes a false averment regarding his qualification, experience or other particulars, or his commitment regarding availability for providing the Services is not fulfilled at any stage after signing of the Contract, the Applicant and the Key Personnel shall be liable to be debarred for any future assignments of GoJ for a period of 3 (three) years. The award of this Service to the Applicant may also be liable to cancellation in such an event.
- iv. The Applicant shall provide the proposed Key Personnel with the requisite managerial/support staff ("**Support Personnel**") to ensure timely completion of the Services within the specified time schedule.

2.11 Training Services

2.11.1 Training of staff is essential for ensuring that the software developed is actually put to use. Hence, the selected bidder shall also ensure a proper hands-on training to the

designated end-users on the solution implemented so as to make them well conversant with the functionalities, features and processes built in the solution.

- 2.11.2 Training could have multiple sessions as per the need and requirement of the project/application. Hence, selected bidder shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan. There should be sufficient number of trainers in every training session for conducting the training program.
- 2.11.3 Training methodology will be an interactive workshop. The success of the training will be determined by the ability of the participants to clearly understand how to use the system with minimal help.
- 2.11.4 The content of the training plan and schedule shall be mutually decided by the JTDCL and the selected bidder later at an appropriate time period.
- 2.11.5 The space for training will be provided by the department. The requisite training infrastructure like computers, projector with screen shall be provided the Service Provider.

2.12 Service Duration

- 2.12.1 Agency will be selected for 3 year for **Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System for JTDCL** . Yearly Maintenance will be for 3 years after go live of the project. Period may be extended on yearly based on satisfactory performance and mutually agreed terms and conditions.

2.13 Penalty Clause

- 2.13.1 Amount of penalty for delay in completion (Go-Live) of project within 45 days as per scope of work and during project live, shall be decided by The JTDCL, Ranchi, whose decision shall be final and binding on the service provider.

3. PREPARATION AND SUBMISSION OF PROPOSAL

3.1 Language and Currency

- 3.1.1 The Proposal and all related correspondence and documents shall be written in English language. Supporting documents and printed literature furnished by the Bidder with the Proposal may be in any other language provided that they are accompanied by an appropriate translation in English language. Supporting materials that are not translated into English may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail.

3.2 Validity of Proposal

- 3.2.1 The Proposal shall be valid for a period not less than 180 (One Eighty and Twenty) days from the Proposal Due Date ("**Proposal Validity Period**"), in the format set out in **Appendix-I**. JTDCL reserves the right to reject any Proposal that does not meet this requirement.
- 3.2.2 Prior to expiry of the Proposal Validity Period, JTDCL may request the Bidders to extend the period of validity for a specified additional period.
- 3.2.3 The Selected Bidder shall, where required, extend the validity of the Proposal till the date of completion of services as per scope of work.

3.3 Earnest Money Deposit

- 3.3.1 The Bidder shall furnish an Earnest Money Deposit of **Rs.20,000/- (Rupees Twenty Thousand Only)** (the "Earnest Money Deposit" or "EMD") in the form of a Demand Draft issued by a Nationalized Bank or a Scheduled Bank in India, drawn in favour of "**The Managing Director, Jharkhand Tourism Development Corporation Limited,**" payable at "**Ranchi**" along with bid documents. JTDCL shall not be liable to pay any interest on the EMD so made and the same shall be interest free.
- 3.3.2 The EMD amount shall remain valid for a period of 90 (ninety) days from the Proposal Due Date, or beyond any period of extension subsequently as determined by JTDCL from time to time. The Proposal shall be summarily rejected if it is not accompanied by the EMD.
- 3.3.3 The EMD shall be returned to the unsuccessful Bidders after selection of the Selected Bidder. The EMD submitted by the Selected Bidder shall be retained as **Performance Security**. As per instruction of JTDCL, the selected bidder shall be required to extend the validity of the demand draft.
- 3.3.4 The EMD shall be forfeited, if the Bidder:
- i. furnishes any information or document which is misleading or untrue in any material respect;
 - ii. engages in a corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as specified; and

3.4 Bidder's Responsibility

- 3.4.1 It shall be deemed that prior to the submission of Proposal, the Bidder has:

- a) made a complete and careful examination of terms & conditions/requirements, and other information set forth in this RFP document;
- b) received all such relevant information as it has requested from JTDCL ; and
- c) made a complete and careful examination of the various aspects of the Assignment.

3.4.2 JTDCL shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

3.5 Format and Signing of Proposal

3.5.1 Bidders would provide all the information as per this RFP in the specified format(s). JTDCL would evaluate only those Proposals that are received in the required format and complete in all respects. Incomplete and/or conditional Proposals shall be liable to rejection.

3.5.2 All the documents of the Proposal under this RFP shall be typed or written in indelible ink and signed by the authorized signatory of the Bidder who shall also initial each page. All the alterations, omissions, additions or any other amendments made to the Proposal shall be initialed by the person(s) signing the Proposal. The person signing the Proposal shall initial all the alterations, omissions, additions, or any other amendments made to the Proposal. The Proposals must be properly signed by the Authorized Signatory as detailed below:

- (a) by a duly authorized person holding the Power of Attorney, in case of a Company; or
- (b) by the proprietor or a duly authorized person holding the Power of Attorney, in case of a sole proprietary firm.

3.6 Submission of Proposals

3.6.1 The Agency shall be required to submit a Technical & Financial Bid in separate sealed envelopes put in a bigger sealed envelopes super scribed as “RFP for – **“Selection of Experienced Firm for Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System for JTDCL”**”.

3.6.2 Bidder should be submitted in hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery at Jharkhand Tourism Development Corporation Limited office upto **25/06/2018 14:00 hrs** on the Proposal Due Date as indicated. The documents accompanying the Proposal(s) submission shall include:

A. “Technical Proposal”, consisting of the following: (Envelope-1)

- a. Letter of Proposal in the prescribed format at **Appendix - I**;

- b. Details of Bidder in the prescribed format at **Appendix – II**;
- c. Experience of the bidders in the prescribed format **Appendix – III**;
- d. Self-declaration in the prescribed format at **Appendix – IV** for not being block listed
- e. Power of Attorney for signing of Proposal in the prescribed format at **Appendix – V**;
- f. Particulars of Key Personnel - **Appendix- VII**
- g. In case of a company, copy of the Certificate of Incorporation, Copy of Memorandum and Articles of Association of the Bidder.
- h. In case of a sole proprietorship firm or a Limited Liability Partnership firm, it should furnish copy of either the registration certificate as a proof of identity.
- i. In case of a registered partnership firm, it should furnish a copy of the IT returns/ copy of the registration certificate under the registrar of firms and a copy of the partnership deed executed between the partners as a proof of identity.

B. “Financial Proposal:- (Envelope-2)

- a. The Financial Proposal in the prescribed format at **Appendix – VI** on the letter head of the Bidder and signed by the authorised signatory.
- 3.6.3 The Financial Proposal should specify the amount of service fee (the “Service Fee” exclusive of all applicable taxes of work required by the Agency for undertaking the Services. The Financial Proposal clearly indicating the total Service Fee of work in both figures and words, and signed by the Agency’s Authorized Representative. In the event of any difference between figures and words, the amount indicated in words shall prevail.
- 3.6.4 Bidders may note that JTDCL will not entertain any deviations to the RFP at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders should have to be unconditional and unqualified and the Bidders would be deemed to have accepted the terms and conditions of the RFP. Any conditional Proposal shall be regarded as non-responsive and would be liable for rejection.
- 3.6.5 JTDCL reserves the right to seek original documents for verification of any of the documents or any other additional documents upon opening of the Bidding Documents.

3.7 Proposal Due Date

- 3.7.1 Proposals should be submitted in hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery at Jharkhand Tourism Development Corporation Limited office upto **25/06/2018 14:00 hrs** on the Proposal Due Date as indicated, in

the manner and form as detailed in this RFP Document. Proposals submitted by either facsimile transmission or telex or e-mail will not be accepted.

- 3.7.2 JTDCL, at its sole discretion, may extend the Proposal Due Date by issuing an Addendum in accordance with the provisions of this RFP.

3.8 Late Proposals

Applications submitted after the Due Date shall not be entertained. Applications submitted by fax, telex, telegram or e-mail shall not be entertained and shall be rejected.

3.9 Modifications/ Substitution/ Withdrawal of Proposals

- 3.9.1 The Applicants will not allow Modifications/ Substitution/ Withdrawal of Applications after submission of application.
- 3.9.2 Withdrawal of a Proposal during the interval between the Proposal Due Date and expiration of the Proposal Validity Period will not be allowed.

3.10 Confidentiality

Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising JTDCL in relation to, or matters arising out of, or concerning the Selection Process. JTDCL will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. JTDCL may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or JTDCL.

3.11 Clarifications

To assist in the process of evaluation of Proposals, JTDCL may, at its sole discretion, ask any Bidder for clarification on its Proposal or substantiation of any of the submissions made by the Bidder. The request for such clarification or substantiation and the response shall be in writing or by facsimile. No material change in the substance of the Proposal would be permitted by way of such clarification / substantiation.

4. SECTION 3: EVALUATION OF PROPOSALS

4.1 Opening and Evaluation of Proposal

- 4.1.1 JTDCL shall open the Proposals on the date specified in **Clause 1.3**, in the presence of the Bidders who choose to attend.
- 4.1.2 JTDCL will examine and evaluate the Proposals in accordance with the provisions set out in this **Section 3**.
- 4.1.3 To facilitate evaluation of Proposals, JTDCL may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal.
- 4.1.4 Any information contained in the Proposal shall not in any way be construed as binding on JTDCL, its agents, successors or assigns, but shall be binding against the Bidder if the Services are subsequently awarded to it under the Selection Process on the basis of such information.

4.2 Tests of Responsiveness

- 4.2.1 Prior to evaluation of Proposals, JTDCL will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive only if:
- i. it is received by the Proposal Due Date including any extension thereof pursuant to **clause 3.2**;
 - ii. is received through hard copy to be delivered by Courier/Registered Post/Speed Post/Hand delivery as stipulated in **Clause 3.6**.
 - iii. it is accompanied with the EMD amount as set out in **Clause 3.3**;
 - iv. it contains the information and documents as requested in the RFP;
 - v. it provides the information in reasonable detail. (“**Reasonable Detail**” means that, but for minor deviations, the information can be reviewed and evaluated by JTDCL without communication with the Bidder). JTDCL reserves the right to determine whether the information has been provided in reasonable detail;
 - vi. it does not contain any condition or qualification; and
 - vii. it is not non-responsive in terms hereof.
- 4.2.2 JTDCL reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution or withdrawal shall be entertained by JTDCL in respect of such Proposal.
- 4.2.3 Bids of a single business entity which are found to be non-responsive shall be rejected.

4.3 Evaluation of Experience of the Bidder

- 4.3.1 The Proposals/Bids received will be scrutinized to assess their eligibility based on the qualifying criteria. Those Proposals/Bids which do not meet the qualifying criteria will be rejected, forthwith, or at any stage of detection.
- 4.3.2 JTDCL will finalize agencies on basis of their technical credentials. This assessment will be done by a special Selection Committee of JTDCL.
- 4.3.3 The financial bids of only those Proposals/Bids which have technically qualified in stage 2, shall be opened and evaluated.

4.4 Evaluation of Financial Proposals

- 4.4.1 The Financial Proposals of only the Qualified Bidders shall be opened in the presence of the Bidder's representatives who choose to attend on the date and time intimated to the Qualified Bidders. The name of the Bidder and the proposed financial offer shall be read aloud.
- 4.4.2 For financial evaluation, the total Service Fee offered to JTDCL will be indicated in the Financial Proposal.
- 4.4.3 JTDCL will determine whether the Financial Proposals are complete, uncompleted and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any services shall not entitle the selected Agency to be compensated and the liability to fulfill its obligations as per the scope of services mentioned in this RFP is within the total quoted Service Fee shall be that of the Agency.

4.5 Selection of Bidder

- 4.5.1 The Bidder scoring the lowest Service Fee shall be declared as Selected Agency.
- 4.5.2 In the event that the L1 Bidder withdraws its Bids or is not selected for any reason in the first instance, JTDCL may invite the second ranked Bidder for negotiations.
- 4.5.3 The Bidder quoting the lowest Service Fee (L1) shall be the Selected Agency.

4.6 Letter of Award (LOA) / Work Order

- 4.6.1 After selection, a Letter of Award (the "LOA") / Work Order shall be issued, in duplicate, by JTDCL to the Selected Bidder(s) and the Selected Bidder(s) shall, within 7 (seven) days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof. In the event the duplicate copy of the LOA duly signed by the Selected Bidder is not received by the stipulated date, JTDCL may, unless it consents to extension of time for submission thereof, appropriate the EMD of

such Bidder on account of failure of the Selected Bidder to acknowledge the LOA, and the next eligible Bidder may be considered.

4.7 Contacts during Proposal Evaluation

Proposals shall be deemed to be under consideration immediately after they are opened and until such time JTDCL makes official intimation of award/ rejection to the Bidders. While the Proposals are under consideration, Bidders and/ or their representatives or other interested parties shall not make attempts to establish unsolicited and unauthorised contact by any means with JTDCL and/ or their employees/ representatives on matters related to the Proposals under consideration after opening of the Proposals and prior to notification of the Award. If any attempt by the Bidder causing extraneous pressure on JTDCL shall be sufficient reason to disqualify the Bidder.

4.8 Fraud and Corrupt Practices

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, JTDCL shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “**Prohibited Practices**”) in the Selection Process. JTDCL, GoJ may also, in its sole discretion, debar the Bidder (including its Associates) in participating in any of the bidding/ tender processes in the state for any time period determined by it.

ANNEXURE-1:- Scope of Services

The scope of services/work to be provided by the Agency as described below is general but is not exhaustive i.e. does not mention the entire incidental services required to be carried out. The services shall be provided all in accordance with true intent and meaning, regardless of whether the same may or may not be particularly described, provided that the same can be reasonably inferred there from. The scope of services shall also be governed by the provisions of the LOA/Work Order (the “LOA/Work Order”) to be entered into between the Agency and Jharkhand Tourism Development Corporation Limited which sets forth the detailed terms and conditions for grant of the right to the Agency (the “**Right**”). There may be several incidental services & assignments, which are not mentioned herein but will be necessary to complete the work in all respects. The list given below is an indicative list and shall include any other activity in association to those mentioned below:

A. Business Requirement Specification:

1. Selected agency will look on following for new online application to take care of various requirements like:

1. Provide web base application where user can login using user id and password.
2. Facility to add, remove and updated user details.
3. Maintaining details of various property details and lease payment date of property.
4. Sending alert starting from before 5days of due date of lease payment (on both mobile and email).
5. Automatic alert facility will be provided to register user for receiving alert based on property and next payment date.
6. To have option to add or remove property.
7. View to be provided from where user can see payments history.
8. To develop upload functionality from where field user can upload property images specific to property.
9. Expense incurred at various property need to be updated by user and must be provided in report form.

B. Module Details

Following module will be providing under the scope of project deliverables.

1. Payments Module

- **Payment Details:**

1. Will allow the user to enter the detail of payment done and will capture details like payment date, transaction reference no. etc.
2. Payment due date will be auto populated once user select the property details and user will not be able to change the same.
3. Once the payment is made and user clicks on submit based on frequency and date next payment date will be calculated and will be updated in DB.
4. Along with the next lease payment date the alert date will also be updated as date 5 days before the next lease payment date.
5. Once payment entry is done same cannot be deleted.

- **Payments History**

1. This page will display the details of the payment done based on property details.
2. Details will be displayed on web page in tabular view.

- **Alert Functionality**

1. Based on the upcoming payment date stored user registered in alert registered page must receive the alert messages (SMS and Email) from 5 days before due date.
2. While sending the alert system must consider next payment due date for sending alerts every day. If payment has been done 3 days before the alert will stop as, ASAP the payment is made the next payment due date must be updated to next payment date as per frequency.
3. Alert are to be auto triggered every day without the need to manually trigger the same.

2. Income &Expenses Module

- **Income & Expense Manager:**

1. User will be allowed to select property details and also expense type (as maintained in master) with some details and amount.
2. Expense once cannot be deleted only the amount can be updated.

3. User will also be able to add the income that has been generated from a particular property here and same will be available in Expense and Income View.

- **Income & Expenses View:**

1. Here user will be able to view details of the expenses based on property or expense type or both in tabular view.

3. Masters Module

- These will be the main module where all master level data will be maintained like:
 - **Property Details**
 - User will be able to add new property.
 - Will be able to delete or updated existing property.
 - For new property user will have to enter the last payment date and frequency of payments.
 - Lease end date will also be entered by user while new property addition.
 - Frequency/ End date and other demographic details can be modified for existing property here.
 - User will not be able to update the next payment date for existing property.
 - In addition to property details we can add the BG/FD details related to property as performance security in the same module with the property name appended with BG/FD and before end date registered user will receive SMS or E-Mail.
 - **Expenses Master**
 - Here user will have to maintain the possible list of expenses which will be available in Expenses module to addition of expenses.
 - **Activity Master**
 - List of field activities for which field worker will be uploading the images will be maintained here.
 - **Alert Registration**
 - Here the user created in users module may be registered for receiving alerts on email and mobile.
 - **User Master**
 - The details of user who will be able to login will be entered in this module.

4. Upload Module

- Upload functionality will be provided to upload the images and view the same. User can login into site from any mobile browser or desktop and select the image to be uploaded based in activity type.
- Images will be stored in specific format on specific path on server.
- Details of the image link / path where images are stored, name, date of upload, property for which the upload is done and activity for which image was clicked will be stored in DB.

5. Gallery

- Here user will get option to select property and activity and images will be displayed.
- Image will be displayed as link and user will have to click on link to see the fill image.

6. User Module

Module will take care of user maintenance. It will have following functionality:

- User login using saved credentials.
- Disable user if tries to login more than 3 times with wrong password.
- Adding, disabling and updating new user.
- Facility to enable and disable user.
- Redirecting new user to change password page for enabling him to set new password.
- Providing user with ability to change password ant time.
- To recover password in case user forgets password. The password may be sent to user registered mobile or email id.
- User role maintenance (Only to restrict all users from accessing master's module)

C. SCOPE & ASSUMPTION

- Agency will provide 24 hours support whenever required and solve the issue in 48 hours after complain raise.
- Upload will be required only for Image through a specific link and not a mobile application.
- Any change apart from one mentioned above will be considered as change request with the consultation of JTDCL.

- Any point which is not the part of the proposal will be considered as changes request with the consultation of JTDCL.

D. TECHNICAL DETAILS

- To run the application successfully on the network Web Server/ Application Server/Database Server/Mail Server etc. will be hosted in the JTDCL Data Center/other location for all application .
- Operating System on server: Windows NT/ UNIX
- Database: MSQL Community Server 5.6
- Web Server: Apache Tomcat 7.X or higher version.
- Languages: JAVA (JDK V7), HTML 5.0, CSS 3, JAVA Spring.

E. Other Required Details

- Monitoring of payments of lease out property with details view (Past and Due) with alert.
- Monitoring of in-house property income and expenditure with details view (Month and Year Wise) with alert.
- Household Maintenance and backup master
- Housekeeping tracking module with task an time wise details of work.
- Scope of work may change based on the requirement and with the mutual consent with the selected agency and JTDCL.

SECTION 4:- FORMATS FOR SUBMISSION OF PROPOSAL

4.9 Appendix – I – Letter of Proposal

(On the letterhead of the Bidder)

Dated:

To
The Managing Director
Jharkhand Tourism Development Corporation Limited
5, Mahatma Gandhi Marg, Ranchi,
Jharkhand – 834001

Dear Sir,

Sub: Proposal for “Selection of Experienced Firm for Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System for JTDCL”

- 1 With reference to your RFP document dated____/____/_____, I/We, having examined the Bidding Documents and understood their contents, hereby submit my/our Proposal for the aforesaid Service. The Proposal is unconditional and unqualified.
- 2 All information provided in the Proposal and in the Appendices is true and correct.
- 3 I/We shall make available to JTDCL any additional information it may find necessary or require to supplement or authenticate the Bid.
- 4 I/We acknowledge the right of JTDCL to reject our Proposal without assigning any reason or otherwise and hereby waive my/our right to challenge the same on any account whatsoever.
- 5 I/We understand that you may cancel the Selection Process at any time and that you are neither bound to accept any Proposal that you may receive nor to invite the Bidders to bid for the Services, without incurring any liability to the Bidders.
- 6 I/We hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by JTDCL in connection with the selection of the Bidder, or in connection with the Selection Process itself, in respect of the above mentioned activities and the terms and implementation thereof.
- 7 I/We offer a EMD of **Rs.20,000/- (Rupees Twenty Thousand Only)** to JTDCL in accordance with the RFP Document.
- 8 I/We agree and understand that the Proposal is subject to the provisions of the Bidding Documents. In no case, I/We shall have any claim or right of whatsoever nature if the activities/ Right is not awarded to me/us or our Proposal is not opened.
- 9 I/We agree to keep this offer valid for 180 (One Hundred and Eighty) days from the Proposal Due Date specified in the RFP.
- 10 I/We agree and undertake that the authorised signatory in **Appendix- V** shall represent

the company in all matters pertaining to the Selection Process. No third person, consultant, agency shall represent the company in all matters pertaining to the Selection Process.

11 I/We agree and undertake to abide by all the terms and conditions of the Bidding Document.

In witness thereof, I/we submit this Proposal under and in accordance with the terms of the RFP document.

Yours faithfully,

Date:

(Signature of the Authorised signatory)

Place:

(Name and designation of the of the Authorised signatory)

Name and seal of Bidder

4.10 Appendix – II- Details of Bidder

(On the letterhead of the Bidder)

1.
 - (a) Name:
 - (b) Place of incorporation:
 - (c) Address of the corporate headquarters and its branch office(s), if any, in India:
 - (d) Date of incorporation and/ or commencement of business:

2. Brief description of the Company including details of its main lines of business and proposed role and responsibilities for providing the Service

3. Details of the Authorised Signatory of the Bidder:
 - (a) Name:
 - (b) Designation:
 - (c) Company:
 - (d) Address:
 - (e) Telephone Number:
 - (f) E-Mail Address:
 - (g) Fax Number:

4.11 Appendix – III – Experience of the Bidder

(On the letterhead of the Bidder)

Sl. No.	Particulars	Description
1	Name of the Organization	
2	Address of the contact details of Organization	
3	Details of Work Experience	
	Sl. No. -01	
	Name of client	
	Detail Description of Project	
	Duration of Assignment	
	Value of Assignment	
	Sl. No. -02	
	Name of client	
	Detail Description of Project	
	Duration of Assignment	
	Value of Assignment	
	(Project details to be furnished in similar Format) Separate sheets may be added)	

Name of the Bidder

.....

Signature of the Authorised Person

.....

Name of the Authorized Person

4.12 Appendix –IV- Self Declaration

(Should not have been black listed)

(On the letterhead of the Bidder)

I / We agree that the decision of the Authority in relation to RFP for “**Selection of Experienced Firms for Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System for JTDCL**”, addition or deletion will be final and binding to me / us. I / We confirm that we have not been blacklisted by Central or State Governments & PSUs.

Name of the Bidder

.....

Signature of the Authorised Person

.....

Name of the Authorized Person

4.13 Appendix –V- Format for Power of Attorney for Signing of Proposal

(On Stamp paper of relevant value)

Know all men by these presents, We, _____ (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorise Mr. / Ms (Name), son/daughter/wife of _____ and presently residing at _____, who is [presently employed with us and holding the position of _____], as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposal for **“Selection of Experienced Firm for Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System for JTDCL”**, proposed by the **Jharkhand Tourism Development Corporation Limited**, Government of Jharkhand (the “JTDCL”) including but not limited to signing and submission of all applications, proposals, bids and other documents and writings, participate in Bidders' and other conferences and providing information / responses to JTDCL, representing us in all matters before JTDCL, signing and execution of all contracts and undertakings consequent to acceptance of our Proposal, and generally dealing JTDCL in all matters in connection with or relating to or arising out of our Proposal and/or upon award thereof to us.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawfully done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 20**.

For _____

(Signature)

(Name, Title and Address)

Witnesses:

1

2

Accepted

[Notarised]

(Signature)

(Name, Title and Address
of the Attorney)

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*
- *Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*

4.14 Appendix- VI- Format for Financial Proposal
(On the Letter head of the Bidder)

Date:

To,
The Managing Director
Jharkhand Tourism Development Corporation Limited
5, Mahatma Gandhi Marg,
Ranchi, Jharkhand – 834001

Dear Sir,

Sub: Bid for Selection of Experienced Firm for Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System for JTDCL

1. We are pleased to quote our Total Service Fee* of Rs. _____ * (Rupees _____ Only) (The “Service Fee”) for undertaking the above mentioned Assignment and inclusive of all costs associated with providing the services specified in Schedule A of the RFP Document. The Service Fee is exclusive of GST and all other applicable taxes.

Sl.No.	Particulars	Amount
1	Selection of Experienced Firm for Design, Development, Implementation and Maintenance of Interactive & Integrated web application of Property and Expense Management System	
2	Yearly Maintenance Charge/Fee	
	*Total Service Fee	

2. I/ We confirm and agree that we have reviewed all the terms and conditions of the Request for Bid including the Draft Contract and conform that we would abide by all the terms and conditions. We hereby declare that there shall be no deviations from the stated terms in the Empanelment Document.
3. I/ we agree that my/our Financial Bid shall remain valid for a period of 60 (sixty) days from the Bid Due Date prescribed for submission of Bid.
4. I / we confirm that our Financial Bid is unconditional and that we accept all terms and conditions specified in the Empanelment Document.

5. I / we agree to be bound by this offer if we are the Selected Agency for the said Assignment.
6. We further certify that we shall follow the Scope of Services, without any deviations, enumerated in this RFP Document, if the Assignment is awarded to us.
7. Yearly Maintenance Charge/Fee will be valid for 3 years after go live of project.

Note: Financial evaluation will be calculated on Total Service Fee including Yearly Maintenance Charge.

Sincerely,

Name of the Bidder

.....

Signature of the Authorised Person

.....

Name of the Authorized Person

4.15 Appendix- VII- Format for Particulars of Key Personnel
(On the Letter head of the Bidder)

Sl No	Proposed Position	
1.	Name of Personnel	
2.	Date of Birth	
3.	Nationality	
4.	Educational Qualifications	
5.	Employment Record: (Starting with present position, list in reverse order every employment held.)	
6.	Total years of Experience	
7.	Details of Work undertaken by the Personnel outside India and Description of responsibilities	1. Name of the Work: Name of the Country : Description of responsibilities: Duration: 2. Name of the Work: Name of the Country : Description of responsibilities: Duration: 3. Name of the Work: Name of the Country : Description of responsibilities: Duration:
8.	Details of the current assignment and the time duration for which services are required for the current assignment.	

Certification:

1. I am willing to provide the Services and I will be available for entire duration of the Empanelment as required.
2. I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications and my experience.

Date: _____

Place: _____

(Signature and name of the Key Personnel)

(Signature and name of the authorised signatory of the Applicant)

Notes:

1. Use separate form for each Key Personnel
2. Each page of the CV shall be signed in ink by both the Personnel concerned and by the Authorised Representative of the Applicant firm along with the seal of the firm. Photocopies will not be considered for evaluation.