

**ASSAM SKILL DEVELOPMENT MISSION
GOVERNMENT OF ASSAM**

*Short tender for development of mobile application for Assam Skill
Development Mission*

Ref. No.: ASDM-51/2017/37
Date: 04 / 10 / 2017

Assam Skill Development Mission
Nayantara Building (5th Floor)
Sixmile, Guwahati, Assam 781022

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This RFP is not an agreement and is neither an offer nor invitation by Assam Skill Development Mission (ASDM) to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their application for qualification and thus selection pursuant to this RFP (the “Application”). This RFP includes statements, which reflect various assumptions and assessments arrived at by ASDM in relation to the work/s. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for ASDM, its employees or advisors to consider the objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Applicant should therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this document and obtain independent advice from appropriate sources.

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the Bidding Process.

ASDM also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Applicant upon the statements contained in this RFP.

ASDM may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that ASDM is bound to select and shortlist Applications and reserves the right to reject all or any of the Applications or Bids without assigning any reasons whatsoever. The Applicant shall bear all its costs associated with or relating to the preparation and submission of its Application including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by ASDM or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and ASDM shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation for submission of the Application, regardless of the conduct or outcome of the Bidding Process.

IMPORTANT DATES & INFORMATION FOR TENDER

Tender Floating Body	:	Assam Skill Development Mission
Tender Floating Authority	:	Office of the Mission Director, Assam Skill Development Mission Nayantara Building (5th Floor), Sixmile, Guwahati, Assam 781022 Email: missiondirector.asdm@gmail.com
Amount Details		
Bid Security/EMD (INR)	:	Rs. 10,000/- by DD
Bid Security/EMD in favor of	:	Assam Skill Development Mission
Tender Dates		
Bid Document procurement Start Date	:	04 / 10 / 2017
Last Date & Time for Receipt (Submission) of Technical & Financial Bids	:	10 / 10 / 2017 5:00 PM
Date and Time of Opening Technical Bid	:	11 / 10 / 2017 at 11:00 AM
Bid Validity Period	:	120 days
Submission of documents etc.	:	Technical Bid and Other Documents to be submitted at the Office of the Mission Director, Assam Skill Development Mission, Nayantara Building (5th Floor), Sixmile, Guwahati, Assam 781022
Submission in 3 sealed packets	:	<ul style="list-style-type: none"> • Packet A: Pre-Qualification related documents along with EMD • Packet B: Technical Evaluation related documents • And • Packet C: Financial Proposal <p>All packets to be clearly marked as Packet A / B / C</p> <p>All 3 packets should be put into one master packet / envelope clearly specifying the Proposal Name, Number, date and Bidders details.</p>
Officer Inviting Bids	:	Mission Director, Assam Skill Development Mission Nayantara Building (5th Floor), Sixmile, Guwahati, Assam 781022

1. INTRODUCTION

1.1 BACKGROUND

1.1.1 The Assam Skill Development Mission, Government of Assam is the Nodal Body for implementation of Skill Development Schemes in the state of Assam.

1.1.2 ASDM would like to develop a ‘one stop’ mobile application on popular mobile platforms such as Web, Android and iOS to facilitate easy and navigation based access to the registered, enrolled and placement of the skilled individuals pertaining to all the forty (40) Skill Sectors as defined by the respective Sector Skill Councils affiliated to NSDC. ASDM envisions to develop a resource pool/monitoring & analytics tool to add towards the positive development of the sector.

1.1.3 ASDM expects to involve a large congregation of unemployed skilled youth successfully completing training under the Training Partners of ASDM on a short-term and long-term basis as desired or demanded by the recruiters who may use the App.

1.2 REQUEST FOR PROPOSAL

1.2.1 ASDM, Govt. of Assam wishes to appoint a vendor for development of the mobile application in the 2 platforms namely Android, iOS along with web based version of the same for Assam Skill Development Mission.

1.2.2 ASDM invites detailed proposals (Qualification, Technical and Financial Proposals together referred to as “RFP”) from capable agencies. The Scope of Services forming part of the Assignment has been set out in Section 2 of this document.

1.2.3 The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP (“Evaluation Criteria”) to identify the successful Bidder for the Assignment (“Successful Bidder”).

1.3 BRIEF DESCRIPTION OF THE BIDDING PROCESS

1.3.1 ASDM intends to follow a ‘two stage’ bid process for selection of the successful agency, as outlined in this RFP.

1.3.2 The Bidders would need to submit, within the Proposal Due Date as prescribed under the “Important dates & information for Tender” of this RFP; Qualification, Technical and Financial Proposal in the prescribed formats.

1.3.3 ASDM would evaluate all the Submissions in accordance with the

evaluation criteria set out in Section-4 of the RFP to select a qualified bidder.

1.4 OBTAINABILITY OF RFP DOCUMENT

The RFP would be available at the Office of the Managing Director, Assam Skill Development Mission, Nayantara Building (5th Floor), Sixmile, Guwahati, Assam 781022. It may be noted that all subsequent notifications, changes and amendments in the assignment/ documents would be posted on the website <http://asdm.assam.gov.in>

1.5 GENERAL INSTRUCTIONS

- 1.5.1 The language of the Bid and related documents and correspondences shall be in English language.
- 1.5.2 The Bidder shall provide all the information sought under this RFP. ASDM will evaluate only those Bids that are received in the required formats and complete in all respects.
- 1.5.3 The Bid 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 Bid shall be initialed by the person(s) signing the Bid.
- 1.5.4 Bidders are encouraged to submit their respective Bids after exercising due diligence of factors influencing the implementation of the Project applicable laws and regulations, and any other matter considered relevant by them.
- 1.5.5 The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP (“Evaluation Criteria”) to identify the successful Bidder for the Assignment (“Successful Bidder”).
- 1.5.6 The Bidder shall be responsible for all costs associated with the preparation of its Bid and its participation in the bidding process, including but not limited to field investigations, data gathering, analysis, design etc. as also any discussions/negotiations. ASDM will not be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the bidding process.
- 1.5.7 ASDM may modify the RFP by issuing an Addendum before Due Date. Any Addendum thus issued shall be part of the RFP and shall be hosted on the website (asdm.assam.gov.in). ASDM will assume no responsibility for non-receipt of the Addendum.
- 1.5.8 Bidders will not be permitted to alter or modify their bids once submitted.
- 1.5.9 ASDM shall not be liable for any omission, mistake or error on the part of the Bidder in respect of any of the above or on account

of any matter or thing arising out of or concerning or relating to the RFP, the bidding documents or the bidding process, including any error or mistake therein or in any information or data given by ASDM.

1.5.10 Any Bid not accompanied by the EMD shall be rejected by ASDM, as non-responsive.

1.5.11 The bidders may address their queries, if any to the following email id: missiondirector.asdm@gmail.com on or before 07 / 10 / 2017.

2. TERMS OF REFERENCE

2.1 SCOPE OF SERVICES

Objectives

The core objectives of the mobile app development project are:

- a. “One stop platform” for candidates trained in all 40 sectors and their respective Job-Roles under the framework of the 40 Sector Skill Councils affiliated to NSDC, online enrollment for the training program, online registration for the certified trained individuals with scope for profile creation of all stakeholders and navigation based search option for recruiters to find skilled individual with their pin point location, essentially improving the hiring experience of the recruiters/public for long term and short term engagements.
- b. To monitor performance of Training Centres, Candidates, recruiters through feedback systems and video live streaming
- c. To provide a two-way communication system for (Chat & call interface) the unemployed skilled candidates trained under the Training Partners of ASDM and potential recruiters prior to hiring for scaling of the interests of both the parties and user feedback system including grievances by stakeholders, public.
- d. Build the app with adherence to ensure a smooth user experience.
- e. Facilitate user engagement by enabling users to share their experiences and reviews as feedback regarding the App.
- f. Promote a spirit of competition for better performance among the trained skilled candidates available for hiring by

- facilitation of past employer/recruiter experience as feedback and rating per individual candidate.
- g. Make it easy for the users by providing latest updates, integrated search feature, important events, etc.
 - h. Make the app accessible on all major mobile Operating Systems like android, iOS and web.
 - i. To ensure device independence of the mobile app

Implementation Model with Timelines

The entire app development project has to be implemented in a phased manner. Before Final Go-live, the app must be hosted in different environments (vis Staging, Development, Testing, Pilot). Once the Pilot Environment is up with phased deployment of feature and solution (which would be similar to production environment), ASDM would utilize it till full solution is provided. This is required to make sure that the software is optimally utilized looking at the timeline of Skill development mission.

#	Activity / Task / Milestone	Time of completion (In Days)
1	Project Start	T
2	Requirement Gathering and Planning	T+7
3	Submission of requirement gathering documents & Approvals documents	T+ 9
4	Submission and approval of UAT Plan	T+10
5	App Design & Development (including acceptance in line with UAT plan and application testing) in phasedmanner	T+ 19
5.1	User Interface (Design/Layout) with defined sections and sub-sections.	T+12
5.2	Interface & Functionality for adding new Listings	T+15
5.3	Search available on the Map for Job Roles	T+19
5.4	Trained individual's account creation and ability to update locations	T+24
5.5	Integrated Mobile Application (BetaVersion)	T+28

#	Activity / Task / Milestone	Time of completion (In Days)
6	Hosting at staging server (for security audit, training and UAT)	T+29
7	UAT	T+32
8	Security and Load Testing	T+34
9	Go-Live	T+38
10	Final Acceptance Testing and Sign Off by Client	T+45

***‘T’ refers to project start date. This refers to the day of issue of Letter of Intent.*

Above timelines are mentioned for Application Service Provider to perform various activities under given milestones. Time taken by ASDM for evaluation and approval of deliverables will be excluded from the above timelines. The requirements under each phased activity can be found in the Scope of Work detailed below.

Scope of Work

The development of the ASDM mobile application is to be completed over a span of 45 days from the issue of Letter of Intent. The features and modules required to be enabled under the application are as follows:

General Requirements

1. The Mobile Application must be available on Tablets and mobile, and must be compatible with major operating systems of tablets and mobile. Currently it is envisioned to develop the app for following OS:
 - a. Android
 - b. iOS and
 - c. Web version of the same
2. The Application Service Provider has to define the User Experience strategy under the following heads:
 - a. Define feature sets to be provided on mobile application based on client requirements especially keeping in mind the functionalities required for the Assam Skill Development Mission.
 - b. Secondary research on skill related training programs and recruiter’s requirements related to hiring trained individual.
 - c. Creation of policy related to terms of usage, privacy policy, content management policy etc, in consultation with ASDM and as per major App hosting platform (Android, iOS and web) standards.

3. Create a consistent and delightful user experience with consistent and unique themes and layouts which flows in from the overall brand values of ASDM and the spirit of the 'ASDM' along with user goals. However, it does not provide any branding rights or marketing rights or advertising rights to the Application Service Provider, all the rights are reserved by ASDM.
4. Define screen layouts and navigation to ensure delivery of structured content with easy and intuitive navigation.
5. The downloaded and working apps should update and synchronize data from the server for technical updates and user information like contacts, photo, location, SMS and emails etc. only if accepted by user as per the policy related to terms of usage, privacy, content management etc. The mobile app to be hosted by the application developer on all App stores.

Specific features

The successful Application Service Provider should propose new solution to cover requirements (features and functionalities) at least under the following heads:

Support

1. The Application Service Provider shall timely update the Office of The Assam skill development Mission on the collected information (user feedback on facilities & overall App performance)
2. The Application Service Provider must provide support to the application from the date of contract till the end of the contract. Support includes and/or changes to the mobile application features, information etc. as required and needed by ASDM from time to time

Miscellaneous

1. The name of the mobile application is to be decided by ASDM
2. Bidder must handover the application and its sole rights to ASDM, Government of Assam at the time of expiration of contract; in full running condition, with knowledge transfer to designated IT personals. At the discretion of ASDM the application would be used as deemed fit for the benefit of public
3. The mobile application must be available 24*7 after go-live, mobile application must be free of cost to the general public and all the users

Development

Fact Finding and Requirement Gathering

The Functional Requirements as envisaged for the mobile app are described in this document. The Application Service Provider needs to Study these carefully and should consult with the concerned

ASDM officials whenever necessary to obtain more details on the requirements of the project. It shall be the duty of Service Provider to refine functional requirements as needed during requirement gathering exercise. The Application Service Provider shall prepare detailed requirement gathering documents, for which the agency shall have a comprehensive discussion with ASDM officials and other stakeholders to ensure that each of the requirements mentioned in this RFP is covered. After approval of requirement gathering documents by concerned officials at ASDM, the Application Service Provider will start App Development.

Unique designs of Portal

Design Structure

1. The Application Service Provider needs to submit at least 1 home page and internal pages design layouts for approval
2. Approved design should have at least 2 colour themes and one high contrast colour theme
3. Homepage should be attractive and well-constructed, so that it makes a good first impression to all app visitors
4. Homepage should clearly communicate the purpose, and show all major options available on the app
5. A consistent page layout must be maintained throughout the app
6. All the 40 sectors framed by the respective Sector Skill Councils affiliated to NSDC should be visible on the first screen and should not go inside another activity
7. All the relevant job roles (as selected and suggested by ASDM) as framed by the 40 respective Sector Skill Councils affiliated to NSDC must be visible.
8. Graphic elements like buttons and icons should be simple and their meaning and symbolism should be self-explanatory and relevant
9. Wherever a graphic is used meaningful 'alt text' may be given
10. There must be adequate colour contrast between text and background
11. Image should only be used when it adds value to the content.
12. Easy access to the homepage should be provided from every page
13. The user must also be provided with an option to save favorite: sectors, job-roles and candidates

Compatibility & Scalability

1. The design of the app should adjust according to the screen size
2. Design should be device independent and compatible to Tablets & Mobiles
3. Design should not be font dependent. The content of the app should be readable with default standard fonts
4. Design interface should be easy to configure, customize and extend
5. Usage of HTML 5 and Responsive Grid system would be preferred
6. Optimized compressed CSS and JS should be used to allow minimum load time
7. All styling should be handled through external style sheet. All the HTML tags should be styled through CSS, so that it should be uniformly consistent at each location where ever used
8. The app in the Android & iOS platforms should be developed using native Android Java and Swift respectively

Functional Requirement

Role Based User Access

Admin Role

1. Administrator log-in with complete access
2. Only administrator can have the rights to permanently delete the content from the app, that too only after taking proper back-up of the entity/system
3. Only Admin should be able to add/delete the Sectors, Job Roles, Training Centers, regulate Hiring Charges per Job Role.
4. Only Administration can read live stream data for monitoring purpose of Training centers, etc.
5. Only admin access to registration for training and trained individuals with respect to the Sector, Job role, Training Center
6. Continuous monitoring & tracking of the activities of the trainees undergoing training till engaged in a job and thereafter job shifts, engagements and disengagements
7. Grievances submitted through the App must be accessible at first hand to Public Grievance Officer and Administration for furtherance to appropriate stakeholders

Employer/Public User Role

8. Employers/recruiters can view data on trained candidates undergone training under various courses with course, training center details, certificates etc.
9. GPS tracking of the trained individual for live booking for

engagement or recruitment

10. Chat, call back request, call interface to communicate with the trained candidates
11. Recruiter Login and the recruiter should be able to place demand before candidates are passed out to ASDM for specific Job Roles or Multiple Job Roles at single or multiple locations
12. Availability of the Trained Skilled candidates should be shown to Employers/Public
13. Trained Skilled candidates should be searchable in map or manually (location wise) for booking/hiring
14. Complain/Grievance filing with audio/audio-visual/image or text file format uploading
15. Skilled candidate rating and Feedback system for employer

Skilled Candidate Role

16. Trained candidate login; candidates should be able to update their work location (area)
17. Chat and Call Back interface to communicate with interested employer
18. The trained candidates should be able to update their work engagement status such as: Available/ Engaged/ Out of Station/ Switch Off mode
19. The Skilled candidates can view their track record
20. Complain/Grievance filing with audio/audio-visual/image or text file format uploading
21. Recruiter/employer rating and feedback system for candidates

Trainee Role

22. The trainees under all the courses can access study material / course details in audio, audio-visual, image and text document format pertaining to their courses for view and download
23. The trainees can view their track record since enrollment
24. Complain/Grievance filing with audio/audio-visual/image or text file format uploading

Localization

1. The mobile app should be Multilingual with scope to accommodate English, Assamese, Hindi, Bengali and Bodo languages. The default language should be English, unless chosen otherwise by the user.
2. The application should be developed in an appropriate format to provide appropriate support for most of the languages in order to

accommodate other languages apart from those mentioned above, if need arise.

Version History

1. CMS portion of the mobile application should have version management system. Each time publishing of content should create a version of the content.
2. Admin should have the facility to view all the versions and rollback the old content.
3. Version Number, publishing version major minor and keeping records up to max versions should be configurable.

Search Features for mobile application

1. The app should have a keyword based Job Role search for Multiple languages.
2. To search specific record each section/module should have parameterized search

Usage Statistics

The usage generator must allow comprehensive usage statistics to be gathered, including: user downloads, region wise statistics, most used pages and links, daily usage analytics reports including periodic comparative analysis reports for number of skilled manpower, number of Training Partners, Training Centres, Employers, Employability, Skills, Job Roles, etc., leaving scope for flexible analysis for the purpose of planning.

Online Repository of Study Materials cum e-library

The App must have an online repository of study materials pertaining to all Job Roles comprising materials in audio, visual, audio-visual and text document format with option for view and download by candidates undergoing training

Public Grievance Redressal System

The App must have a dedicated feedback system for Public Grievances to be accessed by any stakeholder or end user for submission of grievances against any stakeholder/authorized personnel pertaining to any matter. The option should be made available to all stakeholders for submission of grievances with option to upload supporting documents in audio, visual, audio-visual and text document format. The grievance must show up at the CMS with notification to Public Grievance Officer and Administration for furtherance to concerned stakeholder. The scope for forwarding of grievance to relevant authority by the Public

Grievance Officer may be integrated with the App on need basis

Video Live Streaming Readability

The App must be capacitated to read live stream videos for monitoring purpose. The videos may be streamed using IP cameras or through the App to be uploaded on the server. The live stream content must be accessible only to Administration through the CMS

Integration of BHIM/Payment Gateway

The App must have scope for integration of BHIM/Payment Gateway for payment of services to the Skilled Manpower by the employer, etc., on a need basis

Security Features

The mobile app should have the following security features:

1. Audit trail at administrator level should also be enabled. It should capture each activity done by each authorized user, IP address, Time stamp etc. to track that who, when and from where has done what changes in the application.
2. The app should be able to generate email and SMS Alerts and also historical report in the security report viewable to the administrator containing the Time, IP address of attackers, the page under attack, and the parameter under attack with the attack values
3. There should be a provision of blocking any IP or Network by assigning IP Address range from accessing the pages of admin module of the app; also the main app (so that identified attackers can be blocked)
4. The admin module, up loader module should be in separate folder so that HTTPS can be configured on the functionality that requires login action to be done. Administrator Panel should be secure enough. Other than username password there should be other secure means for login into admin panel. Onetime password and digital certificate based login facility may be provided on a need basis

Non-Functional Requirement

1. **Scalability:** The architecture is capable to take care of high volume traffic
2. **Portability:** The application components should be portable with minimal effort
3. **Expandability:** It's easy to extend the services provided with minimal changes to other components – that is allowing easier development of new applications based on the existing

- components and layers
4. **Availability:** The services at each layer allow for high availability
 5. **Reliability:** The data being transferred and the processing of the same are reliable. That is, persistence must be provided at each layer and each interface between layers
 6. **Recoverability:** The manner in which the system recovers from failure
 7. **Backup and Restoration:** Provide the back-up and restore functionality for the application
 8. **Interoperability:** Interoperability features permit the underlying disparate sub systems or external systems to work together seamlessly, while hiding much of the complexity required joining these pieces together.
 9. **Administrative & Management Capability:** The services provided at each layer shall be easy to manage (with a clear interface for administration). Also, the component must be able to interface with the standard monitoring tools available
 10. **Security capability:** Provides services to protect access to sensitive resources or information
 11. **Font resizer:** Options given for different sizes of font for old age/ low vision users and customized to various mobile application themes

Hosting Servers & Market Place Launch (Go Live)

1. The application hosted at suitable cloud/servers to be able to meet the SLA of interaction of users with the app downloaded from App store/Google play store
2. Source Code and Database of the mobile application will be deployed by Application Service Provider
3. Digital Certificate for staging server will be taken by Application Service Provider
3. Installation of Digital Certificate will be carried out by the Application Service Provider
4. Installation of all software related to installation will be the responsibility of Application Service Provider
5. Application Service Provider will be responsible for transferring the source code / database to production server
6. The requirement of necessary licenses required for the hosting of the mobile application on major app stores will be provided by the Application Service Provider. However it is clarified that these license are to be procured by the selected Application Service Provider.

Description/Alt Text for Images

1. Application Service Provider will add/update the tabular content as per guidance of ASDM.

UAT

1. The Beta version of the app delivered for UAT should be load test compliant with the expected concurrent usage.
2. All defects found during review, acceptance testing shall be fixed to the satisfaction of the designated ASDM official
3. The app within the scope of work shall be as per specifications given. In case the whole application or any part thereof is found to be of inferior quality or not performing satisfactorily the same shall be developed or modified free of charge immediately. This will be based on review and suggestions and order by ASDM
4. All the expenses (stationary, postage, transport, accommodation etc.) shall be borne by Application Service Provider for UAT

Training & Handholding support

1. Proper training has to be provided to Nominated ASDM staff
2. Training will be conducted at location decided by ASDM
3. All the Training material, user; manuals in soft copy in printable format will be provided by the Application Service Provider to ASDM (i.e. Assamese and English).
4. Onsite support to team of officers as per requirement

Maintenance phase

The Application development agency should provide maintenance support for application post development and delivery up to one year.

Scope of maintenance support

1. **Technical Assistance:** Application Service Provider will be responsible for providing technical assistance on any issue during working days/hours
2. **Fixing Security Vulnerabilities** whenever any issue is reported or in the case of cyber-attacks
3. Onsite Training & Handholding of user representatives
4. **Addressing OS and Device Compatibility related Issues** to ensure smooth functioning of application on updated versions of different OS and on various devices (Smartphones and Tablet PCs.)

5. **Addressing App Performance related issues** to fix issues like no response, slow response, app crashing etc.
6. **Rectification of bugs** like content formatting issues, image placement, link mismatch etc. immediately after userrequest
7. **Minor Changes** like changing static images, text, updating your privacy policy, app terms of use, disclaimers etc.

Deliverables

1. Mobile app based on requirement of ASDM along with database
2. Soft copy of user manual for each module of mobile app
3. Onsite Training on administration, operation & maintenance of developed app at ASDM office or as per suggested location by ASDM. Training Manual/ presentations would also form part of deliverables
4. The database backup and restoration process properly documented
5. Test Report w.r.t. the following:
 - i. Functionality
 - ii. Security
 - iii. Other
6. It is expected from the service provider that they appoint one full time project manager and support team for coordination and interaction with ASDM.

Service Level Agreement

The purpose of this Service Level Agreement is to clearly define the levels of service which shall be provided by the Application Service Provider to the ASDM office for the duration of this contract.

Category of SLA

This Service Level Agreement document provides for minimum level of services required as per contractual obligations based on performance indicators and measurements thereof. The Application Service Provider shall ensure provisioning of all required services while monitoring the performance of the same to effectively comply with the performance levels. The services provided by the Application Service Provider shall be reviewed by ASDM that shall:

- a) Regularly check performance of the Application Service Provider against this SLA

- b) Review of statistics related to rectification of outstanding faults and agreed changes

The SLA is to be observed as in phased manner.

The SLA has been logically segregated in the following categories:

- i. Deployment SLA - SLA is applicable as per the scope for development, deployment.
- ii. Operational SLA – SLA applicable after the acceptance of the App and the entire support period of the project

2.2 GENERAL TERMS AND CONDITIONS

ASDM reserves the right not to accept bid(s) from agencies resorting to unethical practices or on whom investigation/enquiry proceedings have been initiated by Government investigating Agencies & Vigilance Cell.

- A. ASDM is not bound to accept any bid under this process or to assign any reason for non-acceptance. ASDM reserves its right to accept the bid in part or in full.
- B. ASDM reserves the right to summarily reject an offer received from any agency (ies), without any intimation to the bidder(s).
- C. ASDM reserves the right to withdraw/cancel the bid document partially or completely at any stage.
- D. ASDM reserves the right to seek any clarification or waive any infirmity that it deems fit from a bidder.

Termination of The Bid Process

ASDM reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for its action.

Arbitration

In case of any dispute ASDM may appoint an arbitrator, which will be accepted by the agency / firm. The decision of the arbitrator will be final and binding on both the parties. The jurisdiction of the court will be Guwahati (Assam).

Indemnification Clause

“That the selected agency shall keep ASDM indemnified and harmless against all claims, damages, dues, payments, fines, penalties, compensations, liabilities other losses etc. which may incur on account of non-compliance or violation by the selected agency or otherwise.

Validity of the Contract

The subsequently issued Contract shall have a term effective from the date of

award of the contract/ tender till the completion of one year of the contract which may be negotiated and renewed thereafter periodically for a three years contract period for Maintenance & Support. Renewal and negotiation of the contract with the Service Provider will be based on performance.

Payment Schedule

Payment shall be made against Invoices duly certified by ASDM. All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per current rate while making any payment. Payment would be made as per the following schedule: -

% of Total Contract/ Value	Milestones (In phased manner for each module and phase)
20%	Award of Contract
20%	Completion of UAT
50%	Final Acceptance Testing and Sign Off by client
10%	Post maintenance support and Handing over of Application Assets after the completion of one year of the contract

3. BIDDING PROCEDURE

3.1 SUBMISSION PROCEDURE

Technical Bid: Bidders shall submit physically their bid in a sealed envelope super-scribed with due date, time, project and nature of bid.

PART 1- Bid security in a separate sealed envelope superscripted with the Tender Document number. Please enclose EMD of Rs. 10,000 / - in form of Demand Drafts drawn in favour of **Assam Skill Development Mission** payable at Guwahati.

PART 2 – One copy of TECHNICAL BID complete with all technical and commercial details except the prices.

Note: Filling up prices in Part 2 will render the Bidder disqualified.

The envelopes containing Part 1 and Part 2 of offer should be enclosed in a larger envelope duly sealed. All pages of the offer must be signed.

3.1.1 Financial Bid: Bidder shall submit the FINANCIAL BID at the Office of the Mission Director, Assam Skill Development Mission, Nayantara Building (5th floor), Six Mile, Guwahati, Assam - 781022

3.1.2 Services offered should be strictly as per specifications mentioned in this Tender Document.

3.1.3 Once quoted, the Bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection.

3.2 ELIGIBILITY CRITERIA

PROCEDURE OF SENDING SEALED OFFERS & SELECTION CRITERIA:

1. As mentioned in Tender Document please refer to section 3 Bidding Procedure.

3.3 NUMBER OF PROPOSALS

3.3.1. 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.

3.4 PROPOSAL PREPARATION COST

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

3.5. RIGHT TO ACCEPT OR REJECT

3.5.1. ASDM may reject a proposal at any stage if it is found that the firm/Company recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

3.5.2. Not with standing anything contained in this RFP, ASDM reserves the right to accept or reject any Proposal and to annul the bidding process and reject all Proposals at any time, without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

3.5.3. ASDM, Assam reserves the right to reject any Proposal if at any time if a material misrepresentation made by a Bidder at any stage of the bidding process is discovered.

3.6 CLARIFICATIONS

3.6.1. A prospective Bidder requiring any clarification on the RFP may notify ASDM, Assam in writing or by email to ASDM within such date as specified in RFP Time Schedule (Section-5). At its sole discretion, ASDM may upload its response to such queries through e-mail or letter.

3.7. AMENDMENTS TO RFP

3.7.1. At any time prior to the Proposal Due Date, as indicated in the RFP Time Schedule, ASDM 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 Addendum / Corrigendum. Such Addendum / Corrigendum would be posted only on asdm.assam.gov.in.

In order to afford Bidders reasonable time to take the Addendum / Corrigendum into account, or for any other reason, ASDM may, at its discretion, extend the Proposal Due Date.

3.8 LANGUAGE AND CURRENCY

3.8.1. 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. The currency for this bid is Indian Rupee. All the quotes should be in Indian Rupees.

3.9 BID SECURITY

3.9.1. Proposals would need to be accompanied by a 'Bid Security'

(EMD) for an amount of Rs. 10,000/- (Rupees Ten Thousand only). The Bid Security shall be kept valid throughout the Proposal Validity Period and would be required to be extended if so required by ASDM.

- 3.9.2. The Bid Security shall be in the form of a demand draft in favour of the Assam Skill Development Mission, drawn on any nationalized / scheduled commercial Bank payable at Guwahati
- 3.9.3. The Bid Security shall be returned to the unsuccessful Bidders within a period of two (2) weeks from the date of signing of Agreement between ASDM, Assam and the Successful Bidder.
- 3.9.4. The bid security of the successful bidder will be automatically turned in to security deposit at the time of allotment of tender will be refunded along with the final payment.
- 3.9.5. The Bid Security shall be forfeited in the following cases:
 1. If the Bidder withdraws its Proposal;
 2. If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect.

3.10 BIDDER'S RESPONSIBILITY

- 3.10.1. The Bidder is expected to examine carefully the contents of all the documents provided. Failure to comply with the requirements of RFP shall be at the Bidder's own risk.
- 3.10.2. 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 ASDM, Assam; and
 - c) Made a complete and careful examination of the various aspects of the Assignment.
- 3.10.3. ASDM shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

3.11 CORRESPONDENCE/ENQUIRY

- 3.11.1. All correspondence/enquiries should be submitted to the following in writing by fax/registered post / courier:

**Mission Director
Assam Skill Development Mission
Nayantara Building (5th Floor)
Sixmile, Guwahati,**

Assam 781022

Email: missiondirector.asdm@gmail.com

- 3.11.2. No interpretation, revision, or other communication from ASDM regarding this RFP is valid unless it is in writing and is signed by the Mission Director.

3.12 FORMAT AND SIGNING OF PROPOSAL

- 3.12.1. Bidders would provide all the information as per this RFP and in the specified format. ASDM reserves the right to reject any Proposal that is not in the specified format.
- 3.12.2. The Proposal would include three submissions to be made on the respective Proposal Due Date as set out in Section- 5 (RFP Time Schedule).
- 3.12.3. If the Proposal consists of more than one volume, Bidder must clearly number the volumes and provide an indexed table of contents.
- 3.12.4. The Proposal and its copy shall be typed or printed and the Bidder shall initial each page. The person(s) signing the Proposal shall initial all the alterations, omissions, additions, or any other amendments made to the Proposal.

3.13 PROPOSAL DUE DATE

- 3.13.1. Proposals should be submitted as per information provided in section 5 of this RFP.
- 3.13.2. ASDM, Assam at its sole discretion; accept any Proposal(s) after Proposal Due Date. Any such Proposal/s accepted shall be deemed to have been received by the Proposal Due Date.

3.14 TEST OF RESPONSIVENESS

- 3.14.1. Prior to evaluation of Proposals, ASDM will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive if;
- a) it is received on the respective Proposal Due Date;
 - b) It is accompanied with the 'Bid Security' amount as set out in RFP Document.
 - c) It is signed, sealed, and marked as stipulated in RFP Document.
 - d) It contains the information and documents as requested in the RFP;
 - e) It contains information in the form and formats specified in the RFP;
 - f) It mentions the validity period as set out in this document;

- g) It provides the information in reasonable detail. (“Reasonable Detail” means that, but for minor deviations, the information can be reviewed and evaluated by ASDM. ASDM reserves the right to determine whether the information has been provided in reasonable detail or not;
- h) There are no inconsistencies between the Proposal and the supporting documents.

3.14.2. A Proposal that is substantially responsive is one that conforms to the preceding requirements without material deviation or reservation. A material deviation or reservation is one which,

- a) affects in any substantial way, the scope, quality, or performance of the Assignment, or
- b) limits in any substantial way, inconsistent with the RFP document, ASDM’s rights or the Bidder's obligations under the Agreement, or
- c) Unfairly affects the competitive position of other Bidders presenting substantially responsive Proposals.

3.14.3. ASDM reserves the right to seek clarification or reject any Proposal which in its opinion is nonresponsive and no request for modification or withdrawal shall be entertained by ASDM in respect of such proposal.

3.15 CONFIDENTIALITY

3.15.1. Information relating to the examination, clarification, evaluation and recommendation for the Qualified Bidders would not be disclosed to any person not officially concerned with the process. ASDM, will treat all information submitted as part of the Proposal in confidence and will ensure that all those who have access to such material to treat it in confidence. ASDM, Assam would not divulge any such information unless ordered to do so by any statutory authority that has the power under law to require its disclosure.

3.16 CLARIFICATIONS

3.16.1 To assist in the process of evaluation of Proposals, ASDM may, at its sole discretion, ask any Bidder for clarification on its Proposal or substantiation of any of the submission made by the Bidder.

3.17 CONSULTANT(S) AND ADVISOR(S)

3.17.1. To undertake 'Bid Process Management' and to assist in the preparation of bid notifications, documents, examination, evaluation, and comparison of proposals, ASDM shall utilize the services of consultant(s) or advisor(s).

3.18 MODIFICATION/SUBSTITUTION/WITHDRAWAL OF PROPOSAL

The Bidder may modify, substitute or withdraw its Proposal after submission, provided that a written notice of the modification, substitution or withdrawal is received by ASDM before the Proposal Due Date. No Proposal shall be modified, substituted or withdrawn by the Bidder after the Proposal Due Date.

3.18.1 The modification, substitution or withdrawal notice shall be prepared, sealed, marked and delivered in accordance with the provisions of Clause 2.14 with outer envelopes additionally marked "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL", as appropriate.

3.19 PROPOSAL EVALUATION

The Qualification Submissions of the Bidders would be checked for responsiveness with the requirements of the RFP and shall be evaluated as per the Criteria set out in Section-3 & 4.

3.20 DELCARATION OF SUCCESSFUL BIDDER

- 3.20.1 ASDM may either choose to accept the Proposal of the successful tenderer or invite him for negotiations.
- 3.20.2 Upon acceptance of the Proposal of the tenderer technically qualified with QCBS Criteria, with or without negotiations, ASDM shall declare the tenderer as the Successful Bidder.
- 3.20.3 In case two or more bidders quote equal in financial bid, then the bidder scoring higher in the technical bid evaluation shall be declared successful.

3.21 NOTIFICATIONS

ASDM will notify the Successful Bidder by a Letter of Award (LoA) that its Proposal has been accepted and that the bidder is selected for the tasks mentioned in this RFP and any subsequent notices, corrigendum etc.

3.22 ASDM'S RIGHT TO ACCEPT OR REJECT PROPOSAL

3.20.4 ASDM reserves the right to accept or reject any or all of the

Proposals without assigning any reason and to take any measure as it may deem fit, including annulment of the bidding process, at any time prior to award of the Assignment, without liability or any obligation for such acceptance, rejection or annulment.

3.20.5 ASDM reserves the right to invite revised Proposals from Bidders with or without amendment of the RFP at any stage, without liability or any obligation for such invitation and without assigning any reason.

ASDM, Assam reserves the right to reject any Proposal if at any time:

- a) A material misrepresentation made at any stage in the bidding process is uncovered; or
- b) The Bidder does not respond promptly and thoroughly to requests for supplemental information required for the evaluation of the Proposal.

3.20.6 This would lead to the disqualification of the Bidder. If such disqualification / rejection occur after the Proposals have been opened and the Successful Bidder gets disqualified/ rejected, then ASDM, Assam reserves the right to:

3.20.6.1 declare the Bidder receiving the next highest score as the successful tenderer and where warranted, invite such Bidder to equal or better the score secured by such disqualified Successful Bidder; or

3.20.6.2 Take any such measure as may be deemed fit in the sole discretion of ASDM, including annulment of the bidding process.

Notification of award

Post a successful evaluation of the proposals received under this bid process, ASDM, Assam shall intimate the successful bidder, by way of a Letter of Intent inviting him to furnish the requisite performance bank guarantee and execute the resultant Contract.

Performance bank guarantee

The successful bidder shall furnish an unconditional and irrevocable bank guarantee / demand draft, in a format acceptable to ASDM, Assam valid for the contract term, of a value equivalent to 5% of the contract value.

4.1 EVALUATION OF BIDS

4.1.1 EVALUATION PARAMETERS

ASDM will evaluate the bids determined to be substantially responsive i.e., which

- a. Are properly signed;
- b. Conform to the terms and conditions & technical specifications.

Thereafter, the substantially responsive bidders shall be evaluated for qualifying the minimum eligibility criterion.

The Bidder with the highest combined technical cum financial score in the ratio of 80:20 shall be selected

The Bid Security shall be released to the Agency (ies) after completion of the contract

4.2 PREQUALIFICATION

For a bid to be considered as responsive under this bid process, a bidder must meet the following criteria:

#	PQ criteria	Documentary proof
1	Cover Letter	In the Format prescribed in the annexure 1
2	The bidder shall be a firm or incorporated company, having operated for a minimum of one year prior to the issue of this bid document	Certificate of Incorporation
3	The bidder should be in the business of providing IT/IT enabled services (ITeS), specifically development of Software / Mobile Applications	Copy of the Constitution documents of the Company (relevant extract of Articles of Association and Memorandum of Association)
4	The bidder should have a valid PAN Card	Copy of PAN Card
5	The bidder should have a GST Registration Number	Registration Certificate

6	EMD	A DD in the amount prescribed herein valid for the bid validity period
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4.3 TECHNICAL BID EVALUATION

The Application Service Provider shall be evaluated on the following parameters:

S.No.	Evaluation Criteria	Maximum Marks	Documentary Evidence
Domain Expertise, Capacity and Experience		50	
1.	Delivery Rate of completed projects (mobile app) to the Government of Assam and its agencies in the last 2 years <i>1 project: 5 marks</i> <i>2 projects: 15 marks</i> <i>3 or more projects: 25 marks</i>	25	Work Completion Certificates
2.	Prior experience of having completed at least one native mobile app project related to financial transaction using BHIM or payment gateway in the last 1 year with Government of Assam. <i>1 project: 10 marks</i>	10	Work Completion Certificate
3.	Prior Experience of having completed at least one project of mobile app creation in the past 1 year. <i>5 marks for each project</i>	15	Work Completion Certificate
Understanding of the ASDM App concept, Approach & Methodology and Resource Deployment		30	
4	Understanding of the Objectives and Key Functionalities required in the mobile application along with Detailed Approach & Methodology	20	Write up with page limit of 20 pages.

5	Technical presentation	10	Presentation to the Committee
Proposed Team		20	
6	Principal Architect <i>B.E/ B.Tech with 3 + years of experience: 3 marks</i> <i>B.E./B.Tech with 4+ years of experience: 4 marks</i>	4	Provide CV
7	UI Designer <i>B.E/B.Tech/BCA with 1 year experience: 4 marks</i>	4	Provide CV
8	Developer(2 no.s) <i>B.E/ B.Tech/BCA: 3 marks</i> <i>1(+) year of experience: +1 mark</i>	8 (4*2)	Provide CV
10	Maintenance Support <i>B.E/B.Tech: 3 marks</i> <i>B.E/B.Tech with 1(+) years of experience + 1 marks</i>	4	Provide CV
	Total	100	

Only bidders scoring 45 marks and above in the technical evaluation shall be qualified for the financial evaluation.

4.4 FINANCIAL BID

A break-up amount to be quoted by the application service provider as per the Performa in **Annexure 4** of RFP Document.

Financial Evaluation

a. The Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the Bidders which did not get disqualified and scored at least 45 out of 100 in the Technical evaluation) i.e. 20 marks. Financial Scores for other than L1 Bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) =

$\{(Commercial\ Bid\ of\ L1/Commercial\ Bid\ of\ the\ Bidder) \times 100\}\%$
(Adjusted to two decimal places)

c. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

d. The bid price will exclude all taxes and levies and shall be in Indian

Rupees and mentioned separately.

e. Any conditional bid would be rejected

f. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

Final Evaluation

The technical and financial scores secured by each Bidder will be added using weightage of 80% and 20% respectively to compute a Composite Bid Score.

- a. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for award of the Project. The overall score will be calculated as follows:-

$$B_n = 0.80 * T_n + 0.20 * F_n$$

Where

B_n = overall score of Bidder

T_n = Technical score of the Bidder (out of maximum of 100 marks)

F_n = Normalized financial score of the Bidder

- b. In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

Award of Contract

The Purchaser will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

Notification of Award

Prior to the expiration of the validity period, Purchaser will notify the successful Bidder in writing or by fax or email, that its proposal has been accepted (Letter of Intent). In case the tendering process / public procurement process has not been completed within the stipulated period, the Purchaser, may request the Bidders to extend the validity period of their Proposal.

The decision to extend the validity period of a Bidder's Proposal shall be the bidder's prerogative

ANNEXURE - 1

FORMAT FOR COVERING LETTER-CUM-ASSIGNMENT UNDERTAKING

(On the Letterhead of the Bidder)

To,

Date:

The Mission Director,
Assam Skill Development Mission,
5th Floor, Nayantara Complex, Six Mile
Guwahati – 781022

Sir,

Ref: - Short tender for development of mobile application for Assam Skill Development Mission

1. We have read and understood the Request for Proposal (RFP) along with Draft Agreement in respect of the captioned Assignment provided to us by ASDM.
2. We hereby agree and undertake as under:
 - Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unconditional in all respects.
 - This Proposal is valid till ----- (At least 120 Months from the Proposal Due Date). Please find enclosed herein with the Proposal the Demand Draft bearing number ----- for Rs.10,000/- (Rupees Ten Thousand only) drawn in favour of the 'Assam Skill Development Mission' payable at Guwahati towards the 'Bid Security Amount', dated thisday of..... 2017.
 - That as on the date of submission of this tender, there is no blacklisting order that bars us from working with any Government Agency / Department on account of deficiency in service.

Name of the Bidder:

Signature of Authorized Signatory:

Name of the Authorized Signatory

ANNEXURE – 2
FORMAT FOR CVs.

Name | Current Designation:

(Place Photograph)				
	Name of Expert			
	Designation			
	Date of Birth		Years with the Company/ Firm	
	Nationality			
Memberships	NA			
Adequacy for the Assignment				
Tasks Assigned on the project				
Education		-		
Degree		Year of Passing		
Employment Record				
From	To	Company Name	Country	Roles & Responsibilities
(Add rows as reqd.)				
Language Skills				
Certification				
I, the undersigned, certify to the best of my knowledge and belief that:				
<ul style="list-style-type: none"> i. This CV correctly describes my qualifications and my experience. ii. I am in regular full-time employment with the Company. iii. I am committed to undertake the assignment within the validity of Contract. 				
Signature				Date

ANNEXURE – 3

**LIST OF SIMILAR WORK EXECUTED PERTAINING TO DEVELOPMENT of
MOBILE APPLICATION IN LAST TWO YEARS**

Sr.	Name of Client	Location	Description of work	Duration (Start date-Completion date)

NOTES:

- Each of the listed works shall be supported with the copy of work completion certificate.
- At least 5 Photographs / relevant documents of the work executed shall be attached.

If the company or Firm is divided among partners, the experience of the individual or new firm set up by the partners shall be considered, provided past experience is subject to legal consent of individuals, partners or new firm set up by the partners.

Signature:

Name:

Designation:

Complete address

Name of the Firm/Agency:

ANNEXURE -4

FORMAT FOR FINANCIAL PROPOSAL

(On the letter head of the bidder)

To,

The Mission Director,
Assam Skill Develop Mission,
5th Floor, Nayantara Building, Six-Mile,
Guwahati – 781022

Date:

Sir,

Ref: - Short tender for development of mobile application for Assam Skill Development Mission

We have reviewed all the terms and conditions of the 'Request for Proposal' and confirm 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 RFP. We further declare that, any State Government, Central Government or any other Government or Quasi Government Agency has not barred us from participating in any Bid.

PRESCRIBED PERFORMA FOR FINANCIAL BID

Sl. No.	Description of Work	Amount Figures*	in	Amount in Words
1	Our Financial Quote for the Development of Mobile Application for ASDM are under the following heads: a) Server & Hosting b) Development c) Training & Handholding support d) Annual Maintenance Charges			

*The amount quoted is exclusive of all applicable taxes

In Words:

We abide by our offer / quote of Total Rupees (INR) _____ (In words Rupees) and terms condition of the RFP, if ASDM selects us as the Selected Bidder/Agency.

If our offer is accepted and if we fail to perform in the manner as specified in the RFP Document, the amount of Bid Security, as aforesaid, shall stand absolutely forfeited to ASDM without prejudicing the rights of ASDM to proceed further in any manner it deems fit.

Until a formal Agreement is prepared and executed between us, this bid, together with your LOI, shall constitute a binding contract between us.

We understand that ASDM is not bound to accept the lowest or any bid it may receive.

We declare that the information stated above and enclosed is complete and absolutely correct and any error or omission therein, accidental or otherwise, as a result of which our bid is found to be non- responsive, will be sufficient for ASDM to reject our bid and forfeit our bid security in full.

Sincerely,

Signature:

Name:

Designation:

Complete address

Name of the Firm/Agency:

Phone no. _____ Mobile _____ E-Mail ID _____