



Request for Proposal (RFP)
for
**Design, Develop, Maintain & Run Ecommerce
portal for Self Help Groups (SHGs) /
Scheduled Tribe Artisans of Maharashtra**

Issued By

**The Commissioner
Tribal Research & Training Institute, Pune
Government of Maharashtra**

Tender Notification No.: TRTI/2022/IT/DESK-01/442 Dated 01/02/2022



email: trti-mah@nic.in



**Tribal Research & Training
Institute, Pune**
Government of Maharashtra
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Tel - 020-26362772 Fax 020-2636 0026
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स्वातंत्र्याचा अमृत महात्सव

E-TENDER No. TRTI/2022/IT/DESK-01/442

Date: 01/02/2022

31/01/2022


Invitation of Request for Proposal (RFP) for Design, Develop, Maintain & Run Ecommerce portal for Self Help Groups (SHGs) / Scheduled tribes Artisans of Maharashtra by TRTI, Pune with 2 Years AMC. TRTI is Inviting Request for Proposal (in two Bid systems - Technical Bid & Commercial Bid) for Engagement of Agency for the creation of online registry, e-marketplace Web Portal and Mobile App for Artisans/SHGs and comprehensive MIS Dashboard. Interested bidder can submit their Technical Bid & Commercial Bid Offline on website <https://mahatenders.gov.in>

Name of the Service	Tender Fee (in Rs)	Earnest Money Deposit (EMD) (in Rs)
Design, Develop, Maintain & Run E-commerce portal for SHG/ Scheduledtribes Artisans of Maharashtra by TRTI, Pune with 2 Years AMC	Rs. 5,000/-	Rs. 1,00,000/-

1. The Institute shall be selected based on the selection criteria decided by TRTI as mentioned in the Bid Document.
2. Joint Venture Consortium is not permitted.
3. The Bid Documents are available on website <https://mahatenders.gov.in>
4. The interested Bidders will have to register and enroll on website <https://mahatenders.gov.in>.
5. The interested Bidders will have to submit all the required documents through online.
6. The Tender Fee of Rs. 5,000/-is required to be deposited Offline/Online through Net Banking / NEFT.
7. The EMD of Rs.1,00,000/-is required to be deposited Offline/Online through Net Banking / NEFT.
8. The detailed Bid Document can be download from the website <https://mahatenders.gov.in>
9. Interested Institutes / Bidders shall submit their Bid on or before **15/02/2022, 17:00 hrs.**
10. The advertisement is also available on office website <https://trti.maharashtra.gov.in> for information only.
11. Right to reject any or all the Bids is reserved by the Commissioner, TRTI, Pune

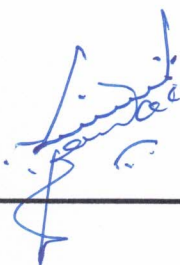
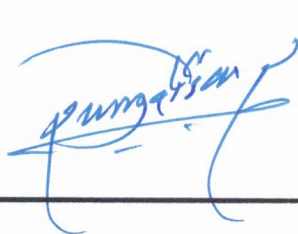
Notice:

This document is the property of TRTI, Pune. It may not be copied, distributed or recorded on any medium, electronic or otherwise, without TRTI's written permission, even by the authorized personnel / company / agency for any purpose other than the purpose specified herein and it is strictly prohibited as it shall amount to copyright violation and thus shall be punishable under the Indian Law.


(Dr. Rajendra Bharud, I.A.S.)
Commissioner, TRTI, Pune

DISCLAIMER

1. The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Applicant(s), whether verbally or in documentary or any other form, by or on behalf of Tribal Research and Training Institute, Pune, (TRTI) or any of its employees or advisors, is provided to Applicant(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
2. This RFP is not an agreement and is neither an offer nor invitation by Tribal Research and Training Institute, Pune, (TRTI) 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 TRTI 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 TRTI, 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.
3. Information provided in this RFP to the Applicant(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. TRTI accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
4. TRTI, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder, under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way with selection of Applicants for participation in the Bidding Process.
5. TRTI 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.
6. TRTI 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.
7. The issue of this RFP does not imply that TRTI 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 TRTI or any other costs incurred in connection with or relating to its Application. All such costs and expenses will remain with the Applicant and TRTI 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.



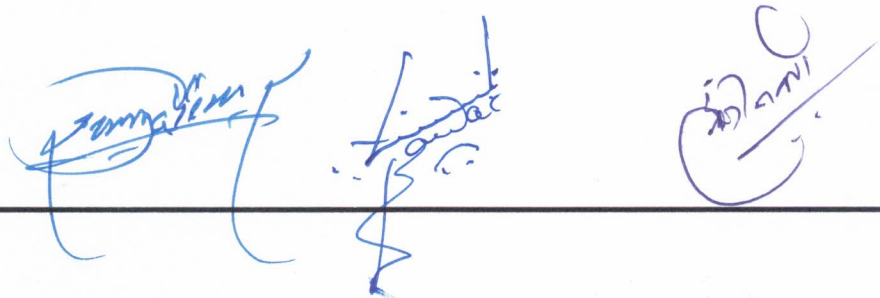
IMPORTANT DATES & INFORMATION FOR TENDER

1. Key Events and Dates

S.No.	Event	Date & Time
1	Publish Date	01/02/2022, 11:00 AM
2	Document Download / Sale Start Date	01/02/2022, 11:00 AM
3	Bid Submission Start Date	01/02/2022, 11:00 AM
4	Clarification Start Date	01/02/2022, 11:00 AM
5	Clarification End Date	06/02/2022, 17:00 PM
6	Pre Bid Meeting Date	07/02/2022, 16:00 PM
7	Bid Submission End Date	15/02/2022, 17.00 PM
8	Technical Bid Opening	16/02/2022, 17.00 PM
9	Commercial Bid Opening	To be intimated later

2. Other Important Information Related to Bid

Sr. No	Item	Description
1.	Earnest Money Deposit (EMD) (To be paid Offline)	Rs. 1,00,000/- (Rs. One Lakh Only)
2.	Tender Fee (To be paid Offline)	Rs. 5,000/- (Rs. Five Thousand Only)
3.	Bid Validity Period	One-hundred-and-twenty (120) days from the date of submission of Bid.
4.	Last date of signing contract	As intimated in work order of TRTI



1. INTRODUCTION

1.1 BACKGROUND

1.1.1 Tribal Research and Training Institute, Maharashtra State, Pune is an autonomous organization of the Government of Maharashtra, which was established under the centrally sponsored scheme in 1962. Tribal research and training institutions are working in the tribal-dominated states of the country to conduct research on various aspects of tribal subjects.

1.1.2 TRTI would like to Design, Develop, Maintain & Run Ecommerce portal for Self Help Groups (SHGs) / Scheduled tribes Artisans of Maharashtra by TRTI, Pune.

1.1.3 TRTI would like to engagement of an Agency for the creation of online registry, e-marketplace Web Portal and Mobile App for Scheduled tribes Artisans/SHGs and comprehensive MIS Dashboard.

1.1.4 This COVID-19 situation has provided an impetus to accelerate the need for Self Help Groups (SHGs) /artisan to be part of the e-Commerce. Given the scale of the COVID-19 crisis in India, the focus on enabling digital inclusion of SHGs/ Scheduled tribes artisan is one of the critical strategies to support their economic recovery and to maximize its digital potential to accelerate transactions from SHGs/ Scheduled tribes artisans through digital platforms and compete effectively in the increasingly digitized and integrated economy.

1.1.5 Technological advancements have made it possible for the micro enterprises that belong to SHGs/ Scheduled tribes artisan collectives to have the same opportunities in reaching out to the National /International market as the medium enterprises. Given the right ecosystem, support, policies and regulatory environment, the micro enterprises could have the same opportunities as the small and medium enterprises. TRTI envisages to adapt, improve and partner with resources and entities to provide digital visibility, business connections and increased value for products of SHGs/artisan in Maharashtra through a profiling platform and Mobile App. In this backdrop, TRTI is seeking the services of experienced agencies to implement this strategic project to address the digital inclusion issues of SHGs/ Scheduled tribes artisans in Maharashtra and develop the platform and mobile app to create digital identity of SHG/ Scheduled tribes Artisans to promote their businesses. The agencies should propose their execution strategies,

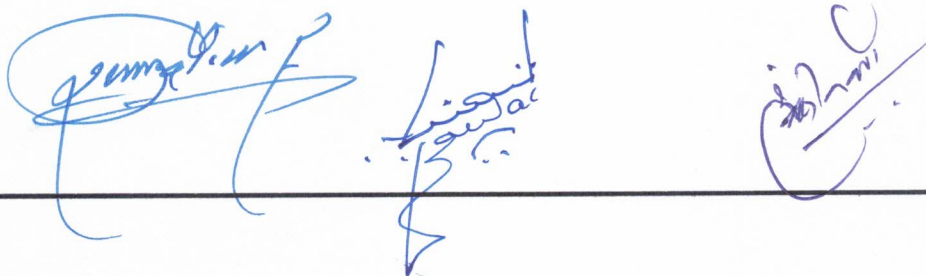
implementation plan in detail, financial proposal, etc.

1.2 REQUEST FOR PROPOSAL

- 1.2.1 TRTI would like to Design, Develop, Maintain & Run Ecommerce portal for SHG/Artisans of Maharashtra by TRTI, Pune.
- 1.2.2 TRTI invites detailed proposals (Qualification, Technical and Financial Proposals together referred to as "RFP") from capable agencies.
- 1.2.3 TRTI would like to engagement of an Agency for the creation of online registry, e-marketplace Web Portal and Mobile App for Artisans/SHGs and comprehensive MIS Dashboard.
- 1.2.4 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 TRTI 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 TRTI would evaluate all the Submissions in accordance with the evaluation criteria set out in the RFP to select a qualified bidder.



1.4 OBTAINABILITY OF RFP DOCUMENT

The RFP would be available at <https://mahatenders.gov.in/>. It may be noted that all subsequent notifications, changes and amendments in the assignment/ documents would be posted on the website <https://mahatenders.gov.in/> & <https://trti.maharashtra.gov.in>

GENERAL INSTRUCTIONS

- 1.4.1 The language of the Bid and related documents and correspondences shall be in English language.
- 1.4.2 The Bidder shall provide all the information sought under this RFP. TRTI will evaluate only those Bids that are received in the required formats and complete in all respects.
- 1.4.3 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.
- 1.4.4 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.
- 1.4.5 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").
- 1.4.6 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. TRTI will not be responsible nor in any way liable for such costs, regardless of the conduct or outcome of the bidding process.
- 1.4.7 TRTI 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 (<https://mahatenders.gov.in> & <https://trti.maharashtra.gov.in>). TRTI will assume no responsibility for non-receipt of the Addendum.
- 1.4.8 Bidders will not be permitted to alter or modify their bids once submitted.

- 1.4.9 TRTI 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 TRTI.
- 1.4.10 Any Bid not accompanied by the EMD shall be rejected by TRTI, as non-responsive.

The bidders may address their queries, if any to the following Email id: trti.mah@nic.in on or before 06/02/2022, 17:00 PM

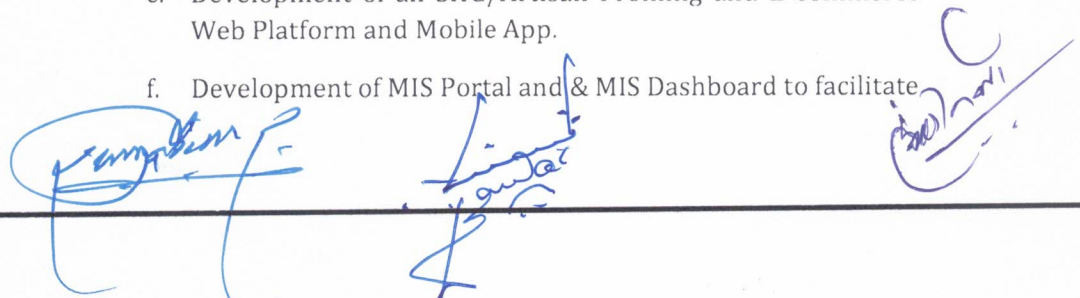
2. TERMS OF REFERENCE

2.1 SCOPE OF WORK

The currently available E commerce platforms are found to be expensive and operational logistic arrangement is very much challenging. The pandemic situation has worsened the economy of the low strata section of society. All these produces have regional and authentic flavors and homemade value in it. In order to expand the business of Scheduled tribes artisans and women made products having high value in it, TRTI desires to develop its own E- COMMERCE platform. This will be exclusively for TRTI associated Artisans and SHG members and their products. This may prove as a solution to restore the business / livelihood of women and artisans associated with TRTI.

The core objectives of the project are:

- a. To provide a digital identity to SHGs/ Scheduled tribes artisan and their products, create and enhance networks that will promote B2B and B2C, thus increasing the visibility and value of their products.
- b. Create a dynamic and accessible database of the different SHGs/artisan functional in the state of Maharashtra.
- c. Create a digital identity for SHGs/ Scheduled tribes artisan and increase their visibility in the online market ecosystem.
- d. Enable market linkages with consumers and other B2B buyers including retailers, designers through digital marketing.
- e. Development of an SHG/Artisan Profiling and E-commerce Web Platform and Mobile App.
- f. Development of MIS Portal and & MIS Dashboard to facilitate



the viewing analytics of the transactions on the Marketplace and provide APIs for data access and integration into third-party service providers or Governmental agencies.

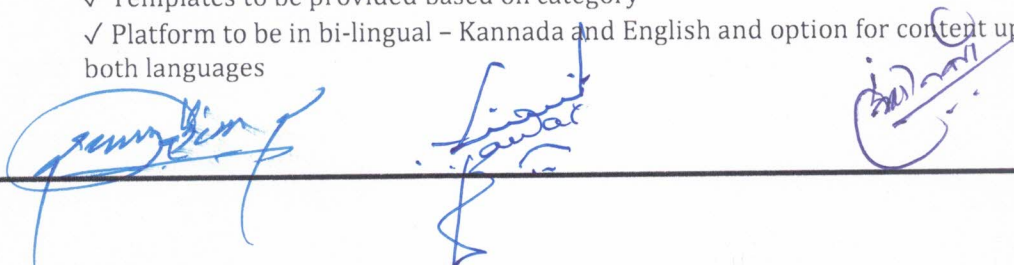
- g. Providing Capacity Building Support.
- h. Ensure proper understanding of the developed technology platform and solutions of the project by stakeholders from TRTI and Government and select users of the app during capacity building sessions and handholding exercises.
- i. Maintain & ensure security of data as per the requirement of the project and stakeholders involved
- j. Maintain good relations with primary stakeholders for sustainable implementation of activities. It is desirable to have experience working with development for rural entrepreneurs, related SHGs, their processes and systems
- k. Provide support for and facilitate implementation and supervision of the deployment activities as required
- l. Creation of online registry, e-marketplace Web Portal and Mobile App for Artisans/SHGs and comprehensive MIS Dashboard
- m. Ensure all above applications are hosted on dedicated server provided/required Including Google Play Store hosting if required

List and Description of Expected Outputs to be delivered

- ✓ Registration & Login
- ✓ Social Login/share
- ✓ Home Page – banners, product carousals, featured/suggested products etc
- ✓ Filtration and Sorting
- ✓ Profiles / My Account- User dashboard with saved addresses
- ✓ Product Listing- grid/line view with minimal details
- ✓ Product Card
- ✓ Product Page- complete information about product/seller/availability etc
- ✓ Promotions
- ✓ Email and SMS notification/marketing
- ✓ Layered Navigation- suggested
- ✓ Blog
- ✓ Static Pages

Scheduled tribes SHG/Artisans- specific Requirements:

- ✓ Separate login for SHGs / Artisans community
- ✓ Geo Tagging for SHGs/Artisans based on address/pin code
- ✓ Search and filter for SHGs/Artisans based on categories and distance, location etc
- ✓ Search to provide results for nearest SHG/artisan available based on the geo location
- ✓ person searching for the SHG / artisan group
- ✓ SHG/artisans dashboard- all details related to sales, messages, personal details etc can be managed from here
- ✓ SHG / artisans Aadhar- option to add Aadhar details for verification
- ✓ Templates to be provided based on category
- ✓ Platform to be in bi-lingual – Kannada and English and option for content updating in both languages



- ✓ Pre-loaded and suggestive content in the templates
- ✓ Should be in responsive template since most SHG's/Artisan community would be using smart phones to upload
- ✓ Option for SHG's/Artisan to add the registered office, branch office etc
- ✓ SHG's/Artisans to have creator and approver role. These roles can be based within each branch office.
- ✓ Options for categorization based of various criteria such as location, product, shg etc

Admin Requirements

- ✓ Admin Dashboard
- ✓ Catalogue Management
- ✓ Role management
- ✓ Reports
- ✓ Customer Management Marketing Management
- ✓ Promotion Management
- ✓ Newsletter Management
- ✓ Content Management
- ✓ Data Import / Export
- ✓ Role Management
- ✓ SHG/Artisan User Management ✓ Option to verify adhaar credentials
- ✓ Approvals at the district and state level officials

Mobile application would be only on android and will be client interface. All admin related activities will be on the web application. Any change management and upgradation of functionality/features should be updated on the mobile app.

Configurations & Integrations

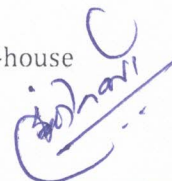
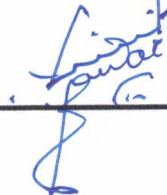
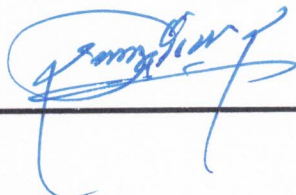
- ✓ Webpush Notifications
- ✓ SMS Integration
- ✓ Theme
- ✓ Marketplace

SMS:

- ✓ Bulk SMS - (For Sending Registration OTP & Other related information)
- ✓ Create short code for department.
- ✓ The services are covered by TRAI Norms & GSM / Web Portal Standards.
- ✓ The reference to the standards should be as per TRAI.
- ✓ Maximum SMS character Limit: As per GSM standards.
- ✓ SMS costs shall be per SMS of 160 characters maximum.
- ✓ The "Log" shall be provided for every SMS sent.
- ✓ Corrections if any shall be made by crossing out, initiating, dating and rewriting.

General Requirements for Mobile Application

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 android.
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 Tribal Research and Training Institute, Pune, 414001.
 - b. The technology platform is to be a cloud-based Marketplace - both web version and app (Android) ; based on the category of user and nature of field activity (I.e., mobile app for sellers, buyers, aggregators, collection centers, etc and desktop logins for administrators from Government and TRTI.
 - c. Creation of policy related to terms of usage, privacy policy, content management policy etc., in consultation with TRTI and as per major App hosting platform (Android and web) standards.
 - d. The android apps for field adoption should be light to function on older versions of android phones (backward compatibility to be highlighted in the proposal).
 - e. The apps should be available in local language (Marathi) for easier field adoption in addition to a version in English. Translation of the existing version of the app into English is a requirement. The app should preferably be symbolic, icon/picture-based, colour-coded for easier usage, adoption and enhanced user experience of SHG members and authorized buyers.
 - f. The apps to have features to record all categories of products (farm and non-farm) and marketplace transactions from primary collection, secondary transportation, aggregation, onward to authorized buyers and tracking rejects/rating quality of products/produce as applicable.
 - g. The platform shall help monitor and optimize supply chain through traceability of products/produce from rural women farmers/entrepreneurs to registered buyers and aid in assessment of adherence to mandated quality and compliance such as certifications for purchase and sale of produce/products.
 - h. An MIS dashboard as a web application for in-house



data analytics, sense-making of data, detailed drill-down and digital governance should be developed and maintained. This would be the preferred touchpoint for all data-related activities in the project

- i. A feature for creating surveys on demand within the Android app and Web App for collation of data shall be an essential component for the project. Plugins to third-party survey tools such as Kobo Collect, Survey Monkey, Google Forms, etc can be considered only if implementation can be seamless and ease of use for users in a rural setup.
 - j. GIS mapping of supply-chain nodes and Geo-fencing of supply chain boundaries comprising of collection centers, CLFs, etc in close collaboration with government agencies.
 - k. Payment gateway integration for the marketplace transactions is essential
 - l. ChatBot integration for the mobile application and web portal for user interaction, query resolution, and reporting issues.
 - m. Provide remote assistance in trouble-shooting and fast-tracked resolution of minor bugs as part of the application development and maintenance (ADM) best practices.
 - n. Include SMS APIs to facilitate OTP-based transactions as per the requirement authentications on the platform
3. Create a consistent and delightful user experience with consistent and unique themes and layouts which flows in from the overall brand values of TRTI and the spirit of the 'TRTI' 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 TRTI.
 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 Tribal Research and Training Institute, Pune, 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 TRTI from time to time.

Miscellaneous

1. The name of the mobile application is to be decided by TRTI.
2. Bidder must handover the application and its sole rights to TRTI, Pune at the time of expiration of contract; in full running condition, with knowledge transfer to designated IT personals. At the discretion of TRTI the application would be used as deemed fit for the benefit of public.

Development

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.

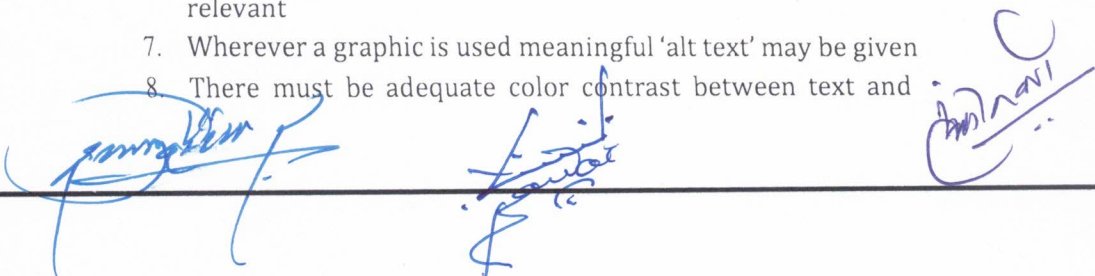
Fact Finding and Requirement Gathering

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 TRTI 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 TRTI 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 TRTI, 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 homepage and internal pages design layouts for approval.
2. Approved design should have at least 2 or more color themes and one high contrast color 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. Graphic elements like buttons and icons should be simple and their meaning and symbolism should be self-explanatory and relevant
7. Wherever a graphic is used meaningful 'alt text' may be given
8. There must be adequate color contrast between text and



background

9. Image should only be used when it adds value to the content.
10. Easy access to the homepage should be provided from every page
11. 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 Usage of HTML 5 and Responsive Grid system would be preferred
5. Optimized compressed CSS and JS should be used to allow minimum load time.
6. 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
7. The app in the Android 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. The admin can add commission based on category
4. Automatic approval of products and sellers setting on the admin side
5. The admin can select the order status for the seller
6. The admin can create template-based emails for Marketplace which will be used, according to Admin selection
7. Admin can find total sale by each seller and the admin income from any particular seller under "Marketplace Income"
8. The admin can assign specific product categories to sellers
9. Admin can map product attributes with the categories for the sellers
10. The admin and the sellers can view notifications for orders, products, and reviews
11. The admin can enable the super bar to display the up-sell and cross-sell icons
12. Admin can enable the total cross-sell, only after which the discount will be applicable on the cross- sell products

13. Grievances submitted through the App must be accessible at first hand to Public Grievance Officer and Administration for furtherance to appropriate stakeholders

Seller Role

1. Employers/recruiters can view data on trained candidate's undergone training under various courses with course, training center details, certificates etc.
2. Each seller has a separate seller profile page & can edit their profile page on their own
3. Feedback and review system with an interactive star rating
4. The seller will have own dashboard to manage orders and can also generate orders for customers
5. The only selected order status will be used by the seller for changing their product order status
6. The sellers can set the product price and quantity for the customers

Localization

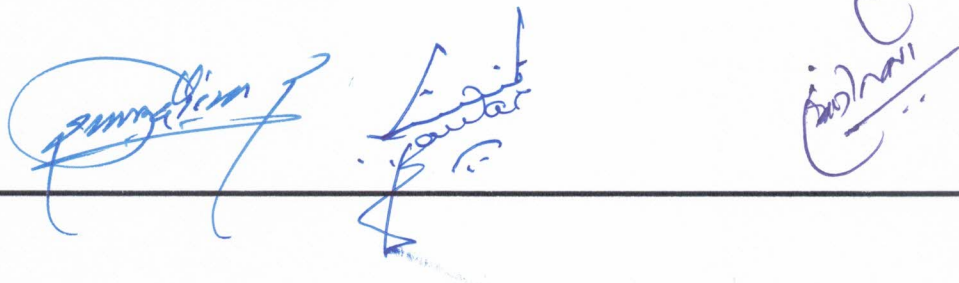
1. The mobile app should be Multilingual with scope to accommodate Marathi & English languages. The default language should be local language (Marathi) for easier field adoption in addition to a version in English. Translation of the existing version of the app into English is a requirement. The app should preferably be symbolic, icon/picture-based, color-coded for easier usage, adoption and enhanced user experience of SHG members and authorized buyers
2. The application should be developed in an appropriate format to provide appropriate support for most of the languages 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 roll back 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

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Progress Tracker and score generator

1. Electronic Reports - Short narrative report, with indication of progress of product/platform develop and other capacity building support extended

Progress Tracker and score generator

1. Remote IT solution Development and Pune-based single focal point/resource

Progress Reporting Requirements

The web and mobile app should have a progress tracker wherein the progress for the course can be tracked and based on it the scores can be generated

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 sales, seller.

Payment Gateway

- I. Secure and reliable real-time transaction processing for ecommerce.
- II. Integration of Payment Gateway which Will help in easy report generation, payment settlements and account reconciliation process
- III. To collect CSR Fund & individual donation & crowd funding in future

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

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.

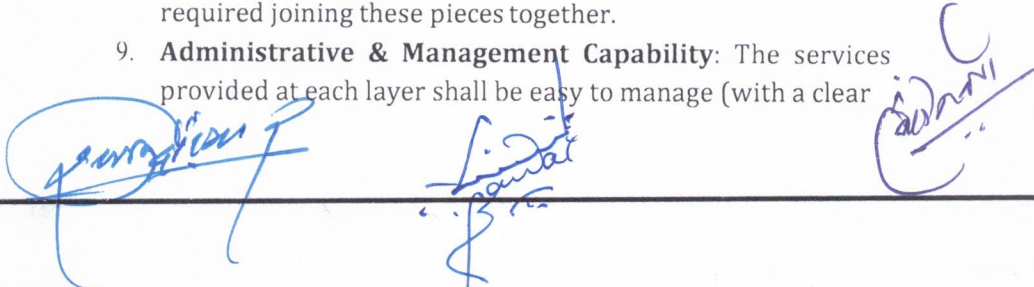
Security Features

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



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10. interface for administration). Also, the component must be able to interface with the standard monitoring tools available
11. **Security capability:** Provides services to protect access to sensitive resources or information
12. **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)

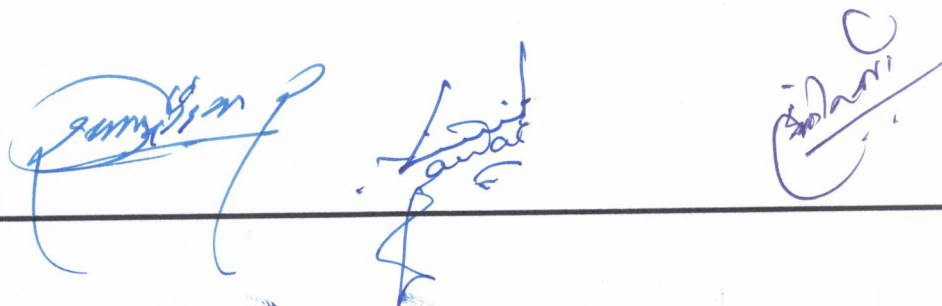
1. The application hosted at suitable cloud/servers to be able to ce Code and Database of the mobile application will be deployed by Application Service Provider on Cloud.
2. Digital Certificate / Document Signer/ Security Audit for staging server will be taken by Application Service Provider.
3. Installation 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 TRTI.

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

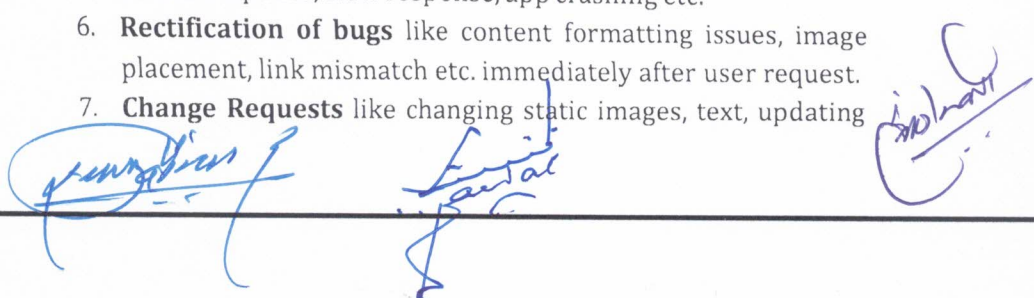
Maintenance phase

The Application development agency should provide maintenance / operation support once the application is live of production till the contract end period of 2 **(Two) year from the Go Live**. The indicative scope of application development, maintenance and issue resolution and staffing would be as follows:

1. Manage all requirements related to major/minor changes to the software, configuration changes, user management, server management, etc.
2. Support for above and other activities in scope through manpower deployment in case remote resolution of issues if not feasible.
3. Minor Enhancements, if required by TRTI and other stakeholders.
4. Support for in-depth system and product training as per scope.
5. The service provider shall take into consideration that during the warranty period both hardware (if any) and software component function seamlessly in addition to the quality control of the product.
6. During the warranty period, if there is any problem in use of the applications, any necessary changes in

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 (Smart phones 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 user request.
7. **Change Requests** like changing static images, text, updating



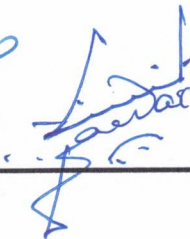
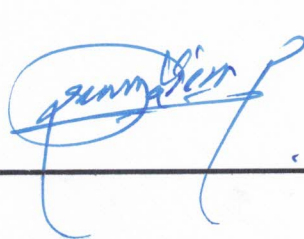
- Your privacy policy, app terms of use, disclaimers etc.
8. Any change requests suggested by TRTI Authority will be implemented without any additional cost.
 9. Delivering and managing patch management, quick response system for wellbeing and healthy operation of the web based system during the warranty and through the subsequent maintenance contracts (if any).

Deliverables

1. Mobile app based on requirement of TRTI 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 TRTI office or as per suggested location by TRTI. 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 TRTI.

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 TRTI 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 TRTI 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

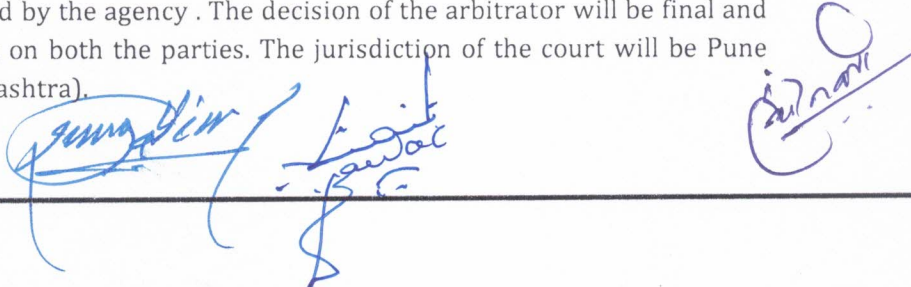
- A. TRTI reserves the right not to accept bid(s) from agencies resorting to Unethical practices or on whom investigation/enquiry proceedings have been initiated by Government investigating Agencies & Vigilance Cell.
- B. TRTI is not bound to accept any bid under this process or to assign any reason for non-acceptance. TRTI reserves its right to accept the bid in part or in full.
- C. TRTI reserves the right to summarily reject an offer received from any agency (ies), without any intimation to the bidder(s).
- D. TRTI reserves the right to withdraw/cancel the bid document partially or completely at any stage.
- E. TRTI reserves the right to seek any clarification or waive any infirmity that it deems fit from a bidder.

Termination of the Bid Process

TRTI 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 TRTI may appoint an arbitrator, which will be accepted by the agency. The decision of the arbitrator will be final and binding on both the parties. The jurisdiction of the court will be Pune (Maharashtra).



Indemnification Clause

"That the selected agency shall keep TRTI 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

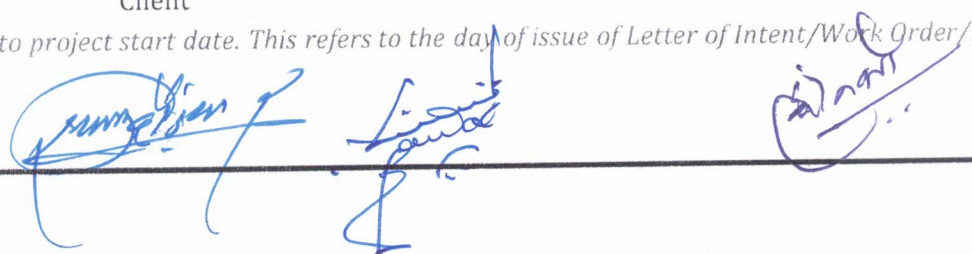
The subsequently issued Contract shall have a term effective from the date of award of the contract/ tender till the completion of two year AMC from the Go Live. Thereafter the contract which may be negotiated and renewed periodically for next three years contract period for Maintenance & Support .Renewal and negotiation of the contract with the Service Provider will be based on performance.

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, and Pilot). Once the Pilot Environment is up with phased deployment of feature and solution (which would be similar to production environment), TRTI 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.

Sr. No	Activity / Task / Milestone	Time of completion(InDays)
1	Project Start	T
2	Requirement Gathering and Planning	T + 7
3	Submission of requirement gathering documents& Approvals documents	T + 12
4	Submission and approval of UAT Plan	T + 15
5	User Interface (Design/Layout) with defined sections and sub-sections.	T + 25
6	App Design & Development (including acceptance in line with UAT plan and application testing) in phased manner	T + 30
7	Integrated Web Application (Beta Version)	T + 55
8	Integrated Mobile Application (Beta Version)	T + 65
9	Hosting at staging server (for security audit ,training and UAT)	T + 66
10	UAT	T + 67
11	Security and Load Testing	T + 68
12	Go-Live	T + 70
13	Final Acceptance Testing and Sign Off by Client	T + 75

**T' refers to project start date. This refers to the day of issue of Letter of Intent/Work Order/MOU



whichever Letter.

Above timelines are mentioned for Application Service Provider to perform various activities under given milestones. Time taken by TRTI 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.

The development of the TRTI mobile application is to be completed over a span of 75 days from the issue of Letter of Intent/Work Order/ MOU whichever is later. The features and modules required to be enabled under the application are as follows:

Payment Schedule

Payment shall be made against Invoices duly certified by TRTI. 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
20%	Design & Development
30%	Completion of UAT
30%	Security Audit & Go-Live
20%	Post maintenance support and Handing over of Application Assets after the completion of 2 year of the AMC contract

3. BIDDING PROCEDURE

3.1 SUBMISSION PROCEDURE

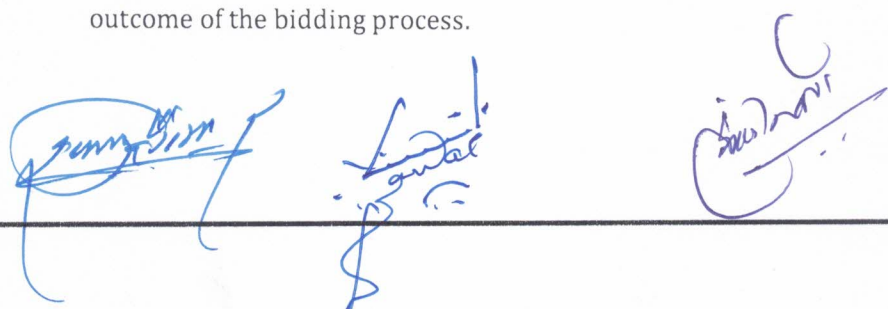
Technical Bid: Bidders shall submit their bid online at <https://mahatenders.gov.in>

3.2 NUMBER OF PROPOSALS

3.2.1. 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.

3.3 PROPOSAL PREPARATION COST

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



3.4 RIGHT TO ACCEPT OR REJECT

- 3.4.1 TRTI may reject a proposal at any stage if it is found that the Company recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a Agency ineligible or blacklist the Agency, either indefinitely or for a stated period of time, if at any time it is found that the Company has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.
- 3.4.2 Notwithstanding anything contained in this RFP, TRTI 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.
- 3.4.3 TRTI, Pune 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.

3.5 CLARIFICATIONS

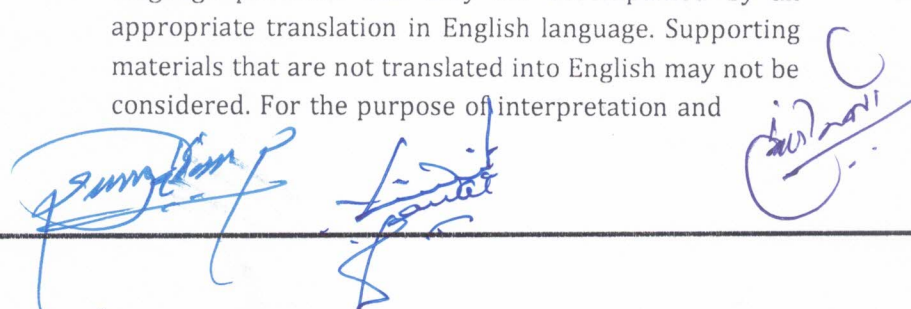
A prospective Bidder requiring any clarification on the RFP may notify TRTI, Pune in writing or by email to TRTI within such date as specified in RFP Time Schedule. At its sole discretion, TRTI may upload its response to such queries through e-mail or letter or on website.

3.6 AMENDMENTS TO RFP

At any time prior to the Proposal Due Date, as indicated in the RFP Time Schedule, TRTI 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 <https://mahatenders.gov.in/> or <https://trti.maharashtra.gov.in/>. In order to afford Bidders reasonable time to take the Addendum/ Corrigendum into account, or for any other reason, TRTI 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

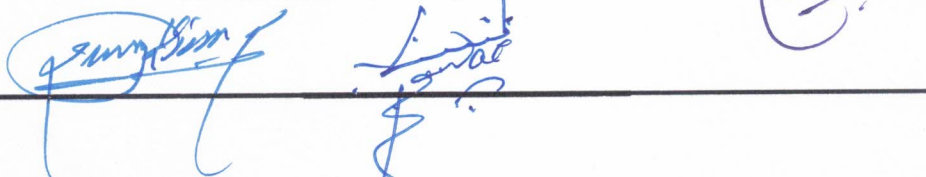
- 3.9.1. Proposals would need to be accompanied by a 'Bid Security' (EMD) for an amount of Rs. 1,00,000/- (Rupees One Lakh only). The Bid Security shall be kept valid through out the Proposal Validity Period and would be required to be extended if so required by TRTI.
- 3.9.2. The Bid Security shall be in the form of a demand draft/Online in favor of the Tribal Research and Training Institute, Pune.
- 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 TRTI, Pune 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:
 - If the Bidder withdraws its Proposal;
 - 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 TRTI, Pune; and
 - c) Made a complete and careful examination of the various aspects of the Assignment.
- 3.10.3. TRTI 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 registered post / courier:
Commissioner
Tribal Research & Training Institute, Pune
28, Queen's Garden, Pune -
411001, Email: trti.mah@nic.in

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

3.12 FORMAT AND SIGNING OF PROPOSAL

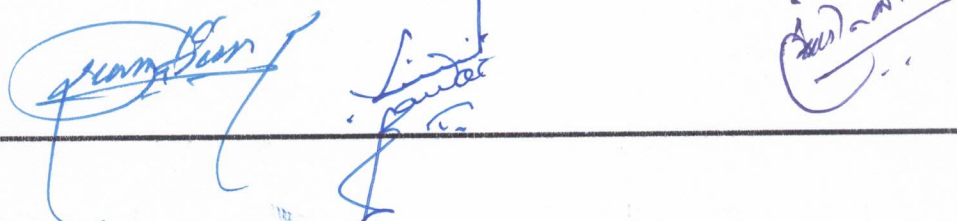
- 3.12.1. Bidders would provide all the information as per this RFP and in the specified format. TRTI reserves the right to reject any Proposal that is not in the specified format.
- 3.12.2. The Proposal and its copy shall be typed or printed and the Bidder shall initial each page. The person(s) signing 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 this RFP.
- 3.13.2. TRTI, Pune 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, TRTI will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive if;
- it is received on the respective Proposal Due Date;
 - It is accompanied with the 'Bid Security' amount asset out in RFP Document.
 - It is signed, sealed, and marked as stipulated in RFP Document.
 - It contains the information and documents as requested in the RFP;
 - It contains information in the form and formats specified in the RFP;
 - It mentions the validity period as set out in this document;
 - It provides the information in reasonable detail. ("Reasonable Detail" means that, but for minor deviations, the information can be reviewed and evaluated by TRTI. TRTI reserves the right to determine whether the information has been provided in reasonable detail or not;
 - There are no inconsistencies between the Proposal and the supporting documents.

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- 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, TRTI'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. TRTI 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 TRTI in respect of such proposal.

3.15 CONFIDENTIALITY

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. TRTI, 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. TRTI, Pune 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

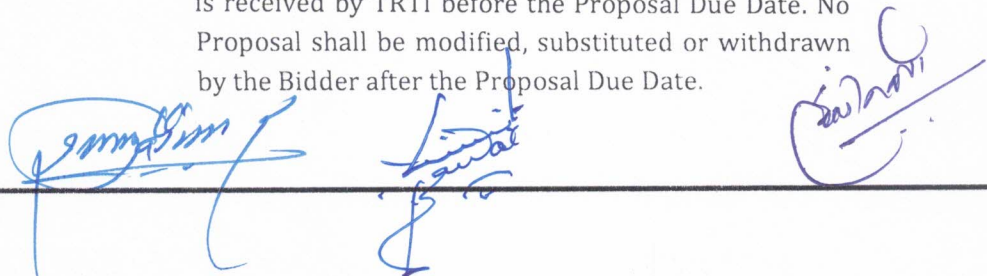
To assist in the process of evaluation of Proposals, TRTI may, at its sole discretion, ask any Bidder for clarification on its Proposal or substantiation of any of the submission made by the Bidder.

3.17 CONSULTANT(S) AND ADVISOR(S)

To undertake 'Bid Process Management' and to assist in the preparation of bid notifications, documents, examination, evaluation, and comparison of proposals, TRTI 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 TRTI before the Proposal Due Date. No Proposal shall be modified, substituted or withdrawn by the Bidder after the Proposal Due Date.



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 RFP.

3.20 DELCARATION OF SUCCESSFUL BIDDER

3.22.1 TRTI may either choose to accept the Proposal of the successful tenderer or invite him for negotiations.

3.22.1 Upon acceptance of the Proposal of the tenderer technically qualified with QCBS Criteria, with or without negotiations, TRTI shall declare the tenderer as the Successful Bidder.

3.22.1 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

TRTI 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 TRTI's RIGHT TO ACCEPT OR REJECT PROPOSAL

3.22.1 TRTI 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.

3.22.2 TRTI 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.

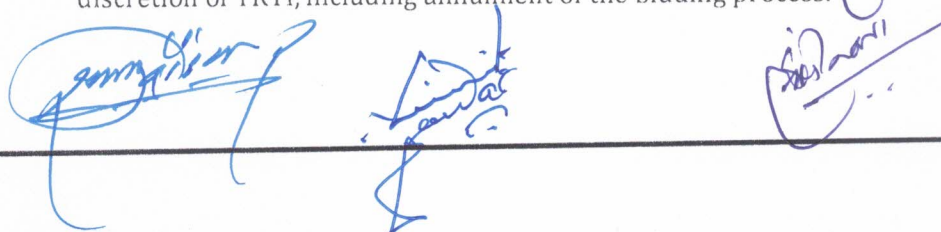
TRTI, Pune reserves the right to reject any Proposal if at any time:

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

3.22.3 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 TRTI, Pune reserves the right to:

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

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



Notification of award

Post a successful evaluation of the proposals received under this bid process, TRTI, Pune 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 TRTI, Pune valid for the contract term, of a value equivalent to 3% of the contract value.

4.1 EVALUATION OF BIDS

4.1.1 EVALUATION PARAMETERS

TRTI 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.

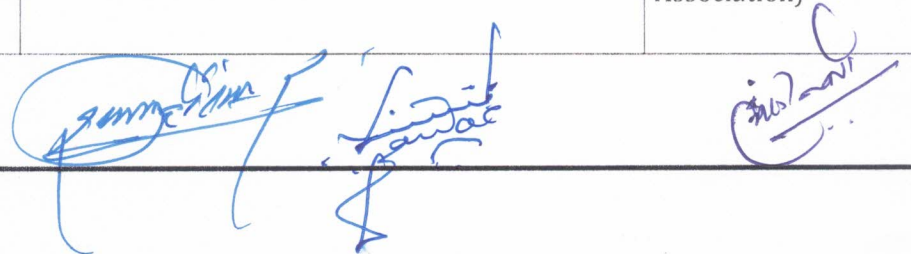
The Bidder with the highest combined technical cum financial score in the ratio of 80:20 shall be selected

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

4.2 PRE QUALIFICATION

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

Sr. No	PQ criteria	Documentary proof
1	Cover Letter	In the Format prescribed in the annexure 1
2	The bidder shall be a incorporated company registered by Company Act-1956/2013, having operations in Maharashtra for a minimum of 05 year prior to the issue of this bid document	Certificate of Incorporation
3	The bidder should have been in operation for at least five years as on 31 December 2021 as evidence by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies, India.	Copy of the Constitution documents of the Company (relevant extract of Articles of Association and Memorandum of Association)



4.	Annual Turn-over from last three financial year i.e. 2018-19,2019-20,2020-21 must at least Rs.100 lakh	A certified statement and certificate by CA.
5.	The bidder should have a valid PAN Card	Copy of PAN Card
6.	The bidder should have a GST Registration Number	GST Registration Certificate
7.	Tender Fee & EMD	Tender Fee & EMD in the amount prescribed herein valid for the bid validity period
8.		

Sumit Singh
Sanjay Kumar

Sanjay Kumar

4.3 TECHNICAL BID EVALUATION

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

Sr No	Evaluation Criteria	Maximum Marks	Documents
1	<p><u>Domain Expertise, Capacity and Experience</u> Delivery Rate of completed e-Commerce Projects (to the State Government /Central Govt. Departments/ Autonomous Institute /Private Company in the last 3 years 1 Project: 5 marks 2 Projects: 15 marks or more Projects: 20 marks</p>	20 Marks	Work Orders / Work Completion Certificates
2	<p><u>Financial Turnover of the Provider / Company</u> a. Average Annual Financial Turnover of the Provider/ Company at least Rs.100 lakhs in last 3 FY – -15 Marks b. Average Annual Financial Turnover of the Provider/ Company at least Rs.75 lakhs in last 3 financial years -10 Marks c. Average Annual Financial Turnover of the Provider/ Company is at least Rs.50 lakhs in last 3 financial years - 5 Marks</p>	15 Marks	Audited financial statements with Profit/Loss Statement & Income Tax Returns(ITRs)
3	<p>Value of Transactions from e-Commerce of various Commodities/products/services in any of last three preceding years: Rs. 0 to 5 Crore - 5 Marks Rs. 5 to 10 Crore - 10 Marks Rs. 10 to 15 Crore - 15 Marks</p>	15 Marks	Attach Transaction proofs
4	<p><u>Certification -</u> ISO 9001-2015: Quality management systems (5 Marks) ISO 27001-2013: Information security management systems (5Marks)</p>	10 Marks	Certificates for the same
5	<p><u>Proposed team</u> Principal Architect B.E./B.Tech with 4+ years of experience: 2 marks</p>	2 Marks	Provide CV

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	<i>UI Designer B.E/B.Tech/BCA with 4 year experience: 2 marks</i>	2 Marks	Provide CV
	<i>Developer (2 no.s) B.E/ B.Tech/BCA: with 5(+) year of experience: 2 mark Per Developer</i>	4 Marks	Provide CV
	<i>Maintenance Support B.E/B.Tech with 5(+) years of experience: 2 marks</i>	2 Marks	Provide CV
6	<p><i>Understanding of the Objectives and Key Functionalities required to Run Ecommerce portal for Self Help Groups (SHGs) / Scheduled tribes Artisans of Maharashtra by TRTI along with Detailed Approach & Methodology with Technical Presentation.</i></p> <ul style="list-style-type: none"> - Background of the Bidder - Clarity of Understanding of the Project requirements & risks and Walk-through of the proposal in the presentation • - Approach and Methodology and Detailed explanation of overall project plan - Solution & Security Architecture - Relevant Experience along with Online Demonstration of the proposed products - Turnkey Project Implemented - Efficient & clear Technology Transfer strategy plan for sustainability of system beyond five years 	30 Marks	Write up with pagelimit of 20 pages & Presentation to the Committee

FINANCIAL BID

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

Selection Method: Quality Cost Based System (QCBS)

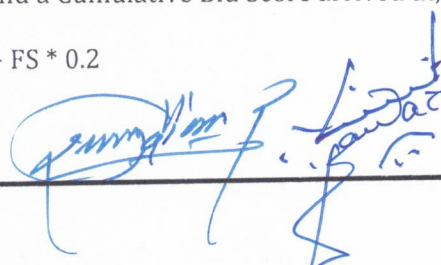
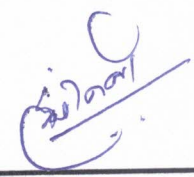
The Bidder criteria for awarding the contract will be calculated based on the QCBS methodology. The weightage of Technical Score to Financial Score would be in the ration of 80:20. Kindly refer the illustration below for understanding of the evaluation process.

ILLUSTRATION

The following is the procedure for evaluation for the award of tender: The technical and financial scores secured by each bidder will be added with weight of 80:20 respectively and a Cumulative Bid Score arrived at, using the formula:

$$CS = TS * 0.8 + FS * 0.2$$

Where

CTFS is Combined Technical and Financial Score;
 TS = Technical bid Score;
 FS = Financial bid Score

The bidder with highest Combined Technical and Financial Score (CTFS) will be the successful bidder and be eligible to become the service provider

Stage 1: Technical Bid Evaluation (TS)

Bidder Details	Technical Marks obtained	Applying weightage of 80% to the TS
Bidder 1	95	$95 * 0.8 = 76$
Bidder 2	87	$87 * 0.8 = 69.6$
Bidder 3	68	Will not be assessed
Bidder 4	79	$79 * 0.8 = 63.2$

* Since the eligible Technical Score should be 70 and above Bidder 3 is rejected

Stage 2: Conversion of Financial Bid Amount to Score (FS)

Bidder Details	Financial Bid Amount	Financial Score (LFB/F*100)	Financial Score after applying 20% weightage (FS * 0.2)
Bidder 1	150000	$110000/150000 * 100 = 73.33$	$73.33 * 0.2 = 14.66$
Bidder 2	130000	$110000/130000 * 100 = 84.61$	$84.61 * 0.2 = 16.92$
Bidder 4	110000	$110000/110000 * 100 = 100$	$100 * 0.2 = 20$

LFB – Lowest Financial Bid F – Quoted Amount

Stage 3: Combined Technical and Financial Score (CTFS) with weightage of TS:FS as 80:20

Bidder Details	Technical Score- TS (after applying 80% weightage)	Financial Score- FS (after applying 20% weightage)	CTFS = TS+FS
Bidder 1	76	14.66	87.99
Bidder 2	69.6	16.92	86.52
Bidder 4	63.2	20	83.2

*Contract would be awarded to Bidder 1

C. Composite Score of the Bidders

Composite score of the Bidders for the Bid shall be worked out as under:

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Bidder	Technical Score (X)	Financial Score (Y)	Weighted Technical Score(80% of X)	Weighted Financial Score(20% of Y)	Composite Score (F=D+E)
A	B	C	D	E	F
1					
2					
3					
4					

Award of contract

Bid Evaluation Committee formed by Commissioner, TRTI will evaluate the Commercial Bid and Technical Bid as stated above, and submit its recommendation to Commissioner, TRTI. TRTI may empanel one or more eligible Bidder or cancel the Bid on the basis of their composite score and recommendation of the Bid Evaluation Committee. Decision of the Commissioner, TRTI would be final and binding upon all the Bidders. TRTI will notify the acceptance of Bid to the successful Bidder.

- a. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- b. The bid price will exclude all taxes and levies and shall be in Indian Rupees and mentioned separately.
- c. Any conditional bid would be rejected.
- d. 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".

Signing of Contract

Once TRTI notifies the successful Bidder that its Bid / proposal has been accepted, TRTI shall enter into a separate Agreement, incorporating the conditions of the Bid / RFP and its amendments and any special conditions during negotiations between the TRTI and the successful Bidder. In case the successful Bidder is unable to execute contract within 10 days, TRTI shall forfeit the Earnest Money Deposit (EMD) and cancel its Bid.

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ANNEXURE - 1

FORMAT FOR COVERING LETTER-CUM-ASSIGNMENT UNDERTAKING

(On the Letterhead of the Bidder)

To,

Hon'ble Commissioner,
Tribal Research & Training Institute,
28, Queen's Garden,
Pune, 411001

Date:

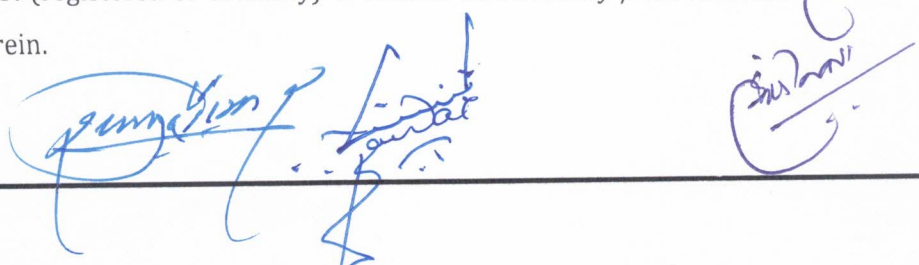
Ref: - RFP for Design, Develop, Maintain & Run Ecommerce portal for SHG/
Scheduled tribes Artisans of Maharashtra by TRTI, Pune with 2 Years AMC
from the Go Live

Reference: Tender No. Dated

Respected Sir,

We have read and understood the Request for Proposal (RFP) & we hereby agree and undertake as under:

- a. 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.
- b. I/We have paid an amount of Rs 1,00,000 (Rupees One Lakh only) towards EMD and I/We are aware that the EMD will not bear any interest.
- c. That as on the date of submission of this tender, there is no blacklisting orders that bars us from working with any Government Agency / Department on account of deficiency in service.
- d. If this tender is accepted, I/We agree to abide by and fulfill all the terms and conditions of the contract.
- e. I/We hereby distinctly and expressly declare and acknowledge that before submission of this tender; I/We have carefully followed the instructions.
- f. I/We distinctly agree that I/We would hereafter make no claim or demand upon the Commissioner, TRTI based upon or arising out of any alleged misunderstanding or misconceptions or mistake on my / our part of the said contract, agreements, stipulations, restrictions and conditions.
- g. Any notice required to be served on me / us shall be sufficiently served on me / us by post (registered or ordinary) or courier or left at my / our address given herein.



h. I / We fully understand the terms and conditions of the contract to be entered into between me/us and the TRTI, Pune and the written agreement shall be the foundation of the rights of both the parties and the contract shall not be deemed to be complete until an agreement has been signed by me/us and the TRTI, Pune.

Name of the Bidder:

Signature of Authorized

Signatory: Name of the

Authorized Signatory

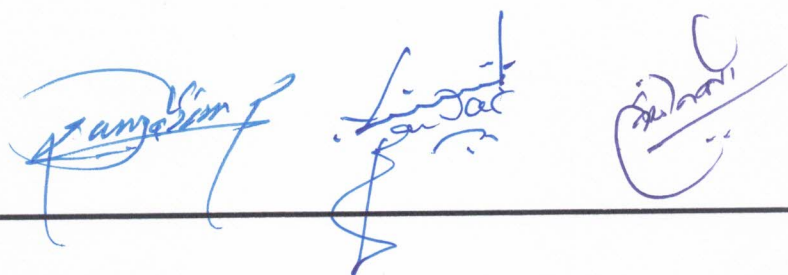
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ANNEXURE - 2
FORMAT FOR CVs

Name | Current Designation:

(Place Photograph)	Name of Expert			
	Designation			
	Date of Birth		Years with the Company	
	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 ii. experience. I am in regular full-time employment with the i. Company. <p>I am committed to undertake the assignment within the validity of Contract.</p>				
Signature				Date



ANNEXURE - 3

(On the Letterhead of the Bidder)

LIST OF SIMILAR WORK EXECUTED PERTAINING TO DEVELOPMENT OF MOBILE APPLICATION IN LAST THREE YEARS

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

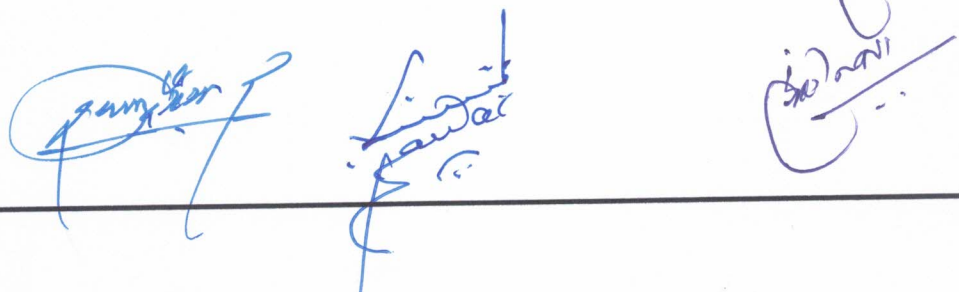
NOTES:

- 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.

Signature:

Name: Designation: Complete

address Name of the Agency:



ANNEXURE - 4
FORMAT FOR FINANCIAL PROPOSAL

(On the letter head of the bidder)

To,

Hon'ble Commissioner,
Tribal Research & Training Institute,
Pune28, Queen's Garden,
Pune, 411001, Maharashtra

Date:

Ref: - Commercial Bid for Design, Develop, Maintain & Run Ecommerce portal for SHG/ Scheduled tribes Artisans of Maharashtra by TRTI, Pune with 2 Years AMC from the Go Live

Reference: Tender No. Dated ...

Respected Sir,

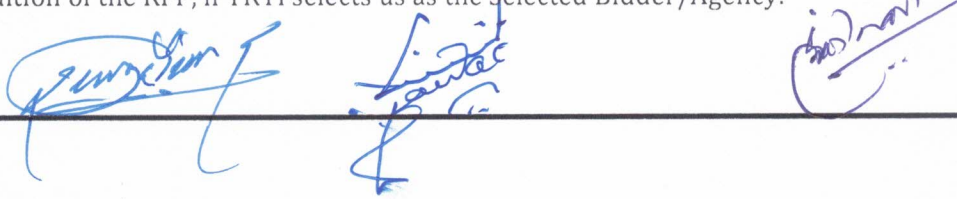
We have reviewed all the terms and conditions of the 'Request for Proposal' and confirm that, we would abide by all the terms and conditions. We hereby declare that there shall be no deviations from the stated terms in the RFP. We further declare that, any State Government, Central Government or any other Government or Quasi Government Agency has not barred us from participating in any Bid.

PRESCRIBED PERFORMA FOR FINANCIAL BID

Sr. No.	Description of Work	Amount in Figures*(INR)	Amount in Words (INR)
1	Our Financial Quote for Design, Develop, Maintain & Run Ecommerce portal for SHG/ Scheduled tribes Artisans of Maharashtra by TRTI, Pune with 2 Years AMC from the Go Live are under the following heads: a) Server & Hosting b) Development c) Training & Handholding support d) Annual Maintenance Charges for 2 Year afterGo live Note - Detailed Scope of work mentioned in RFP		
*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 TRTI 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 TRTI without prejudicing the rights of TRTI 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 TRTI 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 TRTI to reject our bid and forfeit our bid security in full.

Sincerely,

Signature:

Name:

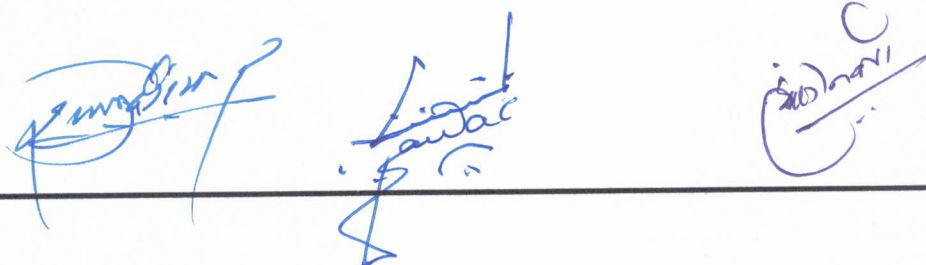
Designation:

Complete address

Name of the Agency:

Phone no. _____ Mobile _____

E-Mail ID _____



ANNEXURE- 5

(To be given by the Bidder on its letter head at the time of uploading the completed tender)

Date:

To,

The Commissioner,
Tribal Research & Training
Institute, 28 Queen's Garden,
Pune, - 411001

DECLARATION

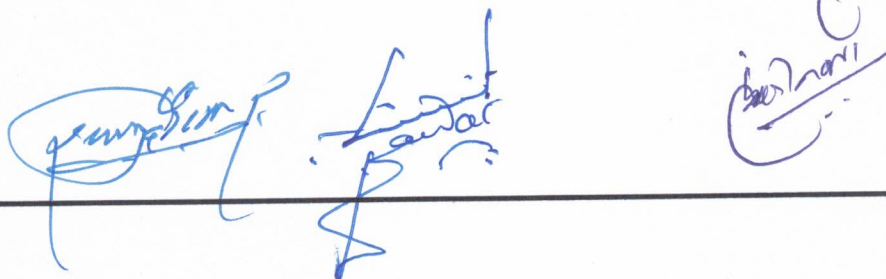
NATURE OF SERVICE: Design, Develop, Maintain & Run Ecommerce portal for SHG/ Scheduled tribes Artisans of Maharashtra by TRTI, Pune with 2 Years AMC from the Go Live.

I/We have read the Tender documents and related matters carefully and diligently and that I / We have uploaded the tender having studied, understood and accepted the full implications of the agreement.

The requirements of the tender agreement stated herein will be fulfilled by me/us to the satisfaction of the Commissioner, TRTI, Pune.

Place :

Name, Designation and
Signature of authorized
representative

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