

**REQUEST FOR PROPOSAL (RFP)**  
**FOR**  
**SELECTION OF SOLUTION PROVIDER**  
**FOR**

Development & supply of integrated mobile and web based application to stop violence against women in the state of Bihar including supply and installation of CCTV system, TAB, 4G Smart Mobile along with installation & maintenance

**WOMEN DEVELOPMENT CORPORATION**  
**(DEPARTMENT OF SOCIAL WELFARE GOB)**  
2<sup>ND</sup> FLOOR, INDIRA BHAWAN, R.C. SINGH PATN,  
BAILEY ROAD, PATNA 800 001

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## 1. DISCLAIMER

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- i. The information contained in this Request for Proposal document (RFP) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Purchaser or any of their employees or advisers, is provided to bidders on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
- ii. This RFP is not an agreement and is neither an offer nor invitation by the Purchaser to the prospective bidders 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 Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Purchaser in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisers to consider the objectives, technical expertise 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 bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources.
- iii. Information provided in this RFP to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- iv. The Purchaser, its employees and advisers make no representation or warranty and shall have no liability to any person including any 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, reliability or completeness 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 in this selection process.
- v. The Purchaser also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RFP. The Authority may in its absolute discretion,

but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP.

- vi. The issue of this RFP does not imply that the Purchaser is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Project and the Purchaser reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
- vii. The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

## 2. IMPORTANT INFORMATION

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### Important Information about the RFP

<b>Name of the project</b>	Request for proposal (RFP) for selection of Solution Provider For “Development & supply of Integrated mobile and web based application to stop violence against women in the state of Bihar including supply and installation of CCTV system, TAB, 4G Smart Mobile along with installation & maintenance” on turnkey basis
<b>Name of the Customer and Address from whose website the RFP Documents can be obtained</b>	Women Development Corporation (Dept. of Social Welfare), 2 <sup>nd</sup> Floor, Indira Bhawan, R.C. Singh Path, Bailey Road, Patna 800 001. <a href="http://www.wdcbihar.org.in">www.wdcbihar.org.in</a>
<b>Address where Bid have to be submitted.</b>	Women Development Corporation (Dept. of Social Welfare), 2 <sup>nd</sup> Floor, Indira Bhawan, R.C. Singh Path, Bailey Road, Patna 800 001
<b>Downloading of Bidding Documents</b>	30.11.2016(10:00 hrs) to 12.12.2016(15:00 hrs)
<b>Bid Submission end date</b>	12.12.2016 up to 15:00 Hours
<b>Bid Opening date.</b>	12.12.2016 at 15:30 Hours
<b>Time and place and date for opening of the Financial Bid.</b>	To be declared after technical valuation of bidders bid. Only those bidders who qualified will be informed about the Financial bid opening place and date.
<b>Validity of Bids</b>	Minimum 180 days from proposal date
<b>Tender Document Fee</b>	Rs.1000/- through demand draft from the scheduled bank, drawn in favour of “Managing Director, Women Development Corporation”, payable at Patna from any scheduled nationalized Bank.
<b>Earnest Money Deposit</b>	Rs. 2,50,000.00/ (Rupees Two Lakhs Fifty Thousand only). in the form of Bank Guarantee in favour of “Managing Director, Women Development Corporation”, payable at Patna from any scheduled nationalized Bank.



### 3. LIST OF ABBREVIATIONS

CERT-In	Indian Computer Emergency Response Team
CFC	Citizen Facilitation Center
CMAF	Content Management and Approval Policy
CMC	Contract Monitoring Committee.
CMS	Content Management System
Contract	“The Contract” means a legally enforceable agreement entered into between WDC and the selected bidder(s) with mutual obligations.
CTI	Computer Telephonic Integration
Day	“Day” means a working day as per Government Of India/Bihar .
DC	Data Center
DeitY	Department of Electronics & Information Technology, Government of India
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name Services
DR	Disaster Recovery Site
EMS	Enterprise Management Software
EO	Executive Officer
EQMS	Electronic Queue Management System
FIFO	First In First Out
G2B	Government To Business services
G2C	Government To Citizen services
G2G	Government To Government services
GBPS	Gigabits per second
GIGW	Guidelines to Indian Government Websites
GIS	Geographical Information System
Go-Live	Implementation of all modules of Application Software with test data/ any operational data.
GOI	Government of India
H/W	Hardware
ICT	Information and Communication Technology
IEEE	Institute of Electrical and Electronics Engineers
IMAP	Internet Message Access Protocol
ISO	International Organization for Standards
ITIL	Information Technology Infrastructure Library
ITSM	Information Technology Services Management
IVRS	Interactive Voice Response System
Kbps	Kilobits per second
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
Lol	Letter of Intent
Mbps	Megabits per second

MIS	Management Information System
MLLN	Managed Leased Line Network
MPLS	Multiprotocol Label Switching
N/W	Network
NIC	National Informatics Centre
NIS	Network Information Service
NIT	Notice Inviting Tender.
NMS	Network Monitoring System
NOC	No Objection Certificate
O & M	Operations & Maintenance
PC	Procurement Committee
PDA	Personal Digital Assistance
POP	Post Office Protocol
PPP	Public Private Partnership
Project Site	“The Project Site”, wherever applicable, means the designated place or places.
RFP	Request for Proposal
RTI	Right To Information
S/W	Software
SAD	System Analysis and Design
SD	Security Deposit
SDC	State Data Center Bihar
SDD	Software Design Development
SLA	Service Level Agreement
SMS	Short Messaging Services
SMTP	Simple Mail Transfer Protocol
solution provider	Solution Provider
Sow	Scope of Work
SRS	Software Requirement Study
TCP /IP	Transmission Control Protocol/ Internet Protocol
UAT	Fulfillment of functionality as per approved SRS with test data
UID	Unique Identification
VPN	Virtual Private Network
WAN	Wide Area Network
WDC	Women Development Corporation
XML	Extensible Markup Language

#### 4. NOTICE INVITING TENDER

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## **Women Development Corporation**

(Department of Social Welfare)

2<sup>nd</sup> Floor, Indira Bhawan, RC Singh Path Bailey Road, Patna 800001

Ph No. 0612-2534096 / 2547843, [www.wdcbihar.org.in](http://www.wdcbihar.org.in)

### **Short Tender Notice**

### **Short Tender Notice**

Sealed Tenders are invited under two bid system from reputed companies for development & supply of Integrated Mobile and Web Based Application to stop violence against women in the state of Bihar including Supply and installation of CCTV System, Tablet with Voice Facility, 4G Smart Mobile along with installation and Maintenance on a turnkey basis.

Tender documents including terms and conditions, specifications etc can be downloaded from the website [www.wdcbihar.org.in](http://www.wdcbihar.org.in). The cost of bid document is Rs.1000/- payable in form of Demand Draft in favour of Managing Director, Women Development Corporation which shall be attached with the technical bid, otherwise the bid may be out rightly rejected. The last date for submission of the completed bid will be on or before 15.00 hrs on **12/12/2016**. The technical bid will be opened on **12/12/2016** at 15.30 hrs in presence of the bidders or their authorized representatives.

The undersigned reserves the right to cancel the bid without assigning any reasons.

**sd/-**  
**Managing Director**

## 5. DEFINITIONS

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1. **“Acceptance Test Document”** the document, which defines procedures for testing the Document deliverables against requirements as laid down in the Agreement.
2. **“Affiliate”** shall mean any holding company or subsidiary company of a part to the Agreement or any company, which is subsidiary of such a holding company. The expressions "holding company" and “subsidiary company” shall have the meaning specified in section 4 of the Indian Companies Act 1956/2013 (as amended from time to time).
3. **“Agreement”** means the Agreement to be signed between the successful bidder and WDC including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
4. **“Authorized Representative”** shall mean any person authorized by either of the parties.
5. **“Bidder”** any company offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom WDC signs the agreement for rendering of services for the RFP.
6. **“Contract”** is used synonymously with Agreement.
7. **“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of value or influence the action of an official in the process of Contract execution.
8. **“Default Notice”** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
9. **“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the WDC of the benefits of free and open competition.
10. **“GoB”** means Government of Bihar.
11. **“Good Industry Practice”** shall mean the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Bidder engaged in the same type of undertaking under the same or similar circumstances.
12. **“Revenue”** means the rate payable to the Bidder under the Agreement for the performance of the Bidder’s Contractual obligations.
13. **“Implementation Period”** shall mean the period from the date of signing of the Agreement and upto the issuance of Final Acceptance Certificate issued by WDC.
14. **“Law”** shall mean any Act, notification, by law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or Government of Bihar or the WDC or any other Government or regulatory authority or political subdivision of government agency.

15. **"LOI"** means issuing of Letter of Intent, which shall constitute the intention of the Tenderer to place the Purchase Order with the successful bidder.
16. **"Party"** means WDC or Bidder, individually and "Parties" mean WDC and Bidder, collectively.
17. **"Period of Agreement"** means the time period that will be defined in MSA from the date of final acceptance.
18. **"Proposal"** means Prequalification Proposal Technical Proposal and the Financial Proposal.
19. **"Request for Proposal (RFP)"**, means the detailed notification seeking a set of solution(s), services(s), materials and/or any combination of them.
20. **"Requirements"** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the RFP.
21. **"Site"** shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per agreement.
22. **"Service"** means provision of Contracted service viz., operation, maintenance and associated services for the NIT as per this RFP.
23. **"Termination Notice"** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
24. **"SLA"** Service Level agreement between WDC and the Vendor of the project.
25. **"Applicable Laws"** includes all applicable statutes, enactments, acts of legislature or parliament, laws, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any Governmental authority, tribunal, board, court or other quasi-judicial authority;
26. **"Confidential Information"** means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, customers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party (whether a Party to this MSA or to the SLA) in the course of or in connection with this MSA (including without limitation such information received during negotiations, location visits and meetings in connection with this MSA or to the SLA);
27. **"Control"** means possession, directly or indirectly, of the power to direct or cause the direction of the management or policies of any entity, whether through the ownership of voting securities, by contract or otherwise;
28. **"State Data Centre" or "SDC"** means the primary centre where data, Mobile/Web Application Software, computer systems and associated components, such as telecommunication and storage systems, redundant or backup power supplies, redundant data communications, environment controls and security devices are housed and operated from;
29. **"Effective Date"** means the date on which the MSA is signed by both the Parties;
30. **"Implementing Agency Proprietary Information"** shall mean Proprietary

Information of the Implementing Agency and shall include all modifications, enhancements and other derivative works of such Implementing Agency;

31. **"Intellectual Property Rights"** means and includes all rights in the Application Software, its improvements, upgrades, enhancements, modified versions that may be made from time to time, database generated, compilations made, source code and object code of the Mobile/Web Application Software, the said rights including designs, copyrights, trademarks, patents, trade secrets, moral and other rights therein;
32. **"Listed Assets"** means entire hardware and Mobile/Web Application Software, network or any other information technology infrastructure components, which are to be provided by the IA for and on behalf of Secretary, in the name of the Secretary.
33. **"Material Adverse Effect"** means material adverse effect on (a) the ability of the IA to perform/discharge any of its duties/obligations under and in accordance with the provisions of this MSA and/or SLA; and/or (b) the legal validity, binding nature or enforceability of this MSA and/or the SLA.
34. **"Operations and Maintenance" or "O&M"** means the services to be rendered, as per the SLA, during the period commencing from the "Go-Live date" till the expiry or termination of the Master Service Agreement;
35. **"Operations and Maintenance Phase"** means the phase in which O&M is to be carried out by the IA.
36. **"Project Data"** means all proprietary or other data of the Project generated out of the Project operations and transactions, documents and related information including but not restricted to user data which the Implementing Agency obtains, possesses or processes in the context of providing the Services to the users pursuant to this MSA and the SLA;
37. **"Managing Director WDC"**, means an officer of the WDC Government of Bihar, who is to be responsible for discharging all the responsibilities under the Project.
38. **"Project Implementation"** means the implementation of this Project as per the testing standards and acceptance criteria prescribed in the Agreement;
39. **"Project Implementation Phase"** means the period between the Effective Date and the Go-Live date;
40. **"Proprietary Information"** means processes, methodologies and technical and business information, including drawings, designs, formulae, flow charts, data and computer programs already owned by party recreates or granted by third parties to a Party hereto prior to its being made available under this MSA, or the SLA;
41. **"RFP" or "Request for Proposal"** means the documents containing the Technical, Functional, Operational, Commercial and Legal specifications terms and conditions for the implementation of the Project and includes the clarifications, explanations and amendments issued by tendering authority from time to time.
42. **"Service Level"** means the level of service and other performance criteria which will apply to the Services ;
43. **"Service Level Agreement" or "SLA"** means the Agreement on service levels between Implementing Agency and WDC , in terms of the Service Level

requirements as per the model set out in MSA;

44. **"Stakeholders"** means the Key Important stakeholders and other stakeholders, as defined in RFP and the citizens of India.

## 6. INSTRUCTIONS

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### 6.1 There are two parts of tender document papers namely: -

- ✓ General Bid cum Technical Bid
  - ✓ Financial Bid
- a) The tender should be submitted by Post/hand only. No other form of tender submission will be valid for evaluation. The bidders can submit the EMD in form of DD or Bank Guarantee along with general bid of tender.
  - b) The Technical Bids of only the Bidders short listed from the General bids will be opened. Similarly, The Financial Bids of only the Bidders short listed from the Technical bids will be opened.
  - c) Tenders should be fully in accordance with the requirements of the Terms and Conditions as specified in this RFP.
  - d) Appropriate forms furnished with this specification shall be used in filling quotation. Incomplete, illegible form will be rejected.
  - e) All offers should be made in English. Conditional offers and offers qualified by such vague and indefinite expression such as "Subject to immediate acceptance", "Subject to prior sale" etc. will not be considered.
  - f) The Price and conditions of the offer should be valid for at least a period of 180 days from the date of tender opening. Quotations/ Bids with validity of less than 180 days may be rejected.
  - g) Modification of specifications and extension of closing date of tender, if required, will be made by an Addendum. Copies of Addenda will be sent to those who have purchased the tender document. This shall be signed and shall form a part of the tender in full and /or part thereof.
  - h) Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. The terms of payments, delivery and acceptance applicable in this case and indicated in the Terms and Conditions of this RFP.
  - i) In comparing tenders and in making awards, Corporation/ Bihar may consider such factors as compliance with the specifications, relative quantity of supply, ability to provide repairs and maintenance service, the time of delivery and such other conditions as it may consider relevant.



- j) Request from the bidder in respect of additions, alterations, modifications, corrections etc. of both terms and conditions or rates after opening of the tender will not be considered.
- k) The bidder shall make its own arrangements, for supply, installation and commissioning of materials at destination.
- l) While tenders are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means Purchaser's personnel or representatives, on matters relating to the tenders under consideration. The purchaser if necessary will obtain clarification on tenders by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present tender and the bidder may be liable to be debarred from bidding for Corporation/Bihar tenders in future for a period of three years. General conditions

## **6.2 Late Bids**

Any bid received by the Tenderer after the time and date for receipt of bids prescribed in the RFP document will be rejected and returned unopened to the Bidder.

## **6.3 Bid Forms**

- i. Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- ii. For all other cases, the Bidder shall design a form to hold the required information.
- iii. Bihar shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms

## **6.4 Amendment of Bid Documents**

The amendments in any of the terms and conditions including technical specifications of this RFP document will be notified to all prospective bidders through publish in the given website or via email.

## **6.5 Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the Government of Bihar. The Government of Bihar will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

## **6.6 Cost of Bid Document**

The cost of Bid document is Rs. 1000/ Rupees One thousand only, (Non refundable) the document will be available on website <http://wdcbihar.org.in>. The Fee of RFP document has to be submitted as a Demand Draft in favor of Managing Director Women Development Corporation payable at Patna.

## **6.7 Earnest Money/Security Deposit:**

- i. The General Bid should also contain relevant supporting documents and Earnest Money Deposit (EMD) as per details given below, by Demand Draft /Irrevocable Bank Guarantee (valid for six month) of any nationalized/ scheduled Bank or drawn / deposited in favor of Managing Director Women Development Corporation payable at Patna. EMD for the entire project Rs. 2,50,000/-(Rupees Two Lakhs Fifty Thousand only). The Earnest Money Deposit of the unsuccessful bidders will be refunded without any interest after issuance of LOI on successful bidder.
- ii. In the case of bidders whose bids are accepted for undertaking the work assigned for this tender, the successful bidder will submit a Performance Security deposit, which will be equal to 5% (FIVE percent) of the project Value on Annual Basis renew every Year (if required) before expiry of Existing BG under this tender that the bidder has quoted in his Financial Bid. The same would have to be in form of irrevocable valid Bank Guarantee and have to be submitted within 15 days from the issuance of the LOI.
- iii. The successful bidder will also submit an acceptance of the LOI within three days from the awarding of the Contract.
- iv. Earnest Money Deposit of the successful bidder will be refunded on receipt of Performance Security Deposit from the bidder.

## **6.8 Local Conditions**

- i. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- ii. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Award as described in the bidding documents. The Tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.
- iii. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws / conditions.
- iv. The Bidder is expected to visit and examine the locations and obtain all information that may be necessary for preparing the bid at their own interest and cost.

## **6.9 Purchaser's Right to Terminate RFP Process**

- a. The Purchaser reserves the right to accept or reject any proposal, and to annul the RFP process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Purchaser's action. The Purchaser makes no commitment, expressed or implied that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by the Purchaser. The bidder's participation in this process may result in Purchaser selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the Purchaser to execute a contract or to continue negotiations. The Purchaser may terminate negotiations at any time without assigning any reason.
- c. Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder.

## **6.10 Contacting the Tenderer**

- i. Any effort by Bidder influencing the Tenderer's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.
- ii. Bidder shall not approach WDC officers after office hours and/ or outside WDC office premises, from the time of the bid opening till the time the Contract is awarded.

## **6.11 Bid validity**

The bids shall remain valid for a period of 180 days from the last date of submission of tender.

## **6.12 Period Of Project**

This project shall come into effect on the effective date and shall continue for a period of three years from the date of the agreement and unless terminated earlier . Further extensions on annual basis will be done based on the performance of the agency and need of the project. The request and the response thereto shall be made in writing for extension term. The Performance Guarantee provided shall also be suitably extended. In case of extensions done, the approved project cost will be suitably revised as follows:

- a. The depreciation for all costs related to hardware will be calculated as per the Income Tax Act, 1961.
- b. The revision of Mobile/Web Application Software and Human Resource costs will be done at an annual rate of 10%.

### **6.13 Supplementary Information / Corrigendum / Amendment to the RFP**

- a. If Purchaser deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be made available on website [www.wdcbihar.org.in](http://www.wdcbihar.org.in). Any such supplement shall be deemed to be incorporated by this reference into this RFP.
- b. At any time prior to the deadline (or as extended by the Purchaser) for submission of bids, Purchaser, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.
- c. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Purchaser, at its discretion, may extend the deadline for the submission of bids.

### **6.14 Arbitration**

Women Development Corporation and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract. If, after ninety (90) days from the commencement of such informal negotiations, State and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Patna, Bihar State, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

### **6.15 Disqualification**

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this RFP:

1. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
2. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
3. The bidder qualifies the proposal with his own conditions
4. Proposal is received in incomplete form
5. Proposal is received after due date and time at the designated venue
6. Proposal is not accompanied by all the requisite documents
7. If bidder provides quotation only for a part of the project
8. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the

contract (no matter at what stage) or during the tenure of the contract including the extension period, if any

9. Commercial proposal is enclosed with the same envelope as technical proposal
10. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
11. In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately
12. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within stipulated date of notice of award of contract or within such extended period, as may be specified in the RFP.
13. While evaluating the proposals, if it comes to Purchase Committee's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period, as decided by the Purchaser, from participation in any of the tenders floated by the Purchaser.

#### **6.16 Conflict of Interest**

SI shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the Purchaser. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the RFP. Please use form given in Annexure for making declaration to this effect.

#### **6.17 Commercial Proposal**

- i. The Bidder is expected to price all the items and services proposed in the Technical Proposal. Purchaser may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- ii. Unless expressly indicated in this RFP, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in RFP may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes.
- iii. The Commercial Proposal must be detailed and must cover each year of the contract term. The bidder must provide the Commercial Proposal in hardcopy only.

## **6.18 Correction of Error**

- i. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by Purchaser. All corrections, if any, should be initialled by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
- ii. Proposals will be checked by the Purchaser for any arithmetic errors during the evaluation of the Financial Proposal.

## **6.19 Prices and Price Information**

- i. The Bidder shall quote a price for all the components, the services of the solution to meet the requirements as listed in this RFP. All the prices will be in Indian Rupees.
- ii. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.
- iii. The price quoted in the Commercial Proposal shall be the only payment, payable by the Purchaser to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between the Purchaser and the Bidder after negotiations.
- iv. The price would be inclusive of all taxes, duties, charges and levies as applicable
- v. The prices, once offered, must remain fixed, and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
- vi. Bidder should provide all prices, quantities as per the prescribed format given in Format for Bid Response – Commercial Bid. Bidder should not leave any field blank. In case the field is not applicable, Bidder must indicate “0” (zero) in all such fields.
- vii. It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed / modified.
- viii. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable.
- ix. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.

## **6.20 Language of Proposal**

The proposal and all correspondence and documents shall be in English. All proposals and accompanying documents received within the stipulated time will become the property of the Purchaser and will not be returned. The hardcopy version will be considered as the official proposal.

## **6.21 Limitation of Liability-**

Notwithstanding anything to the contrary elsewhere contained in this or any other contract between the parties, neither party shall, in any event, be liable for (1) any indirect, special, punitive, exemplary, speculative or consequential damages, including, but not limited to, any loss of use, loss of data, business interruption, and loss of income or profits, irrespective of whether it had an advance notice of the possibility of any such damages; or (2) damages relating to any claim that arose more than one year before institution of adversarial proceedings thereon. Subject to the above and notwithstanding anything to the contrary elsewhere contained herein, the maximum liability of bidder shall be, regardless of the form of claim, the consideration actually received by bidder for the statement of work under which the claim arises

## **6.22 Confidentiality-**

Bidder is allowed to use the reference of this contract in other bid for meeting eligibility criteria, but Confidentiality will survive till one year from the date of expiration/termination of contract

## **6.23 Approval / Clearances-**

Bidder will support in getting clearance with all the authorities but the prime responsibilities lie with Department.

## **6.24 Savings Clause-**

Bidder's failure to perform its contractual responsibilities, to perform the services, or to meet agreed service levels shall be excused if and to the extent Bidders non-performance is caused by Department's omission to act, delay, wrongful action, failure to provide inputs, or failure to perform its obligations under this Agreement.

## **6.25 Deemed Acceptance-**

Any Deliverable(s) / Work Product(s) provided to the Department shall be deemed to have been accepted if the customer puts such Deliverable(s) / Work Product(s) to use in its business or does not communicate its disapproval of such Deliverable(s) / Work Product(s) together with reasons for such disapproval within 15 days from the date of receipt of such Deliverable(s) / Work Product(s).

## **6.26 Change Order Clause-**

Either party may request a change order ("Change Order") in the event of actual or anticipated change(s) to the agreed scope, Services, Deliverables, schedule, or any other aspect of the Statement of Bidder. Bidder will prepare a Change Order reflecting the proposed changes, including the impact on the Deliverables, schedule, and fee. In the absence of a signed Change Order, bidder shall not be bound to perform any additional services

## **6.27 Taxes and Duties:**

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, VAT, ST, duties and levies as applicable up to the completion of job. Any increase in the taxes will be borne by Department and any decrease would be passed on to Department by the bidder.

## **6.28 Local Office Location**

The bidder should have office in Bihar. In case bidder has no presence in Bihar, bidder shall furnish an undertaking that an office shall be opened in Bihar, with sufficient personnel and inventory of spares within a month of selection as Successful Bidder.

## **6.29 Submission of Documents**

Bidders are required to submit all relevant documents for Pre-qualification criteria. Bidders are responsible to submit model make and **manufacture authorization certificate** from OEM regarding the IT equipments.

## **6.30 Appointment of the Committee**

1. The Committee of the WDC will evaluate the Bids.
2. WDC decision would be binding on the Bidder.

## **6.31 Insurance**

The equipment and services supplied under the contract shall be fully insured by the bidder against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The period of insurance shall be up to the date the supplies are accepted and the rights of the property are transferred to the WDC after the project period ends.

## **6.32 Acceptance of offer**

WDC reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason. All responses including commercial and Technical proposals would be deemed to be irrevocable offers / proposals from the Bidders and if accepted by WDC, may form part of the final contract between WDC and Bidder.



### **6.33 Adherence to Schedule**

The Bidder has to adhere to the time schedule of activities mentioned in the Tender Document and no request to change the last date or extend period / time for submission shall be entertained by WDC. However, WDC reserves the right to extend the date/time for submission of the responses without assigning any reason by notifying in its website.

### **6.34 Presentation before Technical Committee**

The Bidders will be required to make presentation on technical and operational aspect including the demonstration of the prototype of proposed solution and technology assigned to the bidder on the date as mentioned.

### **6.35 Software Licenses**

The list of Mobile/Web Application Software licenses required for the proposed application shall be provided to WDC by the selected bidder.

### **6.36 Confidentiality of Process:**

Information relating to the examination, clarification, evaluation and comparison of proposals, and recommendations for the award of the Project shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award of work to the successful Bidder has been announced.

### **6.37 Authentication of Bid**

The Bid document should be typewritten and there should not be any overwriting or cutting or interpolation. Signatures and official stamp of bidder's authorized person should be recorded at the bottom on each page of the bid document. The Bid Document shall be signed by a person duly authorized to bind the organization to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person signing the Bid Document shall sign and stamp at the bottom all pages of the Bid Document and each page of the bid document should be properly numbered and submitted as a package along with forwarding letter on bidder's letter head. Any correction/ overwriting/ cutting/use of whitener etc. will lead to rejection of the Bid. All the Bidders have to abide by all the terms and conditions mentioned in this Tender document.

## **7. OVERVIEW OF WDC BIHAR**

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### **7.1 About WDC :**

The Women Development Corporation, Bihar came into existence under the Society Registration Act –1860 on November 28, 1991 with the objective of implementing programmes for empowerment of women in the state and to formulate, promote and implement various schemes aimed at the development of women in Bihar. It works under the aegis of Dept. of Social Welfare; Govt. of Bihar. Its vision is to ensure overall survival, development, protection and participation of women and adolescent girls in the state. The WDC, over a period of time has evolved its vision and is currently implementing plans of action, programmes and schemes for advancement of women and adolescent girls with the support of Civil Society Organizations, Community Based Organizations and professional and technical Agencies for achieving its mandate, in addition to the regular support from the State Government.

### **7.2 Introduction :**

Progress towards gender equality and women's empowerment in Bihar has been built upon strong commitments by the government's unflagging effort. Gender inequality arising out of social norms and cultural traditions has been addressed through a range of direct and indirect measures to bring about social change, especially changes in attitudes and perception towards women. The states' effort itself reflects the aspirations of women in the state.

The Department of Social Welfare constitutes of dedicated Directorates and Corporations that are designated to take up specific responsibilities under one umbrella; responsibilities include matters pertaining to the welfare, development and empowerment of women, children, aged, differently-abled, destitute and persons with special needs. The Women Development Corporation (WDC) has been mandated to implement state's perspective plan towards empowering women and adolescent girls in Bihar. As the nodal agency for empowering women, WDC came into being on November 28, 1991 and was registered under Society Registration Act, 1856. Its vision is to ensure overall survival, development, protection and participation of women and adolescent girls in the state.

The WDC has evolved in its vision and is currently implementing plans of action, programmes and schemes for advancement of women and adolescent girls with the support of Civil Society Organizations, Community Based Organizations and professional and technical Agencies for achieving its mandate.

Thrust Areas, Plans of action and Programmes/ Schemes for Advancement of women. As mentioned in the previous section, WDC has been mandated towards promoting socio-economic development and empowerment of women through-

1. Education and awareness generation
2. Vocational training and employment
3. Entrepreneurship development programmes
4. Social Activities and Issues
5. Formation of Cooperatives
6. Skill up-gradation for women groups
7. Provide margin money support to women
8. Infrastructure development
9. Gender equality
10. Implementation of various acts and legislations for women

### **7.3 Short Stay Home**

According to Immoral Traffic Prevention Act, 1986 and Protection from Domestic Violence Act, 2005, the major objective of setting up short stay home is to protect women and adolescent girls from human trafficking and to provide protection and security to women victims of domestic violence. It also aims with a view to protect and rehabilitate those women and girls who are facing social economic and emotional problems due to family problems, mental stress, social ostracism, exploitation or other causes. WDC aims at providing temporary shelter and support to women and girls, who are victims of these kinds of violence and have no social support system to rely on. It also incurs psychological counseling, medical services, legal consultation capacity building and skill development, which facilitate them to reintegrate in the main strata of the society. Presently functioning in 24 districts of Bihar and yet to be started in the remaining districts.

### **7.4 Helpline**

Responding to issues of violence against women is difficult because of the mindsets, biases and non-co-operative societal attitudes towards this issue. The cases of atrocities on women are seldom reported because people fear that it would only bring dishonor to the family. In situations where the matter gets reported, the possibility of getting justice remains dismal. This is because, like other forms of oppression VAW is also a systemic violation of women's rights and dignity. With patriarchal values pervading all the spheres, walks and systems of the society, women end up being sidelined and marginalized. Considering the exigency to respond to such issues, the MNSY has provision of Women Helpline for each District in Bihar. It is a unit within the system of the government, which is committed to respond to the critical needs of the victims of violence. Every district of Bihar is to have one Helpline. Presently these are functional in 38 districts of Bihar.

### **7.5 Working women's hostel**

WDC aims to promote availability of safe and conveniently located accommodation for working women, with day care facility for their children wherever possible in urban, semi urban, or even rural areas where employment opportunity for women exist. This scheme envisages provision of safe and affordable accommodation to working women (single

working women, women working at places away from their home-towns, working but husband out of town, widows, divorcees, separated women etc.) While the projects assisted under this scheme are meant for working women, women under training for job and girl students studying in post school may also be accommodated in such hostels for professional courses. WDC has proposed to open these hostels in Bhagalpur, Gaya, Muzaffarpur, Patna and darbhanga presently. Currently running in Patna

## **7.6 Violence Against Women**

Violence against Women is a serious problem pertaining in the society. The issues relating to women atrocities in Bihar include domestic violence, rape, trafficking in women and girls and forced prostitution in varied manifestations. It also includes honour killing, dowry-related violence, female infanticide and prenatal sex selection in favour of male babies, witchcraft and other harmful practices and traditions against women and girls. Government of Bihar with its highest commitment to bring about gender equality in the state has launched various women empowerment schemes and programmes. Women Development Corporation under Social Welfare Department has been notified as the nodal agency for implementing these schemes and programmes. The main thrust of all women empowerment programmes launched in the state so far has been on identifying issues and challenges related to specific themes and encourage remedies not just for rehabilitation and reinstatement of women into the mainstream but also to make institutional arrangements to bring about gender equality in favour of women from all strata of the state. All programmes designed to achieve this have a strong emphasis towards providing capacity building inputs, ensuring psychological and legal counseling to the women through institutional strengthening and restructuring of women helplines and short stay homes, making services more accessible to women in the farthest regions such as establishing Block referral units at block levels and providing support of para-legal cadres. In the area of Violence against Women, WDC has made a pioneering effort to address this issue through the following strategies. The strategies including key set of activities are listed below-

### **A) Strengthening Women Helplines and Short Stay Homes in all districts**

**Infrastructure Support-** The infrastructure strengthening of 38 women helplines and short stay homes is completed and further process has been initiated to provide computer & printers to all the 38 HL. Plan for strengthening the SSH in the same line adopted for HL. **Training and Capacity Building Support-**Seven round of Training on PWDV Act, for the project staff of Helpline & SSH has been organised.

Ensuring 24 X 7 accessibility to women victims/survivors through provision of CUG mobile facilities for Women helpline. Further CUG mobile to RTOs of SSH is under process.

Streamlining Helpline and Short Stay Home Functioning Standard Operating Procedure on role of protection officer under DV act has been prepared and is under process for field testing in three districts namely Patna, Gaya & Purnea. SOP on PWDV act approved by the Social Welfare Department (SWD). Similar protocol for Short Stay home functioning is also proposed.

## **B) Police Intervention**

The objective behind the concept is to develop synergy with police, and also to sensitize the police officials towards addressing the multidimensional issues of women atrocities through conventional techniques. Special cells in 23 police stations covering 12 blocks of Patna district have been established on Pilot basis. The objective behind the concept is to develop synergy with police, and also sensitize the police officials towards addressing the multidimensional issues of atrocities on women through conventional techniques. Multiple trainings & workshops have been organized for counselors in coordination with Police department at State level. Scaling up of special Cell in 112 Police Station of 112 sub division in Bihar has been planned.

## **C) Health sector intervention**

Domestic Violence has severe public health implications as seen from both global and national evidences; its consequences can be witnessed in low weight babies, forced abortions, foetal and infant mortality, maternal mortality and morbidity, low immunization and public health service uptake. This initiative is intended to provide timely response and to enhance support to pregnant women through professional support at institution level. This will also prevent pregnant women and unborn children from resultant poorer health condition such as loss of life or ill health. Recently MoU had been signed between WDC and State Health Society for this intervention.

## **D) Community mobilization to address domestic violence**

This is a community based approach to address the issues of domestic violence. Its key objective is to demonstrate how community mobilization initiative can address VAW through sustained community level dialogue on domestic violence and gender issues by effecting change in community and family attitudes and beliefs, particularly towards reducing social acceptability of domestic violence.

## **7.7 The program has the following objectives**

1. To promote awareness on gender equity amongst the students and faculty of girls colleges in Bihar.
2. To provide a platform for girls studying at the target colleges to enable them to make strong statements based on their perspectives, experiences and expectations related to gender equality and rights.
3. To improvise and sustain a process of dialogue and cross-sensitization among girl students of the target colleges and opinion makers in the media.
4. To provide to emerging advocates amongst the students many opportunities to share their views on gender equality and rights with the community at large, and motivate them to be strong change agents in society

## 8. SCOPE OF SUPPLY AND WORK

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Women Development Corporation covering its Head Office and all district offices. The service provider has to understand the requirements of digitize the data related to these above schemes and also make relevant Mobile/Tab/Web based Mobile/Web Application Software for monitoring of WDC schemes. Solution provider will development integrated mobile and web based application for women safety, WDC federations, short stay home, district helpline with supply and installation of CCTV system, Tabs, 4G Smart Mobile, Project Management, requirements have to be taken care of by the service provider. Following scope cover under this RFP :

- A. Development of Mobile /Tab/Web Application Software for Women safety, WDC federations, short stay home, district helpline and Development of Taakat (Violence against women) Web/Mobile App.
- B. Supply of Tab , 4G Mobile Phones.
- C. Supply and installation of CCTV System.
- D. Training and Capacity Building .
- E. Project Management and Handholding Support .

### **8.1 Development of Mobile /Tab/Web Application Software for Women safety, WDC federations, short stay home, district helpline**

#### **A.1 Short Stay Home Application Module**

Proposed system will based on Android/Web for DPIU Users for entering the raw data like following

- Personal data and details of incumbents
- Photo by Tablet at real time
- Identity Proof or address proof
- Expenditure cost like feeding, living, professional cost etc.

Proposed System will be based on proper reporting system at WDC HQ level, and it will produce real time based data in to the reports for higher level officers.

#### **Functional requirement of SSH Module**

##### **Online Tablet application for Data entry at DPIU level**

Due to lack of proper Infrastructure at DPIU level, need an Online/Offline Table Application for Android based Operating System for DPIU users.

User can enter basic data for applicant and also can take current photo of the applicant and store it into the Table local database and it will Synchronise with WDC HQ database when Tablet get the Internet connection.

Table local database will synchronise with HQ database on a fixed interval, and this way HQ user will get actual and current data.

### **Need fields for maintain the data into the database**

For maintaining the basic data into the proposed system, following fields

Fields:

- वित्तिय वर्ष:
- माह:
- जिला का नाम:
- संचालन आरम्भ की तिथि:
- अल्पावास का नाम:
- अल्पावास का पता:
- पिडिता का नाम:
- पति:पिताकानाम/
- पिडिता का पता:
- केस संख्या:
- पंजिकरन कि तिथि:
- केस कि प्रकृति:
- जाति:
- उम्र:
- शैक्षणिक योग्यता:
- पिडिता के साथ आये बच्चों कि संख्या:
- अनुशांशित:
- मदद कि प्रक्रिया:
- केस कि स्थिति:
- अभियुक्ति:केसकिस्थिति/
- कियेगयेकौंसेलिंगकिसंख्या:
- पुनर्वास कि तिथि:
- अल्पावास केस:
- पिडिता का फोटो

### **Upload scan copy of ID Proof/ Address Proof**

An upload section is needed for uploading the scan copy of ID proof or Address proof of incumbent (if available).

## **Search Application**

Needed a Searching interface for WDC HQ and DPIU users for seeing the application details of any applicant, this searching Interface will accept all the possible values for searching the exact application.

Searching values are based on...

- Date wise: (From date – to date) (Summary report )
- Date wise: (From date – to date) (Details report )
- District wise
- Financial years wise

## **Database for Professional like Doctors and Advocates associated with Short Stay Home**

In Proposed System the data of Professionals and consultants will be managed for providing any types of help to incumbents like Doctors, Advocates etc.

## **Backup Methodologies**

For proper caring of data and backup of data, need to take proper and regular backup of all the current existing data entered by online application at DPIU level. Taken backup must be archived into the separate external Hard disk drive by full and incremental level backups.

## **Technical Supports**

For daily maintained like removing any technical issues, taking backup, apply any changes need a Technical support team for doing all those activities on regular basis.

## **A.2 Federation Application Module**

Proposed System based on Tablet Android Software, and data entry perform by Federation users.

Federation users will download the Android application from Google Play Store, and Install it in to the Tablet and get register by enter registration Information of federation.

After Successful registration, federation users will login and enter the applicant registration information in to the entry form.

All the entered data will be saved in to the WDC HQ data centre database, and MIS System will be work on this entered data for generating the summary as well as Detail reports.

## **Functional requirement for this Project**

### **Online Tablet application for Data entry at Federation Block Level**

Need to develop an online Android Application, which fully works on Tablet Machine and able to store all the information about applicant.



User can enter basic data for applicant and also can take current photo of the applicant and store it into the Tablet local database and it will Synchronise with WDC HQ database when Tablet get the Internet connection.

Tablet local database will synchronise with HQ database on a fixed interval, and this way HQ user will get actual and current data.

### **Online Tablet application for MIS System at WDC HQ, District and Federation Block Level**

Need to develop a MIS System for all Higher and authorised authorities for generating the MIS reports based on entered data in the database by federation users.

This MIS System will generate all possible summary and details reports as per entered data.

### **Search Application**

Needed a Searching interface for WDC HQ and Federation users for seeing the application details of any applicant, this searching Interface will accept all the possible values for searching the exact application.

### **Backup Methodologies**

For proper caring of data and backup of data, need to take proper and regular backup of all the current existing data entered by online application at DPIU level. Taken backup must be archived into the separate external Hard disk or Tape drive by full and incremental level backups.

### **Technical Supports**

For daily maintained like removing any technical issues, taking backup, apply any changes need a Technical support team for doing all those activities on regular basis.

## **A.3 Mukhyamantri Kanya Suraksha Yojana MIS Application Modules**

### **Online application for Data entry at DPIU level**

Need an Online application for DPIU level, for actual data entry by DPIU uses with proper validation and authentication.

Entered data will store in to WDC data centre and can be visible by WDC HQ and DPIU users into formatted reports.

A WDC HQ operator will export all the entered data into excel format as per defined format by authorised Bank, and handover it to the Bank for uploading it to bank database for further execution.

### **Need extra fields for maintain the data into the database**

Presently following fields are using for entering the issued BOND from the authorised bank by WDC HQ operator.

Fields:

- District :

- Name of Schemes:
- Name of applicant
- DOB
- Father's name
- BPL No
- Village Name
- AWC Code
- Cast

For maintaining proper data structure as per future scope and data searching technique, we propose following fields at minimum level, and it can be increase as per further discussion.

#### Fields for Proposed Application

- District :
- Name of Schemes:
- Name of applicant
- DOB
- Father's name
- BPL No
- Village Name
- AWC Code
- Cast
- Form Sr. No.
- Upload scan copy

#### **Upload scan copy of Issued BOND by Bank**

An upload section is needed for uploading the issued BOND to its applicant as per searching by proper application number or any other personnel information.

Uploaded document will help us to find copy of issued BOND copy or other documents and it will works as an Archiving System for all the documents for securities and backup reasons.

#### **Search Application**

Needed a Searching interface for WDC HQ and DPIU uses for seeing the overall status of applied application by applicant, this searching Interface will accept all the possible values for searching the exact application like BPL number, Application Form number or any other personnel information.

##### Proposed Fields:

- Search By Form Sr. No.
- Name + dob + father Name

## **Interface for Application Status**

Need to implant an Interface for showing the applied application status. An applicant needs to visit the DPIU centre for asking his/her application status. DPIU user can search the current status of the applied application by entering the proper searching values like BPL number, application form or any other personnel information as per defined searching strings.

## **Backup Methodologies**

For proper caring of data and backup of data, need to take proper and regular backup of all the current existing data entered by online application at DPIU level. Taken backup must be archived into the separate external Hard disk or Tape drive by full and incremental level backups.

## **Technical Supports**

For daily maintained like removing any technical issues, taking backup, apply any changes need a Technical support team for doing all those activities on regular basis.

## **A.4 Taakat Mobile Apps (Voilence against Women Mobile Apps)**

WDC want to execute an Online Web Based, Tablet/Mobile based application for all women and girls. This Mobile application play vital roles for all girls and ladies for submitting any complain to WDC and local police station or District Magistrate as per designed complaint structure.

This Android based application will be developed in two separate part.

- 1) For all women users: - By this application all applicant can submit her online complaint or information about any illegal activities or wrong things to WDC or local police station , 181 helpline, district helpline etc.
- 2) For WDC and its Project executor users like Police Station, DM etc : - By this application WDC users, HELP line users, Police Inspectors and team or any Higher Authorities who involve in this Project execution can view the complain and take needful action.

## **Functional requirement for this Project**

### **Online Tablet/Mobile application for Users Registration**

Need a Online Android based application for Mobile and Tablet version, for its applicants. Applicant should be follow the below steps for registration any complaint.

- 1) Download the Applicant version of Android application from Google play store.
- 2) Install it in to her Mobile or Tablet.
- 3) Open Installed application.
- 4) Fill the Mobile Number, email Id for preceding the registration form.

- 5) Now need to fill personnel information.
- 6) Now registration submitted successful.

### **Need fields for maintain the data into the database at the time of Registration in the case of Applicant (Optional)**

For maintain the basic data into the proposed system, we needed following fields

Fields:

- Mobile Number
- Email Id
- Applicant Name
- Father name
- Mother Name
- Full Address
- City/Village
- District
- Block
- Pin code

### **Online Android based Module for Submitting Complaints for Applicant**

Need to develop a module for its applicant for submitting complains as per need and categories.

For Submitting the categorised complaint in to the System by Android device, Applicant must be registered first and need to be login in the system and then select the complaint as per defined complain categories and type the exact problem with brief description and clues.

Application will automatically detect the applicant current location by GPS tool and send applicant longitude and latitude number to the concern officers with all the details like applicant personal detail, complaint and geographical position.

### **Online Android based Module for WDC officers and other users at Block level, District level and State level**

Need to develop an Online Android module for Administrative users defined by WDC at Block level, District Level and State level.

Submitted complain can be view by registered administrative Users, and as per case they will perform the need full action and provide full protection and solution to the applicants.

For viewing and complaint and performing any action administrative user also need to follow below steps.

- 1) Go to Google play Store
- 2) Down load the developed Application and Install it into the Android Device
- 3) Now enter the information for get the registration.
- 4) After successful registration, Administrative users will get the notification and alerts for each submitted complaint or request by applicant.

- 5) Now Administrative users can login in to the system by proper user ID and Password, and after that they can view the complaint and take necessary action.

### **MIS System**

For proper monitoring and tracking, need to develop a MIS System for monitoring all the ongoing process, submitted complaint, and feedback by applicant.

These MIS report need be open only authorised personal only at WDC HQ or District Level.

### **Alert and Notification System**

For fast communication and request to concern administrative person, need to develop an Alert and Notification System on Android platform.

Registered Users can receive only Alerts and Notification messages.

### **Other Module for Advocate, Doctors and Call facility to WDC Help Line**

Those applicant who want to communicate with any advocate or doctors, need to develop a separate module which contained the list of Professional peoples address with communication details and per searching area code, district or any other unique keys.

### **Database for Professional like Doctors and Advocates**

In Proposed System we can manage the data of Professional and consultant data for providing any types of help to our applicants like Doctors, Advocates etc.

### **Backup Methodologies**

For proper caring of data and backup of data, need to take proper and regular backup of all the current existing data entered by online application at DPIU level. Taken backup must be archived into the separate external Hard disk or Tape drive by full and incremental level backups.

### **Technical Supports**

For daily maintained like removing any technical issues, taking backup, apply any changes need a Technical support team for doing all those activities on regular basis

<b>Complain File option</b>	<b>Help Line option</b>	<b>Setting option</b>
Domestic Violence Complain regarding Dowry. Sexual Harassments. Eve Teasing Any Other Case Type	Call to Police Station. Call to Hospital. Fire Station. WDC Helpline	Profile Share App Add Emergency Number About us Term and Condition

### **CCTV System installation at Short Stay Homes and District Helpline**

WDC is looking for an outdoor as well as indoor surveillance system using CCTV systems to cover the entire Campus of Short Stay Homes and District Helpline specifically the sensitive areas including all entry and exit points, Kitchen area of Campus. The system should be capable of monitoring from single location which will be the Local Control Room.

## **SYSTEM OBJECTIVE**

The objective of the system is to create communication infrastructure which is omnipresent in nature with essential focus on video surveillance and data transmission across the Short Stay Homes and District Helpline.

The system should be capable of providing connectivity in Short Stay Homes and District Helpline with the objectives of surveillance and communication to cover the entire area of Short Stay Homes and District Helpline to Local Control Room.

The Project envisages implementation of an CCTV based AHD Video Surveillance system on a proposed network for aiding visual surveillance for:

Law & Order,  
Crime Control, etc  
Helpline Video Surveillance.  
Short Stay Home Video Surveillance.

System should be scalable and provide enhanced functionality and services as and when required in future (Scalability and Expandability)

### **The system should broadly aim at the following minimum capabilities:**

Providing high-quality video images on real-time basis from distant security cameras and recorded in DVR.

Establishing Local Control Room to continuously monitor, analyse and take action as required by coordinating all responses.

## **TERMS & CONDITIONS**

1.1 Installation and Commissioning of CCTV System at respective Short Stay Homes and District Helpline should be completed within 45-60 days of issue of order. The orders for CCTV System would be placed as and when required by the WDC for different Short Stay Homes and District Helpline in Bihar.

**1.2 The actual quantity of systems to be installed may vary from the projected quantity as per the requirements of the WDC.**

The CCTV System including all components delivered to the WDC should be brand new. The supplier should also guarantee that all the software / components supplied by the supplier is licensed and legally obtained.

Spares for the product offered should be available for at least 02+03 years.

The vendor would carry out a preventive maintenance visit once every quarter.

### **RETRIEVAL OF RECORDING ON CD/DVD**

The vendor would be giving sufficient training to the Short Stay Homes and District Helpline staff in operating the CCTV for all its functions, however, as per requirement of the WDC, if request is made by the WDC to the vendor for retrieving recording for a particular time period and preparing a CD/DVD of the same, the vendor would make arrangements to retrieve and provide such recording on CD/DVD within 24 Hours of the request made.

#### **8.1.1 Special Features:**

1. If any Case file by user then notification send to the server and then notified to the nearby officer of that area.
2. If case is accepted by the area officer then notification sent to the complainer that there case has been accepted.
3. If case is reject by the officer then reason should be filed by the officer for rejection. If case is not accepted for longer period then the higher rank of officer will get reported automatically and receive notification of not any action taken by the officer.
4. Fast action has been taken.
5. We will take all the information about the complainer along with Aadhar card number and a copy at the time of registration.
6. We will capture location of applicant for easy tracking.
7. After sorting issues, must update action and verified by officers.
8. In case of any Advice from doctors/lawyers/counsellors we will provide contact numbers. We will use third party support for this list.

#### **8.1.2 Back Office application Technical**

<b>S.no</b>	<b>Functionality</b>
1.	Software would allow user to view any Service information from Departments displayed on Web portal.
2.	User self-registration and first time password change prompt. Software would allow user to login and avail services from any of the modules.
3.	During user id creation Software would ask for Security question for any password reset request by user in future.
4.	Software would prompt user to create password as per security policy. Alphanumeric passwords would be asked.
5.	Software would ask user to create a transaction password to be used for performing any financial transaction with the concerned departments or while making any changes in the profile.

6.	During user id creation, Software would ask user to furnish few personal details like 1. Name 2. Sex 3. Age 4. Address 5. Mobile no. 6. Email ID 7. Occupation 8. Family details 9. PAN/License/Passport/Voter Registration No. / UID No. or any other Id proof details.
7.	Software would prompt user to login using user id and password created and verify them.
8.	On successful password match, Software would allow the user to login to the portal and allow him to access his/her profile.
9.	On unsuccessful password match, Software would generate password error message and ask user to enter correct password in order to login to his/her profile.
10.	Software would allow user to view his/her profile after login.
11.	Software would allow user to edit his/her personal details like Name, Address etc.
12.	Software would display the service related information/Instructions to fill up requested details in the entry forms like applicable fee and documents to be attached/submitted along with application request.
13.	For Operator, Software would initially allow operators to login using their login ids and passwords as given by Software administrator. After first time login by all operators the Software would ask them to change their password (alphanumeric) as per the security policy.
14.	After successfully changing the password and verifying the same on to the Software, Operator would get access to all the modules, can accept and insert details of the requests received by the citizens for specific modules.
15.	Software would display instructions to operators at the time of inserting details in the request form for various applications.
16.	Operator would read out the instructions to citizen like applicable fee, documents required along with service request and collect the same. Required documents would be scanned & attached with the request by Operator.
17.	Software would ask Operator "Do you really want to submit the form" to cross-verify and register a request when he clicks on the submit button for each request.
18.	Software would allow Department official to login using his/her user id and password as provided by Software administrator.
19.	On successful password match, Software would allow Department user to access requests submitted to him/her, pending for his approval or pending for field verification.
20.	On unsuccessful password match, Software would generate password error



	message and ask department user to enter correct password.
21.	<p>Software would allow Department user to perform service processing functions as discussed in Department application module in following sections.</p> <ol style="list-style-type: none"> <li>1. If any of the login details are not authenticated then the User would be shown the error message “Invalid login details. Please re-enter”.</li> <li>2. Deactivated Users should not be able to login into the application.</li> <li>3. For all other active Users, in case of a successful login, the User would be directed to “My Dashboard/Profile” section of the application.</li> <li>4. User Logout: Software would allow user to log out whenever he intends to.</li> </ol>
22.	Software would automatically terminate the login session if user closes the window by any chance without logging out of the Software.
23.	Software would automatically terminate the login session if no activity is noticed in the profile after login for a specified time interval. The time period defined for session log-out in must be configurable as per the requirements and when required. By default the time should be 15 minutes.
24.	Once the user has logged out or automatically logged out by the Software, the Software would prompt user to re-enter user details and verify password if the user wants to login.
25.	Software would prompt users to change their profile & transaction password after regular time intervals.
26.	Software would notify the Department user on successful password change by showing alert message on screen during password change. Whereas for citizens an email would be sent to their registered mail id as specified in their profile informing the change in password for their user account.
27.	In case user forgets the password, Software would allow user to reset the password.
28.	Software would ask user to answer the security question created during profile creation for resetting the password.
29.	Software would match the user response with the user records.
30.	On successful security question and answer match, Software would ask user to update new password. Software would prompt the user to re-enter the new password.
31.	Software would match the new password entered twice before submission and notify user on successful password reset activity.
32.	In case of unsuccessful match, Software would prompt user to enter same password twice for matching.
33.	Once the password has been changed, Software shall ask user to use new password for any request submission.

### 8.1.3 General Requirements of the Application

A. Application should be developed on open standards.

- B. The Application Modules should be multi-tier, web-based solution (having web-based front-end for users and as well as for system administrative functions) having centralized database, web and application server
- C. Any policy level changes in the tax rate, discounts, rebates, penalty, interests etc. should be possible without any change in the source code of the Application
- D. System should work on the latest version of the proposed RDBMS based database systems
- E. System should be compatible with all leading web browsers in India
- F. System shall be Unicode compliant and support English and Hindi character sets
- G. System should provide browser based access on a 24 x 7 basis
- H. System should enforce secure login as per the Login process, where the government official/staff will have to authenticate his/her Username, Password to access the home page.
- I. System, on successful login, should display the Main page or the Home page of the browser as customized by the user and links to various services as per his/her customization
- J. System should provide the ability to securely access the application(s) from a remote location
- K. System should provide for online help, general information and instructions
- L. System should use standard drop-down lists wherever possible for standard values to be selected by the User
- M. System should have capability to cut/ paste/ format, etc. at a field level on the inputs screens, output screens, etc.
- N. System's user interface should make use of horizontal and vertical scroll bar feature wherever needed, depending on the layout of the window
- O. System should have an ability to configure restricted and mandatory fields wherever relevant
- P. System should at the time of input pre-fill the field with the next value in the restricted list that matches the characters which have already been entered
- Q. System should include a calendar tool which can be used to graphically select a date when a date field is to be used
- R. System should have the functionality to:
  - a. Define user groups
  - b. Define users
  - c. Map users to groups
  - d. Assign the users a role and privileges in the applications
  - e. Assign the menus/ forms/ functionalities in the system to the users / groups
  - f. Grant / impose data-based access / restrictions to the user's e.g. specific citizens etc.
  - g. Define menus and attach such menus to users/ groups
  - h. Disable/re-enable users / groups from the system
  - i. Disable / re-enable modules within application
- S. System should store all authentication credentials of users in an encrypted format

- T. System should suspend the user in case of a specified number of unsuccessful attempts to logon to the system and these suspended user IDs should only be reactivated by system administrator
- U. System should allow administrator to forcibly log out users, in case needed
- V. System should provide the facility for recording of audit trail. System should maintain following categories of logs:
  - a. System access logs
  - b. System health logs
  - c. System error logs
- W. System should have an integrated audit log capable of recording, displaying and reporting all transactions occurring in the system
- X. System should time-out after a stipulated period of idle time.

#### **8.1.4 Usability Requirements**

- A. System should be UNICODE compliant and should provide complete support for the Hindi and English language. It should be able to perform the necessary display, read, write, and update, query, generating data including all reports etc. operations in Hindi and English for all modules / functions.
- B. Screen layout and designs, menu options, and other system formats etc., should be designed keeping in mind ease of use by the department staff; and a final signoff from the nominated department staff to be taken before finalizing any of the above
- C. User should be able to customize the browser home page as per his/her interest with the options selected.
- D. Information Dissemination through User Interface of the Application Modules
- E. Should allow only the authorized Department officials/ Vendor to update information obtained from the departments
- F. Should be able to add new information components besides the above Should be accessible to citizens, department officials, other government officials
- G. Should not allow any user to upload information beyond his/ authorized sections
- H. Should have different presentation layer for each set of users i.e. Information seekers, updaters, approvers etc.
- I. Should update information over the portal only after digital signatures of the concerned person has been put up on the information update
- J. Should ask for digital signature of the concerned person in case of rejection also
- K. Should ask for changes from the desired in case of rejection by the department head
- L. Should request Department/ Vendor to put his digital signature after each updation
- M. Should auto generate grievances in case of concerned person or Department/ Vendor are not performing against their set SLAs

#### **8.1.5 Forms/ Templates Availability**

- A. System should store all the forms/templates at predefined location for the selected services
- B. System should be able to retrieve form/template from the predefined location

- C. System should allow for form/template to be easily downloadable both through HTML, PDF and word / open office format
- D. System should give service/ process/sub module/ module wise list of forms/templates required
- E. System should provide for printable version of the form/template
- F. System should give an error message in case it is not able to retrieve the form/template from the given location
- G. System should have a provision for uploading new version of the forms/templates as and when it is required to change the version
- H. System should maintain the version control for the form/template
- I. Forms/templates must carry a version identifier
- J. System should have a security feature embedded for changing the version of the form and should allow only predefined process owners to change the form version
- K. System should maintain log for all version change with the details of the process owner making version change
- L. System should not allow to change the fixed fields of the form and should be in read only version
- M. System should be able to make available form/templates should be through Online / portal
- N. System should allow for easy searching of the form/template
- O. System should have a life counter feature to keep track of number of forms being downloaded from the portal.

#### **8.1.6 Status Check**

- A. System should have integrated auto status tracking features embedded in the overall architecture of the system
- B. System should keep track of all the service requests from the citizens along with the respective unique application reference id generated at the time of the service request receipt
- C. System should be available in public and administrative view
- D. System should be able to keep track of the status of all the service requests with the help of the respective unique reference id (application id) and map the current status with the pre-defined service level against each process
- E. System should be able to detect any change in the status of a given unique application reference id
- F. In case there is a change in the status of a unique application reference id , the system should update the status information in the database
- G. System should have provisions for intimating the applicant about the current status of his/her application through SMS and/or Email especially if there is a change in the status with respect to the final delivery of the service
- H. System should provide details about the internal SLAs (citizen's charter) to the applicant and only provide update about the status with respect to the final delivery.

This feature should also allow the system to update the applicant if there is any change in the service level of the final delivery

- I. System should display the links for status check for each service from where the applicant can retrieve the status information by entering the unique application reference id
- J. System should also allow the applicant to retrieve his/her service request through the web portal by entering the reference id in the link provided on the portal
- K. System should display the number from where the applicant can retrieve the status information by sending SMS along-with the unique application reference id
- L. System should also allow the applicant to retrieve update about his/her service request by sending a SMS containing the unique application reference id to the Application Module
- M. System should display an appropriate message if the system is unable to retrieve the details due to any reason like connectivity issues, maintenance issues, etc. and also provide contact details of the system administrator and alternate link (if available)
- N. System should have Side Menu on each page so as to reflect the contents of the containing directory, making it easier to navigate the site and locate the link for retrieving update against a given reference id
- O. System should be adequate security features built in the architecture of the system to ensure that it cannot be hacked or manipulated
- P. System should not allow the users to edit the details of the application upon retrieving the status update against a given reference id
- Q. System should allow the end user to print the status update information if the applicant is retrieving the status through the portal or email
- R. System should have provision for Calendar System, which displays the dates and time of schedule events on a page formatted as a standard monthly calendar
- S. System should have provisions such that the System Administrator can add/remove/modify the hierarchy of the Government officials with adequate authentication mechanism
- T. If there is any modification in the hierarchy of the relevant authority against a given service (in the system), system should automatically map the escalation levels with the new hierarchy of Government officials.

## **8.2 WDC Information System Architecture and Requirements**

### **8.2.1 Offline Synchronization Solution And Business Continuity**

Considering the situation of the network, the solution proposed allow for data access and manipulation in occasionally connected or offline mode using the solution hosted at the WDC level offices. This would allow the users to continue to work even during the network downtime.

### 8.2.2 Multilingual

The solution will be UNICODE based and will support hosting of multi-lingual data/forms (English & Hindi) and would enable data entry in the multi-lingual formats by the users in web pages.

**The following Section depicts the various modules/services requirement for the WDC Information System project:-**

1. **Enterprise Portal:** Enterprise Portal will provide a secure unified access point in the form of a web-based user interface, and will be designed to aggregate and personalize information through application-specific portals/ web parts.
2. **Application Modules:** The various application modules are identified the Functional Requirement Specification is given in Annexure-A.
3. **Directory Services:** These services will be used to register, authenticate and manage users and their security privileges. These services will authenticate the Government users and find out user specific privileges. Authentication should be conducted using the standards based LDAP meta-directory server. The user directory capable of providing a unified view of all user profiles. Directory services shall be able to define centralized authentication & authorization mechanisms for all network users.
4. **Web Application Services:** The Web Application Services would be a container to manage the presentation and application logic. It will provide transactional integrity, scalability and availability services. In addition it manages the session, the requests and responses to and from its clients and resources.
5. **Indexing & Search Services:** This tool would be used for indexing and searching all the repositories of knowledge repository maintained across the portal infrastructure.
6. **Workflow:** Mailing & Messaging Infrastructure would provide workflow functionality and email services to Government Employees.
7. **MIS Reporting:** The following types of reports, but not limited to, are required to be generated from this sub module. The report should be generated in standard formats like pdf, xls, doc, etc.
  - a. **Fixed Format Reports:** Application should provide robust reporting capabilities. Application should publish reports using tools such as Microsoft Word or Adobe Acrobat and the publishing engine can generate output in multiple formats including PDF, HTML, and Excel etc. The output can also be delivered through email or can be printed or faxed.
  - b. **Ad-hoc Reports:** Application should provide business users with ad hoc query & analysis capability. Application should create new analyses from

scratch or modify existing analyses in dashboard pages. Business users do not need to understand physical data storage to combine data from multiple enterprise information sources intuitively, quickly, & easily. Tools and utilities should be provided to facilitate design layout using MS Excel, Adobe Acrobat etc.

8. **Mailing & Messaging Services:** This would be used for sending the alerts as mail message to the registered users of the Portal and will be used for messaging and calendaring services. The Mail Server should provide a highly available, scalable and reliable platform for delivering secure communication services. This server will also act as Messaging Server.

### 8.3 Mobile Application

S.no	Functionality	Compliance (Y/N)
1.	The mobile application must be based on latest technology.	
2.	A mobile application should normally be structured as a multi-layered application consisting of user experience, business, and data layers.	
3.	These layers are same as described in the previous sections. The mobile application should be designed in such a manner that it should address the following key issues: <ul style="list-style-type: none"> <li>a. Authentication and Authorization-Failing to authenticate in occasionally connected scenarios</li> <li>b. Caching-Caching unnecessary data on a device that has limited resources</li> <li>c. Communication- Failing to protect sensitive data over any carrier</li> <li>d. Data Access-Failing to implement data-access mechanisms that work with intermittent connectivity.</li> </ul>	
4.	The proposed mobile application should be integrated with main application. There should be facility to PUSH through and PULL through mechanism to get and receive information using SMS service.	
5.	Should provide an enterprise App Store, hosting different Apps, including the solution App. Should be able to support Apps built using any mobile app technology	
6.	Should enable App development and Support for both Smart phones and Tablets, along with App delivery, licensing and configuration	
7.	Should have features to assist in Device Activation and provisioning	

8.	Should support version tracking and centralized updates of app versions across devices remotely. Should have functionalities to ensure secure App deployment and also to enforce regular updates remotely	
9.	Should provide App Security features allowing remote administrators to handle user management, data encryption, data backup and compliance.	
10.	Should provide Role Based Access control	
11.	Should be able to capture and track all events at device and console. The information should be visible from remote admin consoles.	
12.	Solutions with integrated Mobile Device Management functionalities would be preferred.	
13.	Should support Single Sign-On	
14.	Should come with mobile threat prevention and recovery system	
15.	Should provide facilities for secure App connectivity, ensuring secure connectivity for Apps.	
16.	Should have facility to download and upload files, including eForms	

#### **8.4 User interface and Access Channels of application Mobile/Web Application Software**

It is envisaged that the Portal will be hosted centrally at the specified Data Centre location, and will be accessed by all the stakeholder authorized users as well as citizens through various means and mechanisms and request / obtain required services through various channels. Some the key access channels envisaged for the Portal are described below:

##### **1. Web Browser:**

Access over Internet / through Web Browsers will be one the key access mechanisms for the Portal. All the Portal ecosystem partners will connect to the Portal via Internet. The Portal should have both static and dynamic information / content that should be available and accessible through a web browser via Internet. The kind of information / content to be displayed on the web portal will be managed and controlled through the 'Application Admin' module and 'Content Management' module of the Portal with an intention of making most of the information available for Stakeholders consumption through the web portal. The SDA is required to develop a comprehensive browser based information control and display feature through these modules.

##### **2. Mobile Devices and tablets:**

It is envisaged that the Portal will also be accessible through various Mobile devices and smart phones, through defined mobile application or normal browsing through a mobile device. All the features and functionalities as defined for the access mechanism through Web Browser / Internet will also be applicable in case of accessing the Portal through any mobile device. The SDA will need to optimize the Portal web content, with user friendly



features so that the Users can easily browse and operate the service features through these devices.

It is envisaged that the Department will be provided with tabs, for easy accessibility and mobility, using which they can access the Portal through a data connection. These tabs are expected to be pre-loaded with the basic content and tool kits, required for their day to day work. Since these contents will need to be updated frequently, the tabs are envisaged to be synced with the Portal and download the updates etc. The SDA will be required to load the tabs with the basic content, as per requirements defined by Department, and provide a mechanism so that these devices can sync with Portal over Internet and download the updated content.

## 8.5 Hardware and Other Software Specification:

The followings are description of major items to be installed by Service Provider:

### 8.5.1 Mobile Phone Specification

Mobile Phone Specification		
Parameter	Minimum Specification	Compliance
<b>Processor</b>	64-bit Octacore Qualcomm® Snapdragon™ or equipment or Above	
<b>Operating System</b>	Android v5.1 (Lollipop) or equipment or Above	
<b>Weight</b>	Upto 150 gm	
<b>Battery</b>	Type: Li-Ion, 2750 mAh	
<b>Integrated Camera</b>	Rear: 13MP - Auto Focus, HDR	
	Front: 5MP, Sensor	
<b>Sound</b>	Dual Stereo speakers with Dolby Atmos	
<b>Ports</b>	Micro USB, v2, OTG Compatible	
<b>Memory</b>	System Memory: 2 GB RAM	
	Built-in Storage: 16 GB ROM (Expandable Storage via MicroSD upto 128 GB)	
<b>Connectivity /Radios</b>	4G Network:	
	3G Network: Yes, HSPA+	
	WLAN: Wi-Fi 802.11 b/g/n, Wi-Fi hotspot.	
	Bluetooth: v4	
	A-GPS with Google Maps	
<b>Display</b>	Size: Full FHD, 1920X1080 Pixels	
	Type: IPS Display, 5-point Multi-touch, 178 Degree Viewing Angles, 450 Nits	
<b>SIM</b>	Dual Sim, LTE + LTE, (Dual Standby) also support 2G and 3G	
<b>Sensors</b>	Light Sensor	

	Orientation Sensor	
	Proximity Sensor	
	Gravitation Sensor	
	eCompass	
<b>Accessories</b>	Mobile Cover	
	Screen Guard	
	64 GB Micro SD Card	

### 8.5.2 Tablet Specification

Tablet Specification		
Parameter	Minimum Specification	Compliance
<b>Processor</b>	MediaTek™ 1.0 GHz Quad-Core, 64-bit	
<b>Operating System</b>	Android™ 6.0	
<b>Audio</b>	Dual Front-Facing Speakers	
<b>Memory</b>	RAM : 2 GB + 16 GB (WiFi), 2 GB + 16 GB (LTE)	
	Internal Storage : 16 GB + microSD™	
	Expandable Memory : Up to 64 GB	
<b>Battery</b>	Battery Capacity : above 4000 mAh	
	Usage Time : Up to 8 Hours	
<b>Display</b>	Size : 8" HD IPS	
	Type : Adaptive Display	
	Resolution : 1280 x 800	
<b>Weight</b>	Upto 350 GMs	
<b>SIM</b>	Type : Micro SIM	
	Slots : Dual	
<b>Camera</b>	Rear : 5 MP Auto-Focus	
	Front : 2 MP Fixed-Focus	
<b>Sensors</b>	G-Sensor	
	P-Sensor (LTE)	
	L-Sensor (LTE)	
	Vibrator	
<b>Bluetooth®</b>	Bluetooth® 4.0	
<b>Face Unlock</b>	Yes	
<b>3.5 mm Audio Jack</b>	Yes	
<b>FM Radio</b>	Yes	
<b>Connectivity/R adios</b>	4G Network:	
	3G Network: Yes, HSPA+	

	WLAN: Wi-Fi 802.11 b/g/n, Wi-Fi hotspot.	
	Bluetooth: v4	
	A-GPS with Google Maps	
<b>Accessories</b>	Tablet Cover	
	Screen Guard	
	64 GB Micro SD Card	

#### **8.5.3 4 Channel AHD CCTV Camera Setup for District Helpline (Technical Specification of CCTV)**

<b>4 Channel AHD CCTV Camera Setup for District Helpline (Technical Specification of CCTV)</b>			
<b>Sl. No.</b>	<b>General Specifications for CCTV Cameras</b>	<b>Qty</b>	<b>Compliance (Yes/No)</b>
1	4 Channel AHD DVR with all channel 720 Resolution real time recording and playback with VGA/HDMI Video output 1 SATA HDD support system, remote, IR Remote, Ethernet Port, USB	1system	
2	1.3 Megapixel Bullet IR(36 LED) 1/ 2.8" Or above switchable from analog to HD, AHD Camera , 40 Meter IR range, varifocal lens, vandal resistant	4 Nos	
3	Co-axial Wire (Copper) with power cable for long distance from control room	Per coil (90mtrs.)	
4	Power Sockets at camera installation site (4 locations), connectors, power adapter	1 set	
5	Hard Disk 1 TB	1 set	
6	Monitor 18.5" with USB mouse	1 set	
7	Installation Charge	Complete Job	
8	Warranty	12 months	
9	AMC	1 Years	

#### **8.5.4 8 Channel AHD CCTV Camera Setup for Short Stay Home and Working Women Hostel**

<b>8 Channel AHD CCTV Camera Setup for Short Stay Home and Working Women Hostel</b>			
<b>Sl. No.</b>	<b>General Specifications for CCTV Cameras</b>	<b>Qty</b>	<b>Compliance (Yes/No)</b>
1	8 Channel AHD DVR with all channel 720 Resolution real time recording and playback with VGA/HDMI Video output 1 SATA HDD max 4 TB support system, remote, IR Remote, Ethernet Port, USB	1system	

2	1.3 Megapixel Bullet IR(36 LED) 1/ 2.8" Or above switchable from analog to HD, AHD Camera , 40 Meter IR range, varifocal lens, vandal resistant	5 to 6Nos	
3	Co-axial Wire (Copper) with power cable for long distance from control room	Per coil (90mtrs.)	
4	Power Sockets at camera installation site (8 locations), connectors, power adapter	1 set	
5	Hard Disk 1 TB	1 set	
6	Monitor 18.5" with mouse	1 set	
7	Installation Charge	Complete Job	
8	Warranty	12 months	
9	AMC	1 Years	

#### 8.5.5 Document Scanner Technical Specification

Document Scanner Technical Specification				
Parameter		Minimum Specification		Compliance
Type		Desktop Sheetfed scanner		
Scanning Document Size				
Plain paper	Width:	50.8mm to 216mm (2" to 8.5")		
	Length:	54mm to 356mm (2.12" to 14")		
Business card		50.8mm x 85mm (2" x 3.35") or larger		
Card		54mm x 86mm (2.12" x 3.37") (ISO standard)		
Long document		Up to 3,000mm (118.1") long (up to 2,700mm (106.3") on 600dpi)		
Other Tech Spec				
Feeding Capacity		Up to 50 sheets of 80g/m <sup>2</sup> or 10mm stack (including curls)		
Scanning Sensor		Contact image sensor		
Light Source		LED		
Scanning Side		Simplex / Duplex		
Scanning Resolution		150 x 150dpi / 200 x 200dpi / 300 x 300dpi / 400 x 400dpi / 600 x 600dpi		
Scanning Speed				
B&W, Grayscale	Simplex:	200dpi 40 pages/min. 300dpi 40 pages/min.		
	Duplex:	200dpi 80 images/min. 300dpi 80 images/min.		
24-bit Colour	Simplex:	200dpi 40 pages/min. 300dpi 40 pages/min.		
	Duplex:	200dpi 80 images/min.		

	300dpi 80 images/min.	
<b>Interfaces</b>	Hi-Speed USB 2.0	
<b>Other Functions</b>	Folio scanning, Ultrasonic double feed detection, Double feed Release	
<b>External dimensions with trays closed (W x D x H)</b>	313mm (12.32") (W) x 181mm (7.13") (D) x 93mm (3.66") (H)	
<b>Power Requirements</b>	AC100 to 240 V (50 / 60Hz)	
<b>Power Consumption</b>		
<b>Scanning</b>	Maximum 25W	
<b>In the sleep mode</b>	Maximum 1.9W	
<b>With power switch OFF</b>	Maximum 0.5W	

#### 8.5.6 All in One Computer Specifications

All in One Computer Specifications		
Parameter	Specification	Compliances
<b>CPU</b>	6th Gen -Intel Core i3 - Processor or higher"	
<b>Chipset</b>	Intel	
<b>Memory</b>	Minimum 8 GB	
<b>Hard Disk Drive</b>	1TB - 6 Gb/s controller and 7200 rpm	
<b>Monitor</b>	Minimum 22" – LED	
<b>Keyboard and mouse</b>	PS2 keyboard and mouse	
<b>Ports</b>	4 USB Ports (with at least 2 USB 3.0 )	
<b>Graphics</b>	System should support 1 GB or higher graphics card	
<b>Chassis</b>	All in one	
<b>Optical drive</b>	DVD Rom drive	
<b>Network</b>	Gigabit Ethernet card with support for remote wake up.	
<b>Operating System</b>	Windows 10 -64 bit	
<b>Security</b>	Power on password , Administrator password (via BIOS)	
<b>Certifications</b>	Windows 8.1 ,Epeat Gold or higher , Energy star 6.0 , ROHS	

#### 8.6 Training and capacity building Services

1. Training of staff is essential for ensuring that the Mobile/Web Application Software developed is actually put to use. Hence, the selected bidder shall also ensure a proper

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

2. Training could have multiple sessions as per the need and requirement of the project/application. Hence, selected bidder shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan. There should be sufficient number of trainers in every training session for conducting the training program.
3. Training methodology will be an interactive workshop. The success of the training will be determined by the ability of the participants to clearly understand how to use the system with minimal help.
4. The content of the training plan and schedule shall be mutually decided by the WDC and the selected bidder later at an appropriate time period.
5. The space for training will be provided by the requisite training infrastructure like computers, projector with screen shall be provided the Service Provider.
6. The selected bidder shall provide training material (role base), the language of training material shall be in Hindi and English.
7. The bidder shall ensure that all the training documentation in Hardcopy and Softcopy is in place (user training, operation procedures, visual help-kit etc.).

### **8.7 Post-Implementation Phase / Operate and Maintain Phase**

The solution provider shall be responsible for the overall management of the Application, IT infrastructure and enabling infrastructure maintenance services/ facility management services at all offices, for ensuring adherence of SLAs. solution provider shall provide the Operations and Maintenance Services for period of three years following the deployment and “Go-Live” of the complete solution in the offices.

### **8.8 Hosting of New Mobile/Web/Tab Application**

The entire Application and its supportive Applications for WDC Software, MIS Reports Generation will be host into the **Bihar State Data Centre** under the department of IT, Government of Bihar. State Data Centre will provide all the necessary space into the Data Centre premises.

### **8.9 Bill Of Material**

<b>S.no</b>	<b>Detail of Hardware items</b>	<b>Qty</b>
1.	3G Tablet with Voice calling	136

2.	Smart Phone for Mobile Phone	60
3.	Short stay home CCTV 8 channel DVR + 5 Camera	38
4.	Helpline CCTV 4 channel DVR + 5 Camera	38
5.	Hi speed Scanner	2
6.	All in One System	2
7.	UPS 600 VA with 15 Minutes Backup	76
<b>S.no</b>	<b>Detail of Tab /Web /Mobile app Software Development</b>	<b>Qty</b>
1.	Taakat Mobile/Web Based application with Back office central management Application	1
2.	Tablet/Mobile Application for Federation with Back office central management Application	1
3.	Tablet/Mobile Application for Short Stay Home with Back office central management Application	1
4.	MIS System for UTI Application	1
5.	Training And Capacity Building	300

### 8.10 Implementation Schedule and other terms :

S. No	Milestone	Completion Time
1	Requirement Study, Business Process re-engineering for best fit solution and preparation of SRS	T+ 2 WEEKS
2	Development of Mobile and Tab Based Integrated portal application	T+ 8 weeks
3	Development of Web Based Integrated application	T+ 10 Weeks
4	Development of Taakat Mobile app application	T+ 8 weeks
5	Set up Installation & commissioning of SDC /WDC	T+ 12 weeks
6	Training of the staff on application	T+ 26 weeks
7	Supply of Mobile and Tabs	T+ 2 Weeks
8	Supply of CCTV System	T+3 Weeks
9	Installation of CCTV System at SSH and Helpline	T+10 Weeks

**Note: - T means date of Issue of Signing of contract.**

### 8.11 Requirement for Adherence to Standards

The following Technology and standards should be used while developing and implementing the overall solution for WDC Information System. Use of Newer and proven technologies is encouraged and will be given due consideration in evaluation of implementation provider.

<b>Application</b>	<b>Standard</b>
Overall Standards	Open Standards and Not Open Source
Workflow Design	WFMC /BPEL or Equivalent Standard
Portal Development	W3C Specification, Client side web technologies, responsive UI
Information access / transfer Protocols	SOAP, HTTP/HTTPS, UDDI, WSDL, XML
Interoperability	Web Services, Open Standard
Photograph	JPEG(minimum resolution 640 X 480 Pixels
Scanned Documents	TIFF (Resolution of 600 X 600 dpi)
Digital signature	RSA standards
Document encryption	PKCS specification
Information Security	ISO 27001 certified System
<b>Data Standards</b>	All important data entities would be in line with standards published by DIT ( <a href="http://egovstandards.gov.in">http://egovstandards.gov.in</a> )
<b>Localization Standards</b>	All Applications would comply with standards published on <a href="http://egovstandards.gov.in">http://egovstandards.gov.in</a> to ensure common look and feel.

## 8.12 Helpdesk for Employees

Helpdesk and call management services that will automate processes to consolidate, log, track, manage and escalate incidents and problems. The Service will act as a single point of contact Help Desk tool for all users\employees of who will record an incident. It will help to accelerate detection and problem resolution, maintain accurate configuration details, and minimize the risk caused by any change. The centralized helpdesk would also facilitate resolution of day to day technical issues faced by the technical coordinators at the remote level through call ticket management system. Following activities shall be carried out at the help desk:

- i. Log user calls related to application and IT infrastructure in the Data Centre and assignment of a call ID number.
- ii. Assign severity level to each call
- iii. Track each call to resolution
- iv. Escalate the calls, to the appropriate levels, if necessary as per escalation matrix, which can be defined at the time of award of contract
- v. Escalate the call related to usage of application Mobile/Web Application Software to respective application owners
- vi. Provide feedback to callers.
- vii. Analyze the call statistics
- viii. Creation of knowledge base on frequently asked questions to aid users.

## 8.13 Project Management Support

**Solution provider would also be responsible to provide services of Database Administrator during contract period.**



The minimum qualifications and skills requirements are given in the table below:

S. No.	Position	Qty
1	<b><u>Mobile and Web Application Expert</u></b> Education: Full Time MCA/B. Tech / B.E. from a reputed institute Total Experience: At least 5 years in IT domain Should have more than 3 years of experience of handling Mobile and web Applications. Languages known (Read, Write and Speak): Hindi, EnglishExcellent writing, communication, time management and multi-tasking skills	1
2	<b><u>Support Executive For HO</u></b> Education: Full Time MCA/B. Tech / B.E. from a reputed institute Total Experience: At least 2 years in IT domain Should have more than 1 years of experience of handling Mobile and web Applications.	1

#### 8.14 Roles and Responsibilities

No	Responsibly of Work	WDC	Service Provider
1.	Internet Connectivity at Head Office 8-10 MBPS	Y	
2.	Online Web /Mobile Application Development		Y
3.	Backup and Recovery of Database		Y
4.	Data Migration Related Work		Y
5.	Maintenance of Application Software, 3 years from date of Go-Live		Y
6.	Monitoring of work flow	Y	Y
7.	Reporting on completion	Y	Y
8.	Exit Management	Y	Y
9.	Sign off Certificate on completion of Contract and successful Exit Management	Y	Y
10.	Data Availability from in format for migration if required	Y	
11.	Data entry of Master data		Y

## 9. GUIDELINES FOR SUBMISSION OF PROPOSAL

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### 9.1 Guideline For Technical Proposal

1. A printed covering letter, on the bidding organization's letterhead with all required information and authorized representative's initials shall be submitted along with the proposal. Do not, otherwise, edit the content of the proposal cover letter.
2. The technical proposal should contain a detailed description of how the bidder will provide the required services outlined in this RFP. It should articulate in detail, as to how the bidder's Technical Solution meets the requirements specified in the RFP. The technical proposal must not contain any pricing information. In submitting additional information, please mark it as supplemental to the required response.
3. Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. WDC will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
4. The bidder must address the following in their project implementation strategy:
  - a. A detailed Project schedule and milestone chart.
  - b. Approach and Methodology of design, development and management of the Application Mobile/Web Application Software. The plan should adhere to the Mobile/Web Application Software development life cycle (SDLC).
  - c. Project Management tools proposed to be used for project.
  - d. Bidder's plan to address the key challenges of the project
5. The technical proposal should address the following at the minimum:
  - a. The proposal should have information specific to Project.
  - b. Describe how the functional requirements will be translated into technical implementations, that is, it should map with the Functional Requirements Specifications.
  - c. Comply with the State Portal Framework and the metadata publishing services.
  - d. Architectural details for integration with the NIC Pensioners Software legacy and future solutions.
  - e. Provide an infrastructure growth plan, including mechanisms for coping with a mismatch of traffic demand and network capacity, both at the time of launch and thereafter
6. Project Management Plan including
  - i. Team composition and Tasks assigned to be submitted in the format as enclosed in Form
  - ii. Implementation Methodology and Plan to include
    - a. Key implementation objectives, key deliverables and an implementation schedule for the same.
    - b. Rollout Plan at the specified locations including PERT chart of activities proposed.

- c. Indication of Time Frame
  - d. Acceptance Testing Plan
  - e. Data Back-Up plan.
  - f. Escalation Process during implementation
  - iii. Quality and Security Assurance Plan
  - iv. Training Plan
  - v. Hand holding, Operation and Maintenance Plan
7. Post Implementation Plan
- Manpower Deployment to support for data entry and maintenance of Software.
  - Method of calculating uptime of IT infrastructure and reporting format
  - Method of estimating man power efforts to develop, design and implementation and for data entry operators to be posted at various s.
  - Exit Plan
8. Escalation Mechanism on the bidder side

## **9.2 Guidelines for Financial Proposal**

1. Unless expressly indicated, bidder shall not include any technical information regarding the services in the financial proposal.
2. Prices shall be quoted entirely in Indian Rupees.
3. No adjustment of the contract price shall be made on account of any variations in costs of labour and materials or any other cost component affecting the total cost in fulfilling the obligations under the contract. The contract price shall be the only payment payable to the selected bidder for completion of the contractual obligations by the bidder under the Contract, subject to the terms of payment specified in the contract. The price quoted would be inclusive of all taxes, duties, and charges and levies as applicable. Service tax as and when applicable shall be quoted separately.
4. The bidder should explicitly mention the details of the renewal of licenses and extended warranty cost of the third party Mobile/Web Application Software and hardware being used in the Project Solution.
5. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of project. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
6. Discount - The bidders are advised not to indicate any separate discount. Discount, if any, should be merged with the quoted prices. Discount of any type, indicated separately, will not be taken into account for evaluation purpose.
7. Correction of errors
  - a. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted will be entertained after the quotations are opened. All corrections, if any, should be initialled by the person signing the proposal before submission, failing which the figures for such items may not be considered.
8. Arithmetic errors in the financial proposal will be rectified on the following basis:

- a. 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 will be considered for future calculations.
- b. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
- c. The amount stated in the proposal form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall proposal price to rise, in which case the proposal price shall govern.
- d. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.

### 9.3 Payment terms

S.NO	SERVICES	Payment Terms
1	3G Tablet with Voice calling	100% Against Delivery of Tablet /Tab at WDC Head office
2	Smart Phone for Mobile Phone	100% Against Delivery of Mobile Phones at WDC Head office
3	Short stay home CCTV 8 channel DVR + 5 Camera	75% Against Delivery of CCTV Equipment at WDC Head office. 25% Against Installation at SSH
4	Helpline CCTV 4 channel DVR + 5 Camera	75% Against Delivery of CCTV Equipment at WDC Head office. 25% Against Installation at District Helpline
5	Hi speed Scanner	100% Against Delivery and Installation
6	All in one System for Scanning	100% Against Delivery 100% Against Delivery
7	UPS 600 VA	75% Against Delivery of UPS at WDC Head office. 25% Against Installation at District Helpline/SSH
8	Application development cost (Module wise payment given )	20% Against Submission of SRS Document Submission of Solutions 50% Against Demo of Mobile /Web Application Software 20% Against UAT & Go Live 10% After Completion of 1 Year
9	Documentation & Training	90% Against Training of Application/ Documentation 10% After Completion of One Year
10	Post-Implementation Phase	The selected service provider shall be paid on Monthly basis at the end of each Month based on the Monthly invoices raised by the Service Provider.
11	Project Management Cost	The selected service provider shall be paid on Monthly basis at the end of each Month based on the Monthly invoices raised by the Service Provider.

## 9.4 SLA Terms:

The detail Service Level Agreement (SLA) will be signed with successful bidder. Any breach in SLA will lead to penalty and later termination of the contract. All the documents/ code / application etc. prepared and developed by the bidder will be the property of the client. All designs, reports, other documents and software submitted by the bidder pursuant to this work order shall become and remain the property of the Client, and the bidder shall, not later than upon termination or expiration of this work order, deliver all such documents and software to the client, together with a detailed inventory thereof. In case of late services / no services on a specific activity, in which the Agency fails to deliver the services thereof within the period fixed for such delivery in the schedule or at any time repudiates the contract, the firm shall be liable to pay a Liquidated Damages (LD).

- 1. Late delivery of Software and Hardware:** LD will be imposed @ 2% of per month cost of contract value from the Agency. The timeline/schedule of deliverables will be decided as and when the requirement/ tasks /activities arise.
- 2. Project Management Services:** LD will be imposed @ 5% of per month cost of contract value from the Agency. The timeline/schedule of deliverables will be decided as and when the requirement/ tasks /activities arise.
- 3. Un-availability of Manpower support:** Penalty will be imposed @ 5% of per day basis/Manpower un-availably or Late appointment of manpower. Minimum 98% Attendance required during office working days as per calendar of GOB.

Penalty may waived off to service provider on the basis of valid reason for delay and department agreed with the reason.

## 10. PRE-QUALIFICATION CRITERIA

The invitation for bids is open to all entities registered in India under Indian companies act who fulfill prequalification criteria. For each category of pre qualification criteria, the documentary evidence is to be produced with prequalification / technical bids. If the documentary proof is not enclosed for any or all criteria the submission of Tender is liable for rejection. **The bidder or Bidder shall meet the all following criteria for eligibility:**

S. No	Criterion	Proof Required
1.	The agency should give details like name, profile etc. The agency should be registered with the Companies Act 1956, Service Tax department and carry a valid PAN/TAN. Proof of the same must be submitted	-Copy of Service Tax Registration -Copy of company PAN Card -Copy of Commercial Tax Registration -Copy of Company act Registration
2.	The agency should be registered with ESI and EPF authorities	Copy of certificates
3.	The agency should produce Articles of Association Bye laws and certificates for registration issued by the Registrar of Companies.	Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association.
4.	The Agency should be a registered entity with at least 3 years of experience in IT services.	Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association.
5.	The agency's turnover should be more than INR 5 Cr. average over the last three years viz, 2013-14, 2014-15 and 2015-16 from IT/ITES.	A certificate to this effect from Chartered Accountant in original must be submitted. Copy of duly certified statement from appointed statutory auditor.
6.	An undertaking (self-certificate) that the agency hasn't been blacklisted by a central / state Government institution.	Declaration that the bidder has not been blacklisted.
7.	The agency must have a minimum of 50 experienced professionals on their payroll	EPF Certificate submitted along with latest challan of minimum 50 person from EPF.
8.	The agency should hold a valid ISO 9001-2008 and ISO-27001 certification.	Copy of Valid Certification.

9.	The Bidder must have prior experience at least two government Application Development for Central/ State/PSUs anywhere in India in the last 5 years. Each project must be worth at least Rs. 50 Lakhs	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.
10.	The Bidder should have experience of supply and implementation of at least one projects for Government /PSU (Involving Installation and supply of Desktop /Servers /Mobile /Tab /CCTV/Software etc.) with a project value of Rs. 2.00 Cr or above anywhere in India in the last 5 years.	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.
11.	The Bidder must have prior experience of implementing at least two Bihar government Software Development Services Projects(Without Manpower Support /Hardware Delivery) for Bihar State/PSUs anywhere in India in the last five years. Each project must be worth at least Rs. 50 Lakhs or above	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.
12.	The Bidder should have experience of implementation of at least 1 Live Mobile Application Project for Government/PSU( Project includes Mobile Apps development with Web Application / Customization, implementation, Integration, Post Implementation Support etc for mobile apps .) with a project value of Rs. 50 Lakhs or above	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.
13.	The Bidder should have experience of running grievance center /Call center/Support center for technical support in e-Governance projects for Government/PSU with the duration of project was at least 2 years	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.

A Pre-Qualification Proposal needs to be submitted to conclusively demonstrate that the Bidder completely meets all the eligibility criteria mentioned above.

### **10.1 Evaluation Criteria**

Once the Evaluation Committee has evaluated the proposals for eligibility, the agency may be asked to demonstrate their proposed product. At the option of the organization, and as a condition prior to selection, agency may be required to demonstrate the functionality of the proposed system. The demonstration must be conducted with the products proposed and must be able to demonstrate the functionality as it would be implemented for the organization.

## 10.2 Technical Evaluation

S.no	Particulars	Max Score
1.	<b>Turnkey Project Experience:</b> The Bidder Should have experience of implementation of turnkey IT projects for Bihar Government/PSU (Involving Installation and supply of Desktop/Servers/ Mobile /Tab /CCTV/Software etc.).Maximum 3 project considered Project value => of Rs. 200 Lakhs = 3 Marks Project value => of Rs. 500 Lakhs = 5 Marks	10
2.	<b>Experience in Application Development:</b> The Bidder should have experience of ICT/e-Governance projects for Government/PSU (Involving Application Software Development Customization, implementation etc.) in the last five years. Max 3 Project Considered. Project value => of Rs. 50 Lakhs = 1 Marks Project value => of Rs. 100 Lakhs = 2 Marks Project value => of Rs. 250 Lakhs = 5 Marks	10
3.	<b>Experience in Mobile Application Development:</b> The Bidder should have experience of implementation of Live Mobile Application Project in M-Governance for Government/PSU (Project includes Mobile Apps development with Web Application Customization, implementation, Integration, Post Implementation Support etc for mobile apps.) in the last five years. Max 3 Project Considered  Project value => of Rs. 50 lakhs = 2 Marks Project value => of Rs. 100 lakhs = 4 Marks Project value => of Rs. 250 lakhs = 10 Marks	20
4.	<b>Demographic Experience:</b> The Bidder Should have experience of Success implementation of IT projects for Bihar Government/PSU (involving Supply of Desktop/Servers /Mobile/Tab/CCTV/Software with Software Development & Manpower Support etc.). Max 3 Project Considered  Project value 2Cr = 2 Marks Project value 5Cr = 5 Marks	15



5.	<b>Experience in Grievance center /Call center:</b> The Bidder should have experience of running grievance center /Call center for technical support in e-Governance projects for Government/PSU for Post Implementation/Support with the duration of project was at least 2 years. and during the last five years. Max 2 Project Considered  <b>1 Project = 5 Marks</b>	<b>10</b>																		
6.	<b>Project Management Experience:</b> Experience of undertaking large Program Management projects in Technical Consultancy/IT Integration and Software Development Consultancy Project in last 3 years. Project Duration not less than 2 Years.  Project Value >=1 Cr = 5 Marks Project Value >=1.5 Cr = 7.5 Marks Project Value >= 02 Cr = 10 Marks	<b>10</b>																		
7.	<b>Proposed Project :</b> <table border="1" data-bbox="279 1037 1193 1301"> <thead> <tr> <th>S.no</th><th>Details</th><th>Marks</th></tr> </thead> <tbody> <tr> <td>1</td><td>Technical Solution</td><td>5</td></tr> <tr> <td>2</td><td>Approach and Methodology</td><td>5</td></tr> <tr> <td>3</td><td>Project Implementation Plan</td><td>5</td></tr> <tr> <td>4</td><td>Salient features of proposed solution</td><td>5</td></tr> <tr> <td>5</td><td>Work Plan</td><td>5</td></tr> </tbody> </table>	S.no	Details	Marks	1	Technical Solution	5	2	Approach and Methodology	5	3	Project Implementation Plan	5	4	Salient features of proposed solution	5	5	Work Plan	5	<b>25</b>
S.no	Details	Marks																		
1	Technical Solution	5																		
2	Approach and Methodology	5																		
3	Project Implementation Plan	5																		
4	Salient features of proposed solution	5																		
5	Work Plan	5																		
<b>Total Score</b>		<b>100</b>																		

The evaluation of the technical bid will be done on the basis of technical evaluation criteria and scoring pattern. The minimum qualifying mark for opening the financial bid is 75% (75 out of 100). Financial bid of those bidders only, which are technically qualified, will be opened, the remaining bids will be ignored. **Final selection will be based on lowest cost basis (L1). The vendor with the lowest quote will be awarded the contract at the quoted price.**

### 10.3 Financial Evaluation

**For Financial Evaluation, the total cost for 3 years (including Taxes) will be considered.** The cost will cover all costs /expenses of the agency as detailed in the Scope of Work.

**Note: Selection of Application Design, Development and Management agency will be based on the L1 system, where in the final selection of the agency will be based on lowest cost basis.**

## 10.4 Selection Process

The Bid Evaluation and selection process will be carried out in the following stages:

- a. **Stage 1-A:** Eligibility will be evaluated of the bids submitted. Only those bidders who have submitted all required forms, tender fee, EMD and papers and comply with the eligibility would be considered for further TECHNICAL evaluation.
- b. **Stage -1-B: TECHNICAL evaluation** will be evaluated of only those bidders who successfully qualify pre-qualification and have submitted all required papers and provide PPT presentation on the purpose TECHNICAL evaluation.
- c. **Stage 2:** The Financial Bid of the shortlisted bidders who qualify after Technical Evaluation will be opened for the purpose of arriving at the price of the L1 bidder.
- d. The Technical Proposals will, in the first instance, be examined to ascertain fulfillment of eligibility criteria and submission of required documents.
- e. In the Second Stage, the finance/budget proposal of organizations will be compared amongst the technically qualified bidders; where in the lowest bidder will be awarded the tender.
- f. The contract will be awarded to the organization on the basis of proposal and budget proposed.
- g. Successful Bidder will be informed of the decision and he/she will be required to sign an agreement with the WDC and provide bank guarantee equivalent to 5% of the contract value within 7 working days from the date of LOI.

## 11. AUTHORIZATION LETTER

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To,

*Managing Director,  
Women Development Corporation  
GOB  
Patna, Bihar*

**Subject:** Request for proposal (RFP) for selection of Solution Provider For “Integrated mobile and web based application for women safety, WDC federations, short stay home, district helpline with supply and installation of CCTV system, TAB, 4G Smart Mobile”

Sir,

- a. We, the undersigned vendor, having read and examined in detail the Specifications and all the bidding documents do propose to provide the Services as specified in the bidding document no. ....
- b. All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents.
- c. All the prices and other terms and conditions of this proposal are valid for a period of 180-calendar days from the date of opening of the Bids.
- d. We, do hereby confirm that our Bid prices include all taxes, levies etc.
- e. We have carefully read and understood the terms and conditions of the contract applicable to the tender and we do hereby undertake Services as per these terms and conditions.
- f. We declare that our prices are as per the technical specifications and bid documents. These prices are indicated in Annexure(s) attached with our proposal as part of the commercial bid.
- g. We do hereby undertake that, in the event of acceptance of our bid, the Services shall be completed as stipulated in the tender document.
- h. We enclose herewith the complete Technical Bid as required by you.

**Certified that we are:**

A Company and the person signing the tender is the constituted attorney.

We do hereby undertake, that until a contract is prepared and executed, this bid together with your written acceptance thereof, the tender document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Signature of vendor representative

Name of Vendor:

Full Address:

Detail of enclosures:

Telephone: No.:

## 12. VENDOR PARTICULARS

S.No.	Item		
1	Company Name		
2	Year Established	Reg. Re <i>Certificate attach</i>	
	<i>(Copy of Incorporation)</i>		
3	Corporate & Head Office:	Address:	
		Telephone:	
		Fax No.:	
		Website:	
		Email Address:	
		Mobile No.	
4	Office Branch Contact Address:	Address:	
		Telephone:	
		Fax No.:	
		Email Address:	
5	Contact Person	Name:	
		Designation:	
		Mobile:	
		Email Address:	
6	Service Tax VAT TIN and PAN details:	Service Tax No:	
		(Attach self-attested copy of Service Tax Registration Certificate)	
		VAT TIN No.:	
		(Attach self-attested copy of VAT/Sales Tax certificate)	
		PAN No.: (Attach self-attested copy of PAN Card)	
7	Financial Turnover Information	Year	Amount in Lakh Rs.
		2013-14	
		2014-15	
		2015-16	
		<i>Copy of Turnover Certificate for the financial years 2013-14, 2014-15 and 2015-16 duly certified by Chartered Accountant Attached as</i>	

## 13. TECHNICAL BID FORMAT

The Technical Proposal shall contain the following documents:

S. No	Criterion	Proof Required
1.	The agency should give details like name, profile etc. The agency should be registered with the Companies Act 1956, Service Tax department and carry a valid PAN/TAN. Proof of the same must be submitted	-Copy of Service Tax Registration -Copy of company PAN Card -Copy of Commercial Tax Registration -Copy of Company act Registration
2.	The agency should be registered with ESI and EPF authorities	Copy of certificates
3.	The agency should produce Articles of Association Bye laws and certificates for registration issued by the Registrar of Companies.	Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association.
4.	The Agency should be a registered entity with at least 3 years of experience in IT services.	Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association.
5.	The agency's turnover should be more than INR 5 Cr. average over the last three years viz, 2013-14, 2014-15 and 2015-16 from IT/ITES.	A certificate to this effect from Chartered Accountant in original must be submitted. Copy of duly certified statement from appointed statutory auditor.
6.	An undertaking (self-certificate) that the agency hasn't been blacklisted by a central / state Government institution.	Declaration that the bidder has not been blacklisted.
7.	The agency must have a minimum of 50 experienced professionals on their payroll	EPF Certificate submitted along with latest challan of minimum 50 person from EPF.
8.	The agency should hold a valid ISO 9001-2008 and ISO-27001 certification.	Copy of Valid Certification.
9.	The Bidder must have prior experience at least two government Application Development for Central/ State/PSUs anywhere in India in the last 5 years. Each project must be worth at least Rs. 50 Lakhs	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.
10.	The Bidder should have experience of supply and implementation of at least one projects for Government /PSU (Involving Installation and supply of Desktop /Servers /Mobile /Tab /CCTV/Software etc.) with a project value of Rs.	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.

	2.00 Cr or above anywhere in India in the last 5 years.	
11.	The Bidder must have prior experience of implementing at least two Bihar government Software Development Services Projects(Without Manpower Support /Hardware Delivery) for Bihar State/PSUs anywhere in India in the last five years. Each project must be worth at least Rs. 50 Lakhs or above	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.
12.	The Bidder should have experience of implementation of at least 1 Live Mobile Application Project for Government/PSU( Project includes Mobile Apps development with Web Application / Customization, implementation, Integration, Post Implementation Support etc for mobile apps .) with a project value of Rs. 50 Lakhs or above	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.
13.	The Bidder should have experience of running grievance center /Call center/Support center for technical support in e-Governance projects for Government/PSU with the duration of project was at least 2 years	Agency must provide as a supporting documentary proof in form of work order and Agreement confirming year and area of activity for the project.
14.	MAF From Mobile, Tab,CCTV OEMs	MAF Required
15.	Tender Document Fee Rs.1000/- in DD	
16.	EMD Deposit of Rs. 2,50,000.00 in DD/BG	

**Note: The Technical Proposal shall not include any financial information.**

### **13.1 Hardware and Other Software Specification Compliance Sheet (to be submitted with Technical Bid Document) :**

The followings are description of major items to be installed by Service Provider:

#### **13.1.1 Mobile Phone Specification (Make :Samsung/LG/Lenovo /Panasonic)**

<b>Mobile Make :</b>		
<b>Model No :</b>		
<b>Parameter</b>	<b>Minimum Specification</b>	<b>Compliance /Deviation</b>
<b>Processor</b>	64-bit Octacore Qualcomm® Snapdragon™ or equipment or Above	
<b>Operating System</b>	Android v5.1 (Lollipop) or equipment or Above	
<b>Weight</b>	Upto 150 gm	
<b>Battery</b>	Type: Li-Ion, 2750 mAh	
<b>Integrated Camera</b>	Rear: 13MP - Auto Focus, HDR	
	Front: 5MP, Sensor	

<b>Sound</b>	Dual Stereo speakers with Dolby Atmos	
<b>Ports</b>	Micro USB, v2, OTG Compatible	
<b>Memory</b>	System Memory: 2 GB RAM	
	Built-in Storage: 16 GB ROM (Expandable Storage via MicroSD upto 128 GB)	
<b>Connectivity /Radios</b>	4G Network:	
	3G Network: Yes, HSPA+	
	WLAN: Wi-Fi 802.11 b/g/n, Wi-Fi hotspot.	
	Bluetooth: v4	
	A-GPS with Google Maps	
<b>Display</b>	Size: Full FHD, 1920X1080 Pixels	
	Type: IPS Display, 5-point Multi-touch, 178 Degree Viewing Angles, 450 Nits	
<b>SIM</b>	Dual Sim, LTE + LTE, (Dual Standby) also support 2G and 3G	
<b>Sensors</b>	Light Sensor	
	Orientation Sensor	
	Proximity Sensor	
	Gravitation Sensor	
	eCompass	
<b>Accessories</b>	Mobile Cover	
	Screen Guard	
	64 GB Micro SD Card	

### 13.1.2 Tablet Specification(Make :Samsung/LG/Lenovo /Panasonic)

<b>Tablet Make :</b>		
<b>Tablet Model No:</b>		
<b>Parameter</b>	<b>Minimum Specification</b>	<b>Compliance</b>
<b>Processor</b>	MediaTek™ 1.0 GHz Quad-Core, 64-bit	
<b>Operating System</b>	Android™ 6.0	
<b>Audio</b>	Dual Front-Facing Speakers	
<b>Memory</b>	RAM : 2 GB + 16 GB (WiFi), 2 GB + 16 GB (LTE)	
	Internal Storage : 16 GB + microSD™	
	Expandable Memory : Up to 64 GB	
<b>Battery</b>	Battery Capacity : above 4000 mAh	
	Usage Time : Up to 8 Hours	

<b>Display</b>	Size : 8" HD IPS	
	Type : Adaptive Display	
	Resolution : 1280 x 800	
<b>Weight</b>	Upto 350 GMs	
<b>SIM</b>	Type : Micro SIM	
	Slots : Dual	
<b>Camera</b>	Rear : 5 MP Auto-Focus	
	Front : 2 MP Fixed-Focus	
<b>Sensors</b>	G-Sensor	
	P-Sensor (LTE)	
	L-Sensor (LTE)	
	Vibrator	
<b>Bluetooth®</b>	Bluetooth® 4.0	
<b>Face Unlock</b>	Yes	
<b>3.5 mm Audio Jack</b>	Yes	
<b>FM Radio</b>	Yes	
<b>Connectivity/R adios</b>	4G Network:	
	3G Network: Yes, HSPA+	
	WLAN: Wi-Fi 802.11 b/g/n, Wi-Fi hotspot.	
	Bluetooth: v4	
	A-GPS with Google Maps	
<b>Accessories</b>	Tablet Cover	
	Screen Guard	
	64 GB Micro SD Card	

### 13.1.3 4 Channel AHD CCTV Camera Setup for District Helpline (Technical Specification of CCTV)

<b>4 Channel AHD CCTV Make</b> <b>4 Channel AHD CCTV Model No</b> <b>Camera Model</b>			
Sl. No.	General Specifications for CCTV Cameras	Qty	Compliance (Yes/No)
1	4 Channel AHD DVR with all channel 720 Resolution real time recording and playback with VGA/HDMI Video output 1 SATA HDD support system, remote, IR Remote, Ethernet Port, USB	1system	
2	1.3 Megapixel Bullet IR(36 LED) 1/ 2.8" Or above switchable from analog to HD, AHD Camera , 40	4 Nos	



	Meter IR range, varifocal lens, vandal resistant		
3	Co-axial Wire (Copper) with power cable for long distance from control room	Per coil (90mtrs.)	
4	Power Sockets at camera installation site (4 locations), connectors, power adapter	1 set	
5	Hard Disk 1 TB	1 set	
6	Monitor 18.5" with USB mouse	1 set	
7	Installation Charge	Complete Job	
8	Warranty	12 months	
9	AMC	1 Years	

#### 13.1.4 8 Channel AHD CCTV Camera Setup for Short Stay Home and Working Women Hostel

<b>8 Channel AHD CCTV Make</b> <b>8 Channel AHD CCTV Model No</b> <b>Camera Model</b>			
Sl. No.	General Specifications for CCTV Cameras	Qty	Compliance (Yes/No)
1	8 Channel AHD DVR with all channel 720 Resolution real time recording and playback with VGA/HDMI Video output 1 SATA HDD max 4 TB support system, remote, IR Remote, Ethernet Port, USB	1system	
2	1.3 Megapixel Bullet IR(36 LED) 1/ 2.8" Or above switchable from analog to HD, AHD Camera , 40 Meter IR range, varifocal lens, vandal resistant	5 to 6Nos	
3	Co-axial Wire (Copper) with power cable for long distance from control room	Per coil (90mtrs.)	
4	Power Sockets at camera installation site (8 locations), connectors, power adapter	1 set	
5	Hard Disk 1 TB	1 set	
6	Monitor 18.5" with mouse	1 set	
7	Installation Charge	Complete Job	
8	Warranty	12 months	
9	AMC	1 Years	

#### 13.1.5 Document Scanner Technical Specification(Canon/HP)

<b>Document Scanner Make</b> <b>Model No :</b>
---------------------------------------------------

Parameter	Minimum Specification		Compliance
Type	Desktop Sheetfed scanner		
Scanning Document Size			
Plain paper	Width:	50.8mm to 216mm (2" to 8.5")	
	Length:	54mm to 356mm (2.12" to 14")	
Business card	50.8mm x 85mm (2" x 3.35") or larger		
Card	54mm x 86mm (2.12" x 3.37") (ISO standard)		
Long document	Up to 3,000mm (118.1") long (up to 2,700mm (106.3") on 600dpi)		
Other Tech Spec			
Feeding Capacity	Up to 50 sheets of 80g/m <sup>2</sup> or 10mm stack (including curls)		
Scanning Sensor	Contact image sensor		
Light Source	LED		
Scanning Side	Simplex / Duplex		
Scanning Resolution	150 x 150dpi / 200 x 200dpi / 300 x 300dpi / 400 x 400dpi / 600 x 600dpi		
Scanning Speed			
B&W, Grayscale	Simplex:	200dpi 40 pages/min. 300dpi 40 pages/min.	
	Duplex:	200dpi 80 images/min. 300dpi 80 images/min.	
24-bit Colour	Simplex:	200dpi 40 pages/min. 300dpi 40 pages/min.	
	Duplex:	200dpi 80 images/min. 300dpi 80 images/min.	
Interfaces	Hi-Speed USB 2.0		
Other Functions	Folio scanning, Ultrasonic double feed detection, Double feed Release		
External dimensions with trays closed (W x D x H)	313mm (12.32") (W) x 181mm (7.13") (D) x 93mm (3.66") (H)		
Power Requirements	AC100 to 240 V (50 / 60Hz)		
Power Consumption			
Scanning	Maximum 25W		
In the sleep mode	Maximum 1.9W		
With power switch OFF	Maximum 0.5W		

### 13.1.6 All in One Computer Specifications(HP/DELL/LENAVO)

<b>Make</b>		
<b>Model</b>		
<b>Parameter</b>	<b>Specification</b>	<b>Compliances</b>
<b>CPU</b>	6th Gen -Intel Core i3 - Processor or higher”	
<b>Chipset</b>	Intel	
<b>Memory</b>	Minimum 8 GB	
<b>Hard Disk Drive</b>	1TB - 6 Gb/s controller and 7200 rpm	
<b>Monitor</b>	Minimum 22" – LED	
<b>Keyboard and mouse</b>	PS2 keyboard and mouse	
<b>Ports</b>	4 USB Ports (with at least 2 USB 3.0 )	
<b>Graphics</b>	System should support 1 GB or higher graphics card	
<b>Chassis</b>	All in one	
<b>Optical drive</b>	DVD Rom drive	
<b>Network</b>	Gigabit Ethernet card with support for remote wake up.	
<b>Operating System</b>	Windows 10 -64 bit	
<b>Security</b>	Power on password , Administrator password (via BIOS)	
<b>Certifications</b>	Windows 8.1 ,Epeat Gold or higher , Energy star 6.0 , ROHS	

## 14. COMMERCIAL BID COVERING LETTER :

---

RFP Reference No.and

Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone/Mobile No:

E-mail:

Telephone No(s):

Fax No.:

**Subject:** Request for proposal (RFP) for selection of Solution Provider For “Integrated mobile and web based application for women safety, WDC federations, short stay home, district helpline with supply and installation of CCTV system, TAB, 4G Smart Mobile”

Sir,

We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Services for the above mentioned subject do hereby propose to provide Services as specified in the Bidding documents for which the cost will be as under:

- 1. PRICE AND VALIDITY –Cost of all works/ services mentioned in “Scope of Work” and as per Bill of Material including the maintenance of 3 Years–Rs. \_\_\_\_\_  
(as per Detail Commercial Bid)**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes, duties and levies.

We hereby declare that all taxes which are liveable under law prevailing at that time will be paid by us.

**Note:** The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

This should be kept in envelope number 2 marked as “FINANCIAL BID”, which will be opened only after the Technical Bid is found suitable.

**2. EMD**

We have enclosed a Bank Guarantee in favor of Managing Director , WDC , payable at Patna at for the sum of Rs. 2,50,000/-. This EMD is liable to be forfeited in accordance with the provisions of Bid documents. We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work and as per Bill of Materials.

**3. Bid Pricing**

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in bidding document.

**4. Bid Price**

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

**Business Address:**

## 14.1 DETAIL FINANCIAL BID FORMAT AS PER SCOPE OF WORK

### 14.1.1 Part – 1 Capex Cost

S. No.	Description of Items		Qty	Unit Rates	VAT	Service Tax	Total Amount
1.	3G Tablet with Voice calling as per Technical Specification		136				
2.	Smart Phone for Mobile Phone as per Technical Specification		60				
3.	Short stay home CCTV 8 channel DVR + 5 Camera		38				
	Sl. No.	General Specifications for CCTV Cameras	Qty				
	1	8 Channel AHD DVR with all channel 720 Resolution real time recording and playback with VGA/HDMI Video output 1 SATA HDD max 4 TB support system, remote, IR Remote, Ethernet Port, USB with 1 TB HDD and 18.5” Monitor and Mouse .Power Sockets at camera installation site (5 locations), connectors, power adapter , 1 Year warranty and 1 Year AMC	1 System				
	2	1.3 Megapixel Bullet IR(36 LED) 1/ 2.8” Or above switchable from analog to HD, AHD Camera , 40 Meter IR range, varifocal lens, vandal resistant	5 Nos				
	3	Co-axial Wire (Copper) with power cable for long distance from control room	90 Mtr				
4.	Helpline CCTV 4 channel DVR + 4 Camera		38				
	Sl. No.	General Specifications for CCTV Cameras	Qty				
	1	8 Channel AHD DVR with all channel 720 Resolution real time recording and playback with VGA/HDMI Video output 1 SATA HDD max 4 TB support system, remote, IR Remote, Ethernet Port, USB with 1 TB HDD and 18.5” Monitor and Mouse .Power Sockets at camera installation site (5 locations), connectors, power adapter , 1 Year warranty and 1 Year AMC	1 System				
	2	1.3 Megapixel Bullet IR(36 LED) 1/ 2.8” Or above switchable from analog to HD, AHD Camera , 40 Meter IR range, varifocal lens, vandal resistant	4 Nos				
	3	Co-axial Wire (Copper) with power cable for long distance from control room	90 Mtr				
5.	Hi speed Scanner as per Technical Specification		2				
6.	UPS 600 VA for CCTV		76				
7.	All in One Computer as per Technical Specification		2				
Subtotal A+B							
Grand Total A+B							

#### 14.1.2 Application development cost

S. No.	Name of the Module	Qty	Unit Rate	Service Taxes	Total Cost
1	Taakat Mobile/Web Based application with Back office central management Application	1			
2	Tablet/Mobile Application for Federation with Back office central management Application	1			
3	Tablet/Mobile Application for Short Stay Home with Back office central management Application	1			
4	MIS System for UTI Application	1			
5	System Study	1			
	<b>Total Cost Rs.</b>				

#### 14.1.3 Training & Capacity Building

S. No.	Services Provided During Implementation Phase	Unit	Unit Cost	Taxes	Total
1	User and Technical Manual(Online Help /Web Based ) User and Technical Manual, Online Version And Print Version	300			
2	<b>Training &amp; Capacity Building Services</b> Training of Stakeholder staff Implementation of monitoring strategy, technical support and security provision	300			
	<b>Sub-Total</b>				

**TOTAL CAPEX COST =**

## 14.2 Part -2 . Opex Cost

### 14.2.1 Post Implementation support

S. No	Services Provided During Post Implementation Phase	Month Cost	Annual Rate	Total Cost for 3 Years
1	Operations and Maintenance Services for the 3 year after “Go-Live” of Web Application			
2	Operations and Maintenance Services for the 3 year after “Go-Live” of Mobile Application			
	<b>Subtotal</b>			
	<b>Service Taxes</b>			
	<b>Total</b>			

### 14.2.2 Project Management Support

S. No.	Description of Product	Qty	Rate /Month	Total Cost /Month	Rate /Annum	Rates / 3 Years
1	Mobile/Web Application Expert	1				
2	Database Services (Part time /Offsite )	1				
3	Helpdesk Supervisor	1				
4	Project Management Services	1				
<b>Sub Total</b>						
<b>Service Taxes</b>						
<b>Total Amount</b>						

**Total Cost in words (CAPEX + OPEX )**

**Total Cost in Number (CAPEX + OPEX )**

**Lowest 1 will be identified on the basis of Total Amount (Capex+Opex) of the technically qualified bidders.**

**Optional Cost : 1. Extra CCTV Camera Cost**

**Rs.**

**2. Extra Cable cost (90Mtr Coil )**

**Rs.**

**Name of The Bidder With Signature**