

TENDER DOCUMENT

For
Design, Development and Maintenance of
RSAOI Bangalore Website, Mobile App Compatible with
Google Play Store and Apple iStore

RAJENDRA SINHJI ARMY OFFICERS' INSTITUTE

No 50, M G Road, Bangalore – 560001

Mob : 9900232500

Email : info@rsaoibangalore.in

Website : www.rsaoibangalore.in

Important Dates and Information	
Cost of Tender	
Earnest Money Deposit	
Tender Publish Date	07 OCT 2021
Last date and time for Sending Pre-Bid Queries in written	16 OCT 2021 by 5:00 PM
Pre-Bid Meeting	17 OCT 2021 at 11 AM at RSAOI, No.50, M G Road, Bangalore – 560010.
Last Date and Time for Receipt of Bids	18 OCT 2021 by 3:00 PM
Date & Time of Opening of Technical Bids	20 OCT 2021 at 11:00 AM
Existing Institute's Website	www.rsaoibangalore.in
Existing Android Mobile App	RSAOI Bangalore

Statement of Confidentiality

The information contained in this Tender Document or subsequently provided to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of Rajendra Sinhji Army Officers Institute (hereinafter "Institute / RSAOI") or by any of their employees or advisors, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided. The purpose of this tender document is to provide the Bidder(s) with information to assist the formulation of their proposals. This Tender Document does not purport to contain all the information each bidder may require. This tender document may not be appropriate for all persons, and it is not possible for the RSAOI, their employees or advisors to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources. RSAOI, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document. RSAOI may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

Development of a Website, Android and IOS Mobile App

Terms of Reference

1. Objective

Rajendra Sinhji Army officers' Institute (RSAOI) is the extension of K & K Sub Area Officers' Mess is a meeting place for Army Officers and their families to avail Social, Recreational and Sporting facilities.

With the proliferation of Technology and smart phones, RSAOI wants to intimate news, Events and the bills to members through Website and mobile application. The Website and mobile app will help to reach all relevant information about the news and events to all members and it can also help members to access their bill and get notification.

2. Expected Functionality of the Website and Mobile Application

- a) The Website must be compatible with PC's, Tabs and Smart phones. The mobile app shall be available in the following popular mobile operating systems:
 - i) Android
 - ii) iOS
- b) Single Dashboard to update information on Website and Apps. It has to support all popular web browsers.
- c) Home page should be showing only 'About us' with the following: -
 - (i) Login option using mobile No for members.
 - (ii) For New Applicants – Apply for New membership, Option to upload supporting documents for membership, Option for Paying application fees online and to obtain receipt in their email ID.
 - (iii) Details of applicant with transaction details.
 - (iv) Option to check the Status of application.
- d) All menus like News, Events, facilities, Gallery, Contact Us, Feedback, Forms, and Newsletter will be shown only after logging in.
- e) Booking option for: -
 - (i) Bar and Restaurant with specified No of Seats/Tables and timings.
 - (ii) Movie bookings with No of seats to block, release, booking and pay online.
 - (iii) Guest Room to be blocked, released, booking and payment online.
 - (iv) Banquet hall bookings with date, time and option to download forms, brochure and options to upload supporting documents.
- f) Option for online bill payment, view paid bills and their receipt.
- g) Option for Smartcard recharge.

- h) Option to download and print receipts of Bills paid and Smartcard recharge.
- J) Display of all RSAOI Email IDs along with their respective tasks which are to be undertaken.
- k) All information related to RSAOI Membership, Rules and Bye Laws facilities, Event Photos, Forms, Bills, Gallery, News Letters, News and Events shall be displayed in the website and app.
- l) Contact information of RSAOI, including addresses on Google Maps as well as telephone and email addresses.
- m) Push notifications by RSAOI regarding Bills, Events, circulars, notification, awareness programs, workshops, special events and any other information about RSAOI.
- n) Facility to send a message to RSAOI or log a grievance in the Website and mobile app related to any Services.
- o) The bidder shall design and develop the necessary web services and database for the same as a part of this Website and mobile App.
- p) Similarly, all existing registered members of RSAOI can be authenticated once through the mobile app, so that their credentials need not be validated every time.
- q) Inter Linking of web site and mobile App.

3. Scope of Work for the Bidder

The broad scope of work for the bidder shall include, but not limited to

- a) Design and Development of Web site and Mobile Application (Android and iOS version)
 - i) Conception
 - ii) Design and
 - iii) Development
- b) Design and Development of Web Services
 - i) To extract data from RSAOI's existing IT systems for Member data, payments/ Receipts bills and complaints tracking.
 - ii) To receive notifications / alerts.
 - iii) To submit messages / grievances.
 - iv) One-time Data Migration of schemes related content.
 - v) User Acceptance Testing.
 - vi) Hosting the Website and Mobile Application in the Application Stores of Google and Apple.

- vii) Launch for Public Use.
- viii) Training to RSAOI staff for data updating.
- ix) Maintenance and troubleshooting support through AMC contract.

4. Expected Technical Features of the Website and Mobile App

a) Website Requirement:

S. No.	Platform Support (OS)	Browser	Display Orientation	Display Support
1	Windows 7 and above, Linux, Mac OS	Edge, Internet explorer, Chrome, Firefox, Safari, etc..	Portrait or landscape both	Minimum 1024 x 768 and above

b) Mobile Platform Requirement:

S. No.	Platform Support (OS)	OS Version	Display Orientation	Display Support
1	iOS	10.0 and Above (latest Version available)	Portrait or landscape both	iPhone (480 x 320) iPhone Retina (960 x 640) iPhone 5(1136 x 640) iPad (1024 x 768) iPad Retina(2048 x 1536)
2	Android	8 and Above (latest Version available)	Portrait or landscape both	Small (426dp x 320dp) Normal (470dp x 320dp) Large (640dp x 480dp) X-Large(960dp x 720dp)

c) User Interface Requirements

- (i) All icons must be crisp, clean, and distinguishable and should be as per guidelines of mobile application platform.
- (ii) All buttons and objects must be reactive to touch and work as intended.
- (iii) All functions must stay within the mobile platform boundaries.
- (iv) All data must be easily viewable on different Mobile platform matrix of section 4 (b).
- (v) Website and App should be user friendly to old aged members.

d) Technology and Server Requirements

- (i) Mobile App development should be in Native languages.

- (ii) Web Services shall be developed using .NET with MS-SQL server Database / PHP with My SQL database.
- (iii) Vendor has to ensure the development of mobile application as per guidelines issued by Application stores. For ex: Google play, iTunes etc.
- (iv) Vendor has to submit mobile app binary to iTunes APP store and Google play store.

e) Testing

- (i) Vendor is expected to perform comprehensive ICSI mobile application testing as part of the project scope.
- (ii) The test plans, test cases and results for each of the phases will be shared by vendor with RSAOI.

5. Timeline and Deliverables

- (i) At the time of implementation vendor will provide up to 03 drafts each of the Website and Apps before finalization of the same.
- (ii) Vendor is expected to deliver the Website and mobile application on application store (Google Play & Apple) within 4 to 8 weeks.
- (iii) Vendor will upgrade the Apps to latest Android/IOS versions free of cost in case the new version is launched in a duration of 12 months from acceptance of final Apps.
- (iv) Vendor has to share the Design Documents based on the RSAOI requirement for RSAOI Review & Sign-off.
- (v) User Manual, Admin Manual, Test Cases, Test Plan and QA Results for User Acceptance testing.
- (vi) Application Code, Web API's.
- (vii) Deployment document
- (viii) Vendor will hand over the RSAOI Web domain, Google and Apple accounts/IDs and any other relevant details to RSAOI on termination of contract/AMC with the firm.

6. Eligibility Criteria

- a) The bidder shall be registered entity in India, with the necessary Income Tax, GST registrations.
- b) The bidder shall be in existence for the past three years and shall have at least a minimum business turnover of Rs.10 Lakhs average per year from Software services.

- c) The bidder shall have proven track record in developing Website and mobile applications.
- d) The bidder shall submit at least 2 references of Website and mobile application developed for Government Customers, obtaining successful completion certificate from the customers.
- e) Start-ups are given preference

7. Proposal Submission

- a) The tenders should comprise technical bid as well as financial bids in two separate sealed covers, which shall be enclosed in another sealed cover super scribing on it "**Proposal for Website and Mobile application for RSAOI**".
- b) The technical proposal shall contain supporting documents towards fulfilment of eligibility criteria and the technical solution for the proposed website and mobile app.
- c) The financial bid shall be submitted in the following table format.

8. Selection method and criteria

The Bidding process shall be a two-stage process. Prior to the detailed evaluation of the Technical Bids, RSAOI shall determine whether each bid is

- a) Complete
- b) Is accompanied by the required information and documents towards Eligibility Criteria and
- c) Is substantially responsive to the requirements set forth in the tender document.

The evaluation shall be based on the technical and financial parameters. The weightage for the technical parameters shall be 70% and the financial parameters shall be 30%.

- a) Technical Weightage (Tw): The marks scored by the bidder in technical evaluation shall be calculated to 70 points as below:

$Tw = T * 0.70$ where T is the Technical score awarded to the bidder as per Technical Evaluation Criteria

- b) Financial Weightage (Fw): The marks scored by the bidder in financial evaluation shall be calculated to 30 points as below:

The Commercial scores of all the other proposals will be determined by

$Fw = 30 * Lt/V$ (Lt = Lowest evaluated tender cost, V = value of Commercial proposal under consideration).

c) Final Selection: Proposals will be ranked according to their combined technical (Tw) and Commercial (Fw) scores. The combined technical and Commercial score shall be calculated as $FS = Tw + Fw$.

The technical evaluation criteria are broadly defined as under. Bidder has to provide documentary proof against each criterion as a part of technical proposal.

S.No	Evaluation Criteria	Maximum Marks
1.	Completeness of tender	10
2.	Understanding of RSAOI's requirements	20
3.	Proposed methodology, execution plan and features	20
4.	Proposed Team expertise	20
5.	Presentation to RSAOI	30
TOTAL		100

9. The other terms and conditions

a) The bidder will have to submit an interest free, refundable Earnest Money Deposit (E.M.D.) of Rs. 25,000/- (Rupees Twenty five Thousand only) in the form of a Bank Draft / Pay Order of Scheduled Commercial Bank drawn in favour of "RSAOI", payable at Bangalore. The DD should be kept in a separate envelope.

b) Security Deposit: The bidder whose tender is accepted by RSAOI shall be required to give a security deposit for satisfactory execution of the Work Order. The total amount of security deposit shall be 10% of the Work Order and shall be provided by the bidder through an irrevocable Bank Guarantee from any Nationalized Bank in favour of the "RSAOI Bangalore". The Bank Guarantee shall be valid for a period of One Year and shall be submitted within 10(Ten) days of the award of work Order. In case the Bidder/Tenderer fails to execute the work as per the Tender Documents /Work Order or fails to deliver the satisfactory after sales service within the warranty period (12 months), RSAOI shall have the right to wrest the said Bank Guarantee/ and to forfeit the security deposit and earnest money deposit. No interest shall be payable by RSAOI on the Bank Guarantee / security deposit/ earnest money deposit, so held.

c) Start-up companies may be exempted for prior experience, turn over and EMD.

d) RSAOI reserves the right to reject any of the items/software of implemented solution, if found unsuitable and /or not conforming to the approved specifications at any point of time. The rejected items/software, if any, shall have to be taken back and replaced forthwith at the cost to be solely and exclusively borne by the vendor.

e) Minimum support period/warranty will be one year. During this period vendor will give on call on site services, maintenance of applications, and software up gradation to latest version and related services shall also be performed at no extra cost to RSAOI.

- f) After support period/warranty vendor will be on AMC for 05 Years, which includes on call on site services, VPS hosting, Domain renewal, Maintenance, Website and software up gradation to latest version and related services.
- g) If project is awarded bidder shall make a proper legal agreement with RSAOI.
- h) RSAOI may terminate the Tender process at any time and without assigning any reason.
- j) The Agency shall not sublet whole or part of the work to any other agency.
- k) If deemed necessary, RSAOI in its sole discretion to make required variations in the cut off points for technical evaluation

Including criteria for technical evaluation.

- l) The Tender Evaluation Committee may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the Evaluation Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the parties.
- m) Any effort by a Bidder to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.
- n) All cases/proceedings relating to any dispute or claim arising out of or any case of performance of this contract shall be falling in proper court having jurisdiction in Ernakulam, Kerala.
- o) Failure of the Bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.
- p) In case of default on the part of the agency in carrying out any order, RSAOI shall be entitled to get the work done by any other persons and all expenses consequent thereon or incidental thereto shall be borne by RSAOI and will be deducted by RSAOI from any money due or it may become due to the agency.
- q) Please note:
 - (i) There should be no mention of prices in any part of the bid other than the financial bids.

(ii) Unit prices for each component of the financial proposal should be mentioned. Any spelling mistakes or incomplete information furnished would invite for a disqualification of the bid.

(iii) In the commercial bid if there is any discrepancy between the prices mentioned in figures and in words, the prices mentioned in words/figures whichever is lower will prevail.

(iv) Substantially Responsible Bids: A substantially responsive Bid is one, which conforms to all the requirements, terms, conditions and specifications of the Request for Proposal.

Ser No	Financial Proposal for Website and Mobile App for RSAOI Payment	Description	Amount*
(a)	One time	Designing & Development with 12-month free support	INR
(b)	Recurring (Per Year) after 12 months, minimum 05 Years	Maintenance & Support**	INR
(c)	Optional (for Future Enhancements)	Man-hour Rate for a Programmer a. Website b. Android c. iOS d. .NET, PHP	INR INR INR INR

*Excluding any taxes which may be applicable

**For up to 20hours of support per month

r) During the tender opening, Technical bids will be opened first and evaluated by a committee constituted by the RSAOI.

s) The technical evaluation shall include a presentation by the party. No TA/DA for this.

t) Financial bids of only those parties who qualify the technical bid will be opened for further shortlisting of supplier for award of tender on the basis of QCBS method, with 70% weightage for Technical proposal and 30% for financial proposal.

u) The proposal in sealed covers shall be sent to:

Secretary,
RSAOI Bangalore,
No 50, M G Road,
Opp to Cauvery Emporium,
Bangalore – 560001
Karnataka.

Note: Last date for receipt of proposal at the above address is **18 Oct 2021 (1500 hrs)**. Proposal received after the due date will not be considered and RSAOI will have the right to accept or reject any offers without assigning any reason at any stage.

RSAOI