

Govt. of Jharkhand , Directorate of Culture

(Dept. of Tourism, Art Culture, Sports & Youth Affairs)

MDI Building, 3rd Floor, Dhurwa, Ranchi-4

Ph.-0651-2401917, E-mail: dirjharkhandculture@gmail.com

CORRIGENDUM

PR NO. 295114 : REQUEST FOR PROPOSAL (RFP) Regarding Selection of implementing agency for Designing, Development, Implementation and Maintenance of Cultural Troupe Management System for Directorate of Culture, Dept. of Tourism, Art Culture, Sports & Youth Affairs, Govt. of Jharkhand

RFP Ref. No. -36

Date :-28/04/2023

The Director Culture, Directorate of Culture, Dept. of Tourism, Art Culture, Sports and Youth Affairs, Govt. of Jharkhand invited REQUEST FOR PROPOSAL (RFP) Regarding Selection of implementing agency for Designing, Development, Implementation and Maintenance of Cultural Troupe Management System for Directorate of Culture, Dept. of Tourism, Art Culture, Sports & Youth Affairs, Govt. of Jharkhand shall be submitted with extended date at the address mentioned in RFP on or before 11.30 am of Date 08.05.2023.

Proposals are invited from reputed and experienced agency. RFP document can be downloaded from the website <http://jharkhandculture.com> & Jharkhand gov.in.

Directorate of Culture reserves the right to reject any or all proposals and annul this process at any time without assigning any reason whatsoever.

**Director Culture
Directorate of Culture
Jharkhand, Ranchi**

PR 296168 Art Culture Sports and Youth Affairs (23-24)_D

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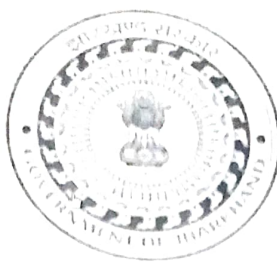
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Director Culture
Directorate of Culture,
Jharkhand. Ranchi



REQUEST FOR PROPOSAL (RFP)

Regarding

Selection of implementing agency for Designing, Development, Implementation and Maintenance of Cultural Troupe Management System for Directorate of Culture, Dept. of Tourism, Art Culture, Sports & Youth Affairs, Govt. of Jharkhand.

RFP REF NO :	36
DATE OF ISSUE :	28.04.2023

ADDRESS :

**Director Culture, Directorate of Culture
Dept. of Tourism, Art Culture, Sports and Youth Affairs,
Govt. of Jharkhand
3rd Floor, MDI Building, HEC, Dhurwa, Ranchi – 834004
(Phone) 0651 - 2401917
Email: dirjharkhandculture[at]gmail[dot]com
Website: <https://jharkhandculture.com/>**

Address for communication & submission of documents during tender period:

The Director Culture, Directorate of Culture, Dept. of Tourism, Art Culture, Sports and Youth Affairs, Govt. of Jharkhand, 3rd Floor, MDI Building, HEC, Dhurwa, Ranchi – 834004.

Signature of Competent Authority

**Director Culture
Directorate of Culture
Dept. of Tourism, Art Culture, Sports and Youth
Affairs, Govt. of Jharkhand.**

Govt. of Jharkhand
Directorate of Culture
(Dept. of Tourism, Art Culture, Sports & Youth Affairs.)
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REQUEST FOR PROPOSAL (RFP) Regarding Selection of implementing agency for Designing, Development, Implementation and Maintenance of Cultural Troupe Management System for Directorate of Culture, Dept. of Tourism, Art Culture, Sports & Youth Affairs, Govt. of Jharkhand.

RFP Ref. No-36

Dated :-28 /04 / 2023

The Director Culture, Directorate of Culture, Dept. of Tourism, Art Culture, Sports and Youth Affairs, Govt. of Jharkhand invites REQUEST FOR PROPOSAL (RFP) Regarding Selection of implementing agency for Designing, Development, Implementation and Maintenance of Cultural Troupe Management System for Directorate of Culture, Dept. of Tourism, Art Culture, Sports & Youth Affairs, Govt. of Jharkhand according to the following fact sheet :-

FACT SHEET

Sl.	PARTICULARS	DETAILS
1	Name of the Work	Selection of implementing agency for Designing, Development, Implementation and Maintenance of Cultural Troupe Management System for Directorate of Culture, Dept. of Tourism, Art Culture, Sports & Youth Affairs, Govt. of Jharkhand.
2	Name of the issuer of this Request for proposal	Director Culture, Directorate of Culture, Dept. of Tourism, Art Culture, Sports and Youth Affairs, Govt. of Jharkhand
3	Date of issue of RFP document	12.04.2023
4	Last Date and time for Submission of Bid	08.05.2023 upto 11.30 AM.
5	Date and time of Technical Bid opening and Presentation, and the Financial Bid opening.	09.05.2023, 12.30 PM.
6	Place of Bid Opening	Office of The Director Culture, Directorate of Culture, Dept. of Tourism, Art Culture, Sports and Youth Affairs, Govt. of Jharkhand.
7	Address of Communication	Office of The Director Culture, Directorate of Culture, Dept. of Tourism, Art Culture, Sports and Youth Affairs, Govt. of Jharkhand, 3 rd Floor, MDI Building, HEC, Dhurwa, Ranchi-834004. (Phone) 0651-2401917 Email: dirjharkhandculture[at]gmail[dot]com
8	Earnest Money Deposit (EMD)	Rs. 50,000.00 (Fifty Thousand) only
9	Availability of RFP	Request for proposal can be downloaded from https://jharkhandculture.com & Jharkhand.gov.in
10	Method of selection	Quality Cum Cost Based Selection
11	RFP Document Fees(non-Refundable)	Rs. 5,000.00 (Five Thousand) only
12	Bid Validity Period	180 days from the last date of Submission of Proposals/ bid.

Note:

- ❖ The Director Culture, Directorate of Culture, Dept. of Tourism, Art Culture, Sports and Youth Affairs, Govt. of Jharkhand reserves the right to amend clause and any schedule by issuing corrigendum. Please visit the website mentioned in the RFP document regularly for the same.
- ❖ Proposals must be received not later than the time, date mentioned in the Fact Sheet. Proposals that are received after the deadline will not be considered.

Director Culture
Directorate of Culture,
Jharkhand. Ranchi

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1. Introduction :

Jharkhand is one of the most culturally rich state in the eastern part of India. The Directorate of Culture, Dept. Of Tourism, Art Culture, Sports & Youth Affairs, Govt. of Jharkhand plays an important role in the preservation, promotion and development of the cultural traditions of the state. For the welfare and providing financial support to the artists, the directorate introduces a system establishing appropriate infrastructure and to depute the artists to perform within and outside of the state.

The Directorate of Culture, Government of Jharkhand plans to automate the whole Cultural Troupes (CTs) deputation process using Web based application with Cloud Hosting. The entire work flow of Cultural Troupes (CTs) deputation process will be online without any human interface from Registration of CTs and their audition to registration of Requesting Agencies (RAs), request for CTs, and Feedback submission.

This Proposal Document elaborates the requirement of “Cultural Troupe Management System (CTMS)” application for “Directorate of Culture, Dept. of Tourism, Art Culture, Sports & Youth Affairs, Govt. of Jharkhand”. The application will provide a clear picture of all details of the intends to be a repository of all cultural activities with deputation of respective Cultural Troupe (CT) to the respective Requesting Agency (RA) with access to relevant stakeholders which fulfils the requirement. It will have the option to edit Cultural Troupe (CT) & Requesting Agency (RA) profiles, MIS reporting and detailed drill down of the data, Dashboard. The application will equipped to protect user data and will enable to save the valuable time of all users and most importantly the manual process carried out by Directorate Officials.

2. Objective:

The objective and benefits of the assignment is:

- Online Self Registration of CTs and RAs.
- Workflow based Event Request by RAs and Approval Process .
- Detailed and simplified manner Feedback submission by CTs and RAs for Payment process.
- Quick and Efficient Payment disbursement to the beneficiaries.
- Simple Process Flow and minimize Paper work.
- Better Transparency and Equal Equity for the all registered Cultural Troupes (CTs).
- Anytime Anywhere Service to all the stake holders.
- Information at a Click away (SMS, Email, MIS Reporting, dashboard).
- Cloud Hosting option to Pay As You Go and flexibility expansion Model for Application Hosting .

3. Scope of Work:

This software system will be an Online **Cultural Troupe Management System (CTMS)** for design and develop a simple and intuitive application which shall cater the profile details of the respective users along with their other functionalities like to edit-events, uploading performance photos and venue scheduling etc.

The system shall provide features to the user of Directorate of Culture, Dept. of Tourism, Art Culture, Sports & Youth affairs, Govt. of Jharkhand to be part of different types of activities like:-

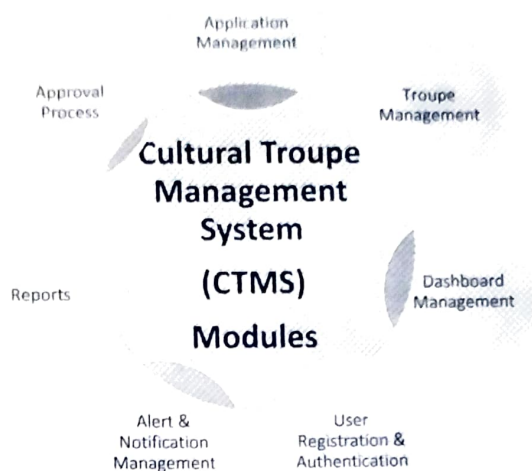
- Requirement Gathering and Elicitation, Study.
- Analysis and documentation of the requirement gathered.
- Design and Development of Cultural Troupe Management System (CTMS) **Web based application** for Department (ASO, SO, DCO, Asst. Director, Deputy Director, Director) users.
- User Management.
- Master Data Configuration and Setup.
- Requesting Agency and Troupe user Master & Profile .
- Troupes approval process management .
- Troupes Management & Allotment.
- Feedback Process Management.
- Payment Process Management.
- Dashboard Management.
- MIS Reports .
- Maintenance of system.
- Database - Design and Development.
- Alert & Notification to all stake holders
- Web-based application – Hosting.
- Application Testing.
- Application Training and Implementation.
- Project Development Timeline Management.

Proposed Application Functionality :

The overall functionality / features of the Cultural Troupe Management System (CTMS) is listed below:

- User Administration (with authorization & authentication).
- Online request by new user for login credentials.
- Login credential issued and managed by administrator user.
- Profile management of users.
- CTMS to provide each & every information of the event like program request submission, venue scheduling, providing details of respective registered cultural troupe.
- All transactions will be done online, so that every process will be maintained in centralized manner.
- Necessary notifications will be provide to all stakeholders.
- Protects & hides the user details from other external & internal users.
- Rotation of Troupes allocation as per allotment.
- Limitation in allocation of Troupes in a year for a Particular Requesting Agency.
- Automated process with mail conformation (includes registration, confirmation & deputation etc.)
- Uploading facilities for Program Photographs/ videographs.
- Approval process for user registration and maintenance
- Notification will be sent for approval to the respective users (Admin user, Requesting Agency, CulturalTroupe User & Department Users)
- Maintenance management of cultural troupe users with their reference documents.
- Reports by authorized users.
- Reports as types of user function.

Application Modules:



User Registration & Authentication

- The followings are the Users List,
 - Admin User
 - Requesting Agency
 - Cultural Troupe User
 - Directorate of Culture Official Users
- Design of User registration & authentication module will be robust to manage users, roles and Privileges in Cultural Troupe Management System (CTMS).
- **Administrator user** can create new user and roles and can assign privileges as per requirement.
 - Administrator user can revoke the roles and privileges from user as per requirement.
 - Administrator user can create and manage the login credential of Requesting Agency users and data entry users.
 - Registration will be done in CTMS for tracking life line details of other user and also assign role menu management.
 - Admin user will have the authority to approve the other user details.

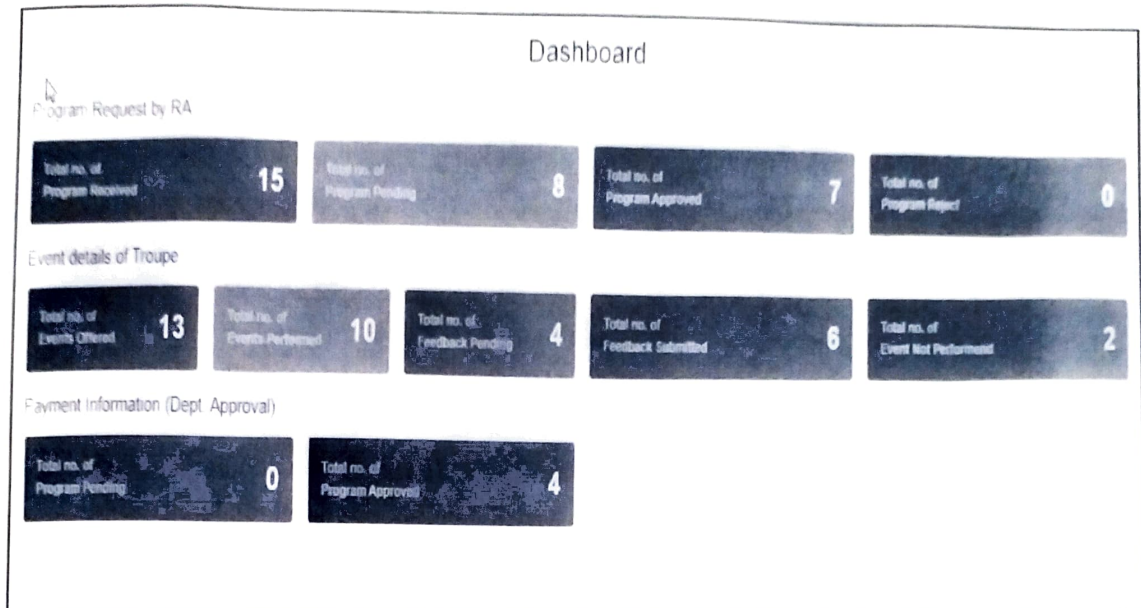
Dashboard Management:

- Cultural Troupe Management System (CTMS) will have provision to generate various reports based on the requirement.
- User Group wise dashboard will be managed.
- Authorized user can view & generate reports on the basis of troupe registered.

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Requesting Agency registered, Payment released to troupes, troupes performed and request for troupe deployment. So that accordingly respective user can take action against it.

- Various filter option will be present i.e. troupe wise, Requesting Agency wise and Date wise.



- **Requesting Agency /Cultural Troupe User** Self Registration.
- There are two types of User registration,
 - Requesting Agency registration
 - Cultural Troupe User registration

Troupe and Requesting Agency Management

- Through this module, Requesting Agency/troupe user will have to fill the registration form / empanelment form provided by the Directorate of Culture, Govt. of Jharkhand. It will be submitted by the intending cultural troupes.
- The respective troupe user will have to upload the various documents as per requirement/decided by the directorate.
- After verification & confirmation by the Directorate of Culture, Govt. of Jharkhand, respective troupe user will do the further process. They will have to upload their documents & images for the further confirmation.
- Department user will maintain the approval process for the respective troupe through this module.
- User to upload all reference and supporting documents in application with images of Requesting Agency /Cultural Troupe User.
- Registration of Requesting Agency & Cultural Troupe User, All registration details will be saved in application.

Requesting Agency Application Management

- Rotation of Troupes as per allotment will be done by the system automatically. So that limitation in allocation of respective troupes in a year for Particular Requesting Agency.

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- To the respective users, mail conformation done for all process (includes registration, conformation & deputation etc.).
- Makes easy for User (Requesting Agency / Cultural Troupe) to access any event as per the requirement by the system.
- CTMS will provide each & every information of the event like venue scheduling, providing details of respective registered cultural troupe user.
- All the stakeholders will be notified through this module.
- This module will maintain user identity throughout the process & hides the user details from many other external & internal users.

Approval Process

- Using this module Department user will be able to update respective troupes' payment details. Payment history will be managed throughout the system.
- Requesting Agency user will be notified for pending payment process (prior to last date).
- Payment details related reports can be generated by users.
- Directorate of Culture, Government of Jharkhand can track and generate payment audit log.

MIS Reports

- This module will have multiple filter options like,
 - From date to date.
 - Financial year.
 - Troupe name wise and as decided by the Directorate of Culture.
- Reports are like,
 - Troupe Wise
 - Month Wise
 - Financial Year Wise
 - Performance Report Wise and as decided by the Directorate of Culture.

Alert & Notification Management

- Alerts and Notifications will be managed properly in the system.
- Template will be designed for notification for different case.
- Notification can be sent through SMS and Email.
- Following are some cases when notification required:
 - Notification to administrator user when creating new users.
 - Notification to administrator user during registration of the user.
 - Notification to administrator user for approval for the registration.
 - Notification to AMC agreement vendors for maintenance.
 - Notification for troupe operation and transaction process.
 - and as decided by the Directorate of Culture.

Technologies

The development of Application will be developed by using the following technologies:-

- Front End Scripting Language: PHP
- Web Technologies: HTTP/AJAX/JavaScript/JQuery
- Database: MySQL V 9.x
- Database Server OS: Windows 7 /Windows 10 (Web Access)/ Linux
- Web Browser: Mozilla Firefox/Safari/Chrome/Netscape

Methodologies to be followed

The following methodologies shall be used to develop the web application "CTMS (Cultural Troupe Management System)" for "Directorate of Culture , Dept of Tourism, Art Culture, sports & Youth affairs, Govt. of Jharkhand".

- **Advanced Search Facility:** - This feature will allow the user to search the various report through the application.
- **Interactivity:** - The web-based application shall be so interactive that it contains the user details and shall make aware to the admin user and give a data about the log in and log out user details and all the activities of the users inside the system.
- **Copyright & Developed:** - The application shall state its copyright and by whom the application is developed.

Implementation Methodology and Approach

The Design, Development, and maintenance of application "CTMS (Cultural Troupe Management System)" for "Directorate of Culture , Dept of Tourism, Art Culture, sports & Youth affairs, Govt. of Jharkhand", will be taken up through following stages;

- a. Project Planning/Study.
- b. Requirement Gathering & Documentation.
- c. Prototype Designing.
- d. Designing & Development.
- e. Testing & Quality Checking.
- f. Hosting.
- g. Training to the Users.
- h. "Go Live" of the Application.

Project Planning / Study:-

This is the first phase of the project, in which the detailed project planning for implementation to be done in an effective manner. This phase will involve the following activities :-

- Creation of Project Plan & Schedule.
- Project Scope preparation with consulting to client.
- Defining phase wise activities.
- Defining Roles and Responsibilities for various activities to be carried during the project period.
- Strategies to be made for Monitoring and Control Mechanism.
- Activity wise start dates, duration, end dates.
- Activity wise resources required planning.
- Risk management and mitigation planning.

Requirement Gathering & Documentation:-

In this phase, Functional Analyst will visit the client site and study the existing activities to gather the information & analyze the system requirements to develop the proposed solution which will best fit to the client environment. This phase will cover the following activities :-

- Understanding the existing processes/procedures and recommendations.
- Preparation of Process Reengineering document if require.
- Understanding existing IT infrastructure.
- System functional requirements and interface requirements.
- High-level entity relationships and data flow to the appropriate level of details.
- High-level input, processing and output specifications.
- Understanding the user access requirements.
- Preparation of Requirement Study Document (RSD).
- Review and approval of RSD by client.

Submission of System Requirement Specification (SRS):-

Based on the gathered requirements and approved RSD, The System Requirement Specification (SRS) Document will be prepared & submitted to Director Culture, Directorate of Culture, Govt. of Jharkhand for their consent and approval. On approval of the SRS, the application design and development process will be commenced.

Designing and Development:-

After the approval of SRS document, the design and development of applications "Enhancement of Application" work will be started. This phase will include the following activities:-

- Solution Architecture.
- Database Design.
- System & User Interfaces.
- System Performance.
- Software Development for various modules.
- Unit Testing.
- Integration Testing.

Testing & Quality Checking:-

On completion of applications development, the application will be hosted in test server where the applications will be rigorously tested by the testing team. In this phase the testing team will do the Integration testing, Functional Testing, Retesting & Regression testing and the Development team will fix all the bugs reported by testing team to ensure the smooth running of the application. In this phase following activities will be performed by the testing team.

- Preparation of test plan / strategy document for various types of testing.
- Test effort estimation and Resource planning and determining roles and responsibilities.

Hosting:

After Cyber Security by CERT-IN empanelled vendor the application will be hosted on Govt. Server as desired by Directorate of Culture, Govt. of Jharkhand. The required infrastructure (Hardware & Software (O.S. & Database) will be provided by the Directorate of Culture, Govt. of Jharkhand.

Training to the Users -

- During this period, dedicated resources will engage to provide training to concern office users.
- Training to the user at head office for 15 days.
 - User Manual (User manuals covering the detail operational procedures).

Go-Live of the Application :-

After a successful trial run of the application and on receipt of UAT from the client, the system will be deployed for the live running at Directorate of Culture Govt. of Jharkhand. During the Live running of the applications whatever the maintenance support required that can be provided by the vendor but within the specified maintenance contract period.

Security Audit and Compliances :-

The application will be hosted initially in Cloud Server and then it would go for 3rd party cyber security auditing & certification by the CERT-IN empaneled Vendor. However, the cyber security auditing shall be done by the implementing agency through CERT-IN agency. The cyber security audit compliance shall be done by the implement agency. After receiving safe-to-host certificate, the application shall be hosted in any Govt. Server.

SMS Gateway

SMS gateway will be used to send notifications like action pending or OTP to the users. For this the system will integrate with a third-party SMS gateway system. For SMS gateway system the message templates will be pre- defined. The system will populate the variables (like OTP, alert messages etc.) in message template to construct the message and send the constructed message to the SMS gateway system along with the recipient mobile number.

Deliverables:

The following deliverables shall be provided after UAT / Go-Live of the project:

- Software Requirement Specification Document (SRS).
- Source Code of the Proposed System.
- Database.
- User Manual.

Change Request

Any requirement beyond the scope mentioned in the Proposal will be treated as Change Request and the process to address the change request is as follows:

- Identification and documentation of change request requirement– The details of scope of change will be analyzed and documented.
- Effort Estimate – Directorate of Culture Govt. of Jharkhand will ask the implementing agency to submit the effort estimate.
- Finalization of the change request – Committee constituted by Directorate of Culture, Govt. of Jharkhand and the implementing agency.
- Implementation of the change Request– The change will be implemented in accordance to the approval of Directorate of Culture, Govt. of Jharkhand.

Warranty

12 months warranty will be provided from the date of Go-Live of the Project. Scope of work during Warranty phase:-

- Database cleansing & data rearrangement.
- Data Synchronization & Fixing of broken links.
- Defect analysis & troubleshoot.
- Service Patches.
- Required Training for Directorate of Culture Officers/Staffs.

Hand Holding Support - Optional

The selected agency will engage 01(one) no. of technical resource person at the Directorate of Culture, Govt. of Jharkhand for a period of one year for necessary support & co-ordination for smooth functioning of the work.

Annual Maintenance Contract (AMC) - Optional

Support and maintenance will be provided for a period of 01 (One) year from the date of expiry of warranty period of one year. Scope of work during AMC phase:

- Database cleansing & data rearrangement.
- Data Synchronization & Fixing of broken links.
- Defect analysis & troubleshoot.
- Service Patches.
- Required Training for Directorate of Culture Officers/Staffs.

Implementing Agency Responsibilities

- Development of Enhance of Application (design/development).
- Application monitoring & review.
- Testing & Bug fixing.
- Hosting of the application.
- Imparting Training.
- Server Setup and Configuration.
- Security Audit Compliance Certification.

Directorate of Culture, Govt. of Jharkhand Responsibilities:

- Directorate of Culture, Govt. of Jharkhand shall assign a Nodal Officer who will be a single point of contact from the beginning of the project till successful implementation.
- The assigned Nodal Officer may interact regularly with the development team for smooth development & implementation of the Application.
- Directorate of Culture, Govt. of Jharkhand shall provide all relevant documents and information during the system study and analysis.
- Directorate of Culture Govt. of Jharkhand shall conduct User Acceptance Test (UAT) of the application and provide UAT & Go-Live certificate within two weeks of UAT phase initiation.
- If application hosting is done in Jharkhand Govt. Data Center - Directorate of Culture will help arrange to provide source code & database for enhancement of the application.

4. Payment Milestone for the implementing Agency :

Sl.	Deliverable	Payment Terms
a)	Design, Development, SRS, User Acceptance & go-live of Cultural Troupe Management System	30% after completion of SRS Software Requirement Specification Document (SRS). 50% after base* application Development, UAT completion 20% after hosting & go-live of the base* application
b)	Domain Registration & SSL	100% after SSL integration of the Application
c)	SMS and Email for one year	100% after successfully integration with the Application
d)	Cyber Security Audit of the Application (Web & Mobile)	100% cost of the security audit after receiving safe to host certificate.
e)	Change Request Management Optional	100% cost of the Change Request.
f)	AMC of the Application - Optional	Quarterly payment after completion of each quarter.
g)	Cloud Server cost for a period of one year - Optional	Quarterly payment after completion of each quarter.
i)	Operational Hand Holding Support for one year – Optional	Quarterly payment after completion of each quarter.

Note: Base* is referred as the functionality and features agreed in the approved Work Order scope. Additional features and rework due to change in requirement can be considered as Change Request with mutual acceptance between Directorate office and the Agency.

Payment Terms & Conditions:

- Taxes will be applicable as per actual at the time of billing.

5. General Terms & Conditions :

- The domain name registration formality has to be initiated by the Directorate Office for hiring new domain if required with the help of implementing agency.
- The Cyber security audit will be done after hosting of the application. The cyber security audit will be done by the CERT-IN-CERTIFIED vendor after hosting through the implementing agency.
- After having CERT-IN audit, the application will be hosted in any Govt. server as desired by Directorate Office.
- The Directorate Office will arrange approval of the concerned State Data Center approval for application hosting.
- The Support Services marked as Optional will be provided after Directorate Office gives written approval to the agency.

6. Definitions, Acronyms and Abbreviations

Acronym	Description
API	Application Programming Interface
Audit Trail/Log	History which includes access log, various operations performed over time and users (who performed), when (date & time stamp) details
Caching	Caching of content is essential to reduce the database load and faster page loading
OTP	One Time Password
HTTPS	Hypertext Transfer Protocol Secure
Repository	Keeps all documents information in a central space
REST	Representational State Transfer. It relies on a stateless, client-server, cacheable communications protocol.
RFP	Request for Proposal
SSL	Secure Sockets Layer
STQC	Standardization Testing & Quality Certification
MVC	Model View Controller
UAT	User Acceptance Testing
UI	User Interface
SRS	Software Requirement Specification
UX	User Experience
Validation	It ensures the content to be validated as per the defined guideline to maintain a content
DCO	District Cultural Officer
ASO	Assistant Section Officer
SO	Section Officer
Asst. Director	Assistant Director
Dy-Director	Deputy Director
Director	Director Culture

7. Eligibility Criteria:

1. Legal Entity	The firm/organization must be a company registered in India under Indian Companies Act 1956/2013 and must have GST registration PAN Number & up-to-date Income Tax Return, as on 31st March, 2022.	<ul style="list-style-type: none"> a. Valid copy of certificate of incorporation and registration certificates. b. Copy of GST registration. c. Copies of relevant Certificates of registration Income Tax / PAN Number from the respective Government Department.
2. Turnover	The average annual turnover of the bidder firm/organization during the last 3 financial years i.e. 2019-20, 2020-21, 2021-22 should not be less than 05 (Five) Crores from IT/ITES/Cyber Related activities.	<ul style="list-style-type: none"> - Audited Balance Sheets/ CA Certificate as per the GSTR3B. - Audited Balance Sheets/CA Certificate.
3. Net Worth	The firm/organization must be positive net worth in last three financial years i.e. 2019-20, 2020-21, 2021-22.	- Certificate from CA.
4. Technical Capability- I (A)	The firm/organization should be in the business in ICT Services field for minimum 05(Five) years having minimum 25(Twenty Five) full time tech resources on his pay roll.	- Copies of the relevant documents.
(B) Technical Capability-II	The firm/organization must have expertise in development & implementation of Web based e-governance projects in India.	Copies of the relevant documents.
(C) Technical Capability - III	The firm/organization must have experience Operation & Maintenance of web based ICT in state/central government departments/PSU sector in India.	Copies of the relevant documents.
5. Quality Certification	The firm/organization must have valid Certificates for ISO 9001-2015, ISO 20001 and ISO 27001.	Copies of the valid certificates.
6. Blacklisting	The firm/organization should not be under a declaration of Ineligibility for corrupt and fraudulent practices issued by any Government or PSU in India.	Self Declaration duly Notarized.
7. RFP fee	The firm /organization shall submit a Demand Draft of INR 5,000/- (Five thousand only) towards RFP document fee (Non Refundable).	Bidders shall submit, along with their Bids, EMD of INR 5,000/- (Five Thousand only), in the form of a Demand Draft issued in favor of

			<p>"Jharkhand Kala Mandir" payable at Ranchi from any nationalized bank / scheduled bank and should be valid for 3 month from the date of submission of bid / Issue of RFP Document.</p>
8.	EMD	<p>The firm /organization shall submit a Demand Draft of INR 50,000/- (Fifty thousand Only) towards EMD.</p>	<p>Bidders shall submit, along with their Bids, EMD of INR 50,000/- (Fifty Thousand only), in the form of a Demand Draft issued in favor of "Jharkhand Kala Mandir" payable at Ranchi from any nationalized bank/scheduled bank and should be valid for 3 month from the date of submission of bid/Issue of RFP Document.</p> <p>EMD of all unsuccessful bidders would be returned after finalization of the Bidding process. EMD amount is interest free.</p> <p>The EMD, for the amount mentioned above, of successful Bidder would be returned upon submission of contract Performance Guarantee.</p> <p>The EMD may be forfeited:</p> <ol style="list-style-type: none"> If a Bidder withdraws its bid during the period of validity. In case of a successful bidder, if the bidder fails to sign the Contract in accordance with this RFP. In case the bidder submits any wrong or fraudulent details as part of the bidding process willfully.

7.1 Contract Performance Guarantee

7.1.1 The successful Bidder shall furnish Contract Performance Guarantee to The Director Culture, Directorate of Culture, Jharkhand, Ranchi which shall be equal to 5% of Total Fee or as decided by The Director Culture, Directorate of Culture, Jharkhand, Ranchi and shall be in the form of a Demand Draft / Bank Guarantee issued in favor of "Jharkhand Kala Mandir" payable at Ranchi from any nationalized bank /scheduled bank and should be valid for 3 months from the date of acceptance of the Work Order.

7.1.2 The performance guarantee will be discharged by The Director Culture, Directorate of Culture, Jharkhand, Ranchi and returned to the successful Bidder after successful completion of Project, including any warranty obligations under the Project.

8. Evaluation Criteria / Process :

Technical Evaluation Marks (Total Marks = 100)			
Sl. No.	Description of the Parameters	Max Score	Supporting Document
1.	The average annual turnover of the bidder firm/organization during the last 3 financial years i.e. 2019-20, 2020-21, 2021-22 should not be less than 05 (Five) Crores from IT/ITES/Cyber Related activities. UP to \geq ₹5 Cr = 05 Marks $>$ ₹5 Cr to $<$ ₹10 Cr = 10 Marks \geq ₹10 Cr = 15 Marks	15	Proof of Supporting Documents
2.	Bidder's Quality Certification: - - ISO 9001-2015 = 05 Marks - ISO 20001 = 05 Marks - ISO 27001 = 05 Marks	15	Proof of Supporting Documents.
3.	Web Based Project experience in Development & Implementation of e-governance projects in India State/Central departments in last 5 year i.e. 2017-18 2018-19, 2019-20, 2020-21 & 2021-22. • Project of 5 to 10 Lacs : (2 Marks for each project) Or • Project of 10 to 20 Lacs: (3 Marks for each project) Or • Project of More than 20 Lacs : (5 Marks for each project)	15	Work Completion Certificate Order
4.	Experience of Operation & Maintenance of web based ICT in state/central government departments/PSU sector in India in last 5 year i.e. 2017-18 2018-19, 2019-20, 2020-21 & 2021-22. • Project of 5 to 10 Lacs : (2 Marks for each project) Or • Project of 10 to 20 Lacs: (3 Marks for each project) Or • Project of More than 20 Lacs : (5 Marks for each project)	15	Work Order Completion Certificate
5.	The Bidder should have minimum 25(Twenty Five) full time technical resource manpower on his pay roll. UP to \geq 25 nos. of Technical resource manpower = 05 Marks $>$ 25 nos. of Technical resource manpower to $<$ 50 nos. of Technical resource manpower = 07 Marks \geq 50 nos. of Technical resource manpower = 10 Marks	10	Current PF Challan and other supporting documents should to be furnished.
6.	Understanding of the requirements of the RFP as per ToR , Approach and Methodology to execute the work in this assignment, Proposed Solutions & Work Plan Approach.	30	Presentation & Plan Document .

8.1 BID EVALUATION

8.1.1 Evaluation of the Bids will be based on Quality & Cost Based Selection (QCBS) Process which will be based on -

- Weightage assigned to technical proposal = 80%
- Weightage assigned to financial proposal = 20%

8.1.2 Preliminary Scrutiny

- Assessment of the eligibility criteria will be done to determine whether the proposal submitted conforms to all mandatory criteria specified to merit further evaluation.
- Bids not conforming to such preliminary requirements will be rejected.

8.1.3 Evaluation of Technical Bid

- All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified.
- The bidder with highest technical bid (H1) will be awarded 100% score.
- Technical Scores for other than H1 bidders will be evaluated using the following formula:
Technical Score of a Bidder =

$$\{(\text{Technical Bid score of the Bidder} / \text{Technical Bid Score of H1}) \times 100\}\%$$

(Adjusted to two decimal places)

- The Financial bid of only the technically qualified bidders will be opened for further processing.

8.1.4 Evaluation of Financial Bid

- The bidder with lowest financial bid (L1) will be awarded 100% score.
- Financial Scores for other than L1 bidders will be evaluated using the following formula:
Financial Score of a Bidder = $\{(\text{Financial Bid of L1} / \text{Financial Bid of the Bidder}) \times 100\}\%$
(Adjusted to two decimal places)
- Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- The bid price will exclude of all taxes and levies and shall be in Indian Rupees.
- Errors & Rectification :
 - i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the tendering authority there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
 - ii. If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.

8.1.5 Combined Evaluation of Technical & Financial Bids

- The technical and financial scores secured by bidder will be added using Weightage of 80% (T) and 20% (F) respectively to compute a Composite Bid Score.
- The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- In the event of the bid, composite bid scores are "tied", the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

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

Bidder	Technical Score	Financial Score	Weighted Technical Score (80% of B)	Weighted Financial Score (20% of C)	Composite Score (F = D + E)
A	B	C	D	E	F

9. Format for Price Bid (in the letter head of the Bidder Agency)

Sub : Financial bid of the REQUEST FOR PROPOSAL (RFP) Regarding Selection of implementing agency for Designing, Development, Implementation and Maintenance of Cultural Troupe Management System for Directorate of Culture, Dept. of Tourism, Art Culture, Sports & Youth Affairs, Govt. of Jharkhand .

RFP Ref No.: _____,

Dated: ____/____/____

Dear Madam/Sir,

We, the undersigned, offer to provide above service in accordance with your tender. Our Financial proposal for project is given as below;

A. Development of Application System.

Sl.	Description	UM	Qty	Rate	Amount
1	Development & Implementation of Cultural Troupe Management System (web application)	Lump sum	1		
2	Domain name Registration and SSL Certificate for one year with integration	Year	1		
3	SMS and Email for one year (50K SMS max)	Year	1		
Sub-Total (before tax)					
GST@18% as applicable					
Total (After tax)					

(Rupees..... only)

B. Security Audit

Sl.	Description	UM	Qty	Rate	Amount
1	Security Audit of Cultural Troupe Management System by CERT-In Vendor	No	1		
Sub-Total (before tax)					
GST@18% as applicable					
Total (After tax)					

(Rupees.....only)

C. Application Hosting in Cloud: OPTIONAL

Sl.	Description	UM	Qty	Rate	Amount
1	Cloud Server cost for a period of one year. Specification: 4 vCPUs(s), 8 GB RAM, Linux, Temporary Storage 16 GB	No	1		
Sub-Total (before tax)					
GST@18% as applicable					
Total (After tax)					

(Rupees.....only)

D. Handholding Support & AMC: *OPTIONAL*

Sl.	Description	UM	Qty	Rate	Amount
1	Operational Hand Holding Support for one year (by deploying one technical resource).	Month	12		
2	AMC Cost (day to day Operational and Maintenance) of Cultural Troupe Management System, after completion of one year warranty.	Year	1		
Sub-Total (before tax)					
GST@18% as applicable					
Total (After tax)					

(Rupees..... only)

E. Change Request Management - *OPTIONAL*

Sl.	Description	UM	Qty	Rate	Amount
1	Change Request Management for above applications (for additional Reports generation features & future provision for integration with other applications etc per resource per month.	Month	1		
Sub-Total (before tax)					
GST@18%					
Total (After tax)					

(Rupees..... only)

Note:

- All the above cost shall be considered at the time of evaluation of financial bid.
- Any change in rate / type of tax or additional tax will be applicable as prevailed during the time of billing.
- All the columns for price must be filled up even if the amount is zero (0.00) for any item.
- The above Sl. No. C, D & E are **optional items** and may be useful as per requirement of the Directorate for implementing the project. .

We undertake in competing for and, if the award is made to us, in executing the above services, we will strongly observe the laws against fraud and corruption to force in India namely Prevention of Corruption Act 1988. We understand that Directorate of Culture, Govt. of Jharkhand are not bound to accept any proposal received.

Yours faithfully,
(Authorized
Signatory)

Date:

Name:

Designation:

10 Issuance of LOA / Work Order

- 10.1.1 After selection, Letter of Award (LOA) / Work Order will be issued to the selected agency at the earliest.
- 10.1.2 In case the selected agency does not acknowledge the receipt of LOA / Work Order within 7 (Seven) days, the issued LOA / Work Order stands cancelled and the Bid Evaluation Committee will have all rights to select another bidder who has scored second highest overall score and issue them the LOA / Work Order.

11. Timeline for Deliverables:

A Requirement System Study.....	T+2 weeks
B Approval of SRS.....	T+3 weeks
C Application design & Development.....	T+8 weeks
D Testing.....	T+9 weeks
E UAT & Training.....	T+11 weeks
F Go-Live.....	T+12 weeks
G Warranty.....	1 Year after CTMS hosted on Live Server
H AMC.....	Optional

(T is the date of acceptance of work order / LOA)

Technical Proposal Submission Form
(in the letter head of the Bidder Agency)

[Location, Date]

To:

Dear Sir/Madam:

We, the undersigned, offer to provide the items/ services for [Insert title of assignment (NTT No.)] in accordance with your Tender [Insert Date] and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal and a Financial Proposal.

We are submitting our Proposal in individual capacity without entering in association with/as a Joint Venture. We hereby declare that all the information and statements made in this Proposal are true, valid for 180 days from date of Opening and accept that any misinterpretation contained in it may lead to our disqualification.

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in the Data Sheet, we undertake to negotiate on the basis of the proposed personnel. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the works related to the assignment not later than the date indicated in the Data Sheet. We also confirm that upon selection we will appoint a dedicated SPOC (Single Point of Contact) in addition to other manpower requirements to smoothly implement the assignment and complete it on time.

A power of Attorney (in non-judicial stamp paper) is also attached herewith to prove authorization to Mr/Ms..... to represent for submission of Bids and allied communications /transactions pertaining to this tender and subsequent processes.

Further, we hereby declare that, {Name of Bidder} or any of our subsidiaries is/are not barred/blacklisted by Central State Govt./Financial institutes till the date of Proposal submission time.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature (In full and initials) :

Name and Title of Signatory:

Name & Seal of Firm:

Address :

Seal & Signature