



**Design, Development, Testing and Hosting of Hunar Haat Website, MIS Portal
along with E- Hunar Haat**

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Last Date of Submission of Bid 22nd September, 2020 up to 1700Hrs



Maulana Azad Education Foundation

Chelmsford Road, New Delhi – 110055
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E-mail: secy-maef@nic.in, website: <http://www.maef.nic.in>

Bid Summary

Name of Bid Publishing Organization	Maulana Azad Education Foundation
Address & Contact Number	Maulana Azad Bhawan, Chelmsford Road, Opposite New Delhi Railway Station, Paharganj side, New Delhi-110055. Phone:-011-23583788/23583789. Email id – secy-maef@nic.in Website – www.maef.nic.in
Name of Work	Development of Hunar Haat Website/MIS Portal along with E-Hunar Haat Portal for organizing Hunar Haat under USTTAD Scheme of Ministry of Minority Affairs, Government of India.
Bid Processing Fee	Rs.2,500/- in form of Demand Draft (Non Refundable)
Mode of Payment of Bid Processing Fees	Non-Refundable DD in favour of “Maulana Azad Education Foundation” payable at New Delhi.
Earnest Money Deposit (EMD)	₹50,000/- (Rupees Fifty Thousand only)
Mode of payment of EMD	By DD or Bank Guarantee in favour of “Maulana Azad Education Foundation” from any Nationalized Bank. Bank Guarantee should be valid for a period of 365 days from the date of opening of Bid.
Estimated Cost of the Work	₹24.50 Lakh
Bid Dates	09.09.2020
Bid Document Download Start Date	09.09.2020
Bid Document Download End Date	22.09.2020
Last Date & Time for Submission of Technical Bid & Financial Bid.	22.09.2020 at 1700 Hours
Date of Opening of Bids	23.09.202 at 1230 Hours
Bid validity period	90 days from opening of Financial Bid
Bid Addressed to:	Secretary – MAEF, Maulana Azad Campus, Chelmsford Road, New Delhi – 110055. Ph. 011-23583788/23583789. Email id – secy-maef@nic.in
Bid Component	1. Technical Bid 2. Financial Bid 3. Bid Processing fees & Earnest Money Deposit
Remarks	The Bid documents will be submitted properly in sealed envelopes separately.

1. Background

India is globally known for its traditions and culture, and its Minority Communities are renowned for their traditional skills, arts & crafts. However, due to forces of competitive market and globalization, and also due to deteriorating socio-economic conditions of master craftsmen and artisan, these skills are not being consumed by the young generation.

Ministry of Minority Affairs (MoMA) is of firm conviction that these arts & crafts need to be preserved, especially the traditional skills, arts & crafts that are rooted in Minority Communities.

“Upgrading the Skills and Training in Traditional Arts/ Craft for Development” (USTTAD) Scheme was launched by the Ministry with the aim to preserve this heritage of traditional arts & crafts of Minority Communities, build capacity of traditional crafts persons & artisans, and establish linkages with the global market. There was also a need to facilitate the showcasing of these arts & crafts, and expertise such as culinary skills, through regular exhibitions. These exhibitions with the name of “Hunar Haat” are held regularly in different part of India throughout the year and found to be highly successful. Hunar Haat has been able to establish itself as an iconic brand among the general public and connoisseurs of handicrafts and cuisines equally. Hunar Haat is also providing the platform for business opportunities to these traditional crafts persons & artisans of Minority Communities, which is the central objective of this scheme.

To further expand the Hunar Haat, MoMA intends to develop E-Hunar Haat Portal in open source technologies. The solution would enable reaching out to maximum number of people through digital means for showcasing the products of sellers, taking orders, processing payments, fulfilling orders, getting feedbacks, etc. in a transparent and responsive mechanism via emails, SMSs, Help Desk Calls, etc. with tracking of every vital event at each level in the work flows.

2. Assignment Objective

The primary objective of this assignment is design, development, roll-out, maintenance and technical support for Website/MIS Portal along with E-Marketing Portal including associated web apps/interfaces, end-to-end workflows, and functional modules in Open Source Technologies. Additionally, an Operational Support Unit also needs to be established to run Operations & Helpdesk on yearly basis.

A Technical Service Agency (hereby referred as vendor/agency) is needed for the development and maintenance of this system, and establishment of the Operational Support Unit.

3. Submission of Bid:

Bidder has to submit hard bound document duly numbered. Loose documents shall be cut rightly rejected. The Tender should be submitted in the following manner:-

The **First Envelope** should contain the Bid Processing Fee of **Rs.2,500/-** (Non Refundable) & EMD of **Rs.50,000/- (Rupees Fifty Thousand only)** in form of Demand Draft drawn in favour of “**Maulana Azad Education Foundation**” payable at New Delhi or Bank Guarantee with validity of 180 days from the date of opening of bid.

The **Second Envelope** should contain the **Financial Bid only**. Services offered should be strictly as per specification mentioned in this Tender Document.

The first and second envelopes should be enclosed in a larger envelope duly sealed. All pages of the offer must be signed, sealed and numbered. The bids complete in all respect must be submitted through Speed Post/Courier and also by hand in the office of MAEF.

Tenders will be opened on **23.09.2020 at 12:30PM** at Maulana Azad Campus, Chelmsford Road, New Delhi, the representative(s) of the bidders are invited to attend the bid opening meeting.

Each bidder shall have to make a Presentation on Website/MIS Portal along with E-Marketing Portal including associated web apps/interfaces, end-to-end workflows, and functional modules as per scope of work before the Tender Evaluation Committee (TEC) on **23.09.2020 at 2:30PM** Maulana Azad Campus, Chelmsford Road, New Delhi however, the final date and time for presentation will be intimated by MAEF separately, if any change is there.

The Financial Bids will be opened on **23.09.2020 at 5:00PM**. Representative(s) of bidders are also invited to attend the Financial Bid opening meeting in MAEF office.

4. Scope of Work

The components for the Scope of Work (SoW) for the Vendor would be as follows:

- a. Development of Hunar Haat Website/MIS Portal along with E-Hunar Haat Portal.
- b. Maintenance and technical support of Hunar Haat software solution.
- c. Establishment of the Operational Support Unit.

The activities to be undertaken by the Vendor would be as described in the following sections.

4.1 Development of E-Hunar Haat Portal

The development of solution would be done using agile methodologies, with focus being on early release of the functionalities.

4.1.1 Core Functionalities and Salient Features of the Envisaged Solution

The Hunar Haat Website/MIS Portal along with E-Hunar Haat Portal would provide services & functionalities through responsive web interfaces to support the activities of the various types of users, including, but not limited to, sellers, buyers, exhibitors, MoMA, USTTAD Division, and scheme implementers.

Following functionalities and features are envisaged to be supported by the solution:

1. Core functionalities to be provided by the solution would include, but not be limited to, the following:
 - a. Buyers facing functionalities for searching and ordering the products available. This shall include functionalities to register, search, order, pay, change/cancel order, return order. These would also include functionalities to enable customer self-service for checking order status, checking for refund, maintaining buyer profiles etc.
 - b. Seller facing functionalities to allow them to carry out activities related to selling of products and fulfilment of orders. This shall include registration of Sellers and their supporting staff, setting up of seller profiles, registration of products by Sellers including their description, price, discount, quantity, uploading of product photos, checking orders, fulfilling orders, managing inventory, generating invoices, book-keeping etc.
 - c. Exhibitor facing functionalities to allow them to carry out activities related to exhibition of products. This shall include registration of Exhibitors and their supporting staff, setting up of Exhibitor profiles, registration of products by including their description, price, discount, quantity, uploading of product photos (if not already registered previously from being a registered Seller). The solution should also allow for request for participation and space requirements for the forthcoming Hunar Haat Exhibitions.

- d. Operations & Helpdesk facing functionalities to allow those involved in providing operational support and helpdesk to carry out the required activities for supporting the users of the E-Hunar Haat Portal.
 - e. Capturing feedback of visitors of a current Hunar Haat exhibition.
5. Solution should allow for automation of various workflows on an end-to-end basis.
6. The solution should have to be designed and developed to seamlessly integrate with third-party systems such as payment gateways, courier and packaging companies, insurance companies, social media, systems and databases of other Ministries/Departments and other third-party systems.
7. Solution Should be responsive and to work perfectly on all devices (Desktop, Laptop, Smartphones, Tablets) and popular Operating Systems (eg:- Windows, Linux, Android, iOS, Smartphone etc.).
8. Website should comply with MHRD and GOI Guidelines (WCAG/GIGW etc) and Quality Certification (STQC)
9. Website should follow W3C Guidelines.
10. Dynamic Photo and Video Gallery.
11. Daily backup facility (In addition to cloud based backup by Service Provider, there should be facility for user friendly backup feature where the MAEF/MANAS/MOMA authorized person can take backup/restore from a local machine).
12. Solution should facilitate dashboarding, reporting and analytics to manage day-to-day operations as well as strategic decision making on real-time basis through secured, password protected and independent GUI.
13. The design of all interfaces should be responsive and should support contemporary devices including mobiles/ tablets. Additionally, specific mobile apps should be developed to deliver key functionalities (for example wizards for cataloguing, photo and content uploading) to various types of users through mobile devices.
14. The solution should maintain an audit trail of the transactions being undertaken. This should capture every activity of every user on the system in terms of what was done, who did it, from where was it done, when was it done and which device was used, for audit purposes.
15. The application should be robust and scalable to cater to country-wide target user base, and future increase in transaction and user loads.
16. Domain would be registered & owned by the MAEF /Ministry with secured Hosting at cloud. The charges for email, SMS, payment gateways, etc. would be borne by the MAEF as per usage.
17. The detailed requirements would be uncovered and finalized in discussion with MAEF/ MoMA /MANAS and other stakeholders.

18. Key Activities for Development

Key activities to be undertaken for development of the Solution would include the following:

1. Inception report and requirements assessment

The Vendor would undertake identification of information and other requirements for all activities under the various project elements in consultation with MAEF/MANAS/Ministry.

2. System Architecture and SRS Document

The Vendor would define system architecture and the corresponding cloud infrastructure and software requirements. The architecture would include detailed project implementation and solution design. On the basis of the system architecture and design, a comprehensive Software Requirement Specifications (SRS) would be prepared.

The SRS would incorporate deployment plan, support plan, training plan, test management plan and other details required. For supporting the business operations of the enterprises, the Vendor may suggest using existing standardized product solutions and integration with the solution, if required. The SRS should also include a detailed plan for how the system will integrate with the various third-party systems such as SMS Gateway, Payment Gateway, Courier Company Gateways, etc.

3. Development

The Vendor would undertake development of application software in close coordination with MAEF/MANAS/MoMA and other stakeholders. The first step in this would be to clearly develop and finalize the proposed flow steps with the various stakeholders. The software application would be tested, trial-run, pilot tested and installed in a phased manner in tune with the provisioning of cloud at different levels and the stages of implementation. The Vendor should also report the test case reports from the developers. The development phase should also include security audit to ensure that security vulnerabilities are identified and resolved.

4. User Acceptance Testing

User Acceptance Testing (UAT) will be primarily carried out by MAEF/MANAS. However, for roles of various stakeholders of buyers, sellers, exhibitors etc., they should preferably be checked by the concerned entities. Hence it is proposed that there should be a two level UAT; one by MAEF/MANAS team and the other by other different stakeholders after beta launch, since it may not be possible to test/check roles of all types of stakeholders before launch with dummy data. Hence Final UAT report may be a combination of these two reports and would be provided say a month after the software is beta launched. There will be a dry run for about one month to identify bugs by different stakeholders.

5. Training

The Vendor would also develop a detailed operations manual and train key person in installation and management of software. The Vendor would develop user manuals and provide training of key personnel in the use of application software at various levels. Software installation and management activity is to be carried out by the vendor/development team.

6. Hosting & Maintenance

The solution, including the database will be hosted in secure cloud infrastructure and the Vendor is required to coordinate with MAEF for infrastructural support like hosting, cloud, domain management and security issues. The platform should have data integration and portability such that it can be linked with other Government Ministries/Departments and external partners in a secure manner; and any integration development related to various modules will be done regularly or before handover to the Ministry.

After the implementation, the Vendor shall provide handholding and maintenance support for the period of the contract.

MAEF/MANAS/MoMA with shall procure VMs on secure cloud for solution testing/hosting/DR (Staging and Production environment). Selected Vendor will be responsible for VPN configuration, Anti-Virus installation, backup tool installation, ports opening, domain name configuration, Public IP mapping, SAN Storage Configuration, Load Balancer configuration, Server Security updates, SSL implementation, SMTP and SMS server Integration and setting up DR at other Data Centers. MAEF/MANAS/ MoMA will extend full support for all these activities.

7. Reporting, Dashboarding and Analytics

The Vendor would also design templates of analysis reports and develop dashboards for business operations, resource planning, decision support and facilitate generation of reports at different levels. Apart from the standard and query-based reports, an interface for generation of ad hoc reports would also be provided by the Vendor. MAEF/MANAS/ MoMA will provide the formats for reporting.

8. Handover

The Vendor would be responsible for effective handing over of relevant materials (source code and other relevant articles) to MAEF/MANAS/MoMA. The Vendor would also define change management procedures associated with the enhancement or modifications of system components that have been developed.

19. Other Key Requirements & Guidelines for Development

Technology Stack

The development of Hunar Haat Solution would be done using open source technologies only, with an objective that application development teams can focus on application level business logic, without unnecessary ties to specific deployment environments. Selected Vendor will finalize technology stack and architecture proposed by them in consultation with MoMA/MAEF/MANAS, considering ease of operation, development and TCO.

It is suggested that the development & maintenance work be carried out in an onsite/offsite model. However, the Vendor must ensure presence of a minimum of two resources at MoMA/MAEF/MANAS premises considering the need for continuous development inputs by the Ministry officials for Agile Development Methodology and ease of monitoring MoMA/MAEF/MANAS. VPN connectivity for the development and test environments will be provided to carry out offshore development (if required) post implementation also.

Inclusions:

- **Browser Support:** The application should be developed to support latest version of browsers like Firefox, Google Chrome and Internet Explorer, Safari etc.
- **Responsive Design:** The design of all interfaces should be responsive and should support contemporary devices including mobiles/ tablets.
- **Technology:** Open source technology should be used for application development
- **Scalability:** The application should be scalable to cater to future increase in transaction and user loads.
- **Security:** The application should be compliant with OWASP Top-10 security guidelines

- Audit trail: The application should maintain an audit trail of the transactions being undertaken.
- Load Testing: The application should be load tested for at least 1000 concurrent users and the results be presented to Ministry before UAT.

User Interface

Following features and relevant UI/UX requirements should be considered during design and development of Hunar Haat Solution:

- Communicates information quickly
- Displays information clearly and efficiently using progressive disclosure techniques and animation.
- The design provides a coherent overview that includes sparse, clear initial data with additional opportunities to drill down for more.
- All user forms should be web enabled and based on best UI/UX practices and should conform standards laid by NIC for Government Applications.
- Access to content and pages will be based on user privileges
- The application should be multilingual and compliant to GIGW guidelines, especially for the users with special needs. Content translation in multiple languages, would be helped by MoMA/MAEF/MANAS.
- Elements in dashboards (chart, table, form) are displayed in a minimized view with the ability to bring up more details in a modal window or go to a page with more detail.

20. Other Technical Requirements

Following are other key technical requirements that should be considered during design and development of the Solution:

- The architecture of the solution should be based on the principles of service orientation and use of web-services / Rest APIs to allow for interoperability and integration with various partners/service providers that would form part of the ecosystem.
- The architecture of the solution should incorporate use of microservices to allow for scalability
- The system architecture and software should be designed to cater to the business continuity and disaster recovery requirements.

There should be a separate storage area for storing document/images. It should not be stored in the database server. These should preferably be stored in SAN or a file server.

21. Maintenance and Technical Support of E-Hunar Haat Portal

After the development phase of the assignment is over, the Vendor will provide maintenance and technical support for the entire duration of the project. Following would be some of the key tasks:

- Providing support as Website Content Manager and Technical Manager to MoMA/MAEF/MANAS and its other stakeholders in the knowledge areas such as Website

Technology, Website Testing, Usability, e-accessibility, Performance, Security and Guidelines for Indian Govt. websites and Content Management System.

- Website Quality Manual for SQTC (Standardization Testing and Quality) Certification and GIGW (Guidelines for Indian Govt. websites) Compliance.
- Undertaking enhancements as required and performing UAT (User Acceptance Testing) for each enhancement, if any.
- Monitoring solutions performance
- Tracking solution Uptime/Downtime
- Support for hosting in secure data center and system and database administration for the entire duration of the project.
- Administration of user accounts & other accounts creation and support
- Any other task related to technical support and co-ordination

22. Establishment of the Operational Support Unit

Vendor would setup an Operational Support Unit that will provide operational support and helpdesk to the various users of the E-Hunar Haat Portal. The unit would work with MoMA/MAEF/MANAS and E-Hunar Haat Portal teams and be responsible to:

1. Assist the users of the E-Hunar Haat Portal in performing the various activities using the solution interfaces / apps
2. Resolve and answer the operational queries of the users of the E-Hunar Haat Portal
3. Identify issues & problems, suggest solutions, and facilitate their execution
4. Coordinate with various stakeholders in assistance of project activities

23. Eligibility Criteria

1. The bidder must have valid GST and PAN No.
2. The average annual turnover of the agency should not be less than Rs.50Lakh for the last three years (CA certificate for the past 03 years may be enclosed with the document).
3. The Bidder should submit a declaration on the company letterhead that their firm is not blacklisted in any Central Govt. /State Govt. /ULBs or any other Govt. Department/ organization.
4. The firms should have more than 10 professional staff members (professional staff consists of UI/UX Designer, Graphic Designer, Developer, Tester, Programmer, Analyst, Software Engineer, Technical Head, etc.) and engaged in on-site support at the place of software/website support.

5. Support team should be proficient in HTML5, CSS3, PHP, Dot Net, JSP, PDF, RDBMS FLASH, Applets, Servlets, XML and content management tools.
6. The firm should have been in practice for minimum 5 years after its registration.
7. The Firm should have its Registered Office in New Delhi.

24. Criteria for Selection of Bidders

The selection of agency will be based on the evaluation of technical & financial bids by Evaluation Committee. For evaluation, a combined Quality Cum Cost Based System (QCBS) evaluation method will be followed, wherein a weighted composite success score will be calculated based on separate evaluation of the Technical Bid (70% weightage and the Financial Bid (30% weightage).

The agency who quotes lowest in the financial bid shall be given 30 marks. The financial quotes of other bidders shall be computed as follows:

- a. $(L-1 \text{ divided by } Lx)$ multiplied by 100 wherein X is the bid quoted by L2, L3, L4.

Composite Score of the Bidders:-

Bidder's Scores		Weightage	Weighted Score
(A)	Technical Score	70	
(B)	Financial Score	30	
Composite Weighted Score of the bidder (A+B)			

The Bidders who has secured the highest Composite Score shall be declared the most Preferred Bidder.

- b. The Technical Evaluation shall be based on the presentation made by the bidder before the Tender Evaluation Committee (TEC) covering the proposed concept, approach, theme and design of the exhibition based on the scope of work. The quantity and details of various components, manpower teams may also be indicated during presentation. The soft copy of the presentation may also be given to MANAS after the presentation.
- c. Financial Score - The Financial Bid is to be quoted in the prescribed format.
- d. MAEF reserves all the rights related to the opening, evaluation and cancellation of Bids without assigning any reasons thereof. The decision of MAEF will be final & binding on the PIAs in this regard. In case of any ambiguity while comparing the rates offered by the bidders, MAEF reserved all the rights to decide on the issue of identifying selected bidder.
- e. Special Conditions for Evaluation: The preferred Bidder would be selected as per criteria mentioned above. However, in the event of two or more Bidders secure exactly the same Composite Score, then MAEF reserves the right to declare as Preferred Bidder whose, Presentation Score is highest among such Bidders who have secured exactly the same Composite Score.

25. Performance Security Deposit (SD)

a) An amount @ 5% of 1st instalment (30% of total project cost) in the form of FDR/ TDR/ DD/ BG as Performance Security Deposit (SD) is to be deposited by the successful bidder, within 7 days from the date of issue of Letter of Award (LoA) by the agency. In the event of non-submission of the Performance Security Deposit (SD), the EMD of successful bidder shall be forfeited.

b) Performance Security shall remain valid for a period of 90 (Ninety) days beyond the date of completion of the contract including website maintenance period. No interest will be payable on SD.

c) In case of breach of contract by the service provider, the SD shall be forfeited by the MAEF and the firm shall be blacklisted in addition to the termination of the contract.

26.Rejection of Bids

The bid will be considered Non Responsive & Summarily Rejected in case it does not fulfil any one or more of the following conditions:-

- a. If Bid Processing Fees is not enclosed.
- b. If EMD is not provided by the bidder.
- c. If the bidder tries to put any influence.
- d. If the bidder furnished false information.
- e. If the Authorized Signatory has not signed with official seal on all pages of the bid document.
- f. If the bid document has been submitted in unbound & un-numbered sheets loose sheets.
- g. Any bid received by MAEF after the stipulated time and date in the Tender Document.
- h. Any bid indicating conditions beyond those indicated in this Tender Document i.e. conditional bid shall be rejected.
- i. A Bid valid for a shorter period shall be rejected as non-responsive, Bid shall remain valid for 90 days after the date of Bid opening.

27.Payment Terms:

The Fund would be released to the Agency in Three following instalments:

Instalment	Deliverables	Percentage
1st	Approval of the design and the development of all the pages of Website/ Portal	30%
2nd	Successful launch of Hunar Haat Website, E-Hunar Haat Portal and its acceptance	50%
3rd	Pre-determined warranty charges for web-site at the end of first year after launch	20%

- a. MAEF reserves the right to reject any or all the Bids without assigning any reason whatsoever.
- b. The bidder must comply with the terms and conditions of contract. No deviations shall be entertained.
- c. In case of any dispute, decision of competent authority of MAEF will be final and binding on each Bidder.

28. Force Majeure

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligations under this contract shall be prevented or delayed by reason of any war, or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions quarantine restrictions, of any such eventually is given by party to the other within 21 days from the date of occurrence thereof, neither party shall be reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance, or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event may come to an end or cease to exist, and the decision of the MAEF will be final and conclusive.

29. Arbitration

- a. If a dispute of any kind whatsoever arises between the MAEF and the bidder in connection with, or arising out of, the Contract or the execution of the works or after their completion and whether before or after the repudiation or other termination of the contract, including any disagreement by either party with any action, in action, opinion, instruction, determination, the matter in dispute shall be settled by arbitration in accordance with the Indian Arbitration and Conciliation Act, 1996 or any statutory amendment thereof.
- b. The reference to arbitration may proceed notwithstanding that the works shall not then or be alleged to be completed, provide always that the obligations of the MAEF and the bidder shall not be altered by reason of the arbitration being conducted during the progress of the works. Neither party shall be entitled to suspend the works, payments to the bidder shall be continued to be made as provided by the contract.
- c. Arbitration proceeding shall be held at Delhi and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English. The jurisdiction of the court will be Delhi.
- d. The decision of the majority of arbitrators shall be final and binding upon both parties. The expenses of the arbitrator shall be shared equally by the MAEF and the bidder. However, the expenses incurred by each party in connection with the preparation, presentation, etc., of its case prior to, during and after the arbitration proceedings shall be borne by each party itself.
- e. All arbitration awards shall be in writing and shall state the reasons for the award.
- f. Penalty/Liquidated Damages shall not fall under the Arbitration clause.

30. Timelines & Deliverables

The assignment for the components of development of E-Hunar Haat Portal and maintenance and technical support of E-Hunar Haat Portal will be for two years

and can be extended for further two years based on performance. For these components the Vendor is expected to provide quarterly work-plan and a progress report against it. There will be three phases related to these components:

1. Inception and Design phase;
2. Development, testing, hosting and implementation phase; and
3. Maintenance phase.

The first version of the solution with all core functionalities should be completed within 1 months of start of the project. Following is the proposed timeline for key deliverables with the phasing:

Table: 1 - Timelines, Deliverables & Payment Milestones

S. No.	Deliverables	Timeline (T=Start of Project)
Phase 1: Inception and Design Phase		
1	Inception report (including the work-plan)	T + 2 days
2	SRS & System Architecture	T + 7 days
Phase 2: Development, Testing, Hosting and Implementation Phase		
3	Roll Out of first version of the Solution with all core functionalities	T + 15 Days
4	User Requirement Specifications (URS)	T + 15 Days
5	Source Code	T + 15 Days
6	Test Cases and Test Reports	T + 15 Days
7	Release Notes	T + 15 Days
8	User Manual(s)	T + 20 Days
9	Operations Manual(s)	T + 20 Days
10	Training Kit	T + 20 Days
11	Training of end-users and operational staff	T + 20 Days
Phase 3: Maintenance Phase		
12	Quarterly updates and progress report	From roll-out of first version to end of T+ 12 months
13	Regular updates to each module based on the quarter plan	
14	Release Notes	
15	Technical Assistance and Troubleshooting support	

The assignment for the component of establishment of an Operational Support Unit would be on an annual basis and can be extended further based on performance.

Table: 2 - Timelines, Deliverables & Payment Milestones

S. No.	Deliverables	Timeline (T=Start of Project)
1	Operational and Helpdesk support	Monthly
2	Monthly updates and progress report	

31. Proposed Team Composition

The Vendor will need to provide resumes and details of the key experts mentioned in this section. However, the consultant is expected to adhere to the timelines mentioned in the previous section and is advised to provide a team composition based on the time schedule. All additional team members can be proposed as non-key experts.

32. Reporting and Review Mechanisms

The Vendor will develop a quarterly work-plan and provide progress report against it. Deliverables of the Vendor will be monitored & reviewed by the Project Committee. All suggestions/ improvements found during review shall be suitably addressed to the satisfaction of the Project Committee.

The Vendor will work closely with MAEF/MANAS for infrastructural support like cloud, domain management and security issues.

(Format of the Covering Letter)
**(The Covering Letter is to be submitted by Authorized Representative/
Signatory on organization's Letterhead with date, Signature and Seal)**

To,
The Secretary,
Maulana Azad Education Foundation (MAEF),
(Ministry of Minority Affairs, Govt. of India),
Maulana Azad Campus, Chelmsford Road,
New Delhi – 110055.

**Sub: Proposal for Development and Hosting of Hunar Haat Website/ E-Hunar
Haat Portal.**

Sir,

Please find the enclosed proposal in response to the advertisement issued by Maulana Azad Education Foundation for Development and Hosting of Hunar Haat Website/ E-Hunar Haat Portal.

We agree and undertake to abide by all these terms and conditions stipulated in the Tender Documents or issued separately from time to time.

The information/ documents submitted along with the Proposal are complete/ true to the best of our knowledge. We would be solely responsible for any errors or omissions in our application.

We acknowledge that MAEF reserve the right to reject or accept the application without assigning any reason or otherwise.

It is to certify that we have not directly/indirectly engaged or indulged in any kind of fraudulent, corrupt or undesirable practices.

Thanking you,

For and on behalf of:
Signature of Authorized Representative/
Signatory Name:
Designation:
(Organization Seal)

Details of organization

(On the Letter head of organization with date, Signature & Seal)

S. No.	Description	Details
1	Name of Organization	
2	Legal Status Agency.	(Please enclose a legible copy of valid Registration Certificate. If it is in other language, it should be translated in Hindi or English and attested by notary)
3	Registration No. & Date of Registration of Agency	
4	NGO Darpan ID of NITI Aayog, if available	
5	PAN Card Number of the organization	(Submit copy of PAN Card)
6	Registered/Head Office Address of the organization	
7	Name(s) of CEO/Director(s)/Chairman	
8	Phone No.	
9	Fax No.	
10	Email Id.	
11	Website Address of the organization	
12	Name of Authorized Representative	(Enclose Authorization Letter)
13	Designation of Representative	
14	Contact Details of Representative (Mobile No. / Email Id.)	

For and on behalf of:

Signature of Authorized Representative/

Signatory Name:

Designation:

(Organization Seal)

3. Brief profile of the organization

S. No.	Criteria	Details	Documents required
1	No. of years of existence and operation of the organization (Minimum requirement of five years)	(in Years)	Incorporation Certificate
2	Total number of similar projects implemented by the Agency.	Total No. of Projects	Sanction Order/ Letter Of Intent/ Memorandum Of Understanding Signed with Funding Partner

4. Financial Details of the organization

(On the Letter head of Chartered Accountant with date, Signature, Registration No. & Seal in Original)

It is certify that the (Name of organization) having its registered office at (Address) has an total turnover of ₹ Crore or more in last three consecutive years (2016 - 17, 2017- 18, 2018 - 19). The total turnovers of the organization are as under -

S. No.	Financial Year	Annual Turnover (INR)
1	2016 - 17	
2	2017 - 18	
3	2018 - 19	

(Audited Financial Statement of the organization for last three consecutive years are enclosed)

Annexure-C

(An affidavit on a non-judicial stamp paper of Rs.100/- by Authorized Representative of the organization)

AFFIDAVIT for NON BLACKLISTED / NON BANNED PARTY

It is hereby certified that M/s_____ is not Blacklisted/ debarred by Govt. of India or its undertakings /any State Govt. or its undertaking or any other Govt. of India & State Govt. funding agencies / regulatory authorities as on date.

M/s_____ is not involved in any major litigation that may have an impact or affect that may compromise the delivery of services as required by Maulana Azad Education Foundation (MAEF).

M/s_____ would immediately inform MAEF in case of any change in the situation any time here in after.

For and on behalf of:
Signature of Authorized Representative/
Signatory Name:
Designation:
(Organization Seal)

Financial Bid Format

(On the Letter head of organization with date, Signature & Seal)

To,
Secretary,
Maulana Azad Education Foundation
Chelmsford Road,
Opposite, New Delhi Railway Station,
New Delhi – 110055.

Sir,
We/I, the undersigned, offer to provide the services for Development and Hosting of the Hunar Haat Website, MIS Portal along with E-Hunar Haat Portal as per the Terms of Reference given in this Bid Document within the time specified and in accordance with the specifications, design and instructions as per General Terms and Conditions.

The detail price bid is as under:

S. No.	Description of Work	Amount in ₹
1	Design, Development, Testing & Hosting along with maintenance/ Hand Holding support of Hunar Haat Website, MIS Portal along with E- Hunar Haat.	
2	GST as per GOI norms	
Total Amount in ₹		

Yours sincerely
Signature
Name of Authorized Person
Designation
Date & Seal