

TENDER FOR
DEVELOPMENT OF
MOBILE APPLICATION FOR
DIU TOURISM INFORMATION

Tender No.: 4-98/DT-ADM/2017-18/128
Bid processing Fees: Rs.100/- (Non Refundable)
Earnest Money Deposit: Rs.6000/- (Refundable)

Department of Tourism,
Information & Publicity,
Bunder Road, Diu – 362520 (U.T.)

India

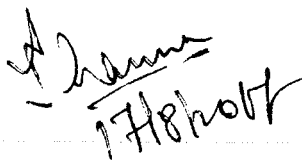
Phone:02875-252653

Website: <http://diu.gov.in>

Date of Submission bid: 31/08/2017 at 15.00 hrs

Bid Opening Date: 01/09/2017 at 16.00 hrs

Date of Presentation: will be communicated later
through email only.


17/8/2017

Section: I

1. INVITATION FOR BIDS

Diu Tourism Information, U.T, invites Offline bids for "RFP for Development of Mobile Application for Diu Tourism Information" as per the Website development and maintenance GR dated 16th July, 2015 issued by DST.

1.1 General Instructions

1. Actual award of contract will follow the conditions as per this document. This document is given for enabling the bidders to know the tender conditions so as to guide them in filling up the technical bid and financial bid for the said work.
2. The bidder **shall submit the DD of Rs. 100/- towards bid processing charges in sealed cover. The sealed cover should super scribe as "RFP For Development Of Mobile Application for Diu Tourism Information". Bid processing fees must be in the form of Demand Draft in the name of "Dy. Director(Tourism), Diu" payable at Diu** along with the covering letter with a validity of 180 days from the date of issue and it would not be older than 15 days. The DDs of Bid Processing fee will be submitted physically at Tourism Department, Information & Publicity, Diu within given time limit. Late submission will not be accepted.
3. Bidders shall submit Bid **security/EMD of Rs. 6000/- in the form of Demand Draft OR Fixed Deposit Receipt (FDR) (which should be valid for 1 year from the last date of bid submission) of any Nationalized / Schedule Bank** (operating in India having branch at Diu) in the name of **"Dy. Director(Tourism), Diu" payable at Diu** and must be submitted along with the covering letter.
4. This RFP document is not transferable.

1.2 Important Information

Sr. No.	Information	Details
1.	Tender No. & date	4-98/DT-ADM/2017-18/128 Date: 17/08/2017.
2.	Last date for submission of Offline bid	31/08/2017 at 15.00 hrs
3.	Bid Processing Fees (non-refundable)	Rs.100/-
4.	Earnest Money Deposit	Rs. 6000/-
5.	Last Date and time of Submission of bid	31/08/2017 up at 15.00 hrs Note: Proposal must be submitted offline in hard copy only.
6.	Date and time for Bid opening.	01/09/2017 at 16.00 hrs

5. Bids will be opened in the

presence of Tender Committee members whoever are present as well as Bidders' or their representatives who choose to attend on the specified date and time. The Tender committee has been empowered to take the final decision regarding the tender.


[Handwritten Signature]
17/8/2017

6. In the event of the date specified for receipt and opening of bid being declared as a holiday for Diu Tourism, Diu, the due date for submission of bids and opening of bids will be the following working day at the appointed time.

7. The Dy. Director (Tourism), Diu reserves the right to accept or reject any tender offer without assigning any reason.

8. Tourism Department, Diu is not liable for any cost incurred by a Bidder in the preparation and production of any Proposal, the preparation or execution of any benchmark demonstrations, simulation or laboratory service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the Tourism Department, Diu and may be returned at its sole discretion. The content of each Bidder's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process.

9. The Validity of Tender is 180 days after the date of financial bid opening.


17/8/2018
DY. DIRECTOR (TOURISM),
DIU

ELIGIBILITY CRITERIA:

- The bidder should be a registered company in India under Company Act 1956 and amended company Act - 2016.
- Bidder should have a minimum annual turnover of Rs. 50 Lacs as per latest CA Certified Balance Sheet. This must be individual company turnover and not of group / subsidiary companies.
- Bidder should not have been black listed at any time by the Government / Government agency / Banks / Financial Institutions in India. SelfCertificate/Undertaking is to be provided.
- The bidder should not be involved in any litigation which threatens solvency of company (Undertaking to be provided).
- The bidder should have proven expertise in building high-performance enterprise mobile applications on diverse mobile operating systems (Android, iOS,) using native/hybrid technologies on the proposed Mobile Application Development Platform.
- Bidder must Submit Technical Documents clearly showing the implementation methodology and design.
- The bidder should have at least 35 IT professionals having the qualifications in its role as defined in (Emp.ID, Name, Designation, Qualification of IT professionals and Experience (in years) duly signed by authorized official to be attached).
- Please quote Service Tax Registration No. VAT/GST Registration No., PAN No., as are available with you.
- Rate quoted shall remain same till the completion of work.
- The jurisdiction in case of disputes shall be the courts of Diu (U.T. Admn. of Daman & Diu).
- Bidder has to do the maintenance of android app for the period of the 3 year from the date of completion of the website.
- Maintenance works may include updates, modification, rectification of errors and correction or addition of contents/modules, etc.
- The rates quoted shall be exclusive of all taxes, duties, levies and charges as applicable up to the completion of job.
- The bidder shall be fully responsible for the proper functioning of the android app for a minimum period of 3 year after completion of the job.
- Complete secrecy and confidentially is required to be maintained by the bidder and his employees
- On receipt of work order the vendor should prepare 3 sample layouts for the android app design and should submit to the Tourism Department, Diu for approval. Allchanges/suggestion for the layout would be done by the vendor. Further work should be started after approval.

Jhanna
17/8/2017

- Payments shall be released after the successful completion of work.
- Deputy Director (Tourism), Diu will hold the exclusive rights to the "Source Code" and its "Contents"
- The initial implementation is expected within 30 days from the date of issue of work order.
- The bidders may also be required to answer questions on their response and the department may shortlist the most competitive Tender and invites them to attend meetings with Tourism Department, Diu.
- Deputy Director (Tourism), Diu reserves the right to contact individual bidders after the submission of Tender for the purpose of clarifying a proposal to ensure mutual understanding.
 - The bidder has to handover the Source Code, Patches & Releases, all content used in the designing of the android app, along with user manual, installation guide etc.
 - Deputy Director (Tourism), Diu reserves the right to accept or ignores or rejects all or any offer including the lowest without assigning any reason. The department does not bind itself to accept the lowest offer. The department as its discretion may change the quantity/upgrade the criteria/drop any item or part thereof at any time before placing the Purchase Order.


DY. DIRECTOR (TOURISM),
DIU

ANNEXURE-I

TECHNICAL BID FOR ANDROID APP

1	Name of the Agency/Company/Firm (In BLOCK letters)	
2	Complete Contact Address with Phone/Mobile No. & Contact Person	
3	Details of ISO Certification.	
4	Details of PAN	
5	Details of TAN (if available)	
6	Income Tax Return of 3 year CA certified	
7	Service Tax Registration No. (if available)	
8	Details of past experience in the field of Building and Hosting of Mobile app along with Certificate of to Completion with Satisfaction	
9	Minimum 3 years of business existence required in software development.	
10	Additional Information (if any)	
11	a minimum annual turnover of Rs.50 Lacs as per latest CA Certified Balance Sheet	
12	Copy of Documents at Sr. No. 4,5,6,7,9,10,11	

I/We accept all the terms and conditions mentioned in the Tender Documents and shall abide to me/us.

Signature of Authorized Person:

Name of Firm/Agency:

Date:

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17/8/2017

Section: II

2. INSTRUCTIONS TO BIDDERS

2.1 General Instruction

- All documents submitted in response to this Tender shall be signed by an authorized person. All papers shall be initialed by the said authority.
- The incomplete Bids will be rejected without giving any reason thereof. Actual work order should be placed by Tourism Department, Diu.
- Consortium shall not be allowed throughout execution of work.
- While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may wish to consult their own legal advisers in relation to this RFP.
- All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Tourism Department, Diu on the basis of this RFP.
- Any notification of preferred bidder status by Tourism Department, Diu shall not give rise to any enforceable rights by the Bidder. Tourism Department, Diu may cancel this mobile application development contract at any time.

A. THE BIDDING DOCUMENTS

2.2 Contents of Bidding Documents

2.2.1 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents in format or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.

2.3 Amendment of Bidding Documents

2.3.1 At any time prior to the deadline for submission of bids, Tourism Department, Diu may, for any reason, whether on its own initiative or in response to the clarification may change their bidding document by amendment; the amendment will be published thereafter.

2.3.2 In order to allow prospective bidders reasonable time to consider the amendments while preparing their bids, Tourism Department, Diu at its discretion, may extend the deadline for submission of bids.

2.3.3 All prospective bidders who have received the bidding documents will be notified of the amendment in writing, and will be binding on them.

2.3.4 At any time prior to the last date for receipt of bids, Tourism Department, Diu may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

2.3.5 Any such corrigendum shall be deemed to be incorporated into this RFP.

J. Sharma
RHP/2017

B. PREPARATION OF BIDS

2.4 Language of Bid

2.4.1 The proposal prepared by the bidder, as well as all correspondence and documents relating to the bid exchanged by the bidder and Diu Tourism, Diu shall be in English language.

2.5 Documents Comprising the Bid

2.5.1 The Bid processing fee is to be submitted in physical form in the form of Demand Draft favoring "Deputy Director (Tourism) Diu" payable Diu.

2.5.2 EMD fee is to be submitted in physical form in the form of Demand Draft favoring "Deputy Director (Tourism) Diu" payable Diu

2.5.3 The Financial Bid must be submitted Offline at Tourism Department, Information & Publicity, Diu office.

2.6 Bid Form

2.6.1 The Bidder shall complete the financial Bid furnished with this document giving details as per the format mentioned in the RFP.

2.7 Bid Prices

2.7.1 The Bidder shall indicate the prices in the Financial Bid format mentioned in the RFP.

2.7.2 The bidder may download the RFP documents from the website. The demand draft of RFP document fees should be submitted at Tourism Department, Diu before the date and time specified in this bid document.

2.8 Bid Currency

2.8.1 Prices shall be quoted in Indian Rupees only.

2.9 Period of Validity Bids

2.9.1 Bids shall be valid for 180 days after the date of bid opening of Financial Bid. The Deputy Director (Tourism), Diu shall reject a Bid valid for a shorter period as non-responsive.

2.9.2 In exceptional circumstances, the tendering Authority may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing.

2.9.3 Bid evaluation will be based on the bid prices without taking into consideration the above changes.

2.10 Format and Signing of Bid

2.10.1 The Bidders have to submit the bid mentioned in the RFP.


17/01/2017

C. Submission of Bids

2.11 Contents of Envelope

2.11.1 Envelope for Bid Processing Fee

2.11.2 Envelope for EMD

2.11.3 Envelope for Bid Technical Evaluation Document

2.11.4 Envelope shall be marked as Envelope for "Tourism Department, Diu" for the tender for "Request For Proposal Of Development Of Mobile Application For Diu Tourism Information".

2.12 Sealing and Marking of Bids

2.12.1 All bids must be submitted Offline & as per section 2.11.2

2.12.2 Telex, cable, e-mailed or facsimile bids will be rejected.

2.13 Deadline for Submission of Bids

2.13.1 Bids must be submitted offline not later than the time and date specified in the Invitation for Bids (Section I).

2.13.2 Deputy Director (Tourism), Diu may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of Tourism Department, Diu and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.

2.14 Late Bids

2.14.1 Late bids will be rejected and returned unopened to the Bidder.

2.15 Modification and Withdrawal of Bids

2.15.1 The Bidder may modify or withdraw his bid before the last date of submission of bids at Tourism Department, Diu Office.

2.15.2 No bid may be modified subsequent to the deadline for submission of bids.

D. Bid Opening

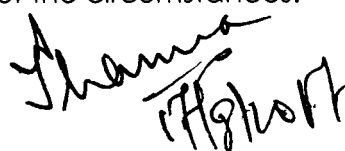
2.16 Opening of Bids by Tourism Department, Diu

2.16.1 The Deputy Director (Tourism) Diu will open the Preliminary stage of DD of Bid processing fees in the presence of Bidder or his representative who choose to attend, and at the following address:

Department of Tourism, Information & Publicity, Bunder Road, Diu.

2.16.2 The Bidder's representative who is present shall sign an attendance register evidencing their attendance.

2.16.3 Bids that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances.



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17/9/2017

2.17 Bid Examination

2.17.1 Tourism Department, Diu will examine the bids to determine whether they are complete, whether sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

2.17.2 If a Bid is not substantially responsive, it will be rejected by Tourism Department, Diu and may not subsequently be made responsive by the Bidder by correction of the non-conformity.

2.17.3 Conditional bids are liable to be rejected.

2.18 Methodology & Criteria for Technical, Commercial and Final evaluation

2.18.1 The bidders are expected to provide all the required supporting documents & compliances as mentioned in this RFP. Any deviation from the same will lead to the disqualification.

2.18.2 Tourism Department, Diu will form a Committee which will evaluate the Presentation Criteria based on technical presentation presented by bidders for a detailed scrutiny.

*Shameer
Hajrat*

2.18.3 Technical Presentation Evaluation Criteria

Sr. No.	Presentation Evaluation Criteria	Max. Score
General		
1	Whether Contents are categorized properly?	10
2	Whether Contents address target audience?	10
3	Aesthetics impact & user friendliness	10
4	Ease of Navigation within mobile application	10
5	Color scheme flexibility, balance, image proportion	10
6	Level of understanding of the organizational functions	10
7	Focus on citizen centric services	10
Technical		
1	Integration with Backend Database	5
2	Language Selection Facility	5
3	Admin Panel Management	10
4	Standard used for integration/ data exchange (XML, Mobile services etc)	10
Total Score		100

2.18.2 Financial Bid evaluation:

Financial Bids of only those bidders who qualify on the basis of evaluation of Technical bid criteria mentioned in the RFP.

2.18.3 Selection Process

1. The evaluation committee will evaluate the Technical document based on the evaluation criteria.

J. Sharma
17/12/2017

2.18.4 Award of Contract

On acceptance of Proposal for awarding the contract, Tourism Department, Diu will notify the successful bidders in writing that their proposal has been accepted and Contract Agreement will be signed. Within 15 days of receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to Tourism Department, Diu.

2.18.5 Payment Terms

Milestone	Percentage Payable
Successful uploading and installation of Mobile app on Android app store + User acceptance + User Manual for admin.	90%
After 1 month of successful completion of work implementation report and handing over of all source code, licenses certification etc. to the organization of their authorized representative.	10%

Note:

1. No advance payment will be made.
2. Taxes are extra as applicable.

2.18.6 Penalty Clause

1. In case of delay in deliverables, a penalty of 10 % of order value per week would be levied up to maximum of 100% of order value. The organization may decide to cancel the contract including forfeiture of performance security in case the delay is more than three months.
2. In case of delay in rectifying the problem/ updation of Mobile during the contract period, penalty of Rs.5000/- per day would be levied upto maximum 100% of order value. The organization may decide to cancel the contract including forfeiture of performance security in case of inordinate delay.

2.18.7 Termination for Default or Otherwise

Deputy Director (Tourism), Diu may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Mobile Developer, terminate the Contract in whole or part:

If the Mobile application Developer fails to perform any or all of the design, development works within the period(s)/schedule specified in the Contract,

If the Mobile Application Developer fails to perform as per the performance standards.

If the Mobile Application Developer, in the judgment of Tourism Department, Diu has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.



Handwritten signature and date: 17/9/2017

2.18.8 Taxes and Duties

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes as applicable up to the completion of job. Any increase in the rates will not be allowed after signing the Contract Document.

2.18.9 Binding Clause

All decisions taken by Deputy Director (Tourism), Diu regarding the processing of this tender and award of contract shall be final and binding on all parties concerned. In case of any dispute, Collector, Diu shall be final arbitration authority.

2.18.10 Proposed timelines for Implementation from the date of issuance of work Order

The service provider will have to complete the work within 2 months from the date of work order issued.

2.19 Corrupt or Fraudulent Practices

2.19.1 Tourism Department, Diu requires that the bidders under this tender observe the highest standards of ethics during the execution of such contracts. In pursuance of this policy, Tourism Department, Diu defines for the purposes of this provision, the terms set forth as follows:

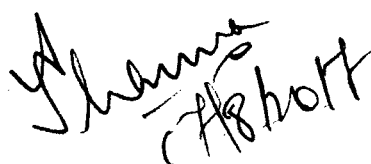
a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the Tourism Department, Diu official in the selection process or in contract execution; and

"Fraudulent practice" means a misrepresentation of facts in order to influence a selection process or an execution of a contract to the detriment of Tourism Department, Diu, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive Tourism Department, Diu of the benefits of the free and open competition,

2.20 During evaluation of bids, Deputy Director (Tourism), Diu may, at its discretion, ask the Bidder for a clarification of its bid. Deputy Director (Tourism), Diu may also ask for rate analysis of any or all items and if rates are found to be unreasonably low or high, the bid shall be treated as non-responsive and hence liable to be rejected. The request for a clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

2.21 An affirmative determination will be a prerequisite for the award of the contract to the Bidder. A negative determination will result in rejection of Bidder's bid, in which event Tourism Department, Diu will proceed to the next lowest evaluated bid to make a similar determination of the Bidder's capabilities to perform the contract satisfactorily.

2.22 The Deputy Director (Tourism), Diu reserve the right to accept or reject any bid, and to cancel the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for TOURISM DEPARTMENT, DIU action.



J. Sharma
c/ Abbott

2.23 Deputy Director (Tourism), Diu shall reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices and same shall be black listed by any of the Government of U.T in competing for the contract in question.

2.24 Tourism Department, Diu shall declare a firm ineligible, and blacklisted either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

2.25 After techno-financial evaluation, when the two bidders is H1 (i.e. highest score) with same score with/without two decimal points then for said two bidders, highest score of technically qualified bidder is consider as H1 (i.e. highest score) for the said contract of the Mobile development work.

**DY. DIRECTOR (TOURISM),
DIU**



J. Sharma
17/12/2017

Section: III SCOPE OF WORK

About DIU TOURISM, DIU

The history of Diu dates back to many centuries. It has a rich and a variegated past that saw the reign of many emperors. Rulers of different dynasties ruled Diu in different periods of history. It began with the Pauranic period and the last of its rulers were the Portuguese. Even the Parsis stayed in Diu for three years, after they fled from religious persecution in Iran in the 7th century. Diu was under the colonial regime for many years. Along with Daman and Goa, it got liberated on 19th December, 1961. It was taken over by India and is still governed from Delhi as a Union Territory. Goa, Daman and Diu were the Portuguese possessions in India which 19th December, 1961 during Operation Vijay and in the following year i.e. 1962 they were constituted into a separate Union Territory administered by a Lieut. Governor and a popular Ministry. After Goa became a State, a Union Territory was formed on 30th May, 1987 consisting of two separate District of Daman and Diu.

Objective

- ✓ This app focuses on promoting heritage sites of Diu on mobile. It provides enriching experience of Diu's historical monuments to the tourists across the world.
- ✓ User friendly navigation menu for exploring the whole app.
- ✓ Describes Diu's history and facts.
- ✓ Wide list of all the heritage sites in Diu along with its detailed information such as basic details, history, best way to reach, etc.
- ✓ Includes location of a particular heritage site on Google map along with its nearest heritage sites, railways and airports within 100 kms.
- ✓ Contains image gallery of heritage sites.
- ✓ Let's you find nearby hotels from a particular heritage site or city.

Scope of Work

Technical Specification for the Mobile Applications:

- The mobile applications must be compatible with and accessible on Mobile platforms (Android 5.0 and above) and devices.
- Design the User Interface and User Experience to ensure that the service is user-friendly.
- Structure overall content to make it screen reader friendly.
- Mobile Application should be scalable.
- Design of consistent visual elements and Mobile Apps architecture that is scalable and
 - Expandable. Resolution independent Mobile Apps that will automatically expand /compress itself as per the screen resolution.
 - Having some way for users to provide feedback on the mobile apps, a quick way to report bugs or errors.
 - One time download. No running cost for user.
 - Should have features like Document upload, image capture & upload, etc.
 - The developed Mobile App should consider the performance measures in terms of memory, CPU consumption.
 - The design of Mobile Application should not be hybrid, it should be Native for frontend
 - (Framework, CSS, App structure, etc.) and it should use back-end work flow of Common

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17/12/2017

DIU Tourism Mobile Application Feature listing:-

➤ Home

- Location ○Weather ○Connectivity ○About Diu ○Place to Visit ○Hotel Information ○Circuit House ○Citizen Corner ○Advisory For Tourist ○Rent a Bike ○Transport bus Route & Charges ○Diu Darshan○Near by Place ○Contact US
- Latest News and Event Updates
- Social Media sharing (facebook, twitter, whatsapp etc.. Will applicable to all required modules)
- QR Code Integration ○Booking request ○Booking Reminder
- Message ○GPS Base Audio Play (Geo Fencing)
- Audio playback of information and history of tourist location.
- Notifications ○Feedback ○Complain ○Event Information ○Function Booking for Selected Place ○Collecting the user detail like Mobile no. and e-mail address only.
- Geo tagging photos
- Filter option for location wise
- User can share the app & its pages on twitter with #hashtag tagging for e.g #DIUTOURISM
- Multi Language (Hindi, Gujarati & English)
- Date wise Archive
- User can login through Social Media Account also.

➤ Location

- Coastal Detail

➤ Weather

- Diu Weather Detail

➤ Connectivity

- By Air
- By Railway
- By Road

➤ About Diu

- Diu at Glance
- Diu History
- Diu Culture
- Diu Festival
- Palette

➤ Place to Visit

- Near Place to Visit
 - ✓ Gir
 - ✓ Somnath
 - ✓ Dwarka
- Bird Sanctuary (With Timing Detail)
- Sunset & Sunrisedetail with timing
- Beaches
- Forts
- Church
- Museums

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- oINS Khukri
- oGangeshwer Temple
- oNaida Caves
- oHeritage Walkway
- oWater Sport

➤ **Facilities Available Information(Rate and Availability)**

- oBar Detail
- oPublic Toilets
- oParking Slot
- oSport Facilities
- oPetrol Pump Detail
- oJogging Park
- oHotels Contact No. (Can Dial Directly)
- oPublic WiFi detail
- oHotel list
- oWith Google Map

➤ **Citizen Corner**

- o Download
- oHolidays.
- oSaraSeva Kendra
- oElection Information
- oImportant Numbers
- oServices for Tourist

➤ **Admin Panel to manage all of the data in the app.**

Security Audit

Mobile application should be hosted and released only after undergoing the Mobile application Security Audit as per the guidelines of Government of India and obtaining a Security Audit Clearance certificate from CERT-in empanelled IT Security Auditors.

Mobile application developer should be responsible to fix the vulnerabilities found even after the hosting is completed till the completion of its contract period with Tourism Department, Diu

Operational Acceptance

Successful completion of the contract will be gauged through a series of formal acceptance tests performed on all aspects of the system/sub systems:

Bidder must host the services from its own testing server in development and testing phase.

In the Go-live phase, Bidder will have to manage and roll out a beta stage where the system will be made available and restricted only to the users in the department through an appropriate mechanism, and conduct user acceptance testing of the System based on test cases developed by the Bidder in consultation with Department and validated by Department. Based on the test results, required changes will be carried out and tested. Post this, department Mobile application will be officially launched and operational acceptance will be complete.

In order to accept the system, Department must be satisfied that all of the work has been completed and delivered to Department's complete satisfaction and that all aspects of the system perform acceptably. The functional/logical acceptance of the system will only be certified when the proposed system is installed and configured according to the design and that all the detailed procedures of operating them have been carried out by the Bidder in the presence of Department team.

Sharma
(HR/2017)

Operations and Maintenance

The Successful bidder shall maintain and support the supplied Mobile application and Mobile Application for a period of 3 year after the successful operational acceptance without any additional cost.

The Operation and Maintenance will consist of;

Providing all software/Mobile application updates and patches released by the OEM, update and patch management, resolution of any issues / problems with the Mobile application etc.

Deploy adequate facilities management personnel to maintain the Mobile application as per the service level requirements Successful bidder shall provide a dedicated project manager (though not required to be deployed full time) during the period of the contract that should be present for discussions, important meetings and should act as one point contact for Tourism Department, Diu.

No extra cost shall be remunerated by Tourism Department, Diu on account of such maintenance activities mentioned herein above. If required, TOURISM Department, Diu may extend the Up-dation and maintenance support for further 3 year on the rate mentioned in DST GR dated 16th July, 2015 after completion of 3 year of free warranty support based on the performance.

Copyright

Any software, hardware, data, awards, certificates, patent, etc. shall be absolute property of Tourism Department, Diu , Government of U.T. The Successful bidder will transfer to the Department all Intellectual Property Rights in the Software developed. The bidder shall relinquish to the Department source code of the developed Mobile application within Five (5) days from the date of acceptance of the system. The source code supplied to the Department shall at all times be a complete, accurate, and up-to-date copy corresponding exactly to the current production release of the software.

Mobile application and Mobile Application UPDATION & MAINTENANCE

The major activities covered are as under:

Regular updation & maintenance based on request from the department.

If the maintenance agency does not get any intimation about the updation from the department, he has to proactively ask the department for the same.

Mobile application should be updated in consultation with the concerned authority, which will be informed to you from time to time.

Documentation

The project team shall provide the following documentations in hard as well as soft copies:

Detail Project Plan

Fortnightly progress reports

System Requirement Specification (SRS) document containing detailed requirement capture and analysis including functional requirement, Interface Specifications, application security requirements.

Complete Source Code with required documentation. Two sets of User manual (i.e. two hard & soft copies in English language and hard & soft copies in Gujarati language) for administration and management of mobile application.

Shamshat
(H&H)

Test Plans and Test cases (including Unit Test Plan, System/Integration Test Plan, User Acceptance Test Plan).

Test report w.r.t the functionality, Compliance to W3C Standard & WCAG 2.0 level AA.

Original Security Audit report and Clearance Certificate

Training Manuals and literature which will include all details pertaining System Administration, CMS Tool, Mobile application Users, Installation, Operations, Maintenance and Security policy and procedure for mobile application including Password security, logical access security, operating system security, data classification, and application security and data backups.

Source Code:

The source code (published and unpublished) of the mobile application shall be the sole property of the TourismDepartment , Diu, U.T.

Time limit:

The service provider will have to complete the work within 2 months from the date of work order issued



DY. DIRECTOR (TOURISM),
DIU

SECTION IV

Form I: Bid Processing Fees Details

Sr. No.	Item	Amount (In Rs.)	Name of the Bank & Branch	Demand Draft No.
1	Bid Processing Fees			
2	EMD			

*Shamir
Rahot*

