Request for Proposal

For

"Appointment of Software Development Agency for Design, Development, Operation and Maintenance of Single Window Clearance Portal (Invest Portal), Common Incentive Disbursement Portal & carrying out geospatial drone survey along with Geo Spatial Solution for Industrial Areas of MP Industrial Development Corporation"

NIT No. MPIDC/SWS-RFP/2023/150

Instructions, Evaluation, Terms of Reference (ToR) & Formats
Issued on Behalf of DIPIP, GoMP by
MP Industrial Development Corporation Limited
(A Govt. of M.P. Undertaking)
"MPIDC" 21, Arera Hills Bhopal - 462001, M.P (India)
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1. Definitions

1.1 "Affiliate (s)" means an individual entity that directly or indirectly controls, is controlled by, or is under common control with the agency/Agencies/firm.

1.2 "Applicable Guidelines" means the policies of the State and Government of India governing the selection and Contract award process as set forth in this RFP.

1.3 "Applicable Law" means the laws and any other instruments having the force of law in the country.

1.4 "Agency" means a legally established professional firm or an entity that may provide or provides the Services to MP Industrial Development Corporation Ltd. under the Contract.

1.5 "Client" means MPIndustrial Development Corporationon behalf of Department of Industrial Policy & Investment Promotion and associated companies under DIPIP, GoMP

1.6 "Consortium" means bidding companies sharing relevant skills, experience, and expertise for this bid. Only 2 Bidders are allowed in a Consortium with 1 bidder designated as the Lead Partner.

1.7 "Contract" means a legally binding written agreement signed between the Client ("hereinafter referred to MP Industrial Development Corporation Ltd.") and the Agency and includes all the attached documents listed in its RFP and the Appendices].

1.8 "Data Sheet " means an integral part of the Instructions to Agency (ITA) that is used to reflect assignment conditions to supplement, but not to over-write, the provisions of the ITA.

1.9 "Day" means a calendar day.

1.10 "Experts" means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Agency.

1.11 "Government" means the State Government of Madhya Pradesh.

1.12 "Key Expert(s)" means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the agency's proposal.

1.13 "Proposal" means the Technical Proposal and the Financial Proposal of the Agency.

1.14 "PSU" Public Sector Undertaking

1.15 "RFP" means this Request for Proposals prepared by the Client for the selection of Agency.

1.16 "Services" means the work to be performed by the agency pursuant to the Contract.

1.17 TORs" (the Section 7 of the RFP) means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Agency, and expected results and deliverables of the assignment.

2. Introduction and General Conditions

2.1 Introduction

2.1.1   The client named in the Data Sheet intends to select an agency, in accordance with the method of selection specified in the Data Sheet.

2.1.2   Interested Agencies involved in the similar activities are invited to submit a technical proposal and a financial proposal, as specified in the data sheet, for services required for the assignment named in the data sheet. The proposal will be the basis for negotiating and ultimately signing the contract with the selected agency.

2.1.3   The agency should familiarize themselves with the local conditions and take them into account in preparing their proposals, including attending a pre-proposal conference as specified in the data sheet. Attending any such pre-proposal conference is optional and is at the agency's expense.

2.1.4   The Client will timely provide, at no cost to the agency, the inputs, relevant project data, and reports required for the preparation of the agency's proposal as specified in the data sheet.

2.2 Conflict of Interests

2.2.1   The Agency is required to provide professional, objective and impartial advice, at all times holding the Client's interest paramount, strictly avoiding conflicts with other assignments or its own corporate interests and acting without any consideration for future work.

2.2.2   The Agency has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its client. Failure to disclose such situations may lead to the disqualification of the agency or the termination of its Contract and/or sanctions by the MPIDC. A disclosure in this regard is required to be submitted to MPIDC on quarterly basis.

2.2.3   Without limitation on the generality of the foregoing, and unless stated otherwise in the Data Sheet, the Agency shall not be hired under the circumstances set forth below:

2.2.3.1 Conflicting Activities

Conflict between consulting activities and procurement of goods, works or non-consulting services: a firm that has been engaged by the Client to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation and implementation.

2.2.3.2 Conflicting relationships

Relationship with the Client's staff: An Agency (including its Experts and Sub-Agency) that has a close business or family relationship with a professional staff of the Borrower (or of the Client, or of implementing agency, or of a recipient of a part of the MPIDC) who are directly or indirectly involved in any part of

(i)   The preparation of the Terms of Reference for the assignment,

(ii)   In the selection process for the Contract.

(iii)   The supervision of the Contract.

may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the MPIDC throughout the selection process and the execution of the Contract.

2.3 Unfair Competitive Advantage

Fairness and transparency in the selection process require that the Agency or their Affiliates competing for a specific assignment do not derive a competitive advantage from having provided services related to the assignment in question. Kindly refer the data sheet for the information on assignments. Agency is requested to contact MPIDC office for any kind of clarification related to this RFP.

2.4 Corrupt and Fraudulent Services

The MPIDC requires compliance with its policy in regard to corrupt and fraudulent practices.

2.5 Eligibility

It is the Agency's responsibility to ensure that its Experts meet the eligibility requirements as established by the MPIDC in the applicable guidelines.

2.5.1   Government-owned enterprises or institutions shall be eligible only if they can establish that they (i) are legally and financially autonomous, (ii) operate under commercial law, and (iii) that they are not dependent agencies of the Client.

To establish eligibility, the government-owned enterprise or institution should provide all relevant   documents (including its charter) sufficient to demonstrate that it is a legal entity separate from the government; it does not currently receive any substantial subsidies or budgetary support; it is not obligated to pass on its surplus to the government; it can acquire rights and liabilities, borrow fund, and can be liable for repayment of debts and be declared bankrupt; and it is not competing for a contract to be awarded by the government department or agency which, under the applicable laws or regulations, is its reporting or supervisory authority or has the ability to exercise influence or control over it.

2.5.1.1 Government officials and civil servants of the country are not eligible to be included as

experts in the Agency's Proposal unless such engagement does not conflict with any employment or other laws, regulations, or policies, and they are on leave of absence without pay, or have resigned or (in case of resignation or retirement, for a period of at least 6 (six) months, or the period established by statutory provisions applying to civil servants or government employees in the Borrower's country, whichever is longer. Experts who are employed by the government-owned universities, educational or research institutions are not eligible unless they have been full time employees of their institutions for a year or more prior to being included in Agency's proposal; and

2.5.1.2 Their hiring would not create a conflict of interest.

2.5.1.3 The resources proposed for the assignment should be on role employees of the firm, resources engaged on contract would not be considered.

3. Preparation of Proposals

3.1 General Considerations

In preparing the Proposal, the Agency is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.

3.2 Cost of Preparing Proposals

The Agency shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client reserves the right to annul the selection process at any time prior to signing of the agreement. MPIDC is not bound to accept any proposal, without giving any reason and thereby incurring any liability to the Agency.

3.3 Language

The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Agency and the Client shall be written in the language(s) specified in the Data Sheet.

3.4 Documents Comprising Proposals

3.4.1   The Proposal shall comprise of the documents and forms listed in the Data Sheet.

3.4.2   If specified in the Data Sheet, the Agency shall include a statement of an undertaking of the Agency to observe, in competing for and executing a contract, laws against fraud and corruption (including bribery).

3.5 One Proposal Only

The Agency shall submit only one Proposal. If an Agency, including any member firm, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected.

3.6 Consortiums

Consortiums are allowed to participate in the bid, the consortium can consist of maximum 2 partners. The consortium members would be required to submit a duly stamped agreement at the time of submission of proposal, clearly defining the lead bidder, roles & responsibilities of the consortium members. If a consortium member participates in more than one consortium the

submitted proposals with same consortium members would be disqualified. Development of application and online modules is the primary activity of the assignment and the agency responsible for the development should be appointed as the Lead Partner. Agency supporting in carrying out geospatial drone survey along with deployment of Geo Spatial Solution would be considered as the secondary partner.

3.7 Proposal Validity

3.7.1   The Data Sheet indicates the period during which the Agency's Proposal must remain valid after the Proposal submission deadline.

3.7.2   During this period, the Agency shall maintain its original Proposal without any change, including the availability of the Key Experts, the proposed rates and the total price.

3.7.3   If it is established that any Key Expert nominated in the Agency's Proposal was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation.

3.7.4   **Extension of Validity Period**

3.7.4.1 The Client will make its best effort to complete the negotiations within the proposal's validity period. However, should the need arise, the Client may request, by notifying all agencies who have submitted proposals prior to the submission deadline to extend the proposals' validity. Mode of notifications is specified in the Data Sheet.

3.7.4.2 If the Agency agrees to extend the validity of its proposal, it shall be done without any change in the original proposal and with the confirmation of the availability of the Key Experts.

3.7.4.3 The Agency has the right to refuse to extend the validity of its proposal in which case such Proposal will not be evaluated further.

3.7.5   **Substitution of Resources at Validity Extension**

If any of the resources become unavailable for the extended validity period, the Agency shall provide a written adequate justification and evidence satisfactory to the Client together with the substitution request. In such case, a replacement resource shall have equal or better qualifications and experience than those of the originally proposed resource. If the Agency fails to provide a replacement of core/ key resource with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Client, such Proposal will be rejected. The technical evaluation score, however, will remain to be based on the evaluation of the CV of the original resource.

3.8 Clarification and Amendment of RFP

3.8.1   The Agency may request an online clarification on any part of the RFP during the period and in accordance with the procedure indicated in the Data Sheet before the Proposals' submission deadline. The Client will respond online by uploading the response on the portal (including an explanation of the query but without identifying its source) for information of the Agencies. Should the Client deem it necessary to amend the RFP as a result of a

Clarification, it shall do so following the procedure described below:

3.8.1.1 At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment online in accordance with procedure described in Data Sheet. The amendment shall be binding to all agencies.

3.8.1.2 If the amendment is substantial, the Client may extend the proposal submission deadline to give the reasonable time to take an amendment into account in their Proposal

3.8.2 The Agency may submit a modified Proposal or a modification to any part of it at any time prior to the proposal submission deadline, online, in accordance with the procedure described in the Data Sheet. No modifications to the Technical or Financial Proposal shall be accepted after the deadline.

3.9 Technical Proposal Format and Content

3.9.1 The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.

3.9.1.1 Agency shall not propose alternative resources. Only one CV shall be submitted for each position. Failure to comply with this requirement will make the Proposal non-responsive.

3.10 Financial Proposal

3.10.1 The Financial Proposal shall be prepared using the Standard Forms provided in Section 6 of the RFP. It shall list all costs associated with the assignment, including remuneration for resources

3.10.2 **Price Adjustment:** For this assignment, a price adjustment provision does not apply. That said for on further extension of the assignment, one-time 5% addition to the pro rata value quoted in the financial bid would be applicable. This value would be applicable for the extension period.

3.10.3 **Additional Resource Deployment:** If required 3 Extra resources may be procured by the Client on additional payment as per the man-month rate defined in the financial quote of the agency.

3.10.4 **Taxes:** The agency is responsible for meeting all tax liabilities arising out of the Contract unless stated otherwise in the Data Sheet.

3.10.5 **Currency of Proposal:** The Agency should express the price for its Services in the currency as stated in the Data Sheet.

3.10.6 **Currency of Payment:** Payment under the contract shall be made in the currency as stated in the Data Sheet.

4. <u>Submission, Opening and Evaluation</u>

4.1 Submission of Proposals

4.1.1   The Agency shall submit a digitally signed, encrypted and complete proposal comprising the documents and forms in accordance with the procurement portal guidelines. The submission should be done electronically through the website and in accordance with the procedures specified in the **Data Sheet.** Proposals submitted by any other means will be rejected.

4.1.2   An authorized representative of the agency shall sign the submission letters in the required format for both the Technical Proposal and, if applicable, the Financial Proposal. The authorization shall be in the form of a written power of attorneys scanned and uploaded together with the Technical Proposal.

4.1.3   Agency should be aware that the electronic procurement system does not allow for any interlineations, erasures, or overwriting. Any modifications or revisions to the Proposal shall be done in accordance with eProcurement portal guidelines.

4.1.4   The Proposal or its modifications must be uploaded on the portal on or before the deadline indicated in the Data Sheet, or any extension to the deadline. The electronic system will not accept any Proposal or its modification for uploading after the deadline.

4.1.5   Once the Proposal is uploaded on the portal, the system will generate a unique identification number with the stamped submission time. The unique identification number with the time stamp represents an acknowledgement of the Proposal submission. Any other system's functionality requirements are specified in the Data Sheet.

4.2 Confidentiality

4.2.1   From the time the proposals are opened to the time the Contract is awarded, the agency should not contact the client on any matter related to its Technical and/or Financial Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to any agency who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information.

4.2.2   Any attempt by Agency's personnel or anyone on behalf of the Agency to influence improperly the client in the evaluation of the proposals or contract award decisions may result in the rejection of its proposal and may be subject to the application of prevailing MPIDC's sanctions procedures. Notwithstanding the above provisions, from the time of the Proposals opening to the time of Contract award publication, if an Agency wishes to contact the Client or the MPIDC on any matter related to the selection process, it should do so only in writing.

4.3 Online Opening of Proposals

4.3.1   The client's evaluation committee shall conduct the opening of the technical proposals online after the proposals' submission deadline and following the procedure described in the Data Sheet. The folder with the financial proposal shall remain unopened, encrypted and shall be securely stored on the portal.

4.3.2   At the opening of the Technical Proposals the following shall be read out and recorded

online simultaneously: (i) the Agency's name, whose proposal has been received.

4.4 Proposals Evaluations

4.4.1   The agency is not permitted to alter or modify its proposal in any way after the proposal submission deadline. While evaluating the proposals, the client will conduct the evaluation solely on the basis of the submitted technical and financial proposals.

4.4.2   The client's evaluation committee shall evaluate the technical proposals on the basis of their responsiveness to the Terms of Reference and the RFP, applying the evaluation criteria, sub-criteria, and point system specified in the Data Sheet.

4.4.3   Each responsive Proposal will be given a technical score. A proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to achieve the prequalification criteria or a minimum technical score indicated in the Data Sheet.

4.4.4   If required, the client may seek clarification on the documents submitted in the technical proposal through email.

4.5 Online Opening of Financial Proposals (For QCBS)

4.5.1   After the Pre-Qualification evaluation is completed, the Client shall notify those Agencies whose proposals were considered non-responsive to the RFP and did not meet the prequalification criteria by sending a notification through the means indicated in the Data Sheet.

4.5.2   For the agencies satisfying the Pre-qualification criteria, technical evaluation would be carried out and Information relating to the agency's overall technical score, would be shared. Financial proposals of those agencies whose technical proposals did not meet the minimum qualifying score shall not be opened. In such a case, a notification to that effect will be sent to the agency. The client shall notify those agencies that have achieved the minimum overall technical score and inform them of the date, time and, location for opening of the financial proposals. The agency's attendance at the opening of the financial proposals is optional and is at the agency's choice.

4.5.3   The financial proposals shall be opened online by the client's evaluation committee as described in the Data Sheet. At the opening, the names of the Agencies, and the overall technical scores shall be read aloud first and recorded online. The financial proposals shall be then opened, the total prices read aloud and recorded online simultaneously. The records of the opening shall remain on the portal for the information of the Agencies who submitted Proposals and the MPIDC, unless the Data Sheet provides for other means of sending notifications and the results of the financial opening.

4.6 Corrections of Errors

4.6.1   Activities and items described in the Technical Proposal but not priced in the Financial Proposal, shall be assumed to be included in the prices of other activities or items, and no corrections would be allowed to be made to the Financial Proposal.

4.6.1.1 Lump-sum Contracts

The Agency is deemed to have included all prices in the Financial Proposal, so neither arithmetical corrections nor price adjustments shall be made. The total price, excluding taxes specified in the Financial Proposal shall be considered as the offered price.

4.7 Taxes

The Client's evaluation of the Agency's Financial Proposal shall exclude taxes and duties in the country in accordance with the instructions in the Data Sheet.

4.8 Conversion to Single Currency

4.8.1   For the evaluation purposes, prices shall be converted to a single currency using the selling rates of exchange, source and date indicated in the Data Sheet.

4.9 Combined Quality and Cost Evaluation

Quality and Cost based Selection (QCBS): The total score is calculated by weighing the technical and financial scores and adding them as per the formula and instructions in the Data Sheet. The Agency achieving the highest combined technical and financial score will be invited for negotiations.

4.10 Award of Contract

After completing the negotiations, if applicable; client and selected agency shall sign the Contract. The Agency is expected to commence the assignment on the date and at the location specified in the Data Sheet.

5. Data Sheet

1.	**Name of the client:** MP Industrial Development Corporation Limited Ltd (MPIDC) **Method of selection:** Quality & Cost Based Selection
2.	**Financial proposal to be submitted together with Technical Proposal:** Yes, as per the process defined on the mptenders.gov.in **Name of the assignment:** "Appointment of Software Development Agency for Design, Development, Operation and Maintenance of Single Window Clearance Portal (Invest Portal), Common Incentive Disbursement Portal & carrying out geospatial drone survey along with Geo Spatial Solution for Industrial Areas of MP Industrial Development Corporation".
3.	**Start date for Purchase of RFP: 20th October 2023** (Friday)
4.	**A pre-proposal conference will be held:** Yes , Tender document can be downloaded from https://Invest.mp.gov.in/ and https://mptenders.gov.in Contact person: Adarsh Nayak Director Single Window System MPIDC Telephone: 0755-3523531 Alternate Point of Contact Ms. Aishwarya Thakur Manager, MPIDC Email: itcell@mpidc.co.in
5.	1. Agencies are requested to visit the following URL for more information. https://Invest.mp.gov.in/&https://mptenders.gov.in 2. Details of the project can be found in the ToR. 3. Agencies are requested to contact MPIDC office for any kind of clarification, information on the project.
6.	This RFP has been issued in the English language. Proposals shall be submitted in English language. All correspondence exchanges shall be in English language.
7.	Statement of Undertaking is required: Yes; as per the covering letter of Technical Proposal
8.	Participation of Sub-Agency, Key Experts and Non-Key Experts in more than one Proposal is permissible: No

	Important Dates:		
	SNo	**Activity**	**Date & Time**
	1.	Start date for Purchase of RFP	20th October 2023
	2.	Pre-Bid Meeting	2nd November 2023; 03:00 PM
9.	3.	Last date of submission of Proposal	29th November 2023; 03:00 PM
	4.	Date of opening of Technical Bid	30th November 2023; 03:00 PM
	5.	Date of Technical Presentation	6th December 2023; 03:00 PM (Tentative)
	6.	Date of opening of Financial Bid	15th December 2023; 03:00 PM (Tentative)

Note: If a bidder is disqualified in the Pre-qualification criteria, then technical scoring will not be taken up for that bidder and Financial Bid will not be opened for that bidder.

10.	Proposals must remain valid for 180 calendar days after the proposal submission deadline (i.e., until: 28th May 2024)
11.	In case the client feels that the proposal validity should be extended in order to get formal approval and go-ahead. MPIDC will send a confirmation mail to all Agencies. All Agencies may send their consent via email to extend the validity of the proposal for another 90 days.
12.	Clarifications may be requested through email. All requests for clarifications shall be made via email (itcell@mpidc.co.in), as per the format below and in excel file only. | S.no	RFP Ref/Page No	RFP Clause	Clarification Sought/Query | |---|---|---|---| | | | | |
13.	Online submission of proposals is as per the process defined in https://mptenders.gov.in/
14.	**Project Duration:** 36 months from the date of signing of contract with a provision for further extension of 24 months with a one-time 5% addition to the pro rata value quoted for the resource in the financial bid, which would be applicable for the extension period of 24 months (if extended)
15.	**Method of Selection:** QCBS – 70:30
16.	Submission of the Pre-Qualification Proposal, Technical Proposal and Financial Proposal in a wrong format may lead to the Proposal being deemed non-responsive to the RFP requirements.
17.	● Agencies shall submit their Proposals electronically on the portal: www.mptenders.gov.in ● For participation in e-tendering, it is mandatory for prospective agencies to get registered on the website https://mptenders.gov.in/. Therefore, it is advised to all prospective agencies to get registration by making online registration fees payment at the earliest. ● Tender documents can be downloaded from website www.mptenders.gov.in and

	https://Invest.mp.gov.in. However, a tender documents fee of Rs 10,000 /- (Rs Ten Thousand only) + GST is to be paid on www.mptenders.gov.in. Responses without tender document fee bid will not be accepted. ● Service and gateway charges (including taxes) shall be borne by the Agency.
18.	**EMD** ● Agency shall submit an EMD of Rs.10 Lakh online through the eProcurement portal (website www.mptenders.gov.in). ● The bid will be disqualified if the EMD is not submitted within the stipulated timeline. ● Unsuccessful Agency's EMD will be released as promptly as possible, but not later than 90 days after the award of the contract to the successful Agency. ● The EMD may be forfeited in following cases – If an Agency withdraws its bid or increases its quoted prices during the period of bid validity or its extended period, if any; or In the case of a successful Agency, if it fails within the specified time limit to accept Letter of Intent or sign the Agreement.
19.	**Performance Bank Guarantee** ● The Agency shall at its own expense, deposit with MPIDC, within Thirty (30) working days of the; date of notice of award (LOI) or prior to signing of the contract, whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled / nationalized Bank, of value equivalent to 10% of the Contract Value, acceptable to MPIDC, for the due performance and fulfillment of the contract by the successful Agency. ● Performance Guarantee should be valid up to 3 Months beyond the contract period. ● Performance Guarantee may be forfeited by the MPIDC, if the Successful agency fails to perform within the period(s) specified in the Contract, or within any extension thereof granted by the MPIDC pursuant to conditions of contract clause or if the Successful Agency fails to perform any other obligation(s) under the Contract. ● Except as provided above, a delay by the successful Agency in the performance of its delivery obligations shall render the successful Agency liable to the imposition of liquidated damages pursuant to conditions of Contract. The Agency shall indemnify MPIDC in case any of the resources deployed by them damages the equipment, assets etc. owned by Government of Madhya Pradesh. Further, without prejudice to its other remedies under the Contract, the contract can be terminated by MPIDC, and the Performance Bank Guarantee can be forfeited.
20.	The Proposals must be submitted online no later than: Date: 29thNovember 2023 Time: 15.00 Hours India Standard Time (i.e., 3.00 PM)
21.	● For participation in e-tendering, it is mandatory for prospective bidders to get registration on website www.mptenders.gov.in . Therefore, it is advised to all prospective bidders to get registration by making online registration fees payment at the earliest. ● Tender documents can be purchased only online and downloaded from website

www.mptenders.gov.in by making online payment for the tender documents fee.

● Service and gateway charges shall be borne by the bidders.

● Since the bidders are required to sign their bids online using class – III Digital Signature Certificate, they are advised to obtain the same at the earliest.

● For further information regarding the issue of Digital Signature Certificate, the bidders are requested to visit website www.mptenders.gov.in. Please note that it may take up to 7 to 10 working days for issue of the Digital Signature Certificate. Department will not be responsible for the delay in the issue of the Digital Signature Certificate.

● If a bidder is going for e-tendering for the first time, then it is obligatory on the part of the bidder to fulfill all formalities such as registration, obtaining Digital Signature Certificate etc. well in advance.

● Bidders are requested to visit e-tendering websites regularly for any clarification and / or due date extension.

● Bidder must positively complete online e-tendering procedure at www.mptenders.gov.in

● Department shall not be responsible in any way for delay /difficulties /inaccessibility of the downloading facility from the website for any reason whatsoever.

● For any type of clarification bidders can visit www.mptenders.gov.in and connect with Help Desk at contact no.0120-4001 002/005 and e-mail id: support-eproc@nic.in

22.	Agencies are requested to upload the relevant documents in the space provided at www.mptenders.gov.in 1. Payment confirmation for EMD and Bid processing fees. 2. Technical Proposal including response for Pre-Qualification Criteria. 3. Financial Proposal.

23.	Pre-Qualification criteria to be to be submitted along with the technical bid

Pre-Qualification Criteria (Eligibility Criteria)	Documents to be submitted
(a) For the purpose of this RFP document, a Business Entity shall mean a company registered in India under the Companies Act 1956 or 2013 or a partnership firm registered under the Limited Liability Partnership Act of 2008, and operating for at least last 7 years as of March 31 2023	Certificate of Incorporation or Memorandum, Articles of Associations or Registration with Sales tax /Goods and service tax authorities of the Agency and Consortium Partners in case of Consortium is to be submitted. In case of consortium conditions mentioned in .23 (a) is to be fulfilled by lead bidder.

(b) Important Financial Criteria
    1. The agency should have positive net worth of at least INR 20 crores for the last three Financial Years (FY 22-23, FY 21-22, and FY 20-21)
    2. The agency should havepositive PAT (Profit after Tax) during the last 3
	Chartered Accountant certificate/Audited balance sheet for Net-worth, Turnover, PAT should be attached. Provisional Certificate from Chartered Accountant may be provided for financial year FY 22-23 in case Final audited figures are not

		financial years (FY 22-23, FY 21-22, and FY 20-21). 3. The agency should have average Annual turnover of at least 100 crores from IT & IT related servicesin Indiafor the last three Financial Years (FY 22-23, FY 21-22, and FY 20-21) *The turnover should be excluding turnover from sale of IT infrastructure/ hardware	available of the Agency/ Lead Partner
		(c) The bidder should have atleast level 3 CMMI Certification as on the date of bid submission	Valid Certificate Copy of the Agency/ Lead Bidder in case of Consortium *The certificate should remain valid for at least 3 months from the last date of bid submission
		(d) The Bidder should have demonstrated expertise and experience in successful implementation of at least 2 end-to-end managed solutions (Enterprise IT Solution based Projects / GIS based Web application development including the deployment of onsite resources) for Central/State Government/PSU value of at least 1 crore in past 5 years	Letter of Award/Agreement, document substantiating achievement of the milestones of the project for which the credentials have been submitted, can be fulfilled by Agency/ Consortium Partners in case of Consortium
		(e) The agency shall not be under a declaration ofineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies as on the date of submission of bid.	Declaration in this regard by the authorized signatory of the Agency/ Consortium Partners in case of Consortium
		(f) The agency should have minimum 03 DGCA registered drones with valid UINs for GIS Mapping and Surveying purpose as on its bid submission date.	Proof of DGCA registration along with proof of ownership of the drones by the Agency/Consortium Partners in case of Consortium
		(g) The agency must have on its payroll at least 50professionally qualified professionals working in the any of the areas like software application development, IT systems etc.	Declaration from HR as per Annexure. Certificates from HR for Point (a) as per the Annexure 6.2.5. The copy of relevant certifications to be attached by the Lead Partner

	(h) Registered Consortium agreement clearly defining the Rolls and responsibilities of the members	Copy of the registered Consortium agreement (applicable in case of Consortium only)

An online opening of the Technical and Financial Proposals will be conducted. All Agencies have an option to attend the opening of the Technical and Financial Proposals in person. All Proposal opening shall take place at MPIDC office.

24.	Contact Person: Managing Director, MPIDC Address of Communication: Managing Director MP Industrial Development Corporation (A Govt. of M.P. Undertaking), 21, Arera Hills, Bhopal, 462011 E-Mail ID: md@mpidc.co.in Contact person: Adarsh Nayak Director Single Window System MPIDC Telephone: 0755-3523531 Alternate Point of Contact Ms. Aishwarya Thakur Manager MPIDC Telephone: 0755-3523569
25.	Pre-Qualification (Mandatory) Criteria for compliance: All agencies should comply with the Pre-qualification criteria. Agencies are requested to upload the relevant forms and supporting documents against each criterion in their response to the technical bids. The Agency as well as the proposed solution must possess the requisite experience, strength and capabilities to meet the requirements as described in the Bidding document.
26.	a. Pre-qualification criteria mentioned in point no 23 would be the part of the Technical Proposal. The Agencies who do not meet the pre-qualification criteria are liable to get rejected. b. Only that Technical Proposal, wherein proposed solution complies with all the mandatory elements of the Functional and Non-Functional specification, shall be considered as responsive. Any agency whose solution fails to meet the mandatory specification shall be termed as non-responsive. The agency needs to provide compliance to all the mandatory requirements as per format of Pre-Qualification, Technical and Financial criteria. c. Agencies are expected to utilize the existing solution developed by MPIDC as part of their proposed solution to the extent possible. d. The evaluation committee based on the technical evaluation framework mentioned in the table below shall evaluate each proposal and allot technical score as per the technical criteria. e. MPIDC will invite each agency to make a presentation at a date, time and locations determined by it. The purpose of such presentations and demonstrations would be to allow the Agencies to

present their proposed solutions, approach, implementation plan, etc. to the MPIDC along with the key points and strengths of their proposals. MPIDC would be able to establish the capacity and capability of the solution proposed, previous experience and the verification of claims made in response to the RPP by the agency. The Proposed team lead for the project will make the presentation before MPIDC

f. In the technical evaluation, it is mandatory for the agency to score at least 80% of the marks to be qualified to be considered for Financial Evaluation. Those Agencies who fail to attain this minimum score shall be technically disqualified and shall not be considered for further evaluation.

27. **Evaluation Criteria:**

S. No.	Description (Evaluation Criteria)	Maximum Score	Minimum documents/information to be submitted
A.	**Organization`s Experience**	**50**	
A-1	The bidder should have experience of design, development, implementation, operation and maintenance of software development projects of value not less than INR 10 crore each in 10 Financial years (FY 14-15 to FY 23-24) • 2.5 Marks for each project subject to a capping of 10 Marks	10	• Work order/ Agreement for ongoing projects • Client letter/ certificate for completed projects
A-2	The bidder should have experience of working with State /Central Government, Industrial Development Corporations/ Investment Promotion Agencies of the state for the development of State Single Window Systems/ Land Allotment Systems/Centralized Inspection system/National Single Window System in capacity of application developer or have performed integration and onboarding of departmental services through Integration on these systems • 2.5 Marks for each project subject to a capping of 10 Marks	10	• URL of the application • Project details • Work order/ Agreement/ client letter
A-3	The Bidder should have valid CMMI certification: • CMMI level 3Certification– 3 Marks • CMMI level 4 Certificate – 4 Marks • CMMI level 5Certification – 5 Marks	05	• Copy of valid certificates *The certificate should remain valid for at least3 months from the last date of bid submission

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	A-4	Projects involving Government Process Re-engineering/ Business Process Re-engineering as scope for Central/State Government Departments or their PSUs with contract value of minimum INR 1 Cr from FY 2014-2015 onwards • 2 Marks for each project subject to a capping of 10 Marks.	10	• Work order/ Agreement for ongoing projects • Client letterfor completed projects
	A-5	Prior experience in providing end to end manage solution which includes activities like Drone survey, GIS Base Map Preparation, Application development for State/Central Government/PSU from FY 2018-19 to FY 23-24, 2.5 Marks for each project subject to a capping of 10Marks	10	• Work order/ Agreement for ongoing projects • Client letter or completed projects
	A-6	Experience of executing projects for State Government/Central Government/ PSU owned Industrial development corporations involving development of Online land allotment system& its subsequent activities like issuance of LOI, LOA etc. along with GIS based mapping, Survey etc. in the same project • 2.5 Marks for each project subject to a capping of 5 Marks	5	• Work order/ Agreement for ongoing projects • Client letter/ CA certificate for completed projects
		Note – For the above-mentioned criteria (A1 to A6) independent projects are to be provided against each criteria. No project would be marked twice.		
B		**Approach & Methodology (Technical Presentation)**	**25**	
	B-1	The technical presentation should contain the following with reference TOR (section 7): 1. Team Deployment 2. Proposed Development Architecture for application development and database 3. Proposed Modules including wireframes 4. Data Migration & Business Continuity with respect to prevalent system deployed at MPIDC (invest.mp.gov.in, HRMS and payroll vendor payment portal, Central Inspection System etc.) 5. Report MIS Analytics proposed for the solution 6. Demonstration of GIS based solutions including components like survey (drone/DGPS), GIS mapping& proposed	25	Date & time to be communicated separately

			software tools and their outputs.			

7. Proposed Value Addition

	C	**EXPERIENCE OF ON-SITE TEAM**		**25**		

Evaluation of CV						
S No	Designation	No. of resources	Minimum Requirements on the date of bid submission	Marking (Experience) on the date of bid submission	Marks per resource	Total marks
A	B	C	D	E	F	G
1.	Project Manager	01	1. MBA (IT)/B.E./ B.Tech./ MCA with minimum 8 years of experience in IT/ System development 2. Experience of working in SRS/GPR/FRS for atleast 2 projects 2. Proficiency in Hindi and English 3. Should be on company's payroll	1. Experience in development and implementation of IT systems with atleast 5 years' experience in e-Governance Projects**– 2 Marks** 2. Experience of implementation of atleast 1 single window system project for any State/Central Government **– 2 Marks**	4 Marks	4 Marks
2.	Solution Architect cum Database Administrator	01	1. B.E./ B.Tech./ MCA in CS/IT with at least 10 years of experience 2. Proficiency in Hindi and English 3. Should be on company's payroll	1. Experience of Solution Architecture for IT Projects like Single Window System/e-governance implementation for States/UTs/Central Government or its body **– 2 Marks** 2. Experience of Integrating web services through API/SSO etc. on e-governance projects**– 1 Marks**	4 Marks	4 Marks

						3. Experience in database handling & its optimization **– 1 Mark**		
	3.	Sr. Software Developer	01	1. B.E./ B.Tech./ MCA with minimum **8 years** of development & IT solution experience 2. Proficiency in Hindi and English	1. Should have worked in at least 1 government project involving development or support for Single Window System **– 2 Marks** 2.Should have minimum 2 years' experience in e-Governance domain and system design & development**– 1 Mark**	3 Marks	3 Marks	
	4.	Software Developer	04	1. B.E./ B.Tech./ MCA with minimum **6 years** of development & IT solution experience 2. Minimum 2 years' experience in e-Governance domain and system design & development 3. Atleast 2 out of the 4 resources should be on company's payroll 4. Proficiency in Hindi and English	1. Should have worked in at least 1 e-governance project**– 1 Mark** 2. Should have experience of implementing web services, payment gateways**– 1 Mark**	2 Marks	8 Marks	

5.	Software Developer –GIS	01	1. Graduate in Computer Science/ IT/ Computer Applications / GIS Remote Sensing with minimum experience of 5 years 2. Proficiency in Hindi and English	1. GIS project exposure for minimum 2 years. Expertise required in development of GIS based application, Web Maps **– 2 Marks**	2 Marks	2 Marks
6.	Business Analyst	02	1. MBA/MCA/ BE/ B. Tech/M Sc IT/CS with at least 3 years of overall experience 2. Proficiency in Hindi and English 3. Atleast 1 of the 2 resources should be on company's payroll	1. Should have hands-on experience of preparation of FRS & SRS documents, Process Flows – **1 Mark**	1 Mark	2 Marks
7.	Tester	02	1. B.E./ B.Tech./ M Sc IT/CS/ MCA with minimum 3 years of experience Software Testing 2. Proficiency in Hindi and English 3. At least 1 of the 2 resources should be on company's payroll	1. Should have worked in at least 1 government project – **1 Mark**	1 Mark	2 Marks
	Total	**12**				**25 Marks**

Note: The agency shall ensure that the proposed resources shall comply with the minimum eligibility criteria at the time of submission of proposal. Non-compliant CV for minimum requirement on the date of bid submission 'column D' would not be marked in the technical evaluation

Note:

1. Provided resources should be fungible i.e., can be moved from one function/ work to another, based on client (MPIDC) requirement.

2. The agency shall ensure that necessary laptops/IT devices and access to various knowledge

data bases is available to the deployed resources for the execution of tasks assigned by MPIDC.

3. The invited consultants shall confirm the availability of all the resources included in the Proposal as a prerequisite to the negotiations. Failure to confirm the Personnel`s availability may result in the rejection of the Consultant's Proposal and the client may proceed to negotiate the Contract with the next-ranked bidder.

4. Notwithstanding the above, the substitution of resources at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the bidder, including but not limited to death or medical incapacity. In such a case, the bidder shall offer a suitable resource within the period of time specified in the letter of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate.

5. Before onboarding the replacement resource, the profile of the resource should be shared with MPIDC. With the prior Approval of MD, MPIDC the replacement resource should be on boarded.

6. All resources should be available full time at client location and mark their attendance on the biometric system/ register provided by MPIDC.

7. Travel expenses (post approval from MPIDC) incidental to the project would be paid up by MPIDC.

8. Quarterly Progress Report (QPR) is to be submitted; Along with the detailed report, the QPR should also include a summary of the tasks undertaken by individual team members including their attendance.

9. Proficiency in English and Hindi means proficiency in Reading, writing, speaking and understanding in these languages. Since in Madhya Pradesh, official works are carried out in Hindi and English, the deployed resources should be proficient in drafting, reading and understanding in both languages.

28.	**Consortium is allowed – Yes**

	A. The Financial Criteria under Pre-Qualification (Are to be Met by Lead Bidder), that is –
	    o The agency should have positive net worth of at least INR 20 crores for the last three Financial Years (FY 22-23, FY 21-22, and FY 20-21)
	    o The agency should have positive PAT (Profit after Tax) during the last 3 financial years (FY 22-23, FY 21-22, and FY 20-21)
	    o The agency should have Annual turnover of at least 100 crores from IT & IT related services (should be exclusive of turnover from IT infrastructure/ hardware sales) service from Government/ Public Sector in India (FY 22-23, FY 21-22, and FY 20-21)
	
	 B. The Project Experience criteria related to projects & resources may be fulfilled jointly by the consortium.
	
	 C. The Lead bidder would be responsible ensuring the deliverables as per defined timelines as per TOR

29.	**Notifications to the Agency will be sent as following:** (a) Agencies whose Proposals are non-responsive or did not meet the minimum qualifying technical

	score (80%) will be informed via email.
	(b) Agencies who have passed the minimum technical score will be invited for the opening of the Financial Proposal via email.
	(c) Agencies can participate in the Financial Proposal opening in person. The address, date and time of opening of Financial Proposal will be sent on email.
30.	The online opening procedure shall be as following: The procedure for online opening of Technical Proposals can be seen at https://mptenders.gov.in/
31.	For the purpose of evaluation, the Client will exclude Goods & Service Tax as per prevailing rates, levied on the contract's invoices.
32.	The single currency for all prices expressed is: Indian Rupee (INR)
33.	**The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100.** **The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:** Sf = 100 x Fm/ F, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration. **The weights given to the Technical (T) and Financial (P) Proposals are**: **T** = 70, and **P** = 30 Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following: S = St x T% + Sfx P%.
34.	**Expected date for contract signing would be intimated to the successful bidder**
35.	Procedure for notifying unsuccessful Agency and for publishing the contract award information is as following: a. Following the award, completion of the contract negotiations and contract signing, other agencies will be notified through email. b. Contract award information will be published on MP Tenders portal
36.	**Negotiation may be done on technical approach and methodology only. No financial negotiation shall be done at the time of negotiation. In case the resources are reduced at any stage of the project, billing would be done on pro rata basis on the number of resources deployed and number of days worked by them on the project, based on the value quoted for resource in the financial bid**

6. Formats of Pre-Qualification, Technical and Financial Proposal for Agency/ Lead Partner of Consortium

6.1 Agency/ Consortium Details

S. No.	Items	Agency / Lead Partner	Consortium Partner (if Applicable)
1.	Agency's Particulars		
2.	Address & Contact details		
3.	Authorized person on behalf of the agency/consortium along with contact details		
4.	Power of Attorney (PoA) authorizing the Signatory		
5.	Certificate of Incorporation or Memorandum of Articles of Associations		
6.	GTS Registration, PAN,		
7.	Annual Average Turn Over for FY 2020 – 2023		
8.	Activities as per Section 7 TOR		
9.	Declaration from HR		
10.	Self-Declaration for not being blacklisted by any Government Entity		
11.	Pre-qualification Compliance Sheet		
12.	Form for Statement of No Deviation from the RFP Requirements		
13.	Registered Consortium agreement (In case of Consortium)		

Consortium Terms & Conditions

If Consortium is opted by the vendor, then following conditions and requirements must be fulfilled–

1. Bids submitted by a Consortium of two firms as partners shall comply with the following requirements:
   a. One of the partners shall be nominated as *Lead Partner*, and shall be authorized by the Consortium members through a **power of attorney signed by authorized signatories of the consortium partners;**

b. Lead Partner would be responsible for receiving instructions for and on behalf of partners of the Consortium and the entire execution of the contract,includingpayment,shallbedoneexclusivelywiththepartnerincharge;

c. Lead partner would be responsible for the execution and deliverables of the project.

d. All partners of the Consortium shall be independently and individually liable for the respective scope of work and for the execution of the contract in accordance with the contract terms,

e. The Consortium agreement should indicate precisely the role of all members of Consortium in respect of planning, design, key personnel, work execution etc. All members of Consortium should have active participation in execution of the contract.

f. The Consortium agreement should be registered prior to the submission of the bid so as to be legally valid and binding on all partners; and

g. A copy of the Consortium Agreement entered into by the partners shall be submitted with the bid.

2. The performance security of a Consortium shall be in the name of Lead Partner

3. The bid signatory should be authorized by the Agencies/Consortium partners.

6.2 Formats for Pre-Qualification form to be attached along with the Technical Bid

6.2.1 Checklist for Pre-qualification proposal (to be attached along with the technical Bid)

S.No.	Items	Submitted (Yes/No)	Documentary Proof (Page No.)
1.	Agency's Particulars		
2.	Power of Attorney (PoA) authorizing the Signatory		
3.	Certificate of Incorporation or Memorandum of Articles of Associations		
4.	Copy of registration with sales tax / service tax authorities		
5.	Chartered Accountant certificate for Net-worth, Turnover, PAT and Turnover for last three years		
6.	Copy of the audited profit and loss account / balance sheet/ annual report of last three financial		
7.	Declaration from HR		
8.	Self-Declaration for not being blacklisted by any Government Entity		
9.	Pre-qualification Compliance Sheet		
10.	Form for Statement of No Deviation from the RFP Requirements		
11.	Registered Consortium agreement (In case of Consortium)		
12	Registered Consortium agreement clearly defining the Rolls and responsibilities of the members		

6.2.2 Format for the Proposal Cover Letter(On Agency Letterhead)

To,

The Managing Director,

MP Industrial Development Corporation Ltd (MPIDC),

21, Arera Hills, Bhopal,

Madhya Pradesh – 462011

Date: DD/MM/YYYY

Sub: Letter for Submission of Proposal by <<firm name>>

Ref: <<RFP Title>> (Bidding Document No: _____ Dated: __/__/____)

Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to product and services as required and outlined in the RFP. We attach here to our responses to the Technical Bid.

We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to MPIDC is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements there in do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date fixed for bid opening.   We hereby declare that in case we are chosen as successful agency, we shall submit the PBG in the form prescribed in the RFP. We do hereby undertake, that until a contract is prepared and executed, this bid together with your written acceptance thereof, the Bidding Document and placement of letter of intent awarding the contract, shall constitute a binding contract between us.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response with or without assigning any reason whatsoever.

Date: Signature of Authorized Representative

Name of Agency:

Full Address:

Telephone No.:

6.2.3 Format for particulars of the Agency:

	Details of the Agency	
A.	Name of the Agency	
B.	Address of the Agency	
C.	Year of Incorporation	
D.	Registration Number & Registration Authority	
E.	Legal Status (Public/Private/ LLP)	
F.	Name & Designation of the Authorized person to whom all Authorized person to whom all references shall be made regarding this Bidding Document	
G.	Telephone No. (with STD Code)	
H.	E-Mail of the Contact person:	
I.	Fax No. (with STD Code)	
K.	Website	
L.	Financial Detail (Organization's turnover of last three financial years)	FY 22-23
		FY 21-22
		FY 20-21
M.	GST number	
N.	PAN	
O.	EMD	Date
		Amount
		Reference Number

Date: Signature of Authorized Representative

Name of Agency:

Full Address:

Telephone No.:

6.2.4 Format for Pre-Qualification Compliance Sheet

Pre-Qualification Criteria (to be submitted along with the technical bid)	Submitted (Yes/No)	Documentary Proof (Page No.)
For the purpose of this RFP document, a Business Entity shall mean a company registered in India under the Companies Act 1956 or 2013 or a partnership firm registered under the Limited Liability Partnership Act of 2008, and operating for at least last 7 years as of March 31 2023		
Important Financial Criteria 1. The agency should have positive net worth of at least INR 20 crores for the last three Financial Years (FY 22-23, FY 21-22, and FY 20-21) 2. The agency should have PAT (Profit after Tax) during the last 3 financial years (FY 22-23, FY 21-22, and FY 20-21). 3. The agency should have average Annual turnover of at least 100 crores from IT & IT related services from Government/ Public Sector undertakings in India for the last three Financial Years (FY 22-23, FY 21-22, and FY 20-21) *The turnover should be excluding turnover from sale of IT infrastructure/ hardware		
The bidder should have atleast level 3 CMMI Certification as on the date of bid submission		
The Bidder should have demonstrated expertise and experience in successful implementation of at least 2 end-to-end managed solutions (Enterprise IT Solution based Projects / GIS based Web application development including the deployment of onsite resources) for Central/State Government/PSU value of at least 1 crore in past 5 years		
The agency shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies as on the date of submission of bid.		
The agency should have minimum 03 DGCA registered drones with valid UINs for GIS Mapping and Surveying purpose as on bid submission date.		
The agency must have on its payroll at least 50professionally qualifiedprofessionals working in the any of the areas like software application development, IT systems etc.		

Pre-Qualification Criteria (to be submitted along with the technical bid)	Submitted (Yes/No)	Documentary Proof (Page No.)
Registered Consortium agreement clearly defining the Rolls and responsibilities of the members		

Date: Signature of Authorized Representative
Name of Agency:
Full Address:
Telephone No.:

6.2.5 Format for Declaration by Agency's HR (On Agency Letterhead)

To

Managing Director,

MP Industrial Development Corporation Ltd (MPIDC),

21, Arera Hills, Bhopal,

Madhya Pradesh – 462011

Date: DD/MM/YYYY

Sub: Details of the staff as part of Pre-Qualification Bid for the Bidding   Document.

Ref:<<RFP Title>> (Bidding Document No: _____ dated: __/__/

Sir,

     We hereby declare that there are more than 50 professionally qualified professionals working in the any of the areas like software application development, IT systems etc.

     Further, we hereby declare we have sufficient number of resources who are professionally qualified, and are experienced in the field of investment promotion, investor facilitation, Policy formulation, Branding/Marketing states as investment destination.

Date: Signature of Authorized Representative

Name of Agency:

Full Address

Telephone No.:

6.2.6 Format for Self-declaration by Agency for not being Blacklisted (On Agency Letterhead, to be sub mitted by both the members in case of consortium)

To

Managing Director,

MP Industrial Development Corporation Ltd (MPIDC),

21, Arera Hills, Bhopal,

Madhya Pradesh – 462011

Date: DD/MM/YYYY

Sub: Declaration of no valid ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies in India as on DD/MM/YYYY.

Ref: <<RFP Title >>(Bidding Document No: _____ Dated: __/__/____)

Sir,

In response to the above mentioned RFP I, _____,as_____<Designation>_____of M/s_____,here by declare that our Company/Firm_____has not been blacklisted/barred by any Central/State Government or statutory authority or Public Sector Undertaking (PSU) or regulator as on the date of this declaration.

Date: Signature of Authorized Representative

Name of Agency:

Full Address

Telephone No.:

6.2.7 Format for Statement of No Deviation from the Bidding Document (On Agency Letterhead, to be sub mitted by both the members in case of consortium)

To

Managing Director,

MP Industrial Development Corporation Ltd (MPIDC),

21, Arera Hills, Bhopal,

Madhya Pradesh – 462011

Date: DD/MM/YYYY
Sub: Undertaking of no deviation from RFP terms and condition
Ref:<<RFP Title>>Bidding Document No: _____ Dated: __/__/____)

Sir,

This is to confirm that the proposal submitted by << Agency name>>, is in complete

agreement with the RFP and the corrigendum(s) issued thereof and there is no

deviation whatsoever.

Date: Signature of Authorized Representative

Name of Agency:

Full Address

Telephone No.:

6.3 Formats for the Technical Proposal

6.3.1 Checklist for Technical Proposal

S.No.	Items	Submitted (Yes/No)	Documentary Proof (Page No.)
1	Proposal Cover Letter		
2	Technical Compliance Sheet		
3	Relevant Project Experience – 1. 2. 3. 4.		
4	Proposed Team Structure, Deployment Plan and CVs of key proposed resources		
5	Approach and Methodology		
6	Project Plan		

6.3.2 Format for compliance sheet for Technical proposal

S. NO.	Description (Evaluation criteria)	Submission status (Yes/No)	Page No.
I	Proposed response should be in compliance with all the Mandatory items		
A	**Organization's Experience**		
1.	Experience as per of clause 27 of Data Sheet.		
B	**Proposed Team Deployment**		
1	Agency's proposed resources for the project shall be considered for evaluation of the proposal: Project manager – 1 Solution Architect– 1 Sr. Software Developer – 1 Software Developer– 4 Software DeveloperGIS – 1 Business Analyst–2 Tester – 2		
C	**Proposed Solution**		
1.	**Technical presentation** Proposed Team Lead will make the presentation. The presentation should contain at least the following heads: Technical Presentation The presentation should contain at least the following heads 1. Team Deployment 2. Proposed Development Architecture for application development and database 3. Proposed Modules including wireframes 4. Data Migration & Business Continuity with respect to prevalent system 5. Report MIS Analytics proposed for the solution		

	6. Demonstration of GIS based solutions including components like survey (drone/DGPS), GIS mapping& proposed software tools and their outputs. 7. Value Addition		

6.3.3 Format for Relevant Experience

Summary Table for Project Experience

Sl. No.	Name of Project	Year of Project	Page Number
1			
2			
3			
4			
5			

Detailed Project Experience *(please provide separate table for each project)*

Project Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Start date	
Completion date	
Duration of the project	
Other Relevant Information (if any)	
Supporting Documents enclosed (√):	

Work Order received from Client/ Copy of Contract signed between Implementation Partner and client
Scope of Work highlighted(Y/N)
Period of Contract Highlighted(Y/N)
Other (if any)

6.3.4 Format for List of Resources and Detailed Resume

Summary of Resources

Sl. No.	Proposed Position	Name of Resource	Qualification	Total Experience	Relevant Experience
1					
2					
3					
4					
5					

1.	Proposed Profile				
2.	Name of the Staff				
3.	Date of Birth				
4.	Nationality				
5.	Qualification	S. No	Degree	Institution	Year
6.	Member of professional associations				
7.	Certification(s)				
8.	Languages	S No	Language	Read	Write	Speak

9.	Employment	From (Year)	To (Year)	Employer	Position Held
10.	Description of Services on Relevant Projects				

Detailed Resume of Resources (please provide separately for each resource)

6.4 Format– Financial Proposal

6.4.1 Indicative Format for Price Bid: item rate BOQ (to be entered on the MP e-tenders portal)

S.no	Item description	Number of Resources	Unit	Basic rate	Amount without taxes	Total amount in words
1	Project manager	1	Man-month rate			
2	Solution Architect	1	Man-month rate			
3	Sr. Software Development Lead	1	Man-month rate			
4	Software Developer	4	Man-month rate			
5	Software DeveloperGIS	1	Man-month rate			
6	Business Analyst	2	Man-month rate			
7	Tester	2	Man-month rate			
Total Amount of Part A without taxes						

Part A - Manpower Rates for Invest Portal

	Part B - Survey Rates for Developed, Undeveloped & Proposed land parcels of MP industrial Development Corporation.		
S.no.	Particulars	Amount without taxes	Total amount in words
1.	**Per5 hectare cost for drone/DGPS survey***		
	Total Amount of Part B without taxes		

Note* -

1. *The bidder has to quote the price for 5 Hectares (12.3553 Acres) Billing would be for Minimum 5 Hectares, for any additional survey area the billing would be done on pro rata basis, based on the price quoted for 5 Hectares.*
2. *The quoted price should include Logistic cost including travel, accommodation, meal expenses etc. for the resources engaged in the Survey along with Consolidated cost for required application software, manpower, GIS Lab, drones etc. as defined in TOR (section 7 of RFP document)*
3. *The Bidders may refer to Section 7 TOR, for indicative area for Survey*

Final Price Quote (without taxes)	
Total of Part A + Part B	

6.4.2 Format for Performance Security to be submitted by the Agency/Lead Partner in case of Consortium

<div align="right">[Date]</div>

To

Managing Director,

MP Industrial Development Corporation Ltd (MPIDC) ,

21, Arera Hills, Bhopal,

Madhya Pradesh – 462011

Sub: Performance Bank Guarantee

Ref: <<RFP Title >>(Tender No: _____ Dated: __/__/____)

Dear Sir,

M/s. (name of Agency), a company registered under the Companies Act, 1956, having its registered office at (address of the Agency),(here in after referred to as "our constituent", which expression, unless exclude do repugnant to the context or meaning here of, include sits successors and assignees), agreed to enter into a contract dated …….. (Herein after, referred to as "Contract") with you (Madhya Pradesh Industrial Development Corporation (MPIDC)) for referred RFP.

We are aware of the fact that as per the terms of the contract, M/s. (name of Agency) is required to furnish an unconditional and irrevocable bank guarantee of amount 10% of purchase order in favour of MPIDC for an amount<<....>>and guarantee the due performance by our constituent as per the contract and do here by agree and undertake to pay the amount due and payable under this bank guarantee, as security against breach/ default of the said contract by our constituent.

In consideration of the fact that our constituent is our valued customer and the fact that…………… has entered into the said contract with you, we, (name and address of the bank),have agreed to issue this Performance Bank Guarantee. Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach/default of the said contract, and which has not been rectified by him, we here by agree to pay you forth with on demand such sum/s not exceeding the sum of amount <<....>>), without any demur.

Notwithstanding anything to the contrary,as contained in the said contract,we agree that your decision as to whether our constituent has made any such default(s)/breach(es),as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said contract,will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur. This PBG will remain valid for 39 months.

We further agree that the termination of the said agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honour the same without demur.

We here by expressly waive all our rights to pursue legal remedies against MPIDC and other Concerned Government Departments of Madhya Pradesh.

We the guarantor, hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise here under may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been provided to us after the expiry of 48 hours from the time it is posted.

If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent upon intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent, nor shall it be affected by any change in our constitution or by any amalgamation or absorption there of or therewith or reconstruction or winding up, but will ensure to your benefit and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

Notwithstanding anything contained here in above, our liability under this Performance Guarantee is restricted to amount<<....>>), and shall continue to exist, subject to the terms and conditions contained herein, unless a written claim is lodged on us on or before the aforesaid date of expiry of this guarantee.

We here by confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association/ Constitution of our bank and the undersigned is/are the recipient to the authority by express delegation of power/have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or for bear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee. Not with standing anything

contained herein, our liability under this Performance Bank Guarantee shall not exceed amount INR <<....>>.

The PBG shall be remain valid during the entire warranty period (27 months); and We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only if we receive a written claim or demand on or before …. (Date) i.e., 27 months from start of project. Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or with holding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws, and we hereby submit to the exclusive jurisdiction of courts of Justice in Bhopal (M.P) for the purpose of any suit or action or other proceedings arising out of this guarantee, or the subject matter hereof brought by you may not be enforced in or by such count.

Dated …………………..this ……….. Day ………….20..

Yours faithfully,

For and on behalf of the …………… Bank,

(Signature)

Designation (Address of the Bank)

Note:

This guarantee will attract stamp duty as security bond. A duly certified copy of the requisite authority conferred on the official/s to execute the guarantee on behalf of the bank should be annexed to this guarantee for verification and retention thereof as documentary evidence.

7. TermsofReference(TOR)

i. List of modules/functionalities to be developed:

A. Design and development of Content Management System (CMS) based Website for Invest MPPortal

1. Design and development bilingual website
2. Provision to search content, documents, Policies, and relevant information
3. Design and development of Frequently Asked Questions (FAQs) and search relevant FAQs based on keywords
4. Provision to upload of Notifications, News, user manual module, Images, Videos etc.
5. Provision for tender update in accordance with its timelines & modification, access to respective sections of MPIDC for uploading the tender in case required.
6. Design and development of other content on Invest Portal based as required by MPIDC from time to time
7. Provisions ofContent Management through defined client logins.
8. Support in the deployment and deployment ofChatbot with provision of complete solution for Investor queries, client facilitation, land allotment, incentives, Policies, Acts and other modules as defined in TOR Section 7.
9. Provision for online Market Place (yellow pages)on the portal, with product directory including HSN Code of the commodity being produced / manufactured by the industries in the state.
10. Pre-defined templates for system generated orders, letters etc. pertaining to each section of MPIDC
11. Support for various content types (e.g., text, images, videos, documents).
12. Tagging and metadata support for easier search and retrieval.
13. Media Management:
    a. Image and file upload capabilities.
    b. Automatic resizing and optimization for images.
    c. Media library for easy reuse of asset
14. Performance Optimization:
    a. Caching mechanisms to improve page load times.
    b. Content delivery network (CDN) integration.
15. Backup and Recovery:
    a. Regular automated backups of the System, website and content.
    b. Easy restoration in case of data loss.
16. Scalability:
    a. Designing the system to handle growth in terms of content and traffic.
17. Social Media Integration:
    a. Easy sharing of content on social media platforms.
    b. Integration with social media analytics tools.
    c. Display of defined social media handles on the Home page of Portal
18. User Training and Onboarding:
    a. Provide training and onboarding resources for content creators and administrators.

B. Design and development of Single Window Clearance Portal Module

1. Design and development of Know Your Approvals (KYA) modules to know the list of eligible services/clearances/approvals required to set up an industry/business in the State
2. Design and development of Combined Application Form (CAF) for all the sectoral approvals
3. Design and development and Integration of Document Management System (DMS) to store requisite documents of the Investors
4. Design and development of rule base workflow engine
5. Design and development of feedback on draft business regulations/policy module
6. Supporting Single Window on creating awareness for generating feedback
7. Support to departments on compliance to DPIIT, Business Reform Action Plan points, reducing regulatory Compliance Burden etc.
8. Supporting District level ranking/department ranking on Ease of Doing Business
9. Implementation of various payment gateways (State Treasury or other financial institutions) as finalized by client
10. Integration with E-Office as permissible by concerned authority/vendor
11. SMS/Email notification to various stakeholders
12. Implementation of e-Sign (Aadhaar based, token based)
13. A user-friendly dashboard providing real-time status updates on the approval process.
14. Implementation of a role-based access control system to ensure that data is accessible only by authorized individuals.
15. Integration with GIS (Geographic Information System) for plot or land allocation details.
16. Design and development of grievance redressal and support module for Investors.
17. Regularly updated FAQ and help section, tailored to common issues Investors might face.
18. Customizable analytics and reporting tools for departments to monitor and analyze application trends, approval times, etc.
19. A calendar integration and prior notifications showing timelines, deadlines, and important dates for Investors.

C. Design and Development of Investor Registration Module

1. Design and development of Investor Registration with Mobile number /email
2. Verification of Mobile and email address
3. Design and development of Investor login module
4. Provision for password reset
5. Provision to Investor to manage profile
6. Integration of services like PAN Card, EPFO, GSTN etc& data base of other state department services for exchanging and validation of Information on real time basis of Investors
7. Provision for Digi Locker, pertaining to all the mandatory documents of the Investor
8. Multi-factor authentication (MFA) for enhanced security during login.
9. Dashboard for Investors to view and update their investments, status of approvals, employment and other relevant details including Code of their raw materials and finished products
10. Provision for Investors to upload, update, or remove supporting documents as required.
11. Session timeout to prevent unauthorized access if the Investor is inactive.

12. Integration with a secure payment gateway for the Investor to make payments.
13. Notification system:
    a. Instant email/SMS notifications for account activity and updates.
    b. Regular newsletters or updates on relevant opportunities or changes.
    c. Bulk emails and SMS as required by MPIDC from time to time for any other purposes
14. Analytics dashboard for Investors to gain insights on their Investments/Approvals etc.
15. User-friendly interface compatible with both desktop and mobile devices.
16. Feature for Investors to download or print their account statements, Investment summaries, and other relevant documents.

D. Module On-Boarding State Departments

1. On-boarding of state departments on Single Window system for providing services and approvals provided bythe respective department
2. On boarding of already developed services of other departments on Single Window System with Single Sign On.
3. Tracking of application submitted from Single window system and theirstatus.
4. Investor Ticket Management System: On-boarding of other state department on Investor Ticket Management System where other department can respond on issues raised by Investors
5. Investor Grievance Redressal Management System: On-boarding of other state department on Investor Grievance where other department can respond on grievances raised by Investors
6. Information Wizard for with sector specific questionnaire for all Investible projects
7. Integrated application Common Application Form with department specific clearances in one-go
8. Security Audit: Implementation of security parameters in Single Window Clearance System and ensure support for various audits and their compliances
9. Integration with E-Office as permissible by concerned authority/vendor
10. Integration with third party portal identified by department
11. Integration with National Single Window System developed by INVEST India
12. Training and onboarding sessions for state department personnel to familiarize them with the platform's features and functionalities.
13. API documentation and support to ensure smooth integration of departmental systems.
14. Detailed logging and tracking of user activity to monitor and ensure data integrity and security.
15. Creation of role-based access and privileges ensuring data confidentiality and integrity.
16. Implementation of data analytics tools to understand service usage patterns and derive insights etc.
17. Periodic reviews and system health checks to ensure the optimum performance of integrated systems.
18. Provision for automated alerts and notifications for timely action by concerned departments.
19. Development of standardized templates and forms for unified data entry and retrieval.

E. Development of Land Allotment System

1. Design, develop, host and maintain business services e.g., Land Bank, Land Allotment,

Online Payment Management and other such services as per the rules applicable from time to time.

2. Design, develop, host and maintain post land allotment services e.g., Surrender of allotted plots, Transfer of Lease Hold Rights, Mortgage Rights, Merge Demerge Amalgamate, Change in Constitution, Change in Shareholding, Renewal of Lease of Allotted plots, Date of Production, Unit Expansion, Unit Existence & Operational Certificate etc.
3. Module for payment of lease rent, maintenance charges, Bills related to electricity and water   and facilitation charges
4. Integration with State Single Window system, India Industrial Land Bank (IILB) and other such portals as required from time to time by state department or central ministries.
5. Implementation of technical modifications based on Business Reform Action Plan (BRAP) report.
6. Annual updation of land rates in accordance with Inspector General of Registration and Superintendent of Stamps, Commercial Taxes Department.
7. The module shall be integrated with the GIS Application being developed as explained in the later sections of the document.
8. Provision for land allotment based on First Come First Serve, EOI based, Installment based etc. as defined in the land rules from time to time.

F. Design and development of Common Incentive Disbursement Platform

1. Design and development of module for issuance of "Eligibility Certificate" under the incentive policies.
2. Design and development of "Know Your Incentive" (KYI)
3. Design and development of "Incentive Calculator" (IC)& its customization based on the change or modification of the Policies from time to time.
4. Design and development of Common Incentive Disbursement Platform
5. Development of approved form and customized workflow of various incentives falling under various industrial and sectorial policies
6. Design and development of prototype of incentive form and workflow for stakeholder's consultation and approvals
7. Design and development of Unified Payment Gateway platform and it's Integration with Payment Gateway/Treasury
8. Design and development of Custom Document Management System or any other Open Source DMS recommended by Department
9. Design and development of customized agenda module for SLC review
10. Design and development of customized Minutes of Meeting module
11. Design and development of Grievance/Ticketing module or integration with Single Window Grievance/Ticketing module
12. Notifications/Alerts to key stakeholders on defined transactions
13. Integration with SMS/Email gateway
14. Integration with E-signing for approvals
15. Implementation of role-based access controls to safeguard sensitive incentive data.
16. Multi-language support to cater to a diverse set of stakeholders.
17. Reporting dashboard with visualizations for tracking disbursement status, applications, approvals, and rejections.
18. Advanced search capability with filters to quickly retrieve applications, statuses, and

incentive details.

19. Mobile app integration for anytime, anywhere access for stakeholders.
20. Auto-calculation and validation feature to reduce errors in incentive claims.
21. Training modules and user manuals for educating stakeholders on system functionalities.
22. Continuous system monitoring and logging to ensure seamless operations and troubleshoot potential issues.

G. Design and development of Online Appeal Management Module

1. Design and development of online Appeal management module from where Investor can submit its appeal
2. Appeal resolution mechanism
3. Onboarding of various departments
4. Email/SMS notification
5. Multi-step verification process for appeal submission to ensure genuineness.
6. Dashboard for tracking the status and progress of submitted appeals.
7. Integrated ticketing system for systematic tracking and handling of each appeal.
8. Provision for the Investor to attach relevant documents, images, or videos to support their appeal.
9. Appeal escalation mechanism for unresolved or high-priority cases.
10. Real-time analytics and reporting tools for monitoring appeal volumes, trends, resolution times, and stakeholder feedback.
11. History log and audit trail for each appeal, ensuring transparency and traceability.
12. Customizable response templates for frequent issues, streamlining the resolution process.
13. Secure and encrypted database storage for sensitive appeal data and documents.
14. Multi-language support catering to a diverse set of Investors.
15. Provision for appeal comments and communication between the Investor and the handling department within the platform.
16. Role-based access controls to ensure only authorized personnel can access specific appeal details.
17. Mobile app integration for on-the-go access, tracking, and resolution.
18. Training modules and user documentation for both Investors and departmental users.

H. Design and Development of the Geo-Enabled Web Application

1. The application shall be Open Geospatial Consortium standards and open web services: including Map, WMS 2.0, WFS 2.0, WCS, WMTS, WPS, KML, and Geo JSON & I3S for rendering of 3D data complied
2. The developed application shall have capability of layer management of various layers
3. The application should have Ad-hoc querying capability and should support Spatial and Non-Spatial Queries
4. There should be search functionality for the layer and attribute search
5. The solution should have capability of add new layer, edit layers and share as service
6. The solution should have the capability of generating real time and daily reports in various standards format.
7. Platform shall be capable to export newly drawn features or selected layers in industry standard formats, it should be limited to defined user roles

8. The envisaged system should be designed to meet the relevant STQC Standards.
9. The application shall conform Indian standards of information security, published from time to time by MEITY.
10. The System must be horizontally and vertically scalable
11. Should have a facility of user management to create an account, and grant/ revoke user rights for viewing, publishing or administrator rights to any users across the network.
12. Should support Tile layer from Vector and Raster layers for better performance and fast accessibility
13. Platform should have functionality of On-the-fly automatic labelling, multi-labelling, interactive labelling, rotation of labels from an attribute field, interactive label placement, predefined label styles & finally saves labels as a data layer
14. The developed platform shall have configurable dashboards to showcase the results and information in the form of pie charts, bar charts, histograms, threshold bars, query, highlight and selections etc.
15. The GIS System should be able to perform spatial data management and analysis functions like data editing, trend analysis, hot spot analysis, sensor integration etc
16. GIS Server application should record various service statistics, such as total requests, average response time, and timeouts, and reports this information in Server Manager for better monitoring and performance optimization of services.
17. GIS Server software should support standard Web server / application server like IIS, Apache, Tomcat, Web Sphere, Web logic etc or equivalent
    17.1   Basic Requirements:
            a) Zoom-In & Zoom-Out
            b) Pan
            c) Identify
            d) Select Features
            e) Measurement Dimensions
    17.2   Land Acquisition Module
            a) Understand the terrain, shape, existing construction/other man-made features, approaches available, topographical features of the identified land by Superimposition of land record (khasara plan) to do a first-cut feasibility analysis
            b) Understand accessibility of the proposed land using drone maps (distance from the nearest road, Electric substations etc.)
18. Town Planning (GIS Based Workflow Management System) Module
    This module shall be developed into two parts named as:

    18.1   Updating the existing Layout Plan

            a) Develop a Web based module for internal approval of the revised layout plan
            b) Proposed changes as required in the existing layout plans by Unit office
            c) Finalization of changes by committee headed by MD and published on the live GIS portal

d) Keep a record of the changes made by the Planning Cell/Unit office within the application

18.2 Creating a new Layout Plan

a) Develop a Web based module for internal approvals of layout plans
b) Proposal submitted by Unit office with requirement and land details
c) Draft layout plan prepared by the Town Planning Cell of the MPIDC.
d) Finalization of changes by committee headed by MD and published on the live GIS portal
e) Development of an audit trail features within the application that will keep a record of change that is suggested by the Committee within the application
f) The suggestions will be implemented in the layout plan using the editing application

I. Engineering and Maintenance

1. To do the cut-and-fill analysis based on the land topography
2. Visualize the public works and other Engineering Data on thematic maps
3. Create a network topology for the road, water, sewage, electric and other networks
4. Develop automated progress monitoring and maintenance application for engineering works

J. Functional Requirements of Mobile application

1. Mobile GIS application should support popular platforms like Android, iOS.
2. All mobile GIS applications should interact seamlessly with each other in case of multiple mobile applications
3. Mobile GIS application should have access to Basemap, imagery Services for location reference.
4. Mobile GIS application is expected to integrate with enterprise GIS system, which will be the common GIS platform.
5. Mobile GIS application should support to assign work and Coordinate with field workers
6. Mobile GIS application should be capable to report status back to the office
7. Mobile application should support to Collect and update data in the field, log your current location, and to improve the efficiency of field workforce and the accuracy of your GIS using:
   a) Collect and update data using the map or GPS.
   b) Connect to feature services (WFS) to edit/update data
   c) Download maps on device and work offline
   d) Collect points, lines, areas, and related data.
   e) Fill out easy-to-use, map-driven forms.
   f) Attach photos to your features.
   g) Integrate/ receive data from professional-grade GPS receivers.

h) Search for places and features
i) Track and report where users have been.
j) Integrate with apps to assign and monitor status of tasks
8. Mobile application should support to design Surveys with predefined questions that use logic and provide easy-to-fill answers, embedded audio and images, capture location, and offer multiple languages.

K. Internal Modules for Departmental functioning

These modules will be developed with the internal resources that will be deployed on full-time basis at MPIDC premises and work closely with various stakeholders in MPIDC on development and refinement of these modules.

The below table depicts the indicative modules of application to be undertaken:

S. No.	Indicative Modules of Application
1	Financial Management,Accounting Module and payments
2	Human Resource Development & Management Module
3	Payroll Management Module including vendor payments
4	Meeting Management Module
5	Branch Office Management Module
6	Legal, Company Affairs Module, Court cases
7	Engineering Works Module (For Estimates & Contractor Management)
8	E-Sign Implementation (Digital Signature Certificates)
9	IT Section – IT Infra and Software Applications
10	Facility Management Module
11	Executive Dashboard & Report Generation
12	Any other modules required by MPIDC or its associated companies from time to time

L. Data Migrations

1. Submission of data migration strategy and risk with assumptions
2. Mapping of form in legacy system with new proposed form
3. Migration of existing uploaded documents to new systems
4. Migration of existing approved certificates of the application to new system
5. Migration of transactional data (history) to new system
6. Migration of payment disbursement details to new system
7. Validation checks post-migration to ensure data integrity and consistency.
8. Provision for rollback strategy in case of unsuccessful migrations.
9. Detailed logging of migration activities for audit purposes.
10. Phased migration approach to minimize downtime and ensure business continuity.
11. Stakeholder communication strategy during migration phases to manage expectations and provide updates.
12. Compatibility checks of migrated data with the new application's data structures and schemas.
13. Training sessions for key stakeholders on understanding and navigating migrated data in the new system.
14. Ensuring the Business Continuity by maintaining the prevalent system till new is online.

15. MPIDC will extend necessary from its prevalent vendor and IT support team till March 2024.

M. Handholding & Training

1. Handholding support and training to the stakeholders.
2. Handholding support to the Investors.
3. Design of user manual for stakeholder and Investor assistance
4. Interactive online training modules to assess understanding.
   - On-site training sessions for key stakeholders for in-depth system understanding
   - Continuous feedback collection mechanism during the training phase to identify areas of improvement.
   - Training documentation, including detailed guides and quick reference cheat sheets.
   - Periodic refresher training sessions post go-live to ensure continuous familiarity with the system.
   - Specialized training for the administrative and super users to manage the backend of the application effectively.

N. Operation & Maintenance Support

1. Support and maintenance of the existing system till go-live of the all the modules to the agency must deploy dedicated manpower to take the handover of the project.
2. SLA (Service Level Agreement) based support response and resolution times.
3. Regularly scheduled system backups and disaster recovery protocols.
4. Provision of monthly performance and usage reports to stakeholders.
5. Quarterly system reviews to identify areas for improvement and future upgrades.
6. Periodic user satisfaction surveys to ensure the system meets user requirements and expectations.
7. Continuous monitoring of application security and updates to safeguard against potential threats.
8. Coordination with third-party vendors or integrations for any required updates or patches.

O. Deliverables

The bidder shall submit following as deliverables of the Application and each developed module:

1. Functional Requirement Specification (FRS)
2. Software Requirement Specification (SRS)
3. System Design Document (SDD)
4. Release of developed application modules for testing
5. Test Strategy, Test Plan/Test Cases (Integration, System, Performance), Test Execution Reports
6. User Acceptance Testing (UAT)
7. Security Audit Report

8. Application Go Live
9. Application Source Code
10. Quarterly Progress reports as per the prescribed format provided by MPIDC , format would be provided to the successful bidder.

II. Establishment of GIS Lab:

MPIDC envisages to establish a GIS Lab to create, develop, manage the applications centrally. This established lab shall work as center of excellence for various MPIDC applications and perform following activities on a regular basis for the seamless execution and transition of various applications:

1. Create GIS compatible layout plan for upcoming sites
2. Analyse the existing layouts with the planned layouts
3. Analyse change detection between data in different time interval
4. Assist MPIDC in multiple GIS related requirement
5. Assist in process standardization and optimization
6. Assist in new industrial areas planning
7. Modify an existing one as per the latest status in the ERP and on the site and, continuously define the boundary of the plots whose boundaries cannot be finalized from the drone data or from the existing data with MPIDC.
8. GIS data processing
9. Data Updation for various layers
10. Quality assurance of the created data and developed applications
11. Analyze the Gaps between data
12. Assist in quick decision making

III. Drone Survey and GIS Data Preparation:

This phase shall focus on Data Acquisition through Drone Surveying and preparation of the Geo-Spatial data for the entire Industrial area spread across the state. This area covers existing Industrial areas, upcoming Industrial Areas and Identified Land Banks of MP Industrial Development Corporation. Entire data shall be prepared in WGS 84/UTM 43N Projection System. The selected bidder shall consider 100-meter buffer of the given IAs Area of interest and prepare data for the mentioned areas as per defined priority by the department.

Indicative List of areas in MPIDC –

S.no.	Regional office	Developed (Area in Hectares)	Developing (Area in Hectares)	Undeveloped Land (Area in Hectares)
1.	Indore	5502	2730	5924
2.	Bhopal	2775	344	4543

3.	Gwalior	2076	-	1294
4.	Jabalpur	1593	145	3339
5.	Rewa	257	103	744

Note – The above list is indicative list of areas, which may be surveyed. The Survey area would be finalized by the MPIDC.

Following activities shall be performed under this part:

A. Establishment of Permanent Benchmarks at Each Industrial Area

The selected bidder shall establish at least 03 Permanent Benchmark Pillars at each industrial area.

Bidder shall monument each Benchmark with the Concrete and iron-based structure and metal plate mounted on the structure. The structure shall be of 40*40*100 cm (Length*width*depth) dimensions and shall be placed 30 cm above the ground. The iron plate shall carry dimension of 20*20 cm with the MPIDC defined naming conventions.

The established Benchmarks shall be further corrected using the ContinuouslyOperating Refence Stations Network in the state. Bidder shall be completely responsible to seek CORS data and information from the Survey of India or other relevant authority, MPIDC shall support in the necessary letter/document needed to get the permission

In addition to the permanent benchmarks Bidder would need to establish suitable number of temporary ground control points for the area for carrying out drone survey. Bidder may establish more ground control points as per the requirement to achieve the better accuracy. The established GCPs shall be further corrected by the permanent benchmark Pillars. The Ground Control Points (GCPs) should be clearly visible in the drone data.

1. GCPs reading shall be taken on painted identification on the ground. In case hard, dust free surface is not found in the AOI, the bidder must place temporary Markers/banners on the ground.
2. Painting and observation taking activity shall take place before the drone data acquisition
3. 4-5 Photographs shall be taken of the GCPs location
4. GCPs shall be well distributed in the surveyed area and collinearity must be avoided.

B. Drone Survey

As per need of the creation of the GIS data, mapping of the IAs, Drone survey shall be performed for the MPIDC identified areas. Bidder is open to choose any Drone and Camera for the data acquisition but shall follow minimum specifications as per mentioned below:

1. The selected drone and camera shall be same/same specifications for throughout the project to capture all MPIDC areas mentioned in the RFP
2. The drone used by bidder must be survey grade with PPK based GNSS and minimum 24 MP resolution for camera.
3. The drone must have a valid UINs, the bidder must use drones with valid UINs issued by DGCA.
4. The selected bidder shall be responsible for taking all the necessary permissions required

for the Drone survey and processing like Permission from DGCA, MoD, SoI and district administrators. Department shall help to provide necessary authorization letters for the same.

5. For the security sensitive areas where bidder does not get approval for the drone flying, Survey can be performed with the other available Remote Sensing/GIS techniques with the agreement of the MPIDC.
6. The selected drone should be capable to acquire sub 5cm spatial resolution image
7. Image acquisition shall be done with 80% Forward overlap and 70% Side overlap
8. Photography shall be undertaken only when lighting and weather conditions are acceptable for photograph and not to be attempted during haze, smoke or dust.
9. The selected drone shall be controlled from the remote location.
10. The drone pilot should be qualified pilot from the competitive authority and hold valid RPC number issued by DGCA.
11. The Drone to be used shall have on-board mounted payload consisting of processor board, GPS antenna, fixed camera etc.
12. Selected drone shall be able to follow pre-define/programmed flight paths autonomously and independently take predefined aerial photos.
13. The bidder shall submit the details of drones and operators to MPIDC before the start of work and shall ensure same drones and operators are used, proof in terms of drone flight logs, Images of drone operation with visible drone at each IA etc must be submitted by the bidder at the time of data submission.
14. The rates quoted by the bidder shall remain applicable for minimum 3 years for carrying out the drone survey at later time by MPIDC for survey of additional areas or resurvey of existing areas.

C. Data Processing & Product Generation

The selected bidder shall process the Raw data collected from the drone survey and DGPS processing and generate following products:

1. Digital Terrain/Elevation Model & Contours

The selected bidder shall prepare the Digital terrain / Elevation model & contours for all areas covered under this RFP. DigitalTerrain / Elevation model & contours provides information of the bare earth excluding trees, buildings and other surface objects for the effective planning of the industrial areas in various capacities like planning of the drainage infrastructure. Bidder shall adhere following guidelines/specifications to prepare Digital Terrain/Elevation models:

1.1 Digital Elevation Model (DEM)& Digital Surface Model(DSM) shall be prepared at 1 meter grid interval
1.2 Single Mosaic File shall be delivered for each area
1.3 Digital Surface Modelshall also be delivered along with DEM/DTM
1.4 DEM shall be delivered in an industry-standard, GIS-compatible, 32-bit floating point raster format.
1.5 Permanent water bodies like lakes, ponds, reservoir, etc. shall be Hydro-flattened whereas linear water bodies like river, streams, etc. shall be Hydro-enforced
1.6 Bridges, buildings and other surface objects shall be removed from the DTM.
1.7 Road or other travel ways over culverts intact in the surface.
1.8 Break lines shall be properly incorporated on the edges of the river, water bodies and hilly area.

1.9 DTM data shall be seamless across the edges

1.10 Contours Shall be generated at 1 meter interval from the corrected DTM/DEM

1.11 There shall not be any sharp edges on contour

1.12 Contours shall be aligned with surface data

1.13   Contours shall be free from spikes & topologically corrected

2. Ortho Imagery

The selected bidder shall generate geometrically corrected image for the areas at 5 cm spatial resolution. This image shall be corrected for geometric inaccuracies induced by the platform, sensor, and especially terrain displacement. Bidder shall adhere following guidelines/specifications for the Ortho Image Mapping:

2.1 Ortho Image shall be delivered in an industry-standard, GIS-compatible, 24-bit raster format (8 Bit per band, 3 Band ie Red, Green, Blue).

2.2 Ortho-Mosaic image shall be seamless in nature.

2.3 Single mosaic image shall be delivered for each area

2.4 Ortho Image shall cover the complete AOI with no omissions i.e. there shall not be any smoke/haze, corrupt data, and void areas(unless masked for security or other reasons).

2.5 Whole image shall be covered by DEM.

2.6 Extreme tonal or colour variation shall be avoided and blending should be performed properly across seam lines

2.7 There shall not be any NO Data in ortho image AOI (Unless the the area is required to be masked off). NO DATA include items such as photographic frame borders, fiducial marks and other artifacts.

2.8 Image shall be radiometric balanced.

3. Features/Objects Mapping

Following indicative layers shall be mapped using ortho imagery, final list shall be finalized with the mutual agreements of MPIDC and Selected bidder

Sr.	Layer Name	Geometry Type	Estimated Work Requirements		
			Existing IA	Identified IA	Upcoming IA
1.	Scheme Boundary*	Polygon	✓	✓	✓
2.	Earmarking Zones*	Polygon	✓	✓	✓
3.	Compound Walls	Polygon	✓		
4.	Building Footprint	Polygon	✓		
5.	Water Bodies (River, Lake, Pond, Reservoir, Stream, Canal)	Polygon/Polyline	✓	✓	✓
6.	Plantation	Polygon	✓	✓	✓
7.	Road, Rail, Bridge, Flyover	Polygon/Polyline	✓	✓	✓

Sr.	Layer Name	Geometry Type	Estimated Work Requirements		
			Existing IA	Identified IA	Upcoming IA
8.	Electric Line (HT/LT)	Polyline	✓		
9.	Water Supply Network*	Polyline	✓		
10.	Electric Poles & Street Light Poles	Point	✓		
11.	Optical fiber network*	Polyline	✓		
12.	Gas Line*	Polyline	✓		
13.	Telecom tower	Point	✓		
14.	Rainwater harvesting*	Point	✓		
15.	Khasra (Respective dept shall provide)*	Polygon	✓	✓	✓
16.	Land use detail of Land Parcel (Industrial, Commercial Institutional, Residential)	Polygon	✓		
17.	Dumping yard	Polygon/Point	✓		
18.	CETP	Polygon/Point	✓		
19.	WSS campus	Polygon/Point	✓		
20.	Electric substation	Polygon/Point	✓		
21.	Fire station	Polygon/Point	✓		
22.	Dispensary	Polygon/Point	✓		
23.	Post office	Polygon/Point	✓		
24.	Police station	Polygon/Point	✓		
25.	Sulabh Complex	Polygon/Point	✓		
26.	MPIDC and other department offices	Polygon/Point	✓	✓	✓
27.	Open/woodland	Polygon/Point	✓	✓	✓
28.	Reserved/Future planning areas	Polygon/Point	✓	✓	✓
29.	right of way of roads based on the prepared layout	Polygon	✓	✓	✓

Sr.	Layer Name	Geometry Type	Estimated Work Requirements		
			Existing IA	Identified IA	Upcoming IA
	provided by MPIDC.				

*Data must be provided by MPIDC, the same will be integrated over the ORI

Note: Work estimation are just for reference, actual work may differ from the given reference estimates. MPIDC shall provide or arrange existing datasets like existing layouts, Water pipeline, sewage network, Gas Pipeline network, other underground utilities, Khasra. Attributes for the above given layers in the table may be referred from the existing MPIDC data as per availability otherwise bidder shall have to perform the field survey.

4. DGPS based Field Survey

Bidder shall conduct DGPS/TS based field survey for the mapping of plot layout and other respective information (where no boundary/reference point available) with the help of MPIDC officials. This survey shall only be required in Existing Industrial Areas and may be performed for the 25-30% of the Industrial Area. Bidder may also conduct survey of the complete industrial area where drone survey is not permitted.

Anomalies Fixing/Compliance with the MPIDC Plans

Bidder shall be responsible for identification of gaps in the created data from the Drone Survey with the existing layout plans available with the MPIDC. Deployed manpower in the established GIS lab shall be primarily responsible to perform these activities. Bidder shall deliver the data after proper alignment of the GIS data with layout maps.

5. Deliverables

Following deliverables shall be part of Drone Survey and GIS Data preparation Activity:

Sr	Deliverable Description	Format
1	DGPS Survey: Raw Data	Native Format
2	DGPS Survey: Processed Data	ESRI Shape/GDB
3	DGPS Survey: Monogram	PDF
4	Drone Survey: Raw Data	Native Format
5	Drone Survey: Flight Plan	ESRI Shape/GDB
6	Drone Survey: Ortho Image	GeoTiff
7	Drone Survey: Digital Surface Model (DSM)	GeoTiff
8	Drone Survey: Digital Elevation Model (DEM)	GeoTiff
9	Drone Survey: Contours	ESRI Shape/GDB
10	Features Mapping/Base Map	ESRI Shape/GDB
11	Building Footprint	ESRI Shape/GDB
12	Various Activities SOPs	Doc Format
13	QC/QA Checklist, Matrix and QC/QA Report	MS Office Format

6. Accuracy Requirements

Deliverable	Absolute Accuracy		Relative Accuracy	
	XY	Z	XY	Z
Ground Control Point	±2 cm	± 2 cm		
Ortho Imagery	20 cm		15 cm	
DSM/DTM		2 meters (NVA) 3 meters (VVA)	1 meter	1 meter
Contours		2 meters	2 meters	
3D Models	20 cm	±2 meters		
Other Planimetry	20 cm		15 cm	

7. Quality Assurance

Quality Assurance/Quality Control (QA/QC) is an integral part of all aspects of any project. It starts with project imitation and continues through the field verifications, data processing and final data delivery to the client.

The Selected bidder shall perform rigorous quality check of the complete data and submit report to the department with the submitted data.

Department is also responsible for all deliverables Quality verification. Department Data Validation Team shall also check the submitted data through redundant and rigorous approach to ensure high standard quality of the delivered data. Department may adopt any quality assurance approach between stratified sampling and cluster sampling. Department shall verify 10% of the data as per considered approach based on identified checklist and mentioned accuracy requirements.

8. Testing
   a) Unit testing of the application
   b) Functional testing of the application
   c) Performance and load testing of the application
   d) Regression testing to ensure that recent changes haven't adversely affected existing functionalities
   e) Integration testing to ensure seamless communication between different modules and external integrations.
   f) Browser compatibility testing to ensure the application works across various browsers and versions.
   g) Mobile device testing for ensuring optimal performance on various screen sizes and operating systems.
   h) Accessibility testing to ensure the application is usable by people with disabilities.
   i) Automated testing to streamline repetitive and time-consuming tasks, aiming for 50-70% automation coverage
   j) Stress testing to understand the system's behavior under peak load conditions.
   k) End-to-end testing to validate complete functionality of application sequences.
   l) Usability testing to ensure the application is user-friendly and intuitive
   m) Continuous testing in the CI/CD pipeline for real-time feedback during the development phase.
   n) Disaster recovery testing to ensure system resilience and data integrity.
   o) Documentation of all test cases, results, and relevant metrics.

p) Feedback loops for testers to communicate findings to the development team effectively.

q) Periodic review and updating of test scenarios to stay relevant with changing requirements.

9. User Acceptance Testing (UAT)
a) Demonstration of the application to various stakeholders
b) Processing of test application
c) Implementation of the changes suggested by the UAT committee designated by the concerned department
d) Bug fixing (if any)
e) Detailed user acceptance test plan preparation.
f) Selection of a diverse group of users that represent the system's target audience.
g) Clear communication of testing objectives, scope, and expected outcomes to participants.
h) Provision of a feedback mechanism for users to provide insights and report issues.
i) Logging, prioritization, and resolution of defects identified during UAT.
j) Collaboration with the product and development teams to rectify identified issues.
k) Repeat UAT cycles as necessary based on feedback.
l) Documentation of all UAT activities, findings, and approvals
m) Training sessions for UAT participants to ensure they understand the application functionalities.
n) A post-UAT review meeting to gather feedback and lessons learned for future projects.

10. Security Audit
a) Closure of security audit observation identified by Third Party Security Audit Agency
b) Detailed security audit plan formulation.
c) Vulnerability assessment to uncover potential security threats.
d) Penetration testing to simulate potential cyber-attacks.
e) Source code review to identify security flaws in the codebase.
f) Risk assessment to prioritize the identified vulnerabilities.
g) Remediation planning and execution to fix identified security flaws.
h) Regular security updates and patch management.
i) Continuous monitoring for new and emerging threats.
j) Periodic security awareness training for all stakeholders involved.
k) Documentation of all security audit findings, resolutions, and recommendations.
l) Collaboration with external security experts for a third-party perspective.
m) Quarterly security assessments to stay updated with evolving threats.
n) Establishment of an incident response plan to address potential security breaches.

IV. Establishment of Integrated Geo-Enabled Enterprise Website and solution for MPIDC

- MPIDC intends to develop a robust integrated geo-enabled solution to cater department and citizen needs.
- MPIDC shall provide the infrastructure required to store, process the data along with development and hosting of the application based on Sizing suggested by the bidder.
- The bidder shall mention the server sizing details in the proposal for the need of data and

platform development and hosting.

- As part of this project scope of work, Bidder shall develop Web Application, Mobile application and various modules as mentioned in further sections of the RFP.
- Bidder shall study the existing infrastructure available with the department for the seamless integration, deployment, and hosting.
- Bidder shallconsider the work already done, enhance these existing modules and add the new modules as per the requirements of the department
- In case any additional resources in terms of software etc are required beyond the current scope for additional development requirements, the same shall be made available by the MPIDC for the bidder.

1. **Current IT Environment, Infrastructure & Practices**

a) State IT Projects & Initiatives and Integration:

Various IT projects/ initiatives have already been taken-up in the state. The selected bidder is expected to understand the IT scenario of Govt of Madhya Pradesh & integration requirements with various projects/ databases. Integration may take place through any standard or suggested IT methodology such as direct connection, web services, API's, etc. the bidder must be prepared for all integration related challenges.

All the software/ application/ solution to be developed/hosted should be integrated with Single Sign-On (SSO) since beginning or later based on the availability. All the users required access to any component of this system has to be registered in SSO. Various standard services are published through Enterprise Service Bus (ESB) for consumption by any system. The system is also expected to publish its services through ESB for consumption by other systems.

During the course of execution of project, many modules s would require to be installed by the selected bidder. The bidder is expected to get the architecture of all such software/ components from the MPIDC or MAP_IT for the seamless development, integration, and hosting of the solution.

b) Understanding of MP State Data Centre:

The state has fully functional Data Centers hosting govt. websites/ portals/ applications and respective databases. The bidder is expected to understand the prevailing policies / practices of datacenter for smooth execution of the project as there would be lot of activities where datacenter services would be required.

The selected bidder may use other third-party applications/ plugins/ cloud platform(s) to deploy the solution.

However, in this case, the selected bidder shall establish the required third-party applications/ plugins/ platform(s) in the provided infrastructure by MPIDC / MAP_IT. The selected bidder shallpass on the requisite number of licenses to MPIDC/ MAP_IT.

The requisite server and/or desktop software licenses shall be perpetual; with software

assurance minimum up to the contract period and shall cover installation & configuring of the same and providing necessary training on the same.

2. Expectation from the Bidder:

MPIDC envisages a world class solution which shall facilitate entrepreneurs and citizens to provide extensive information of the industrial areas, available amenities and other benefits in crisp format. Also, MPIDC intends to develop this solution with the robust world class features to cater futuristic requirements. Bidder shall perform following activities to cater this:

a) Study the existing solution of MPIDC that is implemented and working currently.
b) Study of various solutions/ applications implemented/implementing across the country for the industry related departments.
c) Submit study report of various solutions
d) Suggest 3-4 Design ideas and/or Wireframes to MPIDC to seek approval for the development of the application
e) Study the existing solution of MPIDC that is implemented and working currently and suggest various futuristic functionalities to enhance the application acceptability

3. Functional Requirements of the applications and Modules:

a) Application shall be integrated with State Single Sign-On "SSO" platform if available
b) The Application should have capability of consume and share various APIs and services for the various departmental application
c) Application shall be capable of accessibility from the multiple platforms and cross browsing capabilities.
d) All functions should be intuitive, user friendly, and graphically oriented.
e) A hierarchical data model suitable for efficient database management
f) The application shall be workable with the Disaster Recovery IT infrastructure of the data centre with functions RPO of <=30 mins, RTO of <=60 mins.
g) Any Software bug identified, will be classified in types:
   - Critical: Having bearing on the day -to-day functioning of the respective system or availabilityof application (full functionality or part functionality) for MPIDC or customers. For such Critical bugs, the resolution time shall be 1 Working Day.
   - Non-critical: Not-having bearing on the day-to-day functioning of the respective. For such non-critical bugs, the resolution time shall be 3 Working days.
h) The proposed solution shall have functions for User access control, security and backup.
i) GIS System should support a Service Oriented Architecture (SOA) (GIS on the enterprise service bus).
j) GIS solution should be interoperable.
k) Concurrency Design

The bidder shall consider adequate concurrency of at least 50 concurrent users and system resilience so that the system continues to remain responsive as per the expected performance parameters, despite the increased loads for the following -

   - Accessing the application per day- 50Concurrent users
   - Intranet simultaneously viewing spatial data – 20 Concurrent users

- Intranet simultaneously editing spatial Data – 10 Concurrent users
- Users on Mobile application – 50 Concurrent users

4. **Integration with other applications**
   a) The selected bidder shall be responsible to integrate the developed solution other state-wide applications.
   b) The GIS application shall have capability to integrate with the current as well as upcoming applications in a seamless fashion. It shall provide functionality of login to both the applications through single sign-on for applicable users. Following are indicative list of the applications to be integrated with the Developed Geo-Spatial solution:
      - MPIDC ERP.
      - Land allotment Module of MPIDC.

Application Architecture

The application is envisaged to be an n-tier architecture which has following minimum layers:

a. Presentation Tier– This tier consists of Web Server which caters to the HTTP / HTTPS requests from users (Intranet and Internet)

b. Business Logic Tier – This tier caters to the business rules requirement of the application. Application server is the main building block of this tier

c. Data Tier – Data tier stores application / transaction data to the database

8. Deliverables, Penalties and Payments

In consideration to the services performed by the agency, the agency would be required to submit Quarterly progress report (QPR) and would be eligible for the payments as per the payment Schedule.

The agency would be required to make a presentation to the committee constituted by MD, MPIDC. The approval committee would constitute members from MPIDC or persons nominated by MD MPIDC.

The payment for a particular quarter would be released on the approval of the committee. If the work is not found to the satisfaction of the committee, the committee will ensure that a time of 10 days is given for the rectification of the highlighted issues. Post 10 days if the highlighted issues are not resolved a 10% penalty of the payable amount would be deducted.

In addition to the above penalties on non-rectification of issues raised in the QPR, Penalty may also be imposed on the agency for the following
   a) Incomplete or unsatisfactory delivery of the deliverables
   b) Delay in the delivery of the deliverables
   c) Unapproved Absence of resources from the MPIDC

The penalty would be capped at 15 % of the payment payable for that quarter.

Note The payment would be initiated only after the completion of defined milestones and actives, MPIDC reserves the right to priorities the mile stones.

Project Implementation & Payment Schedule

MPIDC envisions establishing the Invest platform in a time-bound manner such that the project gives a fillip to the Investment promotion efforts of the government while making it easier to Investors to set up projects in MP. In consideration of this, the Selected Agency shall be responsible for the timely delivery of products and services as described in the Bidding Document.

The project shall be implemented in two phases. The first phase shall be deliverable / milestone based, in this phase the Selected Agency shall establish Invest Portal, shall on-board the departments of Wave one within 6 months and provide maintenance support for the period of 2 years after Go-Live. The agency shall also conduct Drone Survey for all the Industrial Areas (Developed, Undeveloped & proposed land parcels) as provided by MPIDC on Quarterly basis.

The second phase of the project shall be Time and Material based, in this phase the Selected Agency shall provide the manpower for Invest Portal Team that shall assist in on boarding and handholding of Investors and departments.

S.no.	Activities	Timelines (in Months)	Payment (In % of the total amount quoted for Part A)
1	Issue of Work Order to the successful Agency	T	

S.no.	Activities	Timelines (in Months)	Payment (In % of the total amount quoted for Part A)
2	A. Selected Agency will present and finalize with MPIDC the Approach, Methodology and Work Plan. B. Detailed Project Roadmap Document. C. Detailed System Study Report (As Is Report of complete system, Application, Processes of different departments) D. Technology Roadmap Document E. INVEST Portal and INVEST Architecture Design F. GPR Strategy Document G. Change Management and Capacity Building Plans H. Requirement Traceability Matrix I. Knowledge Transfer Plans J. Ensuring necessary support for the services received under National Single Window System K. Onboarding of the departments on the Invest Portal L. Day to Day support for Ease of Doing Business implementation & its marking	T to T+3 months	10%
3	A. Design & Development of Content management System (CMS) based website for Invest MP Portal B. Design & Development of Single Window Clearance Portal Module C. Design & Development of investor Registration Module D. Development of land Allotment System E. Internal Modules for Departmental functioning F. Application Security Audit G. Go Live H. Ensuring necessary support for the services received under National Single Window System I. Onboarding of the departments on the Invest Portal J. Day to Day support for Ease of Doing Business implementation & its marking	T+4 to T+6	10%
4	A. Module On-Boarding State Departments B. Design & Development of online appeal management module C. Application Security Audit D. Go Live E. Ensuring necessary support for the services received under National Single Window	T+7 to T+9	10%

S.no.	Activities	Timelines (in Months)	Payment (In % of the total amount quoted for Part A)
	System **F.** Onboarding of the departments on the Invest Portal **G.** Day to Day support for Ease of Doing Business implementation & its marking		
5	**A.** Design & Development of the Geo-Enabled Web Application **B.** Functional requirements of Mobile application **C.** Establishment of GIS Lab **D.** Application Security Audit **E.** Go Live **F.** Ensuring necessary support for the services received under National Single Window System **G.** Onboarding of the departments on the Invest Portal **H.** Day to Day support for Ease of Doing Business implementation & its marking	T+10 to T+12	10%
6	**A.** Maintenance and Updates of INVEST Portal modules **B.** Customizations & new requirements from Client as and when required **C.** Resolution of day-to-day issues **D.** Ensuring Business Continuity **E.** Ensuring necessary support for the services received under National Single Window System **F.** Onboarding of the departments on the Invest Portal **G.** Day to Day support for Ease of Doing Business implementation & its marking	T+13 to T+15	7.5%
7	**A.** Maintenance and Updates of INVEST Portal modules **B.** Customizations & new requirements from Client as and when required **C.** Resolution of day-to-day issues **D.** Ensuring Business Continuity **E.** Ensuring necessary support for the services received under National Single Window System **F.** Onboarding of the departments on the Invest Portal **G.** Day to Day support for Ease of Doing Business implementation & its marking	T+16 to T+18	7.5%
8	**A.** Maintenance and Updates of INVEST Portal modules **B.** Customizations & new requirements from	T+19 to T+21	7.5%

S.no.	Activities	Timelines (in Months)	Payment (In % of the total amount quoted for Part A)
	Client as and when required **C.** Resolution of day-to-day issues **D.** Ensuring Business Continuity **E.** Ensuring necessary support for the services received under National Single Window System **F.** Onboarding of the departments on the Invest Portal **G.** Day to Day support for Ease of Doing Business implementation & its marking		
9	**A.** Maintenance and Updates of INVEST Portal modules **B.** Customizations & new requirements from Client as and when required **C.** Resolution of day-to-day issues **D.** Ensuring Business Continuity **E.** Ensuring necessary support for the services received under National Single Window System **F.** Onboarding of the departments on the Invest Portal **G.** Day to Day support for Ease of Doing Business implementation & its marking	T+22 to T+24	7.5%
10	**A.** Maintenance and Updates of INVEST Portal modules **B.** Customizations & new requirements from Client as and when required **C.** Resolution of day-to-day issues **D.** Ensuring Business Continuity **E.** Ensuring necessary support for the services received under National Single Window System **F.** Onboarding of the departments on the Invest Portal **G.** Day to Day support for Ease of Doing Business implementation & its marking	T+25 to T+27	7.5%
11	**A.** Maintenance and Updates of INVEST Portal modules **B.** Customizations & new requirements from Client as and when required **C.** Resolution of day-to-day issues **D.** Ensuring Business Continuity **E.** Ensuring necessary support for the services received under National Single Window System **F.** Onboarding of the departments on the Invest Portal **G.** Day to Day support for Ease of Doing	T+28 to T+30	7.5%

S.no.	Activities	Timelines (in Months)	Payment (In % of the total amount quoted for Part A)
	Business implementation & its marking		
12	A. Maintenance and Updates of INVEST Portal modules B. Customizations & new requirements from Client as and when required C. Resolution of day-to-day issues D. Ensuring Business Continuity E. Ensuring necessary support for the services received under National Single Window System F. Onboarding of the departments on the Invest Portal G. Day to Day support for Ease of Doing Business implementation & its marking	T+31 to T+33	7.5%
13	A. Maintenance and Updates of INVEST Portal modules B. Customizations & new requirements from Client as and when required C. Resolution of day-to-day issues D. Ensuring Business Continuity E. Ensuring necessary support for the services received under National Single Window System F. Onboarding of the departments on the Invest Portal G. Day to Day support for Ease of Doing Business implementation & its marking H. Project Closure I. Project Handholding support J. Project Design, Codes, Ownership Transfer K. Knowledge transfer L. Project Closure	T+34 to T+36	7.5%

Note:-

1. The MPIDC shall appoint a Third-Party Auditor for Application Audit, Security Certificate etc and the cost of its services shall be payable by the MPIDC.

2. If any Department/Agency's rules/regulations changes during the execution of project, same shall be incorporated without any cost to MPIDC.

3. If any Department/Agency's procedures are automated or made online during the execution of project, INVEST Portal shall be integrated with that system, without any additional cost or change request.

4. The Selected Agency shall be remunerated for the products and services delivered to the MPIDC. The payments shall be made to Selected Agency upon successful achievement of milestones in accordance with the payment terms. It may be noted that the payments shall not be further broken down for activities. The project expected timeline and payment terms are presented in the table below. The Selected Agency is expected to prepare a detailed project plan in accordance with these timelines.

Payment Schedule (Drone Survey of the Developed, Undeveloped & proposed land parcels of Industrial Areas under MPIndustrial Development Corporation) -

Activities	Major Milestones	Timeline (In Days)	Payment (In % of the total amount on pro rata basis for the area to be surveyed)
• Drone Survey • Permanent benchmark establishment • Ortho & DTM Contour generation • GIS Plan preparation including DGPS Survey	• Team Mobilization	• T + 2 Days	
	• Completion of Field work	• T + 15 Days	• 25 %
	• Approval of Draft report	• T + 30 Days	• 25%
	• Approval of Final Report	• T + 45 Days	• 30%
	• Go Live of the Data	• T + 50 Days	• 20%

9. Draft Agreement

The RFP & its corrigendum (if any) would form the basis of the agreement and final draft of the agreement would be shared with the successful bidder.