

REQUEST FOR PROPOSAL (RFP)
For
Selection of Agency
For
Development and Implementation of Tourist
Information Management and Engagement
for the State of Meghalaya

GOVERNMENT OF MEGHALAYA

**Meghalaya Infrastructure Development &
Finance Corporation Ltd. (MIDFC)**

RFP No: MIDFC-TOURISM-2019-20-270

23 December 2019

**RFP for Selection of Agency for Development & Implementation of Tourist Information
Management and Engagement Software for the State Of Meghalaya**

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1. Important Dates

Sr. No.	Items	Description
1	RFP Document Download Start / Close Date & Time	Start Date: 23-Dec-2019 at 11:00 hrs IST Closing Date: 16-Jan-2020 till 17:00 hrs IST
2	Last Date for submission of Pre-bid Queries	03-Jan-2020 by 17:00 hrs only at following email ID: midfcmegh@gmail.com ;
3	Date and Venue for Pre-bid conference	07-Jan-2020 at 12:30 hrs. at Meghalaya House, No. 9, Dr APJ Abdul Kalam Rd, Aurangzeb Road, New Delhi, Delhi 110011.
3	Last date and time for submission of bids (Technical & Financial both) (Bid Due Date) in Hard copy	17-Jan-2020 by 17:00 hrs at the office of The Officer on Special Duty (MIDFC) House No. L/A-56, Lower Nongrim Hills, Shillong East Khasi Hills Meghalaya-793003.
4	Date and Time for presentation on Concept Note and Approach & Methodology	21-Jan-2020 at 13:00 hrs at the office of The Officer on Special Duty (MIDFC) House No. L/A-56, Lower Nongrim Hills, Shillong East Khasi Hills Meghalaya-793003.

2. Fact Sheet

Details	Topic
Selection method	QCBS (80:20)
Tender Document Fee	Rs. 10,000/- (Rupees Ten thousand only) in the form of a Demand Draft in favour of the Meghalaya Infrastructure Development and Finance Corporation. <i>Please note that only bidders who have paid the Tender Document Fee shall be allowed to attend the Pre-Bid Conference.</i>
Earnest Money Deposit	Rs. 3,00,000/- (Rupees Three lakhs only) in the form of a Demand Draft in favour of the Meghalaya Infrastructure Development and Finance Corporation. This will be returned to the bidders after the completion of the bidding process and the declaration of the successful bidder.
PBG	Performance Bank Guarantee (PBG) of 10% of the contract value to be submitted by the successful bidder in the form of Bank Guarantee on or before the date of signing of the Agreement with MIDFC.
Contact details	<i>All queries should be received through email as per timeline mentioned in 'Important Dates'. The contact details are:</i> <i>Meghalaya Infrastructure Development And Finance Corporation (MIDFC), Shillong, Meghalaya</i> <i>Email: midfcmegh@gmail.com</i>

3. Background

3.1 Objective of the project

Meghalaya Government intends to engage a professional and competent Software Company from India to deploy a state-of-the-art software solution for conceptualisation, implementation, hosting and Operations of the "Tourist Information Management and Engagement" solution for the state of Meghalaya. The Meghalaya Infrastructure Development and Finance Corporation (on behalf of Government of Meghalaya) seeks responses to this RFP from bidders whose services can be availed of by various Stake Holders, Line departments, State Government Undertakings in Meghalaya. The selected agency shall design, create, host, operate and maintain (for 3 years) a digital platform which shall contain the following modules:

3.2 Proposed Modules of the project

Sr. No.	Modules
1	Tourist Pre-registration and approval flow
2	Tourism Service provider registration
3	Marketplace for listing of services
4	Module to showcase crowd-sourced content and videos
5	Tour guide registration
6	Tour guide training & accreditation
7	Feedback management (Grievance Management)
8	Reports, analytics and map views

The Agency is also required to develop the Meghalaya Tourism Portal which shall be hosted at the Meghalaya State Data Centre.

The details of the aforementioned Modules and the Meghalaya Tourism Portal are mentioned in the Scope of Work.

3.3 Domestic and Foreign Tourist Data

The statistical data of domestic and foreign tourist arrivals in Meghalaya during the period 2000 to 2018, as per the Directorate of Tourism, Government of Meghalaya, is as per the table below:

Year	Indian	Foreign	Total
2000	169929	2327	172256
2001	178697	2390	181087
2002	268529	3191	271720
2003	371953	6304	378257

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Year	Indian	Foreign	Total
2004	433495	12407	445902
2005	375911	5099	381010
2006	400287	4259	404546
2007	457685	5267	462952
2008	549954	4919	554873
2009	591398	4522	595920
2010	652756	4177	656933
2011	667504	4803	672307
2012	680254	5313	685567
2013	691269	6773	698042
2014	717789	8664	726453
2015	751165	8027	759192
2016	830887	8476	839363
2017	990856	12051	1002907
2018	1198340	18114	1216454

4. Instruction to Bidders

4.1 General Instructions to Bidders

- A. While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.
- B. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Purchaser on the basis of this RFP.
- C. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Purchaser. Any notification of preferred Bidder status by the Purchaser shall not give rise to any enforceable rights by the Bidder. The Purchaser may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Purchaser.
- D. This RFP supersedes and overrides any previous public documentation & communications, and Bidders should place no reliance on such communications.
- E. A Bidder can be a single firm or a consortium of two or more firms in which case a Consortium or Teaming Agreement needs to be signed by the parties before the submission of bids. Bids by a Consortium shall be signed by the Prime Bidder or the Lead Partner of the Consortium. Credentials of consortium members shall be collectively be considered for eligibility

4.2 Compliant Proposals

- a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
 - i. Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - ii. Comply with all requirements as set out within this RFP.

4.3 Queries & Clarifications

Submission of Queries / Pre-bid Conference, if required:

- a. Purchaser shall accept queries with respect to the RFP as per the date, time, and venue mentioned at the beginning of this RFP.

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- b. The Bidders will have to ensure that their queries should reach the point of contact (Nodal Officer) as per details at the beginning of this RFP.
- c. The queries should necessarily be submitted in the following format:

Sl No	RFP Document Ref. (Section & Page No)	Content of RFP requiring clarification (s)	Points of clarification

- d. Purchaser shall not be responsible for ensuring that the Bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by the Purchaser

4.4 Responses to Pre-Bid Queries and Issue of Corrigendum

- a. Purchaser will endeavour to provide timely response to all queries. However, Purchaser makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does Purchaser undertake to answer all the queries that have been posed by the Bidders.
- b. At any time prior to the last date for receipt of bids, Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The addendum/ corrigendum (if any) based on the queries from all Bidders will be uploaded on www.mbd.gov.in.
- d. Any such corrigendum shall be deemed to be incorporated into this RFP.
- e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the Purchaser may, at its discretion, extend the last date for the receipt of Proposals.

4.5 Right to Terminate the Process

- a. Purchaser may terminate the RFP process at any time and without assigning any reason. Purchaser makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b. This RFP does not constitute an offer by the Purchaser. The Bidder's participation in this process may result in the Purchaser selecting the Bidder to engage towards execution of the subsequent contract.

4.6 Performance Bank Guarantee (PBG)

On selection, the Bidder shall submit, a PBG of 10% of contract value, on or before the day of signing the Contract.

4.7 Submission of Proposals

Bidders should submit their responses in an outer sealed envelope marked as “**Response to RFP for Selection of Agency for Tourist Information & Engagement**” with the name and address of the Bidder mentioned in it. This outer envelope should contain two sealed envelopes marked as “Technical Proposal” and “Price Bid” again with the name and address of the Bidder mentioned on them. All the pages of the Proposal document must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bidder’s Proposal.

4.8 Bidder’s authorised signatory

A Proposal should be accompanied by an appropriate board resolution or power of attorney in the name of an authorised signatory of the Bidder stating that he is authorised to execute documents and to undertake any activity associated with the Bidder’s Proposal. A copy of the same should be submitted along with the bid. Every page of the bid document should be signed in original by the authorised signatory of the bidder along-with the official stamp.

4.9 Preparation of Proposal & Costs

The Bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by Purchaser to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. Purchaser will in no event be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.10 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of Proposal evaluation, the English translation shall govern.

4.11 Venue & Deadline for Submission of Proposals

The proposals in sealed envelopes shall be submitted at:

The Office of the Officer on Special Duty,
Meghalaya Infrastructure Development and Finance Corporation (MIDFC)
House No. L/A-56, Lower Nongrim Hills

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Shillong 793003
East Khasi Hills,
Meghalaya

Any proposal submitted after the mentioned deadline will not be accepted and hence shall be automatically rejected. Purchaser shall not be responsible for any delay in the submission of the documents.

4.12 Proposals submitted after designated time of submission

- a) Bids submitted after the due date will not be accepted
- b) The Purchaser shall not be responsible for any delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- c) The Purchaser reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

4.13 Evaluation process

- a. The Purchaser will constitute a committee to evaluate the responses of the Bidders (Purchase Committee).
- b. The Purchase Committee constituted by the Purchaser shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability of a Bidder to submit requisite supporting documents / documentary evidence within a reasonable time provided to it, may lead to the Bidder's Proposal being declared non-responsive.
- c. The decision of the Purchase Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Purchase Committee.
- d. The Purchase Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e. The Purchase Committee reserves the right to reject any or all Proposals on the basis of any deviations contained in them.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.14 Proposal opening

The Proposals submitted up to the date and time mentioned at beginning of this RFP will be opened by the officer authorized by the Purchaser, in the presence of the Bidder's representatives who may be present at the time of Bid opening.

The representatives of the Bidders are advised to carry an identity card or a letter of authority from the Bidding entity to identify their bonafides for attending the opening of the Proposal.

4.15 Proposal validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of the Proposal.

4.16 Project duration

The duration of the project is expected to be initially for 3 years, which may be extended based on the performance of the Agency and feedback from concerned stakeholders, however, the terms and conditions shall remain the same.

4.17 Jurisdiction of Courts

The courts of India at Shillong, Meghalaya will have exclusive jurisdiction to determine any proceeding in relation to this Request for Proposal (RFP).

5. Criteria for evaluation

5.1 Technical Qualification Criteria

The Technical evaluation will be based on the QCBS system. Bidders who score a minimum of 70% in the technical evaluation will only be considered for the financial evaluation.

Sr	Evaluation Criterion	Criteria for marks	Supporting documents	Max marks
1	Prior experience in executing similar projects in North East India	2 marks per project, subject to max of 3 projects, i.e. 6 marks	Copy of Work order /completion certificate from client/ Agreement	6
2	Prior experience in solution design / Product design for online application last 5 financial years.	1 mark for each web-based application, subject to max of 5, i.e. max 5 marks	Copy of Work order /completion certificate from client/ Agreement	5
3	Web-based transactional application design / development / maintenance etc. performed in last 5 financial years	2 marks for each web-based application, subject to max of 4 applications, i.e. max 8 marks	URL / Copy of Work order /completion certificate from client/ Agreement	8
4	Experience in hosting and supporting Cloud based / remote hosting transactional application for clients geographically located elsewhere	2 marks for each web-based application developed, subject to max of 3 applications, i.e. max 6 marks	Copy of Work order /completion certificate from client/ Agreement	6
5	Average Annual Sales Turnover generated from services related to similar assignments in the last 3 Financial Years of the consortium	5 marks to the bidder having the maximum Average Annual Sales Turnover. Marks will be allotted on proportionate basis for the remaining bidders.	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the CA	5
Proposed manpower				

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1	Project Manager (Minimum: BE / B Tech / MCA with MBA with 7 years of similar project experience)	Experience: >7 years: 5 marks, between 5 – 7 years: 3 marks <5 years:1 mark	Copies of qualifications and supporting documents with professional certifications related to experience	5
2	Remaining Technical Manpower as mentioned by the bidder in its proposal		Copies of qualifications and supporting documents with professional certifications related to experience	10
Proposed solution				
1	(i) Approach and methodology: 5 marks (ii) Solution architecture: 5 marks (iii) Application design & development with customization: 5 marks (iv) Application hosting & support: 5 marks		Bidder's detailed description on each of the items mentioned in this row	20
	Project Management plan			
2	(i) Work Plan: 5 marks (ii) Resource deployment plan: 5 marks (iii) Risk mitigation plan: 2 marks (iv) Capacity Building / Training plan: 2 marks		Bidder's detailed description on each of the items mentioned in this row	15

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3	Presentation & Live demonstration of the proposed existing or customized application / solution			20
	TOTAL MARKS			100

Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score at least 70% in the (given) defined scoring mechanism, would be considered technically qualified. Price Bids of such technically qualified Bidders alone shall further be opened.

5.2 Price Bid Evaluation

- a. The Price Bids of technically qualified Bidders only will be opened on the prescribed date in the presence of Bidder's representatives who wish to attend.
- b. If a Bidder quotes NIL charges/consideration, the bid shall be treated as unresponsive and will not be considered [for QCBS evaluation]
- c. In deciding the final selection of the Bidder, the technical quality of the proposal will be given a weightage of 80% on the basis of criteria for evaluation. The price bids of only those Consultants who qualify technically will be opened. The proposal with the lowest cost will be given a financial score of 100 and the other proposal given financial scores that are inversely proportional to their prices. The financial proposal shall be allocated a weightage of 20%.

The lowest financial offer will be awarded 100 points. The Price scores of other Bidders will be calculated as:

$$F_n = (F_m / F_b) \times 100$$

Where

F_n = Normalized financial score of the bidder under consideration

F_b = Price quoted by the bidder under consideration

F_m = Lowest price quoted

Similarly, the highest technical scored by the bidder will be awarded 100 points. The technical scores of other Bidders will be calculated as:

$$T_n = (T_s / T_h) \times 100$$

Where

T_n = Normalized Technical score of the bidder under consideration

T_s = stands for the technical score of bidder under consideration

T_h = stands for Highest Technical Score

- d. Only fixed price financial bids indicating a total price for all the deliverables and services specified in this bid document will be considered.

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- e. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- f. Any conditional bid would be rejected
- g. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

5.3 Combined and Final Evaluation

- a. The technical and financial scores secured by each Bidder will be added using weightage of 80% and 20% respectively to compute a Composite Bid Score. *[The weightage of technical and financial scores should be customized by the Purchaser]*
- b. The Bidder securing the highest Composite Bid Score will be adjudicated as the most responsive Bidder for the award of the Project. The overall score will be calculated as follows: -

$$B_n = (0.80) T_n + (0.20) F_n$$

[In case of 80% weightage to the technical score] Where

B_n = overall score of Bidder

T_n = Normalized Technical score of the Bidder (out of a maximum of 100 marks)

F_n = Normalized financial score of the Bidder

- c. In the event the bid composite bid scores are 'tied', the Bidder securing the highest technical score will be adjudicated as the Best Value Bidder for the award of the Project.

6. Award of Contract

6.1 Award Criteria

The Purchaser will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

6.2 Right to Accept Any Proposal and To Reject Any or All Proposal(s)

The Purchaser reserves the right to accept or reject any proposal, and to annul the tendering process Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Purchaser action.

6.3 Notification of Award

Prior to the expiration of the validity period, Purchaser will notify the successful Bidder in writing or by fax or email, that its proposal has been accepted (Letter of Intent). In case the tendering process / public procurement process has not been completed within the stipulated period, the Purchaser, may request the Bidders to extend the validity period of their Proposal. The decision to extend the validity period of a Bidder's Proposal shall be the Bidder's sole prerogative.

6.4 Performance guarantee

On receipt of a letter of intent from the Purchaser, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 10 per cent of the total contract value, on or before the signing of the subsequent contract, typically within 7 days from notification of award, unless specified to the contrary (Performance Guarantee). In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, the Purchaser may at its sole discretion cancel the letter of intent, in addition to any other right available to it under this RFP.

The Performance Guarantee furnished by the successful Bidder shall be in the manner prescribed in this RFP. The successful Bidder shall ensure, the Performance Guarantee is valid at all times during the Term of the subsequent contract (including any renewal) and for a period of 60 days beyond all contractual obligations, including warranty terms.

The Purchaser may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.

6.5 Signing of contract

Subsequent to receipt of valid Performance Guarantee from the successful Bidder, the parties shall enter into a contract, incorporating all clauses, pre-bid clarifications and the Proposal of the Bidder, between the Purchaser and the successful Bidder.

6.6 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Purchaser may award the contract to the next best value Bidder or call for new proposals from the interested Bidders.

In such a case, the Purchaser shall invoke the PBG of the most responsive Bidder.

7. Scope of Work

The selected agency shall design, create, host, operate and maintain a digital platform which shall contain the following modules:

Sr	Modules
1	Tourist Pre-registration and approval flow
2	Tourism Service provider registration
3	Marketplace for listing of services
4	Module to showcase crowd-sourced content and videos
5	Tour guide registration
6	Tour guide training & accreditation
7	Feedback management (Grievance Management)
8	Reports, analytics and map views

The Agency is also required to develop the Meghalaya Tourism Portal which shall be hosted at the Meghalaya State Data Centre as per scope of work mentioned in the Annexure placed at the end of this RFP document.

- A. The selected Agency shall be responsible for design, customisation/ development, deployment, testing, hosting, operations and maintenance of the infrastructure and software solution for Tourist Information Management and Engagement for Government of Meghalaya. The Agency should propose an optimal solution so that tourists travelling peak season should not face any hassles during registration, validations and check-out.
- B. The Agency should provide greater level of operational efficiency by utilizing the system's accurate and up-to-date data about the already registered tourists.
- C. The Agency is expected to provide faster decision-making approval cycles through automated workflow of the online system for tourists by using ML / AI.
- D. The time and energy required by Government employees both at administrative and micro-level is expected to be minimal in using the automated Tourist Information Management and Engagement solution, towards optimum utilization of their services for the purpose of Tourists / citizen.
- E. The Agency should incorporate Analytics modules and dashboards for trend analysis, facilities availed, infrastructure and facility utilizations, and should facilitate the MIDFC in decision-support. It should also support ad-hoc report generations from the database based on required parameters.
- F. The Application should highlight demand forecasting and financial planning for the Tourist management.

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- G. The Application should support event driven automated workflow to update the data accordingly in place of tourist entry, movement, and exit and facilities as necessary.
- H. The Application should have the ability to generate automated alerts based on various events or parameters as given by the MIDFC and to send the automated notification SMS / Emails to the targeted recipients / Departments.
- I. The web-based solution should be accessible by any device supporting internet and should be able to perform across platforms and interfaces like Desktop, Tablet, computer, any browser, or any hand-held device like smartphone, tablet, etc.
- J. The web-based solution should be highly scalable and robust for handling large datasets and should be of very high performance in terms of report generation, and query result delivery.
- K. The system should be light weight and modular in nature with potential web services / API for any future integration with other similar systems.
- L. The solution should ideally be developed using Open-Standard technology architecture and should support standard protocol for interoperability and integration.
- M. The solution should also be able to have a Feedback and Grievance management module, with a provision for escalation to the Department. The Agency shall deploy skilled manpower during the Operations and maintenance phase.
- N. The Agency shall provide a scalable, cloud based, and GPS enabled solution.
- O. The firm should provide the solution and technology suitable and feasible for the targeted locations, so that reliable, redundant and high-speed internet connectivity is maintained.
- P. Project implementation
 - I. **Requirement Analysis and Solution design:** The selected agency is required to carry out detailed level current analysis of the requirements from the stakeholders vis-à-vis the existing solution of the agency. Subsequently, the firm shall customize existing application and / or develop new application / modules to meet the requirements of MIDFC.
 - II. **Application Development / Customization:** The selected agency can either proposed Bespoke development of the Application based on the system study done or can opt for COTS (Commercial Off The Shelf) implementation after necessary customization, if any off-the-shelf product meets the requirements of the proposed system.
 - III. **Application hosting:** The agency is required to host the final Production version of the application in their secure and certified Data centre or any other Data centre of a Cloud service provider based in India with recognized service and security credentials like ISO 20000, ISO27001, etc. The Portal should be GIGW compliant and the Digital Platform should comply to W3C, IndEA framework, latest Security provisions of the Govt. of India and adhere to the provisions of the Information

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Technology Act, 2000 (& subsequent amendments) and privacy laws and regulations announced by the Govt of India from time to time.

- IV. **Application Demo:** The Agency shall make a presentation of the Application to the MIDFC and other stakeholders before UAT (User Acceptance Test) from time to time or as and when required by the Department. The Agency shall proceed for security certification only after UAT sign-off from the concerned MIDFC.
- V. **Security certification:** The agency is required to get the developed application security certified by any CERT-IN empanelled agency before rolling out the application in Production environment.
- VI. **Capacity Building / Training:** The agency is expected to conduct detailed Application training to all identified users before UAT and obtain sign-off from the Department before proceeding for UAT. The agency may also be required to support MIDFC in coming up with detailed specifications for engaging a service provider for setting up Tourist facilitation centers based on the system design that may be finalized
- VII. **UAT and Go-live:** Comprehensive UAT has to be conducted by the agency and corresponding sign-off to be obtained from the Department on successful completion. Once approval is obtained, the solution can be rolled-out at the identified location.
- VIII. **Licenses:** The Agency is required to procure required software licenses for production / hosting to make the solution complete. The Bidder should factor in the prices for such licenses required, in their financial proposal.
- IX. **Ownership of database:** MIDFC, Government of Meghalaya, shall be the sole owner of the Intellectual Property Rights of the Tourist Information Management and Engagement process and the latest database thereof.
- X. The Bidder shall be responsible for the security and maintaining of privacy of the database.
- XI. **Exit management:** After successful completion of the O&M period, the Agency is expected to carry out the following activities required to complete the Exit formalities:
 - a. Submit the exit management plan 6 months in advance to the MIDFC and to obtain approval from the competent authority for the same.
 - b. Functional and technical knowledge transfer of the Application to the persons identified by the Nodal Department.
 - c. Transfer of the source code and digital database to MIDFC.

8. Functional Requirement Specification (FRS)

Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)	Compliance (Yes / No_	Name and Model of Proposed software / COTS	Ref. Page number
Digital Tourist Information Management and Engagement					
Service Provider Registration					
Access on Mobile /Tablet/ Computer independent of version of mobile operating system / Tourist and type of browser	Hotels / Home Stays / Other approved places of accommodation in the state should be able to access the Digital Tourist Information Management and Engagement solution on Mobile /Tablet/ Computer independent of version of mobile operating system / version and type of browser.				
Service Provider Registration	All accommodation service providers in the state should get an email with link to access the application with one time user ID and password. A				
	service provider should be able to change the password on first sign in. There should be provision to request more logins for a signed service provider so that more employees of the service provider can access the application				
Check in Process					
1. Service provider logs into application 2. Takes Live Picture of Tourist. 3. Takes picture of ID Proof 4. System auto extracts relevant fields and fills the form (ability to make corrections by service provider) 5. Confirmation by Tourist. (optional)					
Live Picture	Option 1: Preregistered Visitor: Collect registration number from Tourist to retrieve all information at the time of registration, then conduct liveness check scan ID and conduct facial match.				

RFP for Selection of Agency for Development & Implementation of Tourist Information Management and Engagement Software for the State Of Meghalaya

Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)	Compliance (Yes / No_	Name and Model of Proposed software / COTS	Ref. Page number
	Option 2: nonregistered Tourist. Ability to take live picture of the Tourist (six second video with an action to record liveness) at the time of registering at the service providers facility with GPS co – ordinate, date and time embossed on the static picture				
	extracted from live picture.				
Ability to scan ID document of the Tourist.	The application must be able to take picture of the ID proof provided by the Tourist that has address details and save the same with GPS co – ordinate, date and time embossed on the static picture				
Automatic Data Extraction using AI/ML	System should have the ability to extract data from the ID proof picture and auto extract information once 50 copies of an ID type is pictured in the system. First 50 copies of ID proof data will be manually entered and there after the ID type should appear in the dropdown list for auto extraction using AI/ML.				
Confirmation of information correctness by Tourist	On completion of Live picture taking of the Tourist, ID picture taking and auto extraction a message to be send to the Tourist with link to confirm the information with no provision to edit and submit. All edits to be done by service provider.				
	In case Tourist is not interested in providing mobile no/ email to receive this Tourist Information Management and Engagement Digital solution to have an option for declaration by service provider that Tourist is not providing contact information and hence self- confirmation is done by service provider				
Check Out Process					

RFP for Selection of Agency for Development & Implementation of Tourist Information Management and Engagement Software for the State Of Meghalaya

Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)	Compliance (Yes / No_	Name and Model of Proposed software / COTS	Ref. Page number
1. Takes Live Picture of Tourist. 2. Facial Match to be done between picture at check in and check out					
Live Picture	Ability to take live picture of the Tourist (six second video with an action to record liveness) at the time of check out at the service providers facility with GPS co – ordinate, date and time embossed on the static picture extracted from live picture.				
Facial Match	Ability to carry out facial match between the picture taken at the time of check in and check out. In case of system mismatch a declaration to be given by the service provider that the same person / persons (s) have checked out				
Tourist Information Management and Engagement.					
Tourist planning to visit the state should be able to pre- register using a link provided on Tourism website	This link should be accessible on web / mobile. Tourist should be able to take pictures of pre-approved ID's and software should recognize the document, extract needed data and prefill the form. Tourist should be able to correct the				
	fields, fill other information needed and submit the form and receive a registration no.				
Approval workflow	In case of certain pre-set criteria for auto approval of application is not met, application will be sent for manual verification by department officials over a multistage workflow. Applicant will get to see a message that 'application is under process' and a temporary registration number will be issued. Once review process is completed, actual registration number will be issued via a registered email / mobile no.				
General Requirements					

RFP for Selection of Agency for Development & Implementation of Tourist Information Management and Engagement Software for the State Of Meghalaya

Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)	Compliance (Yes / No_	Name and Model of Proposed software / COTS	Ref. Page number
Data Store (offline)	System to be designed to work online and in case there is no network connectivity, there should be a provision to work offline. Under offline mode, all actions under 'check in process' to be carried out in offline mode and to be auto synchronized when back online in batch mode.				
Tourist Engagement.					
Access of engagement platform by Tourist.	Tourist that get on boarded in any accommodation in the state using the Tourist Information Management and Engagement to receive a link to download the engagement app and also get on boarded to start receiving SMS based information. Tourist to have an option to opt out of the service by sending a SMS message				
Chat like / SMS interface to access content and digitally engage.	Tourist Engagement app with automated intelligent chat like feature to answer questions from Tourist to be working on Android and IOS and available in English language. There should be provision to receive SMS based information once Tourist is in a particular location.				
Disseminate any type of content	Solution should be able to disseminate various forms of content – text messages, images, audio / video files etc.				
Videos Section	Important and regularly accessed videos should be uploaded on the MY APP section and can be directly				
	accessed on a videos section on the APP. Videos can be accessed on basic mobile phones over links which can be opened on browsers using internet.				

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Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)	Compliance (Yes / No_	Name and Model of Proposed software / COTS	Ref. Page number
Content uploading	Application should have an easy to use content uploading feature. Using this feature, designated people should be able to upload content in a tree structure that will enable automatic creation of guided interactive paths for Tourist on the app. This should also support SMS based delivery of content maintained in the tree structure.				
Crowd Sourced Content sourcing platform	Tourist Information Management and Engagement should have a portal where in public can upload content against various requests published. There must be a provision to publish request for content that can be viewed by public and directly communicated to those who have registered as content creators on Tourist Information Management and Engagement. Interested people should be able to upload content against the published requests and there should be provision for accepting / rejecting the same.				
	Once accepted the content provider to be listed as a contributor on the Tourist Information Management and Engagement portal leader board.				
Tourist Training Guide	There has to be another version on the app that is used by the Tourist guide with more detailed content about various places of Tourist attraction in the state. Tourist guide to have provision to take up tests at regular intervals on the app and get certified to continue their status as Tourist guide. Based on the tests taken there has to be badge displayed				

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Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)	Compliance (Yes / No_	Name and Model of Proposed software / COTS	Ref. Page number
	against the guide on the app.				
Digital Engagement between Tourist Guide and Tourist	Tourist Guide should be able to add a Tourist on to an engagement path by adding Tourist mobile number / email on Visitor guides mobile app. Once added, Tourist to receive information about a particular Tourist attraction available on Tourist Information Management and Engagement as a communication in mobile / email. This feature is needed to enhance the quality of engagement between guide and Tourist.				
Digital Engagement between	Tourist should be able to				
Tourist and Tourist Guide	search and find a guide from the list of certified guides listed on Tourist app. Should be able to find contact details of the guide and reach out through phone / email. App should display rates for various services provided by the guide and there should be provision to make payment to guide using an online payment gateway identified by government. Tourist should be able to provide feedback on the guide on the app and same to be displayed against the guide with star rating.				
Tourist Information Analytics					
Central Data Analytics Platform with ETL facility	There should be a central data analytics engine that has ETL facility and provision to accept data from ‘Digital Tourist Registration’ and ‘Digital Tourist Engagement’ solutions the usage of the analytics platform should be freely available to designated officers in the State. The solution should come				

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Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)	Compliance (Yes / No_	Name and Model of Proposed software / COTS	Ref. Page number
	bundled with user licenses for unlimited number of officers within				
	the State				
Ease of building analysis	Solution should have easy to build analysis by non- technical people				
Map View	There should be provision to plot information on state map for better decision making. Some of the map views include, Tourist movement map (near time and historic), Tourist guide concentration etc				
Adhoc Analysis	Ability to drag and drop data points to arrive at analysis on need basis. Example: all French Tourist visiting the state in last three years and the growth pattern. Any seasonal insights or event-based insight from the data.				
Web Design	Portal should follow latest web design trends and also ensure state government's logo and other colour schemes are maintained.				
Market Place	Design of the web portal to follow the marketplace approach				
Page for Tourism Service Providers					
Tourism Service Provider to have a page in the portal	There should be provision for easy updating of content in this portal by non-technical staff. Portal should be accessible both on web and mobile				
Approval	Provision to approve request for registration by tourism service providers (multistage workflow at state govt level needed)				
Content updating by tourism service providers	Registered Tourism service provider should be able to update details of their services in a pre-defined template on				

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Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)	Compliance (Yes / No_	Name and Model of Proposed software / COTS	Ref. Page number
	their own. This content will be reviewed and approved by state govt official and same will get				
	published on portal				
Publishing of tourism service provider details on portal and available for Tourist of search and find services	Tourist should be able to search various services and engage with tourism service providers directly				
Tourist Portal for the State Govt					
Web Portal that is also mobile ready for the State Govt to showcase its tourism assets	There should be provision for easy updating of content in this portal by non technical staff. Portal				
Feature	should be accessible both on web and mobile				
Grievance Management					
Mobile app to accept complaints and grievance from public	Mobile application on iOS and android should be able to scan complaint submitted in written form, add comments by voice / text, route to an official as per the routing rule				
Workflow to manage complaint/grievance	Information captured in mobile solution to flow to departments responsible for resolution with resolutions plan with provision for department to update the action taken				
Search and find status of complaint	Users of mobile solution should be able to search any complaint using few pre-defined key words and view the status. Ability to add comments in case resolution is not arrived.				

9. Timelines for completion of each of the modules mentioned in the scope of work

Sr	Project Activities/ Milestones	Timeline (in Weeks) T = Start Date communicated by MIDFC
1	Submission of solution design and requirement specification document	T1 = T + 2 weeks
2	Development/ Customisation of software & User Acceptance Test	T2 = T + 9 weeks
3	Security Certification	T3 = T + 11 weeks
4	Commissioning of application on cloud at agency's/ third party data centre located within India & Go-live	T4 = T + 12 weeks
5	Operations and Maintenance	T5 = T4 + 3 years (i.e. 3 years from the date of Go-live)

The purchaser shall decide the sequence in which the Agency shall commence work on each of the modules and work of which modules shall be carried out parallelly. However, the module on top priority is **“Tourist Pre-registration and approval flow.”**

10.Payment terms for each module

Sr	Project Activities/ Milestones	Amount Payable
1	On acceptance of solution design and requirement specification document by MIDFC	10% of the One Time Cost of the module
2	On completion of Development/ Customisation of software & User Acceptance Test sign off by MIDFC	30% of the One Time Cost of the module
3	On completion of Security Certification	20% of the One Time Cost of the module
4	On commissioning of the application on cloud at agency's/ third party data centre located within India & Go-live	30% of the One Time Cost of the module
5	On successful operations of the application for three months from Go-live	10% of the One Time Cost of the module
6	Quarterly Operations and Maintenance starting from the date of Go-Live	1/12 of the 3-year Recurring Cost of the module per quarter

11. Service Level Agreement (SLA) for each Module mentioned in the Scope of Work

11.1 Project Activities

Sr	Project Activities/ Milestones	Timeline (in Weeks) T = Start Date communicated by MIDFC	Penalty to be deducted from contractor's Bills in case of breach
1	Submission of solution design and requirement specification document	T1 = T + 2 weeks	(i) 0.5% of the One Time Cost of the Module per week of the delay will be deducted from contractor's bill (ii) Delay beyond 3 months will be considered as breach of contract will be deducted from contractor's bill
2	Development/ Customisation of software & User Acceptance Test	T2 = T + 9 weeks	
3	Security Certification	T3 = T + 11 weeks	
4	Commissioning of application on cloud at agency's/ third party data centre located within India & Go-live	T4 = T + 12 weeks	

11.2 Availability

1. Reports containing uptime and availability of centrally hosted applications needs to be submitted by the Agency to the MIDFC on a quarterly basis.
2. Report of Application performance in terms of query and MIS report generation time needs to be submitted by the Agency to the MIDFC on a quarterly basis.
3. Reports of all issues lodged and resolved by the Agency needs to be submitted quarterly to the MIDFC.
4. The Agency has to finalize and obtain and get approval of the format of the Reports from MIDFC before starting the O&M phase.
5. Once the Quarterly Report are reviewed and accepted by MIDFC, the Agency may submit the Quarterly invoices to the Department for the O&M phase. MIDFC may take the services of competent auditors to verify the reports and the Agency should allow the authorised auditors to access the hosted application/ Digital Platform for such purposes.

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6. The applicable SLAs based on Availability of services shall be as follows:

S. No.	Item	Expected Performance	Penalty to be deducted from contractor's Bills in case of breach
1	Service level for IT infrastructure: Central Hosted Application availability, server availability, storage availability (including Operating system and database running on it)	99.749% uptime	<p>(i) For each 0.5% slab lower, a penalty of 1% of the Quarterly Recurring Charges for the Module shall be applicable for each component.</p> <p>(ii) For each component, for uptime between 99.249% to <99.749, penalty of 1% of the Quarterly Recurring Charges for the Module shall be applicable</p> <p>(iii) For each component, for uptime between 98.749% to <99.249, penalty of 2% of the Quarterly Recurring Charges for the Module shall be applicable, and so on.</p> <p>(iv) If the uptime goes below 98.749%, an additional penalty of 1% of the Quarterly Recurring Charges for the Module will be charged on QGR for each slab for 1% downtime.</p>

11.3 Performance of centrally hosted Tourist Information Management and Engagement application

S. No.	Item	Parameter	Penalty to be deducted from contractor's Bills in case of breach
1	Response time after submission of the registration form for up to 500 concurrent users	Not more than 25 seconds	Penalty of 0.1% of the Quarterly Recurring Charges for the Module for every instance
2	Validation responses between centrally hosted Application server and Tourist facilitation centre	Not more than 25 seconds	For each occurrence of non-conformity, a penalty of .05% of the Quarterly Recurring Charges for the Module will be deducted.

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S. No.	Item	Parameter	Penalty to be deducted from contractor's Bills in case of breach
3	Issue / Support request resolution efficiency	Apart from the issue for total application unavailability, all issues reported / service request lodged / bug issues reported pertaining to discrepancies in data / application performance etc has to be resolved completely within 3 working days from the date of reporting.	For each occurrence of non-conformity, a penalty of .05% of the Quarterly Recurring Charges for the Module will be deducted.
4	Ad-hoc report generation response time including dashboards	For a report containing 5000 records, the report generation and displaying time of the Application should not exceed 10 seconds access over a standard commercial broadband connection of 512 Kbps aggregated speed for each application user	For each occurrence of non-conformity, a penalty of .05% Quarterly Recurring Charges will be deducted.

1. Formats to be filled in by the Bidder

Format 1: Letter of Proposal

To:

<Location, Date>

<Name>

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<email id>

Subject: Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to the Purchaser on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Price Bid.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days from the date of opening of this bid and as stipulated in the RFP document.

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

Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

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Format 2: Particulars of the Bidder

Sl No	Information Sought	Details to be furnished
A	Name & Address of the Bidding Firm	
B	Incorporation status of the firm, Name, Address, email, Phone nos. and Name & Mobile No of the Contact Person	

Sr. No	Pre-Qualification Criteria	Documents/Information to be provided in the submitted proposal	Compliance	Reference & Page Number
1.	The agency (a) Should have paid the Tender document fee of Rs 10000/- (Rupees Ten Thousand only) (b) Should have submitted an EMD of Rs. 3,00,000/- (Rupees Three lakhs only)	(a) Rs. 10,000/- (Rupees Ten thousand only) in the form of a Demand Draft in favour of the "MIDFC Ltd". Payable at Shillong Please note that only bidders who have paid the Tender Document Fee shall be allowed to attend the Pre-Bid Conference. (b) Rs. 3,00,000/- (Rupees Three lakhs only) in the form of a Demand Draft in favour of "MIDFC Ltd". Payable at Shillong This will be returned to the bidders after the completion of the bidding process and declaration of the successful bidder.	Yes/No	
3.	Legal Entity a) Certificate of incorporation b) Registered with the Service Tax Authorities	a) Certificate of Incorporation, valid as on date of tender opening date, along-with copy of Articles of Association / Corporate charter b) Service Tax Registration Certificate	Yes/No	
4.	The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self-certified letter by the designated official of the responding firm	Yes/No	
5.	Annual Sales Turnover generated from services related to similar assignments for the last 3 financial years	Extracts from the audited Balance sheet and Profit & Loss account; OR Certificate from the CA	Yes/No	

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Format-3: Checklist

Sr	Evaluation Criterion	Criteria for marks	Supporting documents	Ref. Page no. in Bid
1	Prior experience in executing similar projects in North East India	2 marks per project, subject to max of 3 projects, i.e. 6 marks	Copy of Work order /completion certificate from client/ Agreement	
2	Prior experience in solution design / Product design for online application last 5 financial years.	1 mark for each web-based application, subject to max of 5, i.e. max 5 marks	Copy of Work order /completion certificate from client/ Agreement	
3	Web-based transactional application design / development / maintenance etc. performed in last 5 financial years	2 marks for each web-based application, subject to max of 4 applications, i.e. max 8 marks	URL / Copy of Work order /completion certificate from client/ Agreement	
4	Experience in hosting and supporting Cloud based / remote hosting transactional application for clients geographically located elsewhere	2 marks for each web-based application developed, subject to max of 3 applications, i.e. max 6 marks	Copy of Work order /completion certificate from client/ Agreement	
5	Average Annual Sales Turnover generated from services related to similar assignments in the last 3 Financial Years	5 marks to the bidder having the maximum Average Annual Sales Turnover. Marks will be allotted on proportionate basis for the remaining bidders	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the CA	
6	Project Manager (Minimum: BE / B Tech / MCA with MBA with 7 years of similar project experience)	Experience: >7 years: 10 marks, between 5 – 7 years: 5	Copies of qualifications and supporting	

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		marks <5 years: 2 marks	documents with professional certifications related to experience	
7	Remaining Technical Manpower as mentioned by the bidder in its proposal		Copies of qualifications and supporting documents with professional certifications related to experience	
8	(i) Approach and methodology: 5 marks (ii) Solution architecture: 5 marks (iii) Application design & development with customization: 5 marks (iv) Application hosting & support: 5 marks		Bidder's detailed description of each of the items mentioned in this row	
	Project Management plan			
10	(i) Work Plan: 5 marks (ii) Resource deployment plan: 5 marks (v) Risk mitigation plan: 2 marks (vi) Capacity Building / Training plan: 2 marks		Bidder's detailed description of each of the items mentioned in this row	

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Format 4:

Team Composition (Bidder shall exhaustively provide all relevant types of personnel it intends to deploy in this project. The technical marking will be allocated based on this list and the CVs of the personnel).

1. Project Manager
- 2.
- 3.
- 4.
- 5.
- 6.
- ...
- ...

All supporting documents including CV, qualification and experience needs to be submitted.

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

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Format 5: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of Person	
Current Designation or Job Title	
Current Job Responsibilities	
Proposed Role in the Project	
Proposed Responsibilities in the Project	
Academic Qualifications Degree Academic institution graduated from Year of graduation Specialization (if any) Key achievements and other relevant information (if any)	
Professional Certifications (if any)	
Total number of years of experience	
Number of years with the current company	
Summary of the professional /Domain Experience	
Number of complete life cycle implementation	
The Name of customers (Please provide the relevant)	
Past assignment details (For each assignment provide details regarding name of organizations worked designation, responsibilities, tenure	
Prior Professional Experience covering	

Format 6: Financial Proposal Template: Covering letter

To:

<Location, Date>

The Officer on Special Duty
Meghalaya Infrastructure Development & Finance Corporation Ltd.
L/A-56, Lower Nongrim Hills,
Shillong East Khasi Hills
Meghalaya-793003

Subject: Submission of the Financial bid for <Provide Name of the Implementation Assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for <<Title of Implementation Services>> in accordance with your Request for Proposal dated <<Date>> and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>>. This amount is inclusive of the local taxes.

1. PRICE AND VALIDITY

- ☐ All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 days from the date of opening of the Bid.
- ☐ We hereby confirm that our prices include all taxes, duties, levies except GST which shall be at the rate prevailing at the time of execution of the work.
- ☐ We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

4. QUALIFYING DATA

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We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated in the Price Bid attached with our Tender. The quoted prices include all taxes, duties, levies excluding GST which shall be payable extra at the rate prevailing at the time of execution of the work.

6. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

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

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

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Format 7: Financial Proposal

Sr	Item / Module	Item Cost (INR)	Total (INR)
1	Tourist Pre-registration and approval flow		
	i. One Time Cost		
	a. Preparation of Solution design and requirement specification		a + b + c + d + e
	b. Software License Cost for COTS		
	c. Development/ Customisation cost		
	d. Training Cost		
	e. Any other cost (please specify)		
	ii. Recurring Cost for three years		
	a. Hosting Charges		a + b + c + d
	b. Manpower for operations		
	c. Maintenance (including software patches, license update, upgrades, etc.)		
	d. Any other cost (please specify)		
2	Tourism Service provider registration		
	i. One Time Cost		
	a. Preparation of Solution design and requirement specification		a + b + c + d + e
	b. Software License Cost for COTS		
	c. Development/ Customisation cost		
	d. Training Cost		
	e. Any other cost (please specify)		
	ii. Recurring Cost for three years		
	a. Hosting Charges		a + b + c + d
	b. Manpower for operations		
	c. Maintenance (including software patches, license update, upgrades, etc.)		
	d. Any other cost (please specify)		
3	Marketplace for listing of services		
	i. One Time Cost		
	a. Preparation of Solution design and requirement specification		a + b + c + d + e
	b. Software License Cost for COTS		
	c. Development/ Customisation cost		
	d. Training Cost		
	e. Any other cost (please specify)		
	ii. Recurring Cost for three years		
	a. Hosting Charges		a + b + c + d
	b. Manpower for operations		
	c. Maintenance (including software patches, license update, upgrades, etc.)		

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	d. Any other cost (please specify)		
	Crowd-sourced content and videos		
	i. One Time Cost		
	a. Preparation of Solution design and requirement specification		a + b + c + d + e
	b. Software License Cost for COTS		
	c. Development/ Customisation cost		
	d. Training Cost		
	e. Any other cost (please specify)		
	ii. Recurring Cost for three years		
	a. Hosting Charges		a + b + c + d
	b. Manpower for operations		
	c. Maintenance (including software patches, license update, upgrades, etc.)		
	d. Any other cost (please specify)		
5	Tour guide registration		
	i. One Time Cost		
	a. Preparation of Solution design and requirement specification		a + b + c + d + e
	b. Software License Cost for COTS		
	c. Development/ Customisation cost		
	d. Training Cost		
	e. Any other cost (please specify)		
	ii. Recurring Cost for three years		
	a. Hosting Charges		a + b + c + d
	b. Manpower for operations		
	c. Maintenance (including software patches, license update, upgrades, etc.)		
	d. Any other cost (please specify)		
6	Tour guide training videos		
	i. One Time Cost		
	a. Preparation of Solution design and requirement specification		a + b + c + d + e
	b. Software License Cost for COTS		
	c. Development/ Customisation cost		
	d. Training Cost		
	e. Any other cost (please specify)		
	ii. Recurring Cost for three years		
	a. Hosting Charges		a + b + c + d
	b. Manpower for operations		
	c. Maintenance (including software patches, license update, upgrades, etc.)		
	d. Any other cost (please specify)		
7	Feedback management (and Grievance)		

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	i. One Time Cost		
	a. Preparation of Solution design and requirement specification		a + b + c + d + e
	b. Software License Cost for COTS		
	c. Development/ Customisation cost		
	d. Training Cost		
	e. Any other cost (please specify)		
ii. Recurring Cost for three years			
	a. Hosting Charges		a + b + c + d
	b. Manpower for operations		
	c. Maintenance (including software patches, license update, upgrades, etc.)		
	d. Any other cost (please specify)		

8	Reports, analytics and map views		
	i. One Time Cost		
	a. Preparation of Solution design and requirement specification		a + b + c + d + e
	b. Software License Cost for COTS		
	c. Development/ Customisation cost		
	d. Training Cost		
	e. Any other cost (please specify)		
ii. Recurring Cost for three years			
	a. Hosting Charges		a + b + c + d
	b. Manpower for operations		
	c. Maintenance (including software patches, license update, upgrades, etc.)		
	d. Any other cost (please specify)		
9	Meghalaya Tourism Website		
	i. One Time Cost		
	a. Preparation of Solution design and requirement specification		a + b + c + d + e
	b. Software License Cost for COTS		
	c. Development/ Customisation cost		
	d. Training Cost		
	e. Any other cost (please specify)		
ii. Recurring Cost for three years			
	a. Hosting Charges		a + b + c + d
	b. Manpower for operations		
	c. Maintenance (including software patches, license update, upgrades, etc.)		
	d. Any other cost (please specify)		
	GRAND TOTAL		

The above rates should be inclusive of all taxes, duties, levies, etc. but exclusive of GST which shall be payable at the rate prevailing at the time of submission of Invoices.

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Management and Engagement Software for the State Of Meghalaya**

Man month Rate:

The Bidder is also required to provide the Man month Rates for the different types of manpower it intends to deploy in the project. These man month rates should not be more than twice of the monthly 'cost to company' paid by the bidder to each of the manpower proposed (undertaking from the human resource dept of the bidder on this is required). ***(Note: These rates are not for financial evaluation purposes, however, failing to exhaustively provide the man month rates may lead to disqualification.*** The rates are to be used in the unlikely event when change management is necessary):

SI No	Category of Manpower (to be exhaustively listed by bidder)	Man month Rate (INR)
1.	Project Manager (example)	
2.	...	
	...	
	...	
	...	
	...	

The above rates should be inclusive of all taxes, duties, levies, etc. but exclusive of GST which shall be payable at the rate prevailing at the time of submission of Invoices.