



## SRF Foundation

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Gurugram, Haryana 122018

### REQUEST FOR PROPOSALS (RFP) HIRING AGENCY FOR DEVELOPING WEB & ANDROID MOBILE APPLICATION AS PART OF THE INTERVENTION OF SRF FOUNDATION

DATE OF SOLICITATION: 18 April 2022

RFP No. SRFF/CSR-REP/2022-001

Dear Sir/Madam,

SRF Foundation is seeking qualified Agencies to provide price proposals for the services detailed below:

SRF Foundation, formerly known as the Society for Education and Welfare Development, was set up in the year 1982 as the Corporate Social Responsibility (CSR) arm of SRF Limited. based in Gurugram, Haryana, with project office across India; intends to hire an agency for **Developing Web & Android Mobile application based on defined M&E Framework as part of intervention** for the program entitled, “**Rural Education Project (REP)**” & “**Vocational Skill Program (VSP)**” in Three (3) Months with Six (6) Month’s maintenance service initially. To this end, SRF Foundation is seeking applications from qualified organizations/agencies interested in providing the services described in this solicitation.

The dates for main events of the proposal selection process for this RFP is given in the timeline table. The Agency should note that SRF Foundation reserves the right to change these dates without assigning any reason at any stage of the proposal selection process.

All inquiries should be sent through email only in the prescribed format & email ID. SRF Foundation shall not be responsible for ensuring that Agencies’ enquiries have been received by them. SRF Foundation shall provide a complete, accurate, and timely response to all questions to all the Agencies. However, SRF Foundation makes no representation or warranty as to the completeness or accuracy of any response, nor does SRF Foundation undertake to answer all the queries that have been posed by the Agencies. All responses given by SRF Foundation will be distributed to all the Agencies through email.

SRF Foundation will have the right not to respond to some or any of the queries at its sole discretion. SRF Foundation will not entertain any correspondence regarding delay or non-receipt of clarifications/queries.

Issuance of this RFP does not constitute an award commitment on the part of SRF Foundation, nor does it commit SRF Foundation to pay for costs incurred in the preparation and submission of an application. It is anticipated that these procedures will be successfully completed, potential applicants/Agencies are hereby notified of these requirements and conditions for award. Applications are submitted at the risk of the applicant/Agency; should circumstances prevent award of a contract, all preparation and submission costs are at the applicant's expense.

If you decide to submit an application to be considered for award, it must be received by the closing date and time indicated and at the place designated below for receipt of applications.

Participation in the proposal process confirms that the Agency accepts the policies of SRF Foundation and shall agree to abide by them in performing the activities under this assignment.

Yours faithfully,

SRF Foundation

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## Part I: Instruction to organizations/agencies

### A. Timeline

Sl. No.	Particulars	Date
1.	Submission of queries by the Agencies	April 22, 2022, by 11.59 PM (IST)
2.	Submission of responses to the Agencies' queries	April 26, 2022
3.	Last date and time for Proposal (Technical and Financial Proposal) submission	May 01, 2022, by 11.59 PM (IST)
4.	Opening of the Technical Proposal	May 02, 2022
5.	Intimation email will be sent to the shortlisted 5 Agencies for Proposal presentation	May 13, 2022
6.	Proposal presentation by Shortlisted Agencies	May 16, 2022
7.	Date of password submission of Financial Proposal from Shortlisted Agencies'	May 14, 2022, by 11.59 PM (IST)
8.	Opening of the Shortlisted Agencies' Financial Proposal	May 17, 2022
9.	Notification of Award to the Successful Agency	May 17, 2022
10.	Contract signing with the Successful Agency	May 20, 2022

### B. Information Related to RFP

Topic	Information
Name of the Assignment	HIRING AGENCY FOR DEVELOPING WEB & ANDROID MOBILE APPLICATION AS PART OF THE INTERVENTION OF SRF FOUNDATION
Name of the Purchaser	SRF FOUNDATION
Method of Selection	The Proposal will be evaluated based on the Quality and Cost based selection (QCBS) Process.
Duration of the Assignment	Development Phase: Three (3) Months [After successful completion] Maintenance Phase: Six (6) Months [Initially]
Language	English Language Only
Proposal validity period	90 Days after the opening of the proposal
Notification on clarifications or Amendments	The clarifications or amendments will be notified through their official email ids of Agencies or uploaded to the portal
Email ID for all communication (Pre-Bid Queries, Submission of Proposal & Password for Financial Proposal etc.)	<a href="mailto:shakeb.alam@srf.com">shakeb.alam@srf.com</a> and <a href="mailto:sumit.dutta@srf.com">sumit.dutta@srf.com</a>

### C. Pre-Bid Queries

The Agencies should submit the queries by the due date as mentioned in Timeline Table using the following format:

AGENCY'S REQUEST FOR CLARIFICATION			
A. Name of Organization submitting request			
B. Name & position of person submitting request			
C. Complete Address & Contact Details			
Sl. No.	RFP Document Reference (Section and Page Number)	Content of RFP requiring clarification	Points of clarification
1.			
2.			

The SRF Foundation shall not be held responsible for ensuring that they have received the Agencies' queries. Any requests for clarifications post the indicated date will not be entertained by the SRF Foundation.

#### **D. Supplementary Information/Corrigendum/Amendment of the RFP**

- a. If SRF Foundation deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP.

Any such supplement shall be deemed to be incorporated by this reference into this RFP.

- b. At any time prior to the deadline (or as extended by SRF Foundation) for submission of proposals, SRF Foundation, for any reason, whether at its own initiative or in response to clarifications requested by prospective Agency may modify the RFP document by issuing amendment(s). All Agencies will be notified of such amendment(s), and these will be binding on all the Agencies.
- c. In order to allow Agencies a reasonable time to take the amendment(s) into account in preparing their proposal, PCI, at its discretion, may extend the deadline for the submission of proposals.

#### **E. Right to accept any proposal and to reject any or all proposal.**

The SRF Foundation reserves the right to accept or reject any proposal and to annul the proposal selection process and reject all proposals at any time before contract award or call for new proposals without thereby incurring any liability to the Agencies and without assigning any reason.

#### **F. Corrupt and Fraudulent Practices**

The Agency (s) and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the selection process. Notwithstanding anything to the contrary contained in this RFP, the SRF Foundation shall reject a Proposal without being liable in any manner whatsoever to the Agency if it determines that the Agency has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively the "Prohibited Practices") during the selection process.

The SRF Foundation will declare the Agency ineligible or debarred, either indefinitely or for a stated period, to be awarded a contract by the SRF Foundation if it at any time determines that the Agency has engaged in the prohibited practices in competing for, or gross/deliberate negligence in executing the contract.

The SRF Foundation reserves the right not to conclude the contract if the signed contract is found to be obtained by any misrepresentation, concealment, and suppression of material facts by the Agency. In addition, the performance security (as the case may be) deposited by the Agency shall be forfeited, and legal as well as administrative action for such misrepresentation, concealment & suppression of material facts shall be initiated.

#### **G. Award of the Work**

SRF Foundation reserves the right to shortlist deserving agencies and invite for further discussion to ensure quality and cost based selection. All decisions taken by SRF Foundation Purchase Committee regarding the processing of this Proposal and award of contract shall be final and binding on all concerned parties.

#### **H. Taxes and Duties**

The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes, duties and levies as applicable up to the completion of assignment. Any increase in the rates will not be allowed. Base cost and rate of taxes charged should be clearly mentioned.

## Part II: Preparation of Proposal

### 1. Cost of Proposal

The Agency shall bear all costs associated with preparing and submitting its proposal. The SRF Foundation shall not be responsible for those costs, regardless of the conduct or outcome of the proposal selection process.

### 2. Language of Proposal

- (i) The proposal and all correspondence and documents relating to the proposal exchanged by the Agency and the SRF Foundation shall be written in English.
- (ii) Supporting documents and printed literature that are part of the proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages into English. In such case, for purposes of interpretation of the proposal, such translation shall govern.

### 3. Currency of Proposal

All the payments associated with this proposal will be made in Indian Rupee only. The Agency shall submit the Financial Proposal in Indian Rupee only.

### 4. Proposal Validity Period

- (i) The proposal shall remain valid for acceptance for a period of 90 (Ninety) days after the date of proposal opening as mentioned in Timeline. During this validity period, the Agencies cannot change the personnel proposed for this Assignment in the Technical Proposal and the price given in their financial proposal. Any Proposal valid for a shorter period shall be treated as unresponsive and rejected.
- (ii) In exceptional circumstances, the SRF Foundation may request the agency's consent to extend the validity of their proposal up to a specified period. The agencies, who agree to extend the proposal Validity Period, extend the same in writing. However, they will not be permitted to modify their original proposal during the extended proposal Validity Period.

### 5. Documents Comprising the Proposal

The documents as detailed in clauses 5.1 and 5.2, i.e., Technical and Financial Proposal, shall comprise the Technical and Financial Proposal of Agency, respectively. The Technical Proposal shall not include any financial information. Such a proposal shall be rejected.

#### 5.1 Documents under the Technical Proposal

Interested agencies should provide the following information as part of the Technical proposal to elicit their agency's comparative advantage in undertaking this evaluation process

A write-up that **should not exceed 30 A4 pages**. Any reference attachment to this write-up will not be considered under the page limit (Refer to Form - III template):

- a. Agency profile outlining areas of expertise with samples of select works
  - Contact Details & Legal Entity
  - Current list of clients
  - References at least three clients for which the contract is completed (similar nature of Services)
- b. Prior experience of undertaking similar initiatives (Ongoing or Completed)

- c. Technical approach and methodology with cost effective solution - management of the assignment, steps of development of web & android mobile app with quality assurance plan, coordination with management & Project officials for development & field-testing and process of handover with exit plan
- d. A proposed work plan indicating timelines, deliverables, activities/sub-activities to be undertaken
- e. Proposed team composition with requisite expertise and experiences in IT systems development. Names and CVs of the professionals who will be the lead and associated with the assignment and how the assignment will be managed. A brief CV of the staff to be assigned to the assignment must be enclosed in prescribed format.

In addition to the information to be furnished under clause 5.1. the agency shall also submit the following documents in the Technical Proposal (**No page limit**):

- a. Proposal Submission - Form I
- b. Compliance Checklist - Form II
- c. Letter of Authorization - Form III
- d. Technical Proposal Submission Form - Form IV
- e. Copy of Certificate of Incorporation, Articles and Memorandum of Association in case of companies/Partnership Deed and Registration of Partnership Firm in Firms/Any document proving ownership of proprietary Firm.
- f. Requisite order (s) or Contracts or Satisfactory Completion Certificates issued by the relevant authority of the agency's client showcasing the agency's relevant experience.

## **5.2 Documents under the Financial Proposal**

Depending on the technical approach and the roadmap, the financial costs should be worked out and should be in line with the proposed design of the assignment. The agency should prepare the Financial Proposal as per the prescribed Price Schedule format given in the RFP as Form V.

Financial Proposal related information:

- i. It is the responsibility of the agency to go through the Proposal Document before offering rates as per the Price Schedule. The agency must provide all the information required in the Price Schedule Form; otherwise, the proposal will be treated as unresponsive and rejected.
- ii. All payments will be made in Indian Rupee will be made through National Electronic Fund Transfer (NEFT)/RTGS System.
- iii. All pages of the proposal should be numbered and adequately indexed. The authorized signatory of the agency must sign the offer and duly stamp the same with the seal of the Company/Organization at appropriate places and initial all the remaining pages of the proposal.
- iv. Copy of GST registration certificate.
- v. Valid PAN of the Agency
- vi. Statutory Auditor's Certificate provides the information on the average annual financial turnover of the agency during the last three financial years (2020-21, 2019-20, and 2018- 19). A statutory Auditor's certificate is mandatory.
- vii. The copies of the Balance Sheet, Profit and Loss Account Statement, and Cash Flow Statement for the last three financial years (2020-21, 2019-20, and 2018-19). These should be certified by the Statutory Auditor.
- viii. An agency, who did not fulfil any of the above requirements and gave evasive information/reply against any such condition, shall be liable to be ignored and rejected.
- ix. The prices quoted by the agency shall remain firm and fixed and not subject to variation of any account.
- x. Any other tax(s) (except GST), if applicable in respect of this Contract, shall be payable by the agency, and the SRF Foundation will not entertain any claim whatsoever in respect of the same. However, in respect of GST, if payable, the same can be billed by the Agency to the SRF

Foundation, which will be reimbursed to the Agency by the SRF Foundation after satisfying that the Agency has genuinely paid/charged for it.

## 6. Submission of Proposal

### 6.1 Submission Process

- i. The SRF Foundation intends the agency to submit the technical and financial proposals (PDF Format) separately by email only, and Financial Proposal must be password-protected.
- ii. The Agency must submit the technical and financial proposals in the same email as mentioned in Timeline. However, the passwords to open the Financial Proposals shall be shared in a separate email as given in Timeline of the RFP.
- iii. In case financial proposal is submitted without password protection, the SRF Foundation will reject the entire Proposal of the Agency.
- iv. The proposal submitted only through email is valid. Any proposal submitted in the hard copy manner will not be accepted.
- v. The email should have the following subject line – **“HIRING AGENCY FOR DEVELOPING WEB & ANDROID MOBILE APPLICATION AS PART OF THE INTERVENTION OF SRF FOUNDATION.”**
- vi. The SRF Foundation will inform the technically shortlisted agencies only to submit the password for the Financial Proposal. If no password is received as per the defined date and time, the Financial Proposal of that agency will not be opened and will be ignored
- vii. Submission of proposal through email shall be considered consent to open the proposal without physically witnessing the event.

### 6.2 Late Submission of Proposal

The SRF Foundation shall not consider any proposal that arrives after the deadline for submission of proposals. Any proposal received by the SRF Foundation after the deadline, those proposals shall be declared late and rejected.

## 7. Opening of Proposal

1. The SRF Foundation shall open the Technical and Financial Proposal as per the timeline given in Timeline. However, suppose the Proposal opening date is changed due to administrative reasons. In that case, the SRF Foundation shall inform the Agencies in advance so that the password to open the proposals can be shared with the SRF Foundation accordingly.
2. If the specified proposal opening date falls on a holiday or is subsequently declared a holiday or a closed day for the SRF Foundation, the proposal will be opened on the next working day.
3. The SRF Foundation follows a two-bid system where the technical proposal will be opened in the first instance at the prescribed date, as mentioned in timeline. The SRF Foundation shall scrutinize and evaluate these proposals per the criteria given in RFP.
4. The Financial Proposal of only the technically acceptable proposals shall be opened on the financial proposal opening date for further scrutiny and evaluation. The shortlisted Agencies will share the password of the Financial Proposal with the SRF Foundation to open it.

## 8. Evaluation of Proposal

### 8.1 Minimum Eligibility Criteria for Proposal Submission

- i. An agency may be a proprietorship firm, partnership firm, company, or corporation registered in India at least for the last three years as on the proposal submission date.
- ii. The agency needs to have the eligibility to operate its business in India.



- iii. The agency must have an overall minimum experience of 3 years in developing software and android mobile applications in development/social sector and more specifically in Education & Vocational Skill sector in Indian context.
- iv. The average annual financial turnover of the agency for last three financial years must be more than INR 50 lakhs
- v. Certifications (ISO9001/ISO 27001/CMMI) is desirable
- vi. Office of the agency or presence from the Development Team in Gurugram, Haryana is desirable
- vii. The consortium and sub-contracting are not allowed in this RFP.
- viii. Agency that are Government-owned enterprises or institutions in India may participate if they can establish that they (i) are legally and financially autonomous, (ii) operate under commercial law, and (iii) are not dependent agencies of the SRF Foundation.

A technical review committee comprising representatives from SRF Foundation will review and score applications based on the following criteria. Highest scoring applicants will be short-listed.

Proposals for this Assignment will be assessed in accordance with **Quality and Cost-based selection (QCBS)** system and will involve both technical and commercial evaluation with the following weightage:

Technical Evaluation	70%
Financial Evaluation	30%

## 8.2 Technical Evaluation Process

Technical proposals will be evaluated based on their responsiveness to the service requirements/TORs in accordance with the evaluation criteria below

Table 1: Technical Evaluation Criteria and Scoring

Sl. No.	Criteria	[A] Maximum Score	[B] Points attained by Agency	[C] Weight (%)	[B] x [C] = [D] Score
1.	Profile of the company	100		10%	
2.	Specific experience and expertise relevant to the assignment	100		25%	
3.	Technical approach, methodology and level of understanding of the objectives of the project	100		25%	
4.	Proposed work plan indicating timelines, deliverables, activities/sub-activities	100		10%	
5.	Professional experience of the staff that will be employed to the assignment proving demonstrated expertise in evaluation and related processes (CVs, etc.)	100		20%	
<b>Total Technical Score:</b>					

Based on the above-given selection criteria, the top 5 scoring agencies would be called to present their proposed solution and scored out of a maximum 100 points (weight 10%).



The SRF Foundation will organize the one-to-one meeting (online/offline) with these top scorer agencies and will share the web link to meet with these agencies one day before.

The final **Technical Score (TS)** of these top scoring Agencies will then be calculated out of a total of 100 score points.

Sl. No.	Criteria	[A] Maximum Score	[B] Points attained by Agency	[C] Weight (%)	[B] x [C] = [D] Score
6.	Presentation on proposed solution	100		10%	
Total Technical Evaluation Score:					
Final Technical Score (FTS):					

### 8.3 Financial Evaluation Process

After completing the technical evaluation, the Purchaser will open the Financial proposal of top 3 scoring agencies.

The top scoring agencies with the lowest financial proposal (L1) will be awarded 100 scores. The financial proposal score of other top scorer agencies will be calculated as follows:

$$\text{Financial Score (FS)} = \frac{\text{Lowest quote (INR)}}{\text{Quote being offered (INR)}} \times 100 \text{ (Maximum score)}$$

- I. The proposed price will include all applicable taxes, and the currency used will be Indian Rupees.
- II. Any conditional proposal would be rejected
- III. Only fixed price financial proposals indicating a total price for all the deliverables and services specified in this proposal document will be considered.
- IV. 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". The SRF Foundation would evaluate the financial proposal in isolation and comparison with other financial proposals to confirm whether all foreseeable & probable risks have been factored inappropriately at the fair market price. Also, the ability of the Agency to absorb the adverse risk position shall be evaluated.
- V. If the SRF Foundation feels that the commercial risks have not factored in all such costs & risks mitigation plan and necessary contingency, the Financial Proposal may be rejected.

### 8.4 Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points.

The top 3 scoring agencies will be shortlisted from agencies with a minimum of 70 in the technical score.

The technical and financial scores secured by each shortlisted agency will be added using weightage of <70%> and <30%> respectively to compute the Final Score (FS).

$$\text{Final Score} = (0.70 \times \text{Final Technical Score}) + (0.30 \times \text{Financial Score})$$

The Agency with the highest Final Score will be called for negotiation.

## **9. Negotiations**

(i) During negotiations, the agency with the highest FS must prepare to furnish the detailed cost break-up and other clarifications to the submitted Financial Proposal, as may be required to justify the reasonableness of the Price quoted.

(ii) If the negotiation with the agency with the highest FS is successful, the award will be made to it, and the agency would be called 'Successful Agency.' If negotiation fails, and if it is concluded that a contract with reasonable terms cannot be concluded with the agency with the highest FS, then the agency with second highest FS will be invited for negotiations. This process will be repeated till an agreed contract is concluded. Please note that the SRF Foundation is not bound to select any Agencies submitting the proposals.

## **10. Award of Contract**

In case of a satisfactory result from the evaluation process, SRF Foundation intends to call for final negotiation and award a Professional Service Contract on a fixed-cost basis to the Agency(s) that obtain the highest total score.

### **9.1 SRF Foundation's Right to change the Scope at the time of Award**

When the contract is awarded, the SRF Foundation reserves the right to slightly alter the scope of work initially specified in Part II of the RFP without any change in the unit prices or other terms and conditions of the proposal and the proposal Documents.

### **9.2 Notification of award**

- (i) The SRF Foundation shall notify the Successful Agency in writing that its proposal has been accepted by the date mentioned in the RFP. The notification letter ("Letter of Acceptance") shall specify the sum that the SRF Foundation will pay the Agency in consideration of achieving the Scope of Work provided in this RFP ("the Contract Price"), including any change in the Scope of Work that has been agreed upon between both the Parties before sharing this LOA with the agency.
- (ii) Until a formal contract is prepared and executed, the Notification of Award shall constitute a binding contract.

### **9.3 Signing of Contract**

- (i) Once the terms and conditions of the contract are agreed between both the Parties, the SRF Foundation and the Successful Agency will sign the Contract Agreement on the date specified in the RFP.
- (ii) Award of Contract will comprise the scope of work, roles and responsibilities of parties, monitoring and reporting mechanism, governance structure, payment terms and conditions, performance criteria, quality standards, termination process, and dispute resolution mechanisms.

## **11. Payment Terms**

SRF Foundation payment terms are net 30 days upon receipt of invoice and time bound satisfactory delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

- i. The value of this Assignment shall be fixed.
- ii. All invoices to be accompanied by supporting documents for completion of the deliverables and will be raised by the Successful agency within one week of receiving approval from the SRF Foundation for a given Deliverable.

- iii. All payment shall be made within three weeks from the date of the receipt of the invoice from the Successful agency subject to the approval of deliverable by the SRF Foundation.
- iv. All payments made to the Successful Agency under this RFP shall be in Indian Rupees (INR) only.
- v. All payments to the Successful agency shall be made through RTGS/Cheque only drawn on the following information:

Tax Deduction at Source (TDS): All Central/State Govt. /Local Body Levies as applicable from time to time shall be deducted at source from the payment to the Successful Agency as per the respective law in force at the time of execution of Contract. In addition, the SRF Foundation shall deduct at source taxes/duties under any other law/statute as may be applicable at the time of making payments. The Successful Agency shall furnish the SRF Foundation with the registration number under GST and PAN/TAN (for TDS), as applicable.

## Part III: Scope of Work with Terms & Conditions

### 1. About SRF Foundation:

The SRF Foundation, formerly known as the “Society for Education and Welfare” was setup in 1982 as Corporate Social responsibility (CSR) arm of SRF Ltd., which is a leading multi-business entity engaged in textiles, chemicals, packaging films, and engineering plastics. The Foundation builds on the heritage of its founders, the Late Sir Shri Ram and Late Dr. Bharat Ram, who both believed in contributing to the society particularly through education. They were instrumental in the establishment of institutions such as the Lady Sri Ram College, Shri Ram College of Commerce, The Shri Ram Research Institute, The Anglo Sanskrit School and many others.

In above context, SRF Foundation articulates its Vision as:

***“Achieving quality education and training that inspires children and youth from all sections of the society to achieve individual aspirations and building a better society for tomorrow, through the knowledge, skills and values acquired.”***

### 2. Our Reach:



**PHYSICAL** presence across 12 States

**ONLINE** presence all over India

### **3. About Rural Education Project (REP):**

SRF Foundation turns the government schools into a dynamic centre of education by creating 'Centre of Excellence'. These schools are transformed into "Model Schools" by working in the areas of Physical-Infra Development, Digital, Academic and School Leadership Transformation. Through the education programmes, the Foundation directly brings a difference to the lives of 1,52,847 students, in 430 schools at 24 locations across 12 states while promoting future skills education at Pan India level.

Under the Model School initiative, SRF Foundation is working to plug the gaps in Government schools through infrastructural upgrades. Upgrades include the provision of appropriate sanitation, access to clean drinking water, technology application, mobile science education, sports and games promotion, construction of well-equipped libraries and science labs, BALA (Building as learning aid) paintings, vocational skills and co-curricular activities.

Favourable Playing Environment is created in the schools through ground-levelling, installation of sports equipment and the provision of indoor and outdoor sports material. Digital Theatres and Smart Classrooms primarily focus on enabling the Government Schools with digital solutions that impart digital education to the students.

Beyond the physical transformation of schools, the SRF Foundation imparts leadership and curriculum training to teachers, headmasters and the School Management Committees (SMCs). The Foundation works closely with them to raise the quality of teaching and create the best possible learning environment in schools.

### **4. About Vocational Skill Program (VSP):**

The Foundation is integrating school dropouts and unemployed youth and women into mainstream workforce by equipping them with appropriate skills. Under the skill development programme, the Foundation has started skill centres for Spoken English; Basic Computer Literacy program and Basic Electrician Training Program in 14 locations across 8 states to reached nearly 20,000 youths, 200 women.

### **5. Purpose of the RFP**

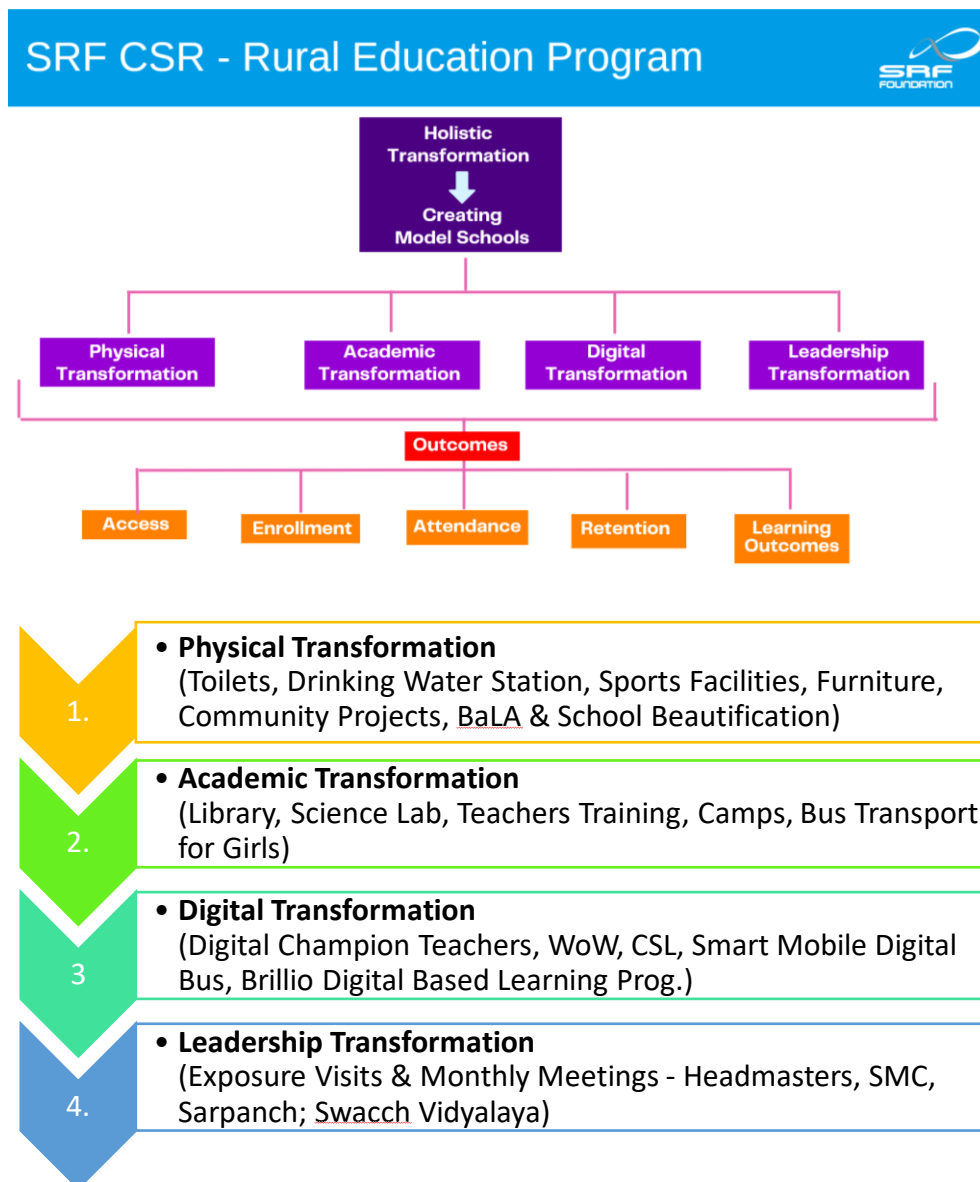
The purpose of the assignment would be to develop the "Web & Android Mobile Application for Rural Education Project and Vocational Skill Program run by SRF Foundation based on defined Monitoring & Evaluation Framework", which is cost effective, user friendly and functional, used on a PC, tablet/smartphone and which responds to the needs for improved project component planning, implementation and management. The objective is to help track and manage project activities on real time basis in a manner that provides the right information to the right set of people at the right time to enable adoptive project management and decision support. In addition, the application would also support collecting information on different project locations, indicators, beneficiary reach – done through output reports/queries and dynamic dashboard and provision to track daily updates from the project team.

### **6. Scope of Work**

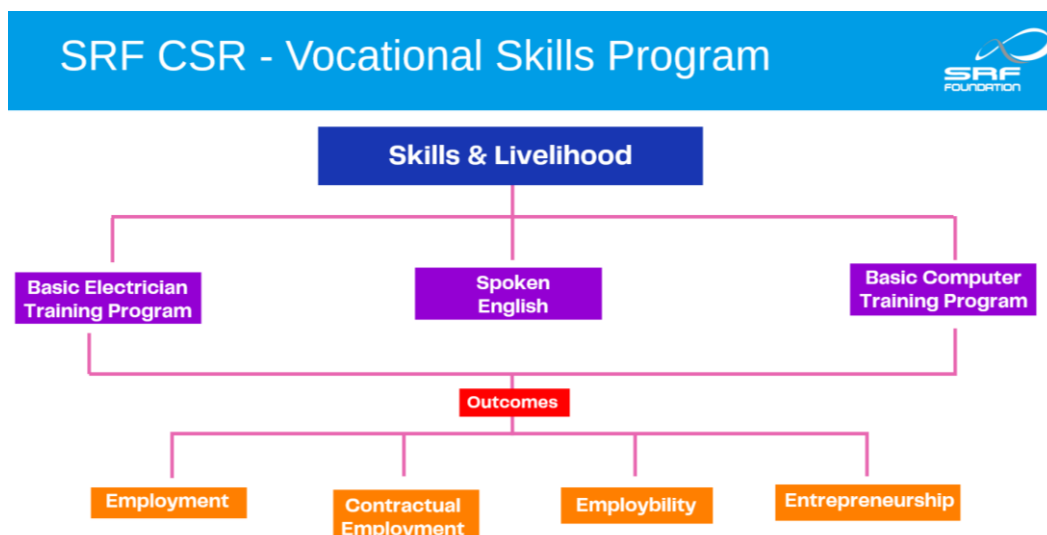
SRF Foundation will provide the Monitoring & Evaluation Framework of the ERP & VSP with data collection format, indicator-based report/query and key indicators for development of interactive dashboard under Web & Android Mobile application. For all the key activities and deliverables mentioned below the external agency has to consult with the project head and M&E Consultant, SRF Foundation for preparation of SRS. As the project in various stage, it requires an agile approach to development with option to data migration from google sheet according to the defined new data structure. Each module/form will follow a cycle of requirement assessment, designing and development, testing, integration, piloting and final roll out.

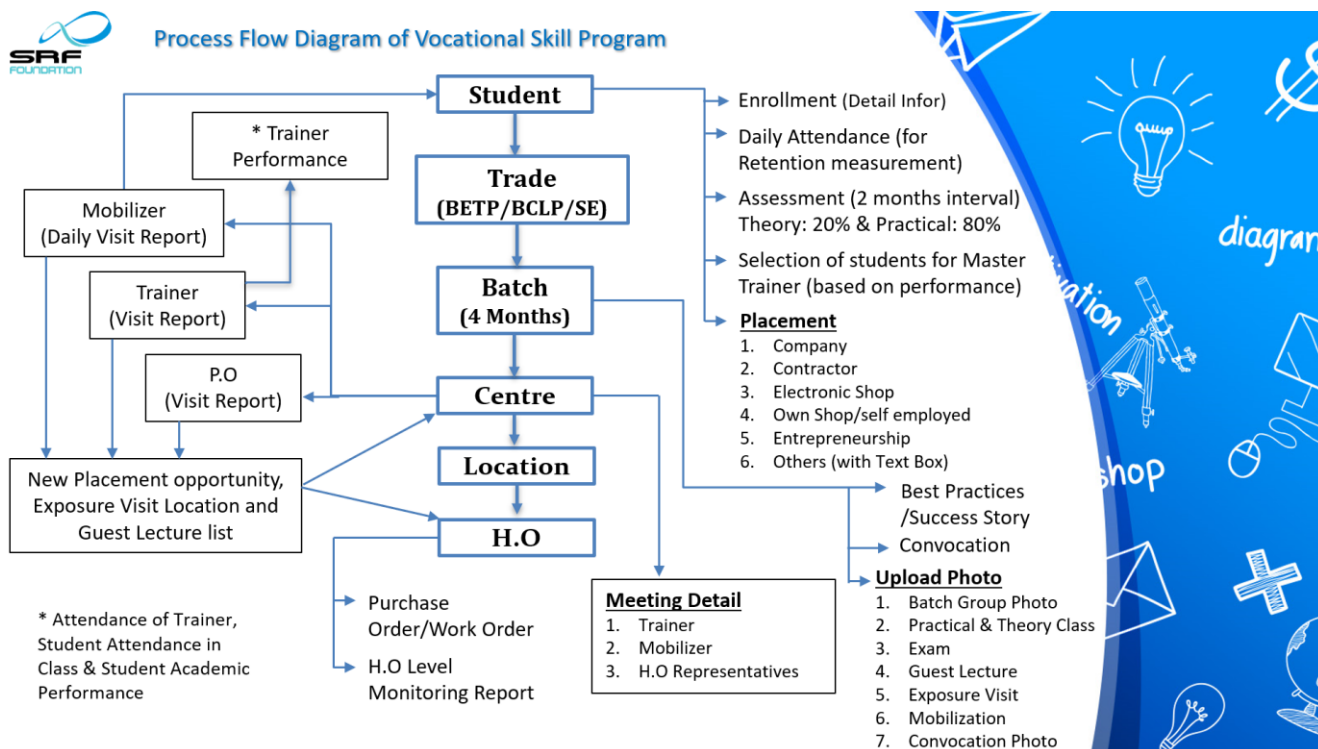
The application development work would consist of following:

Capture data on different components under four thematic areas of intervention through REP in Govt. schools



Capture data on different components under Vocational Skill Program





The following features for expected in the web application

- 1. Role & User Management:** User Management Admins will register all users of various roles in the program accessing the REP application starting from the field officers to Principal Recipient (PR) (Director/Management of SRF Foundation) and Sub-Recipients (SR)/State Units (SU) staff using the application. PR users are the national- level management team and at SR/SU is the state-level staff. Different Roles will have different access permissions, as mentioned in the table below in Table No. 2
- 2. Master Data – Facility, Resources & interventions, State & UTs, Districts (Manual entry/edit/delete and bulk upload with validations capabilities):** To register Govt. Schools, Student, Assessment & Other Closed Setting (OCS) details about the intervention areas as mentioned in the M&E Framework (manual entry + bulk upload with validations)
- 3. Development of Web Application:** Design and development of web application with dynamic & interactive dashboard, Report/Query and data entry format to capture various activities related data including GIS interface to visualize as information on map view for better utility and management by the SRF Foundation. Create a login option for PR/SR/SU to see the problem revealed from their respective area based on collected data analysis in dashboard with feedback option.
  - 3.1 Development of Data Entry format:** Monthly data capture of different activities under four thematic areas at School level by Staff of SRF Foundation through development of web & mobile application according to defined data entry format that will be provided & explain thoroughly by the M&E Consultant & Program Manager. Creation An option needs to be created for data migration of various activities from google sheet as well as bulk data upload option from excel according to the defined new data structure.
  - 3.2 Field Testing of the data entry format through web & mobile application** after completion of both developments.

**3.3 Development of Report/Query:** SRF Foundation will provide the defined indicator-based report/query structure, but recommendation of an experienced agency should come for the improvement of the system. The report/query section must be user-friendly and easy to access. Presenting the indicator wise collected data in a presentable (info-graphic) and user-friendly manner with simple statistical analysis for a better understanding and right interpretation by the user. All reports/queries must have proper download option in various format as per the structure of the same and use as per the requirement of the user.

The report/query as defined in three types as follows

- a. **Predefined Report/Query:** This section needs to be developed based on predefined reporting format of SRF foundation and structure is designed based on data points in data entry format. The report/query needs to generate based on various parameters like the name of the report, time period, location, school name etc.
- b. **Dynamic Report/Query:** This section also needs to be developed based predefined structure designed by SRF Foundation but that can be modified in consultation with expert agency. The report/query needs to generate based on various parameters like the name of the report, time period, location, school name etc. Need to create a vitalization panel for showcasing the uploaded image & video as per user defined criteria/parameters in a systematic way.
- c. **Detail Report/Query:** This report needs to be developed for getting raw data as per user defined parameters and download in excel format for further use.

**3.4 Development of Dashboard:** Development of dynamic and interactive dashboard for better operation, maintenance and management by Head Office (H.O) level project team, M&E Team and State level project implementation team. Indicator wise output under dashboard must have three different view options i.e. Table/Graph/Map View as per the structure of generated data based under the selected indicator.

**4. Development of Android Mobile App:** Design and development of comprehensive user-friendly GIS based Android Mobile app for Collection of field level data of various activities in Govt. Schools situated at various location in India under REP implemented by SRF Foundation. Proper and effective utilization of human resource and monitoring their task through mobile application. Unique menu driven smartphone application with enhanced dashboard utilities, SMS alert system and program management system to work more systematic way to reduce the level of error and monitor the progress of the project against desire output.

Features of mobile application must be as follows :

1. Professional bespoke UI design
2. After login the application should run in offline mode also.
3. The user should be able to upload videos and photos as per need
4. Professionally designed app screen for multiple device resolutions
5. Allow user data to be shared between mobile and desktop devices.
6. Ability to use and /or record data from device sensors.
7. Display and capture of Data in a calendar format
8. Showing map with customized data & captured capture the GPS location
9. Navigation option with Google map
10. Allowing the user to send SMS to other account users or group's users within the app.
11. Real-time notification of task and instruction between mobile application users.



Onsite or remote support to troubleshoot the problem if arise in the mobile application and modification of mobile application during the project implementation period as directed by authority of SRF Foundation within the contract duration.

**5. User Role and Access:** The web & mobile application will be available only to authorized users.

**Table No. 2:** The user levels

Level	User	Area of responsibility specific Access level	Role
<b>National (Head Office Level)</b>	Management of SRF Foundation and H.O Level Project Staff, M&E Team etc.	All information (States/UTs/ district/Govt. Schools/Remedial Support/Vocational Skill Centre/Assessment of Student/) under four thematic areas of REP	Admin/Reports/User Management/Master Data Management/Delete option
<b>Regional/ State</b>	Project Officer and State Level REP & VSP staff	Only States / UTs / district / Govt. Schools/ Remedial Support / Assessment of Student) under four thematic areas of REP and VSP	Admin/Reports/Data entry / update/ edit for few modules
<b>District</b>	District specific REP VSP Staff	Only district / Govt. Schools/ Remedial Support / Assessment of Student) under four thematic areas of REP	Reports/Data entry /edit with permission after submission

**Things to be considered by the Agency:**

1. Agency will conduct a proper knowledge transfer session along with supporting document on tool administration and functionality.
2. Agency would create a training video on how to use to application to fill the data and another video on the backend processes that need to store under Help section of both Web & Mobile application
3. The proposal should mention all measures in place for security, including network, system security, application security, data protection, virus control, compliance with security standards. The selected agency shall procure the SSL certificate, which complies with all the web browsers and platforms/devices.
4. Preferred System for development of Web Application as follows
  - a. A webserver such as Apache that can execute PHP scripts
  - b. PHP version 4.x or 5.x
  - c. MySQL version 4.x or 5.x
5. Android apps can be written using the most effective language as per the choice of agency
6. Agency to list down all the activities which they will carry out during support contract.
7. Agency shall establish the linkage with SRF Foundation designated server for data and application storage
8. Agency need to develop the user interface in English & Hindi language
9. Fully functional (Tested, debugged) application based on agreed upon System Requirement Specifications (SRS). Phase wise development and deployment of modules (staggered delivery timelines) for web and mobile applications separately
10. Complete documentation, including design & technology stack considerations, database schemas, flowcharts, production infrastructure requirements, etc.
11. Post-delivery software maintenance and user support up to 6 months (with real-time tracking log accessible to SRF Foundation)
12. Coordinate and provide other support systems that are involved in making the application functional
13. The agency shall comply with all information security requirements specified under various Software Development related guidelines of the Government of India.

14. The agency must conduct a Security Audit of the software through empanelled agencies and submit the report in original to the SRF Foundation as compliance before Go-Live of the Software
15. Event logging should create an accurate record of user activity, such as which users accessed which system and how long. The solution should log all types of events, especially those related to security.
16. Transfer of application source code to SRF Foundation

## 7. Deliverables

### A. Development & Implementation Phase: 3 Months (ten to twelve weeks)

- 1<sup>st</sup> Deliverables: Final Software Requirements Specification (SRS) preparation & Approval from the management of SRF Foundation
- 2<sup>nd</sup> Deliverables: Development of Data Entry Format in Web & Mobile Application
- 3<sup>rd</sup> Deliverables: Submission of Field-Testing Report. Modification of SRS & Data Entry Format in Web & Mobile Application (as per the requirement)
- 4<sup>th</sup> Deliverables: Report/Query and Dashboard with delivery of Digital user manual
- 5<sup>th</sup> Deliverables: Hand over the system & trained on backend processes of Web & Mobile Application

**Note:** After Successful completion of Development Phase

### B. Maintenance Phase: Six Months

Monthly Deliverables: Detail monthly report on provided support to SRF Foundation with real-time tracking log and utilized mandays

## 8. Payment Terms

### A. Development & Implementation Phase

- a. 1<sup>st</sup> payment : 10% on submission & approval of 1<sup>st</sup> Deliverables
- b. 2<sup>nd</sup> payment : 30% on completion of 2<sup>nd</sup> Deliverables and 3<sup>rd</sup> Deliverables
- c. 3<sup>rd</sup> payment : 30% on completion of 4<sup>th</sup> Deliverables
- d. 4<sup>th</sup> payment : 20% on completion of 5<sup>th</sup> Deliverables and received of others documents as mentioned in the RFP
- e. Final payment : 10% After handing over the system in a proper way

- B. **Maintenance Phase:** Payment mode will be monthly after submission of SRF Foundation approved monthly deliverables report

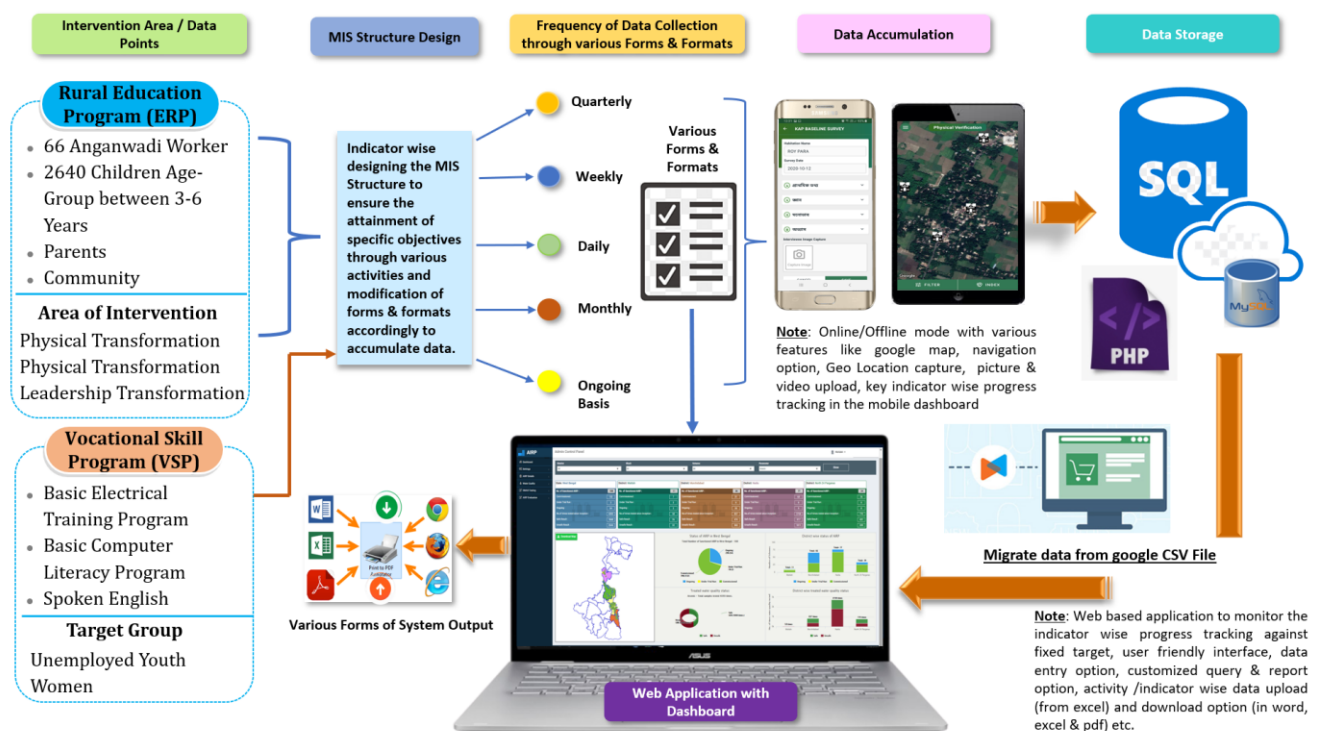
## 9. Role of SRF Foundation

SRF Foundation will provide all sorts of support for the conceptualization and development of Web & Mobile based Monitoring & Evaluation system of Rural Education Project implemented by SRF Foundation. The specific activities include the following:

- a) Organize an orientation meeting with team of selected agency for conceptualizing the monitoring & evaluation framework, share the data entry format, design of the indicator-based structure of report/query and key indicator wise dashboard design of the Rural Education Project
- b) Assist the agency to prepare the System Requirement Specifications (SRS) and finalize it

- c) Ensure the availability of the project team and M&E Consultant of SRF Foundation for any planned meeting as per the requirement of the selected agency
- d) Facilitate field-testing of the data entry format and tools by instructing project staff
- e) Providing review, feedback and approval on time on mentioned deliverables
- f) Facilitate uploading the web-based system on SRF designated cloud server
- g) Providing any other support as per relevance and requirement during the contract period

## 10. Envisaged Workflow of Web and Mobile Application for Rural Education Project (REP)



## 11. Acceptance Testing and Certification

The Successful agency shall comply with the Acceptance testing conducted by the SRF Foundation to review all aspects of Application development and implementation, including the processes relating to the design of solution architecture, design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service-oriented architecture, performance concerning defined requirements, interoperability, scalability, availability, and compliance with all the technical, functional and non-functional requirements of the proposed Application. The Application deployed by the Successful agency must satisfy this acceptance testing upon which the system shall “Go-live” subject to the SRF Foundation’s approval.

## 12. Maintenance and Help Desk Support

The agency shall provide technical and help desk support during the maintenance phase. One resource person will be made available during all business days and hours to resolve the queries of all the users. If the SRF Foundation finds out the help desk is not performing as per requirements with the proposed capacity, then the Successful Agency must act accordingly and institute remedial measures

### **13. Source Code and Intellectual Property Rights**

1. The Successful agency shall provide access to the Source Code of the Web 7 Mobile Application to the SRF Foundation during the entire duration of the Assignment. The Successful agency will update the Source Code of the Application on a Collaborative Application Development Platform on an ongoing basis, and non-editable access of this platform with the Source Code shall be shared with the SRF Foundation from the beginning of the Application Development. The Successful Agency must ensure that this Collaborative Application Development Platform shall have proper control mechanisms, version management, and policies on verification/validation of the codes in terms of required functionality, security, performance, design, coding practices, and other necessary attributes.
2. The Successful Agency must take regular backup of Master source code daily using a scheduler.
3. After completing this Assignment or early termination, whichever comes first, the Successful agency will transfer the latest and complete debugged source code and database back-up for the entire Application to the SRF Foundation.
4. Suppose the Successful Agency customizes the Source Code or adds any modules or plug-ins during the Maintenance phase. In that case, the SRF Foundation reserves the full rights of the Source Code of the Add-on modules, plug-ins, or customization code.
5. As part of this transfer, among others, the following assets in soft copies will be handed over to the SRF Foundation:
  - a) Entire debugged Source Code as a zip file
  - b. Backup of the database
  - b) Database Diagram
  - c) Deployment Document
  - d) Architecture Document.
6. All Intellectual Property Rights (IPRs), including the Source Code and materials developed otherwise obtained independently of the efforts of any Party under this Assignment, including any enhancement or modification to it, shall remain the sole property of the SRF Foundation. After completing this Assignment, the Successful Agency has no right to use the Source Code associated with this Assignment.
7. Residuals: In no event shall the Successful agency be precluded from independently developing for itself, or others, anything, whether in tangible or non-tangible form, which is competitive with or like, the deliverables set out in this RFP. In addition, subject to the confidentiality obligations, the Successful Agency shall be free to use its general knowledge, skills, experience, and any ideas, concepts, know-how, and techniques acquired or used while providing the Services under this Assignment.

### **14. Termination and Discontinuation**

The SRF Foundation reserves the right to terminate this Professional Services Contract at any time for cause if the agency fails to perform in accordance with the terms & conditions of this contract following delivery of a written thirty (30) day notice stating the grounds for such default. In the event that the agency is terminated, or the project is abandoned, the SRF Foundation shall be responsible for the payment for all work performed by the agency based on the producing approval document to the point of termination.

## Part IV: Proposal Submission Forms

### Form I: Proposal Submission Form

**[To be printed on Agency letterhead]**

From

[insert name of agency]

[insert address]

Dated:

To

.....  
.....  
.....

Tel:

**Sub:** Submission of proposal for Development, Implementation, and Maintenance of Web & Mobile App for Rural Education Program & Vocational Skill Program run by SRF Foundation.

Dear Sir/Madam,

1. Regarding the RFP document dated \*\*\*\*\*, I have examined the Request for Proposal (RFP) Documents and understood their contents, and hereby I am submitting my Qualification Proposal for the Project. Our details are set out at various Reference Sections to this Qualification Proposal. The Qualification Proposal is unconditional and unqualified.

2. I certify that all information provided in the Qualification Proposal is true and correct. Nothing has been omitted, which renders such information misleading, and all documents accompanying the Qualification Proposal are original copies.

3. I shall make available to the Purchaser any additional information it may find necessary or require supplementing or authenticating the Qualification proposal.

4. I acknowledge the right of the Purchaser to reject our proposal or not to declare us as a Qualified Agency or not to select us as the Successful Agency, without assigning any reason and hereby waive our right to challenge the same on any account whatsoever.

5. I represent, warrant, and undertake that:

a) I have examined and have no reservations to the Proposal Documents, including any Addendum and the revised Proposal Documents issued by the Purchaser.

b) I have made a complete examination of the Proposal Documents (including all the Addenda, Appendices and Annexures and notices issued by the Authority) for the Contract award for implementation of the Project and all other information made available by or on behalf of the SRF Foundation.

c) I explicitly accept the terms of this proposal document that has been issued by the SRF Foundation and all Addenda to the Proposal Documents and shall not seek deviations from or make material reservations to the Contract if declared as the Successful Agency.

d) I have accepted the risk of the inadequacy of incomplete information, error, or mistake in the information provided in the Proposal Documents and any other information made available by or on behalf of the SRF Foundation. I agree that we waive and release any right or claim against the SRF Foundation or its officers, directors or any of its advisers or representatives, or officials of any associated agencies, in relation to the accuracy, reliability, completeness, reasonableness, or materiality of the information supplied or provided for us to carry out our due diligence.

e) I understand that except to the extent as expressly outlined in this Contract, we shall have no claim, right, or title arising out of any documents or information provided to us by the SRF Foundation or our ignorance of any matter related to the Project, the Selection Process or the Contract and shall not be a basis for any claim for compensation, damages, relief for non-performance of our obligations (or those of the Service Provider) or loss of profits or revenue from the Purchaser or a ground for termination of the Contract.

f) I have not directly or indirectly or through an agent or employee or otherwise, engaged or indulged in any corrupt practice, fraudulent practice, collusive practice, coercive practice, undesirable practice, restrictive practice or obstructive practice, as defined in Clause 6 of the RFP, in respect of this Proposal or the Selection Process and that I/we are not under and will not be under a declaration of ineligibility for any corrupt practice, fraudulent practice, collusive practice, coercive practice, undesirable practice, restrictive practice or obstructive practice. Further, we have taken steps to ensure that in conformity with the provisions of Clause 6, no person acting for us or on our behalf has engaged or will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice, restrictive practice, or obstructive practice after the date of this proposal.

If we are found to engage in a corrupt practice, fraudulent practice, coercive practice, collusive practice, undesirable practice, restrictive practice, or obstructive practice, then the SRF Foundation may sanction us and/or any individual acting on our behalf in accordance with their Anti-Corruption policies and procedures, either indefinitely or for a specific period.

g) I have complied with and shall continue to comply with applicable Indian laws against fraud, corruption, and bribery, including the Indian Penal Code, 1860, and the Prevention of Corruption Act, 1988.

h) I have not failed to perform any Government Contract, as evidenced by the imposition of damages or penalty by an arbitral or judicial authority or an arbitral award or judicial pronouncement against us or by acceptance of such damages or penalty, in the three years immediately before the proposal Due Date. Or I have failed to perform a Government Contract(s), as evidenced by the imposition of damages or penalty by an arbitral or judicial authority or an arbitral award or judicial pronouncement against us or our acceptance of such damages or penalties, in the three years immediately before the Proposal Due Date. [Note to Agencies: Please choose the correct option. If the second option is selected, please provide details of such failure as an attachment to this Qualification Proposal.]

i) I have not been expelled from any Government Contract by any government owned or government-controlled entity in the three years immediately prior to the Proposal Due Date. I have been expelled from a Government Contract(s) in the three years immediately prior to the Proposal Due Date. [Note to Agencies: Please choose the correct option. If the second option is selected, please provide details of such failure as an attachment to this Qualification Proposal.]

j) I have not had any Government Contract terminated by any government owned or government-controlled entity in the three years immediately before the Proposal Due Date. I have had a Government Contract(s) terminated in the three years immediately prior to the Proposal Due Date. [Note to Agencies: Please choose the correct option. If the second option is selected, please provide details of such failure as an attachment to this Qualification Proposal.]

k) I have not been block-listed or barred by any central or state governmental department, public sector undertaking, or statutory or regulatory authority from participating in any project in the three years immediately before the proposal due date. Or I have been blacklisted or barred by any central or state governmental department, public sector undertaking, or statutory or regulatory authority from participating in any project, in the three years immediately before the proposal due date. [Note to Agencies: Please choose the correct option. If the second option is selected, please provide details of such failure as an attachment to this Qualification Proposal.]

l) I do not have any Conflict of Interest that affects the Proposal Selection Process, which would breach the requirements of Clause 7 of the RFP.

m) I have not engaged any legal, financial, or technical advisor hired by or for the SRF Foundation in relation to the Project, in any manner for matters related to or incidental to the Proposal Selection Process, the award of the contract, or otherwise in relation to the Projects.

n) Our proposal shall be valid for from the Proposal Due Date (excluding the Proposal Due Date).

6. I represent and warrant that:

a) I satisfy the Qualification Criteria set out in the RFP.

b) I have provided all the information relating to our Technical Capacity and Financial Capacity to this Qualification Proposal.

c) The Fee for the Project has been quoted by us after: (i) taking into consideration all the terms and conditions stated in the RFP and the Contract; (ii) a careful assessment of all functional, technical, and administrative requirements, Applicable Laws, applicable permits and regulations; and (iii) conducting our assessment of all relevant factors.

7. I undertake that if due to any change in facts or circumstances during the Proposal Selection Process and if I am selected as the Successful Agency, at any time after the issuance of the LOA or execution of the Contract, I cease to satisfy the Eligibility Criteria or the Qualification Criteria in accordance with the RFP, I shall intimate the Purchaser of the same immediately.

8. I understand that the SRF Foundation may cancel the Proposal Selection Process at any time and that the SRF Foundation is neither bound to accept any Proposal that the SRF Foundation may receive nor to invite the Agencies to Proposal for the Project, without incurring any liability to the Agencies, in accordance with Clause 5.1 of the RFP document.

10. I hereby irrevocably waive any right which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by the Purchaser in connection with the selection of the Successful Agency for the Development, implementation, and maintenance of the Mobile Application or in connection with the proposal selection Process itself, in respect of the above-mentioned Project and the terms and execution thereof.

11. If I am declared as the Successful Agency, I undertake to:

a) Sign and return an original copy of the LOA to the Purchaser within five days of receiving the LOA, as confirmation of our acceptance of the LOA and the terms of the contract issued by the Purchaser. b) Execute or cause the Agency to execute the Contract in accordance with the draft that has been provided by the Purchaser. We agree not to seek to materially negotiate or seek any material deviations, conditions, or reservations to the Contract or our proposal.

c) Permit and cause the Successful agency and all our employees, consultants, agents, subcontractors, and suppliers to permit the Purchaser to inspect all accounts, records, and other documents relating to the



Agencies' performance under the Contract and to have them audited by auditors appointed by the Purchaser.

12. The Proposal Documents and all other documents and information provided by the SRF Foundation are and shall remain the SRF Foundation's property and are provided to us solely for preparation and the submission of this proposal in accordance with the proposal Documents. I undertake to treat all information received from or on behalf of the SRF Foundation as strictly confidential. We shall not use such information for any purpose other than for preparing and submitting this proposal. I acknowledge that the SRF Foundation is not obliged to return the proposal or any part thereof or any information provided along with the proposal, other than in accordance with provisions set out in the Proposal Documents.

13. I agree and undertake to abide by all the terms and conditions of the RFP.

14. This proposal shall be governed by and construed in all respects according to the laws for the time being in force in India. The competent courts at New Delhi will have exclusive jurisdiction in the matter.

15. Capitalized terms not defined herein will have the same meaning ascribed to them in the Proposal Documents.

In witness thereof, I submit this proposal under and in accordance with the terms of the RFP. Dated this [insert] day of [insert month] 20\*\*

[signature]  
In the capacity of  
[position]

Duly authorized to sign this Qualification Proposal for and on behalf of [name of Agency/Lead Member]  
[Seal of Agency/Lead Member]

**Form II: Compliance Checklist**

Sl. No.	Basic Requirement	Provided	Reference & Page #
1.	Proposal submission form	Yes/No	
2.	Technical proposal write-up	Yes/No	
3.	Authorization Letter in Favour of Authorized Signatory	Yes/No	
4.	Certifications and credentials [Copy of certificates]	Yes/No	
5.	Average turnover from software system integration, development, and/or implementation services work in last three years (in Rs. Crores)	Yes/No	
6.	Legal entity	Yes/No	
7.	Copy of GST registration certificate	Yes/No	
8.	Valid PAN of the Agency	Yes/No	
9.	Average annual financial turnover of the agency during the last three financial years (2019-20, 2018-19, and 2017-18)	Yes/No	
10.	Copies of the Balance Sheet, Profit and Loss Account Statement, and Cash Flow Statement for the last three financial years (2019-20, 2018- 19, and 2017-18)	Yes/No	
11.	Requisite order (s) or Contracts or Satisfactory Completion Certificates issued by the relevant authority of the Agencyr's Client showcasing the agency's relevant experience	Yes/No	
12.	Self-attested ID proof, address proof, PAN Card, and a recent passport size colour photograph of an authorized representative	Yes/No	
13.	Duly filled price schedule Form in the financial proposal	Yes/No	
14.	Proof of official presence of development team for this Project in Gurugram, Haryana [A copy of Address Proof and a self-certified letter by the authorized signatory]	Yes/No	
15.	Failure to Perform, Termination, and Debarment if applicable [A self-certified letter by the authorized signatory]	Yes/No	

**Form III: Letter of Authorization**

**[To be printed on Agency letterhead]**

To,

.....  
.....  
.....

**Sub:** Letter of Authorization to submit the Request For Proposal (RFP)

We hereby authorize Smt/ Shri <Name and Designation> holding Aadhaar <Aadhar No.> (copy to be attached) to submit the Request For Proposal (RFP) for ..... recognition on behalf of our entity \_\_\_\_\_ having registered office at \_\_\_\_\_ and PAN\_\_\_\_\_.

We also authorize Smt/ Shri <Name of the Authorized Representative> to make declarations and to submit documents, wherever required, on our behalf. These declarations and submissions are made towards the requirement of the startup recognition application.

We further confirm that we are liable for and bound by all acts of commission and omission by the authorized representative. All acts committed by the above authorized representatives shall be treated as if these acts were committed by the entity.

The Specimen signature of Shri. / Smt. \_\_\_\_\_ Authorized representative is attested below:

\_\_\_\_\_

(Specimen Signature of authorized representative)

Yours faithfully,

\_\_\_\_\_

Signature of Authority

Name:

Designation:

Date:

Seal of the signing authority

**Form IV: Technical Proposal****Technical Proposal Write-up Section****A. Agency's Profile and Experiences**

- Organizational description: Briefly describe organizational structure, and provide an overview including date of incorporation, details of the promoters, operating locations, number of employees, and area(s) of specialty.
- Certifications (e.g., ISO 9001/ISO 27001/CMMI): The Agency must attach the relevant **valid** certificates, if any, with the Technical Proposal.
- Existing partnerships (Provide a list of partners/clients).
- Relevant experience of developing similar solutions in the development/social sector, especially in the health/HIV domain within India: Give a summary as per the below-given format (Maximum ten **relevant** Projects):

Name of the project	
Client for which the project was executed	
Name and contact details of the client	
<b>Project details</b>	
Description of the project	
Project location	
Scope of services	
Duration of the project (no. of months, start date, completion date, and status)	
Service levels being offered/Quality of service (QOS)	
Technologies used	
Outcomes of the project	
The total cost of the project	
The total cost of the services provided by the Respondent	
<b>Other relevant information</b>	
Letter from the clients to indicate the successful completion of the projects	
Copy of work order	

The agency must attach a copy of each project's work order/completion certificate. The agency will provide the information as per this template in the Technical Proposal. In addition, if a project is completed, a letter from the Client to indicate the successful completion of the same will be required.

- References: Provide a minimum of three (3) trade references including names of persons who may be contacted, the position of the person, address, and phone number where similar products or services similar in scope to the requirements of this RFP have been provided]

Sl. No.	Name	Position/Designation	Related Project Name	Email ID & Mobile No.
1.				
2.				
3.				

**B. Proposed Solution; deliverables, activities, and timelines; risks and their mitigation; and assumptions, if any**

- Development of Web and Android Mobile application: Briefly describe your understanding of the standard requirements and features of the Web and Android Mobile Application.
- Experience in developing systems reports & dashboards: Give a summary and samples as an attachment.
- Testing: Describe the testing methodology and approach to code certification. What tools would you use? What is the proposed plan and schedule for User Acceptance Testing (UAT)?
- Technology stack: Briefly describe the experience of the agency in working on the mentioned technology. Provide links to the relevant websites/mobile applications where similar products or services similar in scope to the requirements of this RFP have been developed by the agency.
- Security: Briefly describe the plan for the following: network security, system security, application security, data protection, email security, virus control, compliance with security standards, and SSL certification.
- Incident Response: Briefly describe the timeline for identifying and fixing bugs. What is communications infrastructure in place to facilitate the escalation and resolution of questions and issues during the project implementation and maintenance?
- Key activities: Detail the proposed deliverables, activities, and timeline (by activities).
- Risks, assumptions, and mitigation steps

**C. A proposed work plan indicating timeline, deliverables, activities/sub-activities to be undertaken by the agency to accomplish the assignment successfully**

**D. Project Team Profile**

No. of team members proposed and their deployment plan: Mention the details of the Proposed staff (e.g., project management, business analysts, developers, QA testers, infrastructure, DB experts, etc.) as per the below-given format:

Sr. No.	Name of the Staff	Proposed Designation	No. of People Proposed at this Designation	Total Proposed Person Days	Tasks Assigned
1.					
2.					
3.					

Qualification and Experience of Team Members:

**Team Member Name:**

**Proposed Position:**

**Qualification:**

**Total Years of**

**Experience:**

**Brief Experience:**

•

**Form V: Financial Proposal****Price Schedule Form**

<b>Name of the Agency:</b>	
<b>Date of the Quotation:</b>	
<b>Currency of Quotation:</b>	

**Assignment to develop & maintenance of Web and Mobile Applications as part of the Intervention of  
SRF Foundation**

**Development Phase: 3 Months and AMC Period: 6 Months (initially)**

**Client location: Gurgaon, Haryana**

**Financial Proposal Should Include the Following:**

**Date:**

**Summary of Different Cost Components**

Sl. No.	Item	Reference Sub-Section	Total Price (A)	Applicable Taxes (%)	Applicable Taxes (INR) (B)	Total Cost (A+B)
A.	<b>Development and Implementation Cost</b>					
B.	<b>Six Month Maintenance Cost</b>					
<b>Total:</b>						
<b>Total Cost (Round off):</b>						
The total cost of the project inclusive of taxes and any other levies and duties						
In Words: <b>INR</b> .....						
In Figures: <b>Rupees</b> .....						

**A. Development and Implementation Cost**

Sl. No.	Item/Module Description	No. of Man Months Effort (M)	Composite Man Month Rate (N)	Total Cost (M*N)
1				
2				
<b>Total :</b>				

Sl. No.	Item Description	Quantity	Unit	Unit Price	Total Amount
1					
2					
<b>Total :</b>					

**B. Six Months Maintenance Cost**

Sl. No.	Item/Module Description	No. of Man Months Effort (M)	Composite Man Month Rate (N)	Total Cost (M*N)
1				
2				
Total :				

Sl. No.	Item Description	Quantity	Unit	Unit Price	Total Amount
1					
2					
Total :					