Dr. Achal Pandya
HoD (Conservation)

इन्दिरा गांधी राष्ट्रीय कला केन्द्र
कलानिधि

INDIRA GANDHI NATIONAL CENTRE FOR THE ARTS
Kalanidhi

Janpath, New Delhi-110 001
Tel.: 91-11-23388333
Website : www.ignca.nic.in

Date: 24.02.2022

<u>Corrigendum</u>

Subject: Change of date for Release of responses to the Pre-bid queries/Revised RFP

With the reference to tender titled "Selection of an Agency for Multiple Digital interactive Solutions for Azadi ka Amrit Mahotsav" tender reference number **IGNCA/82/2021-22/Digital Outreach** there is a change for the date of Release of responses to the Pre-bid queries / Revised RFP from 29/02/2022 to 01/03/2022. Consider the date 01/03/2022 instead of 29/02/2022.

(Achal Pandya)

Request for Proposal

For

Selection of an Agency for Multiple Digital interactive Solutions for Azadi ka Amrit Mahotsav

Indira Gandhi National Centre for the Arts, Janpath Building, near Western Court, Janpath, New Delhi, Delhi 110001

5. DETAILED SCOPE OF WORK

Note: All the websites to be created as per GIGW (Guidelines for Indian Government website). All the digital objects must be created in open format and applications must be developed using open tools. The applications must be compatible to the platform and device as indicated/required specifically in the scope of work for every application. In case any proprietary software/tool is used, it should be part of the quoted cost.Error! Bookmark not defined.

GLOSSARY

Authorized Signatory	The bidder's representative / officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format
Bid Security/ Earnest Money Deposit (EMD)	A security provided to the procuring entity by a bidder for securing the fulfilment of any obligation in terms of the provisions of the bidding documents.
Bidder	Any person/ firm/ agency/ company/ contractor/ vendor participating in the bidding process with the procurement entity
Bidding Document	Documents issued by the procuring entity, including any amendments thereto, that set out the terms and conditions of the given procurement and includes the invitation to bid
Bid	A formal offer made in pursuance of an invitation by a procuring entity and includes any tender, proposal or quotation in electronic format

Competent Authority	An authority or officer to whom the relevant administrative or financial powers have been delegated for taking decision in a matter relating to procurement.
Contract	"Contract" means a legally enforceable agreement entered into between theProcuring entity and the selected bidder(s) with mutual obligations.
LD	Liquidated Damages
LoA	Letter of Award
FY	Financial Year
PAN	Permanent Account Number
PQ	Pre-Qualification
Procurement Process	The process of procurement extending from the issue of invitation to Bid till the award of the procurement contract or cancellation of the procurement process, as the case may be
Purchaser/ Tendering Authority/ Procuring Entity	Person or entity that is a recipient of a good or service provided by a seller (bidder) under a purchase order or contract of sale, also called buyer. INSERT_AUTHORITY_NAME in the document.

Services	Any subject matter of procurement other than goods or works and includes physical, maintenance, professional, intellectual, consultancy and advisory services or any service classified or declared as such by a procuring entity
Service Level Agreement (SLA)	Service Level Agreement is a negotiated agreement between two parties wherein one is the customer and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
GST	Goods and Service Tax
WO/PO	Work Order/Purchase Order
RFP	Request For Proposal
QCBS	Quality and Cost Based Selection
PBG	Performance Bank Guarantee
EPC	Estimated Project Cost

DISCLAIMER

1. While this Request for Proposal document ("RFP") has been prepared in good faith, neither the Purchaser nor its employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness reliability of Information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP, even if any loss or damage is caused by any act or omission on their part.

2. This document is not transferable, and this RFP does not purport to contain all the information that each Bidder may require and accordingly is not intended to form the basis of an investment decision or any other decision to participate in the bidding process for the selection of the Successful Bidder for this Project. Each Bidder should conduct his own investigations and analysis and check the accuracy, reliability and completeness of the information in this document and obtain independent advice from appropriate sources.

3. Though adequate care has been taken while preparing this Bid Document, the Bidder shall satisfy himself that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately.

4. The Purchaser may modify, amend, reject, or supplement this RFP document in accordance with norms as per the requirement of the project. The Purchaser reserves the right to waive any irregularity in the proposal (RFP) and the Purchaser makes it clear that the RFP is not an offer/ Agreement.

5. Neither the Purchaser nor its employees shall be liable to any Bidder or any other person under any law including the law of Agreement, tort, the principles of restitution for unjust enrichment or otherwise for any loss, expense or damage which may arise, or be incurred, or suffered, in connection with this RFP document, or any matter that may be deemed to form part of this RFP document or the award of the Agreement, or any other information supplied by the Purchaser or their employees or consultants or otherwise arising in anyway from the selection process for the award of the Agreement for the Project.

6. The Purchaser is not bound to accept any oral Proposals. The purchaser reserves the right to reject any or all the Proposals without assigning any reasons. No Bidder shall have a cause for action or claim against the Purchaser or its officers, employees, successors, or assignees for rejection of his bid. The RFP submitted by the bidder will be the property of the Purchaser.

FACT SHEET

1	Purchaser	IGNCA (Indira Gandhi National Centre for the Arts)
2	Document Reference Number	**IGNCA/82/2021-22/Digital Outreach**
3	EPC	INR 24,25,00,000/- (exclusive 18% GST)
4	Date for Issue of RFP	23/02/2022, 02:00 PM
5	Project Period	One month for all applications - 30 days from the date of receipt of detailed brief from Purchaser Operation & Maintenance - As defined in Financial Bid
6	Bid Procedure	Two Part (Technical & Financial), Open Competitive Bid
7	Bid Validity	90 days from the bid submission deadline
8	Last Date & Time for receipt of queries for Pre- bid Meeting	27/02/2022, 05:00 PM
9	Date & Time for Pre-bid Meeting	28/02/2022, 11:00 AM
10	Date for Release of responses to the Pre-bid queries / Revised RFP	01/03/2022, 05:00 PM
11	Last Date & Time for Submission of Proposals	09/03/2022, 02:00 PM
12	Date & Time for opening of Technical Proposal	10/03/2022, 02:00 PM
13	Date & Time for Technical Presentation	10/03/2022, 03:00 PM
14	Date & Time for opening of Financial Bids	10/03/2022, 04:00 PM
15	Bid Document Fee	Nil
16	EMD	INR 5723000, MSME Exemption Allowed
17	Address for Bid Submission	Indira Gandhi National Centre for the Arts, Janpath Building, near Western Court, Janpath,

		New Delhi, Delhi 110001
18	Selection Method	QCBS (70:30)
19	PBG	5% of the Contract Value (inclusive GST) of the Successful Bidder

1. REQUEST FOR PROPOSAL

The Purchaser Invites Detailed Proposals (Qualification, Technical and Financial Proposals Together Referred to as "RFP") from capable agencies for **Selection of an Agency for Multiple Digital interactive Solutions for Azadi ka Amrit Mahotsav**. The Scope of Services forming part of the Assignment has been set out hereunder in this document. The Proposals would be evaluated on the basis of the evaluation criteria set out in this RFP ("Evaluation Criteria") to identify the successful Bidder for the Assignment ("Successful Bidder")

1.1. Structure of the RFP

The Bidders would need to submit, within the Proposal Due Date. The Purchaser would evaluate all the Submissions in accordance with the evaluation criteria as set out in the RFP to select the successful bidder.

2. BACKGROUND INFORMATION

The Government of India has launched the Azadi Ka Amrit Mahotsav to commemorate and celebrate 75 years of progressive India, as well as the magnificent history of its people, culture, and achievements. The Mahotsav is dedicated to the people of India, who have not only played a key role in bringing India this far in its evolutionary path, but also have the power and potential to realise Prime Minister Narendra Modi's vision of energising India 2.0, guided by the spirit of Atma Nirbhar Bharat.

The Ministry of Culture wishes to hire an agency that can execute the following projects under the flagship of Azadi ka Amrit Mahotsav:

1. Gamified Virtual Museum (Excavate and Create your own Virtual Museums)
2. Behatar@75
3. Har Haath Jhanda
4. Digital Jyoti
5. Temple 360
6. Analytics on Postcard to PM

3. INSTRUCTIONS TO THE BIDDERS

3.1. Number of proposals

Each Bidder shall submit only one (1) Proposal, in response to this RFP. Any Bidder who submits or participates in more than one Proposal shall be disqualified.

3.2. Proposal preparation cost

The Bidder shall be responsible for all costs associated with the preparation of its Proposal and its participation in the bidding process. The Purchaser will not be responsible or anyway liable for such costs, regardless of the conduct or outcome of the bidding process.

3.3. Right to accept or reject

The Purchaser may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contracting question, and may also declare a firm ineligible or blacklist the firm, either indefinitely aforestated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

☐ Notwithstanding anything contained in this RFP, The Purchaser reserves the right to accept or reject any proposal and to annul the bidding process and reject all Proposals at any time, without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

☐ The Purchaser reserves the right to reject any Proposal if at any time if a material misrepresentation made by a Bidder at any stage of the bidding process was discovered.

3.4. Pre-Bid Clarifications

A prospective Bidder requiring any clarification on the RFP may notify The Purchaser in writing to The Purchaser within such date as specified in RFP Time Schedule. At its sole discretion, The Purchaser may upload its response to such queries on the website. Bidders requiring specific points of clarification may communicate with The Purchaser during the specific period using the following format. The queries can be submitted by email at conservationdivisionignca@gmail.com with the name of the assignment as the subject, in the following format.

S. No.	Bidding Document Reference (Number/Page)	Content of RFP requiring Clarification	Points of Clarification Required	Suggestions (If Any)

3.5. Amendments to RFP

a) At any time prior to the Proposal Due Date, as indicated in the RFP Time Schedule, The Purchaser may, for any reason, whether at its own initiative or in response to clarifications requested by a bidder, amend the RFP by the issuance of addenda. Such addenda would be posted only on the website.
b) In order to afford Bidders reasonable time to take the Addendum into account, or for any other reason, The Purchaser may, at its discretion, extend the Proposal DueDate.

3.6. Language and Currency

The Proposal and all related correspondence and documents shall be written in the English language. Supporting documents and printed literature furnished by the Bidder with the Proposal may be in any other language provided that they are accompanied by an appropriate translation in the English language. Supporting materials that are not translated into English may not be considered. For the purpose of interpretation and evaluation of the Proposal, the English language translation shall prevail. The currency for this bid is Indian Rupee. All the quotes should be in Indian Rupee only.

3.7. Validity of the Proposal

a) The Proposal shall be valid for a period as mentioned in the fact sheet. The Purchaser reserves the right to reject any Proposal that does not meet this requirement.
b) Prior to the expiry of the Proposal Validity Period, The Purchaser may request the Bidders to extend the period of validity for a specified additional period.
c) The successful Bidder shall, where required, extend validity of the Proposal till the date of execution of the agreement.

3.8. Bid Security

a) Proposals would need to be accompanied by a 'Bid Security' (EMD). The Bid Security shall be kept valid throughout the Proposal Validity Period and would be required to be extended if so required by the Purchaser.
b) The Bid Security shall be returned to the unsuccessful Bidders within a period of two (2) weeks from the date of signing of Agreement between The Purchaser and the successful bidder.
c) The bid security of the successful bidder will be returned to the successful bidder on the submission of the Performance Security as specified in the RFP document.
d) The Bid Security shall be forfeited in the following cases:
   1) If the Bidder withdraws its proposal;
   2) If the Bidder withdraws its Proposal during the interval between the Proposal Due Date and expiration of the Proposal Validity Period; and
   3) If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect.
   4) If the bidder, after the award of work order, fails to submit the performance security within the stipulated time.

e) MSME are exempted.

3.9. Bidder's responsibility

a) The Bidder is expected to examine carefully the contents of all the documents provided. Failure to comply with the requirements of RFP shall be at the Bidder's own risk.
b) It shall be deemed that prior to the submission of the Proposal, the Bidder Has:
   i) Made a complete and careful examination of terms & conditions/ requirements, and other information set forth in this RFP document.
   ii) Received all such relevant information as it has requested from The Purchaser, and made a complete and careful examination of the various aspects of the assignment.

c) The Purchaser shall not be liable for any mistake or error or neglect by the Bidder in respect of the above.

d) All taxes payable to the government should be paid by the service provider as per applicable norms and procedures. The Purchaser is nowhere liable and responsible for the payment of such taxes. Only GST payment will be made by The Purchaser as per applicable rates on the fee quoted by the agency.

3.10. Format and Signing of Proposal

a) Bidders would provide all the information as per this RFP and in the specified format. The Purchaser reserves the right to reject any Proposal that is not in the specified format.

b) If the Proposal consists of more than one volume, Bidder must clearly number the volumes and provide an indexed table of contents.

c) The Proposal and its copy shall be typed or printed, and the Bidder shall initial, and number each page.

d) The person(s) signing the Proposal shall initial all the alterations, omissions, additions, or any other amendments made to the proposal.

3.11. Proposal due date

a) Proposals should be submitted as per the information provided in this RFP.

b) The Purchaser at its sole discretion; accept any Proposal(s) after Proposal Due Date. Any such Proposal/is accepted shall be deemed to have been received by the Proposal DueDate.

3.12. Test of Responsiveness

Prior to the evaluation of Proposals, The Purchaser will determine whether each Proposal is responsive to the requirements of the RFP. A Proposal shall be considered responsive

a) It is received on the respective Proposal Due Date;

b) It is accompanied by the 'Cost of RFP Document' and 'Bid Security' amount as set out in the RFP document.

c) It is signed, sealed, and marked as stipulated in the RFP Document.

d) It contains the information and documents as requested in the RFP;

e) It contains information in the form and formats specified in the RFP;

f) It mentions the validity period as set out in this document;

g) It provides the information in reasonable detail. ("Reasonable Detail" means that, but for minor deviations, the information can be reviewed and evaluated by The Purchaser. The Purchaser reserves the right to determine whether the information has been provided in reasonable detail or not;

h) There are no inconsistencies between the Proposal and the supporting documents.

i) A Proposal that is responsive is one that conforms to the preceding requirements without material deviation or reservation. Material Deviation Or Reservation is one which,

    i) Affects in any substantial way, the scope, quality, or performance of the Assignment, or

    ii) Limits in any substantial way, inconsistent with the RFP document, The Purchaser's rights or the bidder's obligations under the Agreement, or

    iii) Unfairly affects the competitive position of other Bidders presenting substantially responsive Proposals.

j) The Purchaser reserves the right to seek clarification or reject any Proposal which in its opinion is non-responsive and no request for modification or withdrawal shall be entertained by The Purchaser in respect of such Proposal.

3.13. Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the Qualified Bidders would not be disclosed to any person not officially concerned with the process. The Purchaser will treat all information submitted as part of the Proposal in confidence and will ensure that all those who have access to such material to treat it in confidence. The Purchaser would not divulge any such information unless ordered to do so by any statutory authority that has the power under law to require its disclosure.

3.14. Clarifications

To assist in the process of evaluation of Proposals, The Purchaser may, at its sole discretion, ask any Bidder for clarification on its Proposal or substantiation of any of the submissions made by the Bidder.

3.15. Proposal Evaluation

The Qualification Submissions of the Bidders would be checked for responsiveness with the requirements of the RFP and shall be evaluated as per the Criteria set out in this RFP.

3.16. Declaration of Successful Bidder

a) Upon complete acceptance of the Proposal of the tenderer (Technically qualified and valid financial bid), The Purchaser shall declare the tenderer with highest cumulative marks (QCBS) as the successful bidder.

b) In case two or more bidders quote equal cumulative marks, then the bidder scoring higher in the technical bid evaluation shall be declared successful.

3.17. Notifications

The Purchaser will notify the Successful Bidder by a Letter of Award (LoA) that its Proposal has been accepted.

3.18. The Purchaser's right to accept or reject the proposal

a) The Purchaser reserves the right to accept or reject any or all the Proposals without assigning any reason and to take any measure as it may deem fit, including annulment of the bidding process, at anytime prior to award of the assignment, without liability or obligation for such acceptance, rejection or annulment.

b) The Purchaser reserves the right to invite revised Proposals from Bidders with or without amendment of the RFP at any stage, without liability or any obligation for such invitation and without assigning any reason.

c) The Purchaser reserves the right to reject any Proposal if at any time:
   i) A material misrepresentation made at any stage in the bidding process is uncovered; or
      1) The Bidder does not respond promptly and thoroughly to requests for supplemental information required for the evaluation of the Proposal.
   ii) This would lead to the disqualification of the Bidder. If such disqualification/ rejection occurs after the Proposals have been opened and the Successful Bidder gets disqualified/rejected, then The Purchaser reserves the right to:
      1) Declare the Bidder with the second highest cumulative marks as the successful tenderer.
      2) Take any such measure as may be deemed fit in the sole discretion of The Purchaser, including annulment of the bidding process.

3.19. Performance Bank Guarantee (PBG)

The successful bidder shall furnish an unconditional and irrevocable bank guarantee/demand draft, in a format acceptable to The Purchaser valid upto 15th August 2023 with a minimum claim period of 15 days of a value equivalent to as mentioned in the Fact Sheet. The Performance Bank Guarantee shall be returned 15 days post 15th August, 2023 upon successful and satisfactory completion of the project.

4. CRITERIA FOR EVALUATION
4.1. Pre-Qualification

For a bid to be considered as responsive under this bid process, a bidder must meet the following criteria.

#	Criteria	Basis of Evaluation	Documents Required
1	EMD	Submission of EMD	Receipt of payment/DD or MSME certificate in case of availing MSME exemption.
2	Legal Entity	The Bidder should be any sole Company / firm that submits a Proposal pursuant to this RFP Document and should be in existence for at least five years as on 31st March 2020. Consortium/Joint Venture is not allowed.	- Certificate of Incorporation - GST Registration Certificate - Copy of PAN
3	Authorized Signatory	The Signatory signing the Bid on behalf of the Bidder should be duly authorized by the Board of Directors/Partners of the Bidder to sign the Bid on their behalf.	Power of Attorney/Board Resolution to authorize the signatory
4	Turnover	The bidder must have an Average Annual Turnover of at least 30% of EPC in the last three financial years ending at 31/03/2020.	Turnover Certificate of the last three financial years ending at 31/03/2020 along with CA Certified Balance Sheet of the last three financial years ending at 31/03/2020.
5	Acceptance of all Terms and Conditions of RFP	The bidder should accept all the conditions of the RFP.	Annexure 1 duly signed on the letterhead of the bidder.
6	Experience	The agency should have at least 1 work of providing digital interactive solutions costing greater than equal to INR 3 Cr (exclusive GST/taxes)	Annexure 2 along with Copy of the Work Order and Completion Certificate.

Applicants who fulfill the pre-qualification criteria completely in all respects shall be shortlisted for further Technical Bid Evaluation.

4.2. Technical Bid Evaluation

The Bidders shall be evaluated on the following parameters:

#	Criteria	Maximum Marks	Documents Required
A	**Firm Experience**		
A1	The agency should have work of providing digital interactive solutions costing greater than equal to INR 3 Cr (exclusive GST/taxes) 1) 1 Work - 8 marks 2) 2 Works- 16 marks 3) 3 Works- 25 marks	25	Annexure 2 along with Copy of the Work Order and Completion Certificate.
A2	The agency should have at least one work of providing digital crowd engagement web/mobile platform 5 marks for 1 work	5	
A3	The agency should have one work of 360 Virtual Reality shoot 5 marks for 1 work	5	
A4	The agency should have one work of Virtual Reality mobile application 5 marks for 1 work	5	
A5	The agency should have one work successful completion of 2 years of Operation & Maintenance of any digital interactive solution work 5 marks for 1 work	5	
A6	The agency should have one work with an appreciation certificate from any Govt body. 5 marks for 1 work	5	Annexure 2 along with Copy of the Work Order, Completion Certificate and Appreciation Certificate.
B	**Firm Staff Strength on Company payroll**		

B1	Project Head - 5 marks Any Graduate with a minimum experience of 7 years in Project Management	5	Annexure 4 along with qualification documents.
B2	Creative Director - 5 marks Any Graduate with Diploma in Multimedia and a minimum experience of 8 years	5	
B3	Software Developer - 5 marks B.Tech in Computer Science or Electronics Engineering and a minimum experience of 6 years	5	
C	**Concept Presentation**		
C1	Report on Similar Project as submitted in A1 - 5 marks Detailed concept plan as per Scope Of Work in RFP - 25 Marks Operation & Management Plan - 5 marks	35	Technical Presentation (Not to be submitted along with Technical Bid)

Bidders are required to submit all the documents required as per the Technical Evaluation criteria. In case of non-submission of any document the bid may be rejected and will not be considered for further evaluation.

Applicants whose Technical Proposals score 60 marks or more out of 100 shall qualify for Financial Bid Evaluation

4.3. Financial Bid Evaluation and Award

Bidders should submit the financial bid as per the format given in Annexure 3.

The bids will be evaluated on Quality and Cost Based Selection method (QCBS) basis with 70% weightage on technical score and 30% weightage on financial score.

TECHNICAL SCORE = 100 X TECHNICAL MARKS OF THE BIDDER / HIGHEST TECHNICAL MARKS SCORED AMONG ALL BIDDERS {Adjust to two decimal places}

FINANCIAL SCORE = 100 X FINANCIAL PROPOSAL OF LOWEST BIDDER / FINANCIAL PROPOSAL OF BIDDER UNDER CONSIDERATION {Adjust to two decimal places} THE COMPOSITE SCORE SHALL BE COMPUTED AS FOLLOWS:

COMPOSITE SCORE = (TECHNICAL SCORE X 0.70) + (FINANCIAL SCORE X 0.30) {Adjust to two decimal places}

The bidder with the highest composite score will be declared as the successful bidder. In case of tie in the highest composite score of multiple bidders, the bidder with higher technical score will be declared as the successful bidder.

Note: Technical marks are the marks scored by the bidder in the technical bid as per Section 4.2.

4.5. Award of Contract

The Authority will award the Contract to the Successful Bidder.

4.6. Notification of Award

Prior To The Expiration of The validity period, Purchaser will notify the successful Bidder in writing or by fax or email, by issuing a LoA. The selected agency will be required to submit the performance security and start the work within 14 days of the issue of LoA.

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 prerogative.

5. DETAILED SCOPE OF WORK

Note: All the websites to be created as per GIGW (Guidelines for Indian Government website), if developed using web technologies. All the digital objects must be created in open format and applications must be developed using open tools. The applications must be compatible to the platform and device as indicated/required specifically in the scope of work for every application. In case any proprietary software/tool is used, it should be part of the quoted cost.

SECTION 1

Gamified Virtual Museum (Excavate and Create your own Virtual Museums)

CONCEPT

Design, Development, Testing and Commissioning of a gamified mobile app (iOS and Android) and website for the Vadnagar excavation site (Excavate and Create your own Virtual Museums). 3D modeling of the virtual environment, 3D scanning of artifacts, software development, completion, and launch are all part of the project. The cost to include operation and maintenance until August 15, 2023.

VISITOR FLOW

- The user will open the website and go to the landing page that will be used for Login /Sign up.
- After the login the user will be able to see the dashboard which will have data regarding
  - Leaderboard
  - Progress report (list of items collected, list of tools that are available for collection)
  - Option to start the game
- The avatars page will feature a variety of choices for customising the user's avatar. Different gender, headgear and attire options should be given to the user.
- The excavation page will have a section for tools to be used for virtual excavation, as well as the virtual excavation.
- The 'make your own virtual museum' page will have a space where the user can put on display different objects they collected during the excavation process, the type of display can be customised by purchasing items through the points collected. The items purchased can be related to the interior and exterior of the museum.
- The user can also navigate through the museums of other players.

SCOPE OF WORK

1. Execution Plan and Software Development Life Cycle

1) Site Assessment - The bidder will be required to assess the site and make a site recce report.
2) Number of Artifacts available - The bidder will be required to gather information regarding the number of artifacts available at site and its condition.
3) Functionality required document (FRD) of software - After Site assessment and details regarding artifacts are available, then the bidder will be required to develop a FRD of the software.

2. 3D Modelling of the virtual environment

1) The Bidder will be required to make a virtual 3D model of the virtual environment..

3. 3D Scanning, Modelling and Texturing of Artifacts

1) Top 500 artifacts (as required by the game for an enriched and diversified content) will have to be scanned by the agency in high resolution mode and optimized mode as required by the application. The same shall be done formats such as fbx, obj, etc.
2) 3D model for the scanned objects should be created
   ● If an artifact is not properly scanned then using the anthropometric data, reference plane and sketching technique the hand, ear and back supports of the artifact should be successfully reconstructed.
   ● The Geometry and texture, both must be scanned by the 3D Scanner.
   ● Only qualified and trained persons should be assigned to install, adjust and operate the laser equipment.
   ● A virtual site will be created using the scanned artifacts and collection

4. Description of Artifacts

The bidder has to deeply analyse the artifacts and write down its detailed description.

5. Software Development, Completion & Launch

1) The bidder has to develop both mobile (iOS and Android) and web versions.
2) The bidder has to hire all necessary technical manpower to design the application, curate the content to make it of international quality and standard.
3) A central theme for the virtual sites has to be decided and the content has to be designed suitable to the theme of the museums; All care should be taken to make it absolutely correct.
4) The following points should be taken care of:

a) The virtual site should have a suitable structure, complete route map for digital viewers with digital components.
b) The vendor has to make all efforts to collect and curate the content from all relevant sources.
c) The virtual site should be similar to the original sites as much as possible.

The virtual museum will be developed in the form of a game. The game will be as follows :

1) The game should be fun to play and engage the users.
2) The game preferably may be played within a time period between 5 minutes to 10 minutes. The game should have the option to be replayed, taking into account that different choices made when playing the game will lead to different outcomes.
3) The design should be based on the context of specific scope of work.
4) The design of each game will feature the following components:
   a) Character creation
   b) Ambiance
   c) Game music
   d) Game setting
   e) Game menu
   f) Scenes and site selected.
5) The game should be playable in 2 languages: English and Hindi.

Working of the game

1) The player/players after signup, will have to choose an avatar, the same can be skipped.
2) The game will be in the manner of a treasure hunt wherein different excavated artifacts/objects from the site will be hidden in the area and the player will have to find these artifacts within the given time.
3) The agency will have to incorporate the 3D site for the players.
4) Once the player has collected all the hidden artifacts they will be allowed to create and design their own virtual museum. Museum creation would include :
   a) Design and layout of the museum
   b) Theme of the museum
   c) Its color Scheme
   d) Display
   e) Galleries, etc
5) The player can also visit other museums created by other players.
6) The game should be informative and engaging at the same time

Additional Requirements :

1) It should be fully interactive and navigable.
2) It should have an entirely personalized experience with full control over the navigation.
3) It should be highly optimized for the fastest loading speed and easy viewing & Responsiveness. The application is to be responsive so that the screens and the user interface adapts to laptops, desktops, tablets, and mobile phones. The application shall also provide support for different kinds of input devices for exploring and interacting, which can be trackpads, mouse & touch screens.. The 3D space should have a selection of multilingual experiences.
4) View the digital catalog of the museum with a Gallery of displays/artifacts/videos/archives along with textual data.
5) Hosting of all applications and servers. The accounts for application (web & mobile) hosting and servers shall be the responsibility of the Bidder.
6) It is the responsibility of the bidder to ensure digital security of the portal and protect it from all sorts of malware, virus etc. attacks.
7) Fascinating exhibition outlay and engaging display, easy navigation to different sections.

Website/App development completion

1) Agency shall develop a design document based on the requirements given.
2) Agency shall design the app/game as per approved user requirement specification (URS)
3) Agency shall Incorporate Security features as per latest OWASP Top 10 vulnerabilities
4) Agency shall test the app/game for functionality as per user requirement and for performance.
5) Output of this stage will be Design Document along with its Code, documentation etc, and the staging version.

Go live

1) Bidder shall deploy the app/game and complete UAT.
2) Bidder shall deploy the tested code to the production server and make the app/game stable for its usage.
3) Changes in the production would be controlled and must be rigorously tested before being deployed on production.
4) Bidder shall resolve the bugs reported during the Go-Live of the app/game.
5) Bidder will deploy the production version to AppStore, PlayStore & Web Hosting environment.
   Note: The account for AppStore, PlayStore & Web Hosting will be owned by the purchaser & managed by the selected bidder.

Training on App/Game

1) The selected bidder shall ensure that all documentation is in place (user training, operation procedures, etc.).
2) The selected bidder shall also ensure a proper hands-on training. Training could have multiple sessions as per the need and requirement of the project/ application. The content of the training and schedule shall be mutually decided by MOC and the selected bidder later at an appropriate time period. The requisite training infrastructure like the place, computers, and projector with screen shall be provided by the MOC/ designated department.
3) The selected bidder would also provide a Help / Training module, Visual help kit which will be downloadable by the users.

SECTION 2

Behatar@75

CONCEPT

Design, Development, Testing and Commissioning of a web application for Behatar@75. The application will empower social movements. Graphic Designing of the website and app and development of the platform is required. The app should have the feature to notify and delegate tasks periodically to the citizens and also have a leaderboard.The cost to include operation and maintenance until August 15, 2023.

VISITOR FLOW

- The website should have the option Login/Signup and forget password.
- The landing page will contain live data regarding:
    - The number of participants in the event
    - Generic data regarding the activities on the website
- A permission page will pop-up that will ask the user the permission to use their camera and content on the website
- The user will be given periodic reminders to complete a task like plant a tree, switch of lights for an hour, etc
- The user can then upload images/videos supporting the task they have completed
- The user can explore through different tasks
- Then they can download certificate stating the completion of task

- Every uploaded content will go through a moderation process. A backend portal to be provided with multiple login credentials to moderate the selfie. Only after approval of the backend system the selfie will go live on the page.
  - Following are the feature of Backend portal:
    - Ability to create multiple users.
    - Ability to accept and reject the uploaded content.
    - Ability to provide reasons for approval & rejection.
    - Reports Daily, Weekly, Monthly, Yearly, Custom time range.
- The detail regarding backend operation is in part 9 of Section 4.

SCOPE OF WORK

To develop, maintain, upgrade and host Behatar@75 website. The website should be operational in 12 indian languages and english.

1. Graphic Design Support, Graphic updates or New Designs

1) The graphical contents of the website should result in an eye-catching website, with pleasant and appealing color-codes portraying diversity and culture of India.
2) The bidder has to design and curate the digital platform with keeping in mind its viewers and their multilingual requirement.
3) The bidder has to hire all necessary technical manpower to curate the content, formulate the plan and design and build the platform and the website.
4) Hosting of all applications and servers: The accounts for application (web & mobile) hosting and servers shall be managed by the Bidder & owned by the Purchaser.
5) The bidder shall ensure regular maintenance and update of the platform for the purposes of keeping the existing platform up-to-date.
6) Update of any application if any software bug is reported.
7) The bidder shall ensure digital security of the portal and protect it from all sorts of malware, virus etc. attacks.
8) The website/app should send periodic updates to complete the task to the users.

2. Website Performance

The website should be optimized for load time, response time, navigation and search etc. The optimization should cover all the areas like HTML, CSS, GRAPHICS etc., and would involve smaller page size and faster downloads. The website should be supported by all browsers and must be GIGW / STQC compliant.

3. Expected activities during the maintenance period:

1) Video compilation of people holding hands every month

2) Maintenance and regular upgradation of all associated activities linked with the work related to the existing website.
3) Modification of Site Map as and when required.
4) Static/Dynamic information upgradation (as and when required)
5) Maintenance and Checking of dead links of static pages
6) Archival and upgradation of data for dead links of static pages.
7) Re-design of Home page as and when required
8) Uploading content on the website
9) The bidder has to undertake to upload and host the dynamic website in its own primary server and on alternate (secondary) server at another geographic location.
10) Accepting bugs and minor changes and providing the solution.
11) The user generated data should have the feature to export data in format like CSV, etc

4. Layout of the website

1) Pages:
   - Landing Page
   - Task Catalogue Page
   - Application page
   - Upload data page
   - Thank you Page
   - Leaderboard Page
2) Feature to enter data on the website:
   - Full Name
   - Age Group
   - State
   - Country
   - Feature to make your own Tiranga
   - Feature to download Tiranga
   - Features to show real-time user count on the portal.
   - Entire website to support 12 Languages.
   - Any content management

5. Reports & Monitoring

The following website reports would be required on the monthly basis:

1) Uptime/downtime of the website.
2) No. of hits.
3) Bandwidth usage
4) Detailed access reports:
   a) Page wise

b) Country wise
c) Indian State wise
d) Age Group wise
5) Any other report required by the purchaser

6. Backup of website

6. Backup of data & source code.

1) Backup of all the Source code & generated data should be stored in a separate seismic zone.
2) Backup schedule Daily, Weekly within 1 month validity.

7. Service Requirements

1) Website Monitoring: Website to be monitored 24*7*365 days in a year.
2) Network Monitoring Management: Connectivity, failover, uptime, latency, MRTG, tickets.
3) Security Management: Shared firewall provisioned for these activities but in case of failure to provide proper security a dedicated firewall will be provisioned
4) Website Uptime: 100% uptime available on the website.
5) Infrastructure Uptime: 99.95% uptime availability of the Infrastructure including power and cooling.
6) Troubleshooting: The success bidder will provide its immediate support and assistance in the event of any disruption in the services being provided by the bidder. The manner and time frame for troubleshooting and the timelines for the resolution of the problem will be as follows:

Troubleshooting & Resolution times priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)
High	Out of service - e.g. Network device down, power or infrastructure down at bidder data centre	15 Minutes	4 Hours

	Premises.		
Medium	Partial / Intermittent services interruptions - e.g. System, Network performance degraded but still functioning. (For services being provided by bidder and inside its premises)	30 Minutes	8 Hours
Low	All change requests, access requests etc.	1 Hour	24 Hours

8. Security and Scalability

1) Security audit as per statutory requirements (as and when required); Security clearance certificate.
2) Obtain Web guideline / compliance certificate from STQC (as and when required) as per NIC-CERT & audit guidelines.
3) Maintain Security & Scalability taking into consideration 10,000 users/second. Since the website is a public website proper DDOS protection needs to be implemented.

9. Backend Portal

● **Task Creation page**

A task creation page will be developed in the CMS portal. It will have the following details:

  ❖ Name
  ❖ Description

- ❖ Supporting Images/ Videos
- ❖ Validity

Every task should have an option to Enable /Disable at any point of time.

- **Task Catalogue Page**

  It will have details of different active tasks that the users can participate in. A filter option will also be present to filter the tasks as per the preferences.

- **Application Page**

The users can apply for different tasks through the application page. It will have the feature to:

- ❖ Fill Form
- ❖ Upload supporting images/videos etc

- **Task Moderation Page**

The moderation page will keep a count of the number of people who have uploaded data and will also have a feature to score the task of each user at the backend.

- **Leaderboard Page**

  The leaderboard will have data regarding the top 10 contestants for every task.

SECTION 3

Har Haath Jhanda

CONCEPT

Design, Development, Testing and Commissioning of a web application for mobile & web for Virtual Tiranga Hosting on the map. Graphic Designing of the website and app, development of

the platform is required by the bidder. The website should include a feature to tag Tiranga on the Map. The cost to include operation and maintenance until August 15, 2022.

VISITOR FLOW

- The Website will have following features:
  - The number of virtually placed Tiranga.
  - User Registration & Login
  - Forget Password
  - Module for matching 2 User from the database.
  - Module for tagging Tiranga on the map.
  - Notification module for informing user about any new Tiranga hosted.
- The user will land on the landing page and select option to add flag
- The website should then match the user with already existing users from the database.
- The user can re-run the match process.
- After match is complete, user will be propmpted with an option to add flag to the location of the user.

SCOPE OF WORK

To develop, maintain, upgrade and host Har haath jhanda website. The website should be operational in 12 indian languages and english.

1. Graphic Design Support, Graphic updates or New Designs

1) The graphical contents of the website should result in an eye-catching website, with pleasant and appealing color-codes portraying diversity and culture of India..
2) The bidder has to design and curate the digital platform with keeping in mind its viewers and their multilingual requirement.
3) The bidder has to hire all necessary technical manpower to curate the content, formulate the plan and design and build the platform and the website.
4) Hosting of all applications and servers: The accounts for application hosting and servers shall be managed by the Bidder & owned by the Purchaser.
5) The bidder shall ensure regular maintenance and update of the platform for the purposes of keeping the existing platform up-to-date.
6) Update of any application if any software bug is reported.
7) The bidder shall ensure digital security of the portal and protect it from all sorts of malware, virus etc. attacks.

2. Website Performance

The website should be optimized for load time, response time, navigation and search etc. The optimization should cover all the areas like HTML, CSS, GRAPHICS etc., and would involve smaller page size and faster downloads. The website should be supported by all browsers and must be GIGW / STQC compliant.

3. Expected activities during the maintenance period:

1) Maintenance and regular upgradation of all associated activities linked with the work related to the existing website.
2) Modification of Site Map as and when required.
3) Static/Dynamic information upgradation (as and when required)
4) Maintenance and Checking of dead links of static pages
5) Archival and upgradation of data for dead links of static pages.
6) Re-design of Home page as and when required
7) Uploading content on the website
8) The bidder has to undertake to upload and host the dynamic website in its own primary server and on alternate (secondary) server at another geographic location.
9) Accepting bugs and minor changes and providing the solution.
10) The user generated data should have the feature to export data in format like CSV, Etc

4. Layout of the website

1) Pages:
   ○ Landing Page
   ○ Login Page
   ○ Registration Page
   ○ User Matching Page
   ○ Add flag Page

2) Feature to enter data on the website:
   ○ Full Name
   ○ Age
   ○ State
   ○ Country / Location

5. Reports & Monitoring

The following website reports would be required on the monthly basis:

1) Uptime/downtime of the website.
2) No. of hits.
3) Bandwidth usage
4) Detailed access reports:
    a) Page wise
    b) Country wise
    c) Indian State wise
    d) Age Group wise
5) Any other report required by the purchaser

6. Backup of data & source code.

1) Backup of all the Source code & generated data should be stored in a separate seismic zone.
2) Backup schedule Daily, Weekly within 1 month validity.

7. Service Requirements

1) Website Monitoring: Website to be monitored 24*7*365 days in a year.
2) Network Monitoring Management: Connectivity, failover, uptime, latency, MRTG, tickets.
3) Security Management: Shared firewall provisioned for these activities but in case of failure to provide proper security a dedicated firewall will be provisioned
4) Website Uptime: 100% uptime available on the website.
5) Infrastructure Uptime: 99.95% uptime availability of the Infrastructure including power and cooling.
6) Troubleshooting: The success bidder will provide its immediate support and assistance in the event of any disruption in the services being provided by the bidder. The manner and time frame for troubleshooting and the timelines for the resolution of the problem will be as follows:

Troubleshooting & Resolution times priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)
High	Out of service - e.g. Network device down,	15 Minutes	4 Hours

	power or infrastructure down at bidder data centre Premises.		
Medium	Partial / Intermittent services interruptions - e.g. System, Network performance degraded but still functioning. (For services being provided by bidder and inside its premises)	30 Minutes	8 Hours
Low	All change requests, access requests etc.	1 Hour	24 Hours

8. Security and Scalability

1) Security audit as per statutory requirements (as and when required); Security clearance certificate.
2) Obtain Web guideline / compliance certificate from STQC (as and when required) as per NIC-CERT & audit guidelines.
3) Maintain Security & Scalability taking into consideration 10,000 users/second. Since the website is a public website proper DDOS protection needs to be implemented.

SECTION 4

Digital Jyoti

CONCEPT

Design, Development, Testing and Commissioning of a web application for lighting the digital jyoti along with development of a digital flame (powered by IOT Device and Light) at physical location. Graphic Designing of the website and app and development of the platform is required. The app/website should have the feature to light the jyoti on their device through a touch. The cost to include operation and maintenance until August 15, 2023.

VISITOR FLOW

- The landing page will contain live data regarding:
  - The number of participants in the event
  - Live streaming of Digital Jyoti.
  - Option to send shradhanjali
- A permission page will pop-up that will ask the user the permission to use their name on the website
- The user can upload their name that will be displayedon a physical setup.
- Then they can download certificate stating the completion of task.
- Every uploaded content will go through a moderation process. A backend portal to be provided with multiple login credentials to moderate the selfie. Only after approval of the backend system the content will go live on the page.
  - Following are the feature of Backend portal:
    - Ability to create multiple users.
    - Ability to accept and reject the uploaded content.
    - Ability to provide reasons for approval & rejection.

SCOPE OF WORK

To develop, maintain, upgrade and host the Digital Jyoti website. The website should be operational in 12 indian languages and english.

1. Graphic Design Support, Graphic updates or New Designs

1) The graphical contents of the website should result in an eye-catching website, with pleasant and appealing color-codes portraying diversity and culture of India.
2) The bidder has to design and curate the digital platform with keeping in mind its viewers and their multilingual requirement.
3) The bidder has to hire all necessary technical manpower to curate the content, formulate the plan and design and build the platform and the website.
4) Hosting of all applications and servers: The accounts for application (web & mobile) hosting and servers shall be managed by the Bidder & owned by the Purchaser.
5) The bidder shall ensure regular maintenance and update of the platform for the purposes of keeping the existing platform up-to-date.
6) Update of any application if any software bug is reported.
7) The bidder shall ensure digital security of the portal and protect it from all sorts of malware, virus etc. attacks.

2. Website Performance

The website should be optimized for load time, response time, navigation and search etc. The optimization should cover all the areas like HTML, CSS, GRAPHICS etc., and would involve smaller page size and faster downloads. The website should be supported by all browsers and must be GIGW / STQC compliant.

3. Expected activities during the maintenance period:

1) Video compilation of people holding hands every month
2) Maintenance and regular upgradation of all associated activities linked with the work related to the existing website.
3) Modification of Site Map as and when required.
4) Static/Dynamic information upgradation (as and when required)
5) Maintenance and Checking of dead links of static pages
6) Archival and upgradation of data for dead links of static pages.
7) Re-design of Home page as and when required
8) Uploading content on the website
9) The bidder has to undertake to upload and host the dynamic website in its own primary server and on alternate (secondary) server at another geographic location.
10) Accepting bugs and minor changes and providing the solution.
11) The user generated data should have the feature to export data in format like CSV, Etc

4. Layout of the website

1) Pages:

- ○ Landing Page
- ○ Task Catalogue Page
- ○ Application page
- ○ Upload data page
- ○ Thank you Page
2) Feature to enter data on the website:
   - ○ Full Name
   - ○ Age Group
   - ○ State
   - ○ Country
   - ○ Features to show real-time user count on the portal.
   - ○ Entire website to support 12 Languages.
   - ○ Any content management

5. Reports & Monitoring

The following website reports would be required on the monthly basis:

1) Uptime/downtime of the website.
2) No. of hits.
3) Bandwidth usage
4) Detailed access reports:
   a) Page wise
   b) Country wise
   c) Indian State wise
   d) Age Group wise
5) Any other report required by the purchaser

6. Backup of website

6. Backup of data & source code.

1) Backup of all the Source code & generated data should be stored in a separate seismic zone.
2) Backup schedule Daily, Weekly within 1 month validity.

7. Service Requirements

1) Website Monitoring: Website to be monitored 24*7*365 days in a year.
2) Network Monitoring Management: Connectivity, failover, uptime, latency, MRTG, tickets.

3) Security Management: Shared firewall provisioned for these activities but in case of failure to provide proper security a dedicated firewall will be provisioned
4) Website Uptime: 100% uptime available on the website.
5) Infrastructure Uptime: 99.95% uptime availability of the Infrastructure including power and cooling.
6) Troubleshooting: The success bidder will provide its immediate support and assistance in the event of any disruption in the services being provided by the bidder. The manner and time frame for troubleshooting and the timelines for the resolution of the problem will be as follows:

Troubleshooting & Resolution times priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)
High	Out of service - e.g. Network device down, power or infrastructure down at bidder data centre Premises.	15 Minutes	4 Hours
Medium	Partial / Intermittent services interruptions - e.g. System, Network performance degraded but still functioning. (For services being provided by bidder and inside its premises)	30 Minutes	8 Hours
Low	All change requests, access requests etc.	1 Hour	24 Hours

8. Security and Scalability

4) Security audit as per statutory requirements (as and when required); Security clearance certificate.
5) Obtain Web guideline / compliance certificate from STQC (as and when required) as per NIC-CERT & audit guidelines.
6) Maintain Security & Scalability taking into consideration 10,000 users/second. Since the website is a public website proper DDOS protection needs to be implemented.

9. Video Streaming

The physical installation should have the option of live streaming through :

- Camera Installation
- Wifi
- Server Management
- Backend Server Management

10. Screen Setup

A permanent installation of outdoor LED wall to be provided along with required display resources. The LED wall will display messages generated form the website. A proper enclosure along with small control room to be provided for all the hardwares.

SECTION 5

Temple 360

CONCEPT

Design, Development, Testing and Commissioning of a web application for mobile & web for providing 360 tours of (Spiritual journey to virtual pilgrimage). A single virtual platform having live 360 visuals of famous pilgrimages of India to be developed. The cost to include operation and maintenance until August 15, 2023.

VISITOR FLOW

- The user will open the website and come on to the landing page that will have basic detail of the website.
- They can then choose the pilgrimage site they want to visit out of the different available option
- Coach marks should be prompted to the user to familiarise themselves with the usability of the website/app (how to take the tour?)
- The 360 shoot of the selected pilgrimage site will be opened, and visited virtually by the user.

SCOPE OF WORK

To develop, maintain, upgrade and host Temple 360 website. The website should be operational in 12 indian languages and english.

1. 360 shoot

A 360 Virtual Tour will be a collection of 360-degree panoramic rotating images, "stitched" together to form a full, 360° view of a temples. The bidder shall provide a 360 tour shoot of the 750 shortlisted temples. The shoot of the temple will allow users to visually experience a 360 tour of the desired temples. The bidder will be responsible for shooting, stitching, and composing the final video.

1. 360 Shoot of the pilgrimage site
The selected bidder will do a 360 shoot of the selected pilgrimage sites by the client.
2. Video Compilation
The selected bidder will also stitch and compile the videos of the sites.

2. Graphic Design Support, Graphic updates or New Designs

1) The graphical contents of the website should result in an eye-catching website, with pleasant and appealing color-codes portraying diversity and culture of India.
2) The bidder has to design and curate the digital platform with keeping in mind its viewers and their multilingual requirement.
3) The bidder has to hire all necessary technical manpower to curate the content, formulate the plan and design and build the platform and the website.
4) Hosting of all applications and servers: The accounts for application (web & mobile) hosting and servers shall be managed by the Bidder & owned by the Purchaser.
5) The bidder shall ensure regular maintenance and update of the platform for the purposes of keeping the existing platform up-to-date.
6) Update of any application if any software bug is reported.
7) The bidder shall ensure digital security of the portal and protect it from all sorts of malware, virus etc. attacks.
8) The 360 virtual tour should have the look and feel of the pilgrimages of India

3. Website Performance

The website should be optimized for load time, response time, navigation and search etc. The optimization should cover all the areas like HTML, CSS, 2D/3D GRAPHICS etc., and would involve smaller page size and faster downloads. The website should be supported by all browsers and must be GIGW / STQC compliant.

4. Expected activities during the maintenance period:

1) Maintenance and regular upgradation of all associated activities linked with the work related to the existing website.
2) Modification of Site Map as and when required.
3) Static/Dynamic information upgradation (as and when required)
4) Maintenance and Checking of dead links of static pages
5) Archival and upgradation of data for dead links of static pages.
6) Re-design of Home page as and when required
7) Uploading content on the website
8) The bidder has to undertake to upload and host the dynamic website in its own primary server and on alternate (secondary) server at another geographic location.
9) Accepting bugs and minor changes and providing the solution.

5. Layout of the website

1) Pages:
    ○ Landing Page
    ○ Pilgrimages Page
    ○ 360 virtual tour page
    ○ Explore other pilgrimages page

6. Reports & Monitoring

The following website reports would be required on the monthly basis:

1) Uptime/downtime of the website.
2) No. of hits.
3) Bandwidth usage
4) Detailed access reports:
    a) Page wise
    b) Country wise
    c) Indian State wise
    d) Age Group wise
5) Any other report required by the purchaser

7. Backup of website

6. Backup of data & source code.

1) Backup of all the Source code & generated data should be stored in a separate seismic zone.
2) Backup schedule Daily, Weekly within 1 month validity.

8. Service Requirements

1) Website Monitoring: Website to be monitored 24*7*365 days in a year.
2) Network Monitoring Management: Connectivity, failover, uptime, latency, MRTG, tickets.
3) Security Management: Shared firewall provisioned for these activities but in case of failure to provide proper security a dedicated firewall will be provisioned
4) Website Uptime: 100% uptime available on the website.
5) Infrastructure Uptime: 99.95% uptime availability of the Infrastructure including power and cooling.
6) Troubleshooting: The success bidder will provide its immediate support and assistance in the event of any disruption in the services being provided by the bidder. The manner and

time frame for troubleshooting and the timelines for the resolution of the problem will be as follows:

Troubleshooting & Resolution times priority	Priority Definition	Mean Time to Assist (MTTA)	Mean Time to Repair (MTTR)
High	Out of service - e.g. Network device down, power or infrastructure down at bidder data centre Premises.	15 Minutes	4 Hours
Medium	Partial / Intermittent services interruptions - e.g. System, Network performance degraded but still functioning. (For services being provided by bidder and inside its premises)	30 Minutes	8 Hours
Low	All change requests, access requests etc.	1 Hour	24 Hours

9. Security and Scalability

1) Security audit as per statutory requirements (as and when required); Security clearance certificate.
2) Obtain Web guideline / compliance certificate from STQC (as and when required) as per NIC-CERT & audit guidelines.
3) Maintain Security & Scalability taking into consideration 10,000 users/second. Since the website is a public website proper DDOS protection needs to be implemented.

SECTION 6

Analytics on Postcard to PM

Scan postcard, extract text from image and use a Machine Learning Model to understand the wishes and wants of students. Report with analytics to be created.

Postcards were sent to PM as a part of a campaign, this section focuses on building an analytical model for generating inferences from the text written in the Postcard.

A Machine Learning model for image scanning and text extraction along with analytics on extracted text to be supplied. The model should be able to infer wishes & wants from the extracted text.

WORKFLOW

Bidders have to plan the entire process of scanning Postcards (which are identifiable by the Machine Learning model), the process should be easy and the physical postcard should be handled very carefully. Once the post card are scanned, the digital data generated should be stored with the bidder for further processing.

The bidders have to do following actions on the Scanned Data:

1. Use Machine Learning model to extract text from the postcard and categorise the text into various parameters.
2. Run analysis on the extracted text on a postcard basis to infer key phrases.

DELIVERABLES

Following are the output expected from the bidder:

1. Report containing all the extracted data on a per postcard basis.
2. Inference generated after processing the text.

6. TECHNICAL REQUIREMENT

Following is the technical criteria that has to be considered and implemented while developing the individual website/ application for each of the sections as per Part 5 of the RFP:

1.	Technology to be used for developing the website application	HTML, CSS , JavaScript/Typescript Framework: React/Angular Physics Engine: Unity
2.	Developing platform	Window/Linux
3.	Software	Frontend Portal Backend File Storage Engine Queuing Engine Task Processing Workers Certificate Generation Video Streaming Backend
4.	Server	Load Balancers Application Servers Database Server (Primary & Read-Only) Storage Server Queuing Servers Worker Servers CDNS
5.	Database technology used for the the website	NoSQL/SQL
6.	Number of databases and their sizes in the website	Minimum 2 Databases (Primary & Backup)
7.	SMS & Email API Integration	3rd Party

7. SERVICE LEVEL AGREEMENT

To assign, acknowledge, and begin working on "Normal" incidents and service requests within specified business hours of receipt. An incident is any interruption in the normal functioning of a service or system.

Initial Response

1. Requests for support will be fulfilled based on priority categories (Critical, High, Medium, and Low) that are determined by urgency and level of impact. This is based on an honor system; so the priority level of request should be accurately stated.

2. The response is defined as a "good faith" effort to communicate with the customer using the contact information provided by Purchaser. The response may be via phone or voice mail, e-mail, or personal visit.

3. Service Level response times to service requests are measured once a request is submitted via email, phone, or help desk issue tracking system. Other forms of contact may affect the ability of Platform technicians to meet the requests in a timely fashion. Examples include:
   - Direct emails to individual support personnel
   - Direct phone calls to individual support personnel

Definitions:

(a) "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. Further, scheduled maintenance time is planned downtime with prior permission.

(b) "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the applications within the Primary DC, and critical client site infrastructure will be 12 hrs. X 7 days X 12 months (non-functional hours).

(c) "System downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the purchaser employees log a call with the bidder team of the failure or the failure is known to the platform from the availability measurement tools to the time when the System is returned to proper operation.

(d) "Availability" means the time for which the services and facilities are available for conducting operations including application and associated infrastructure. Availability is defined as:

{(Scheduled Operation Time – System Downtime) / (Scheduled Operation Time)} * 100%

(e) "Incident" refers to any event/abnormalities in the functioning of the Platform Services that may lead to disruption in normal operations of the Virtual Museum, System, or Application services.

Interpretations:

(a) The business hours are 10:00 AM to 7:00 PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by the Purchaser. The bidder however recognizes the fact that the Purchaser will require work beyond the business hours on a need basis.

(b) "Non-Business Hours" shall mean hours excluding "Business Hours".

(c) 12X9 shall mean hours between 10:00 AM -7:00 PM on all days of the week.

(d) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements.

(e) Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An "Availability and Performance Report" will be provided by the bidder on a monthly basis in the suggested format and a review shall be conducted based on this report. A monthly Availability and Performance Report shall be provided at the end of every month containing the summary of all incidents reported and associated platform performance measurement for that period. The monthly Availability and Performance Report will be deemed to be accepted by the purchaser upon review and signoff by both the bidder and the purchaser. Where required, some of the Service Levels will be assessed through audits or reports e.g. utilization reports, measurements reports,

etc. as appropriate to be provided by the bidder on a monthly basis, in the formats as required by the auditor will need to be provided by the bidder. Audits will normally be done on a regular basis or as required by the purchaser and will be performed by the purchaser or the purchaser appointed third-party agencies.

(f) Platform reporting system shall play a critical role in monitoring the SLA compliance. This tool should generate the SLA Monitoring report at the end of every month which is to be shared with the purchaser on a monthly basis. The tool should also be capable of generating SLA reports for a half-year. The purchaser will audit the tool and the scripts on a regular basis.

Service Levels for Issue Resolution Efficiency/Help Desk

Definitions:

- "Response Time" shall mean the time interval between the time the incident is reported to the Helpdesk and the time an engineer is assigned to the call.

- "Resolution Time" shall mean the time taken after the incident has been reported at the Helpdesk and in resolving (diagnosing, troubleshooting, and fixing) the issue raised such that the system in the state that can serve users, at full capacity without any service disruption in quality & uptime. The resolution time shall vary based on the severity of the incident reported at the Helpdesk. The severity would be as follows: -

  ❖ Critical: Show-stopper application breakdown/crash. Has serious implications on running the Application server and has impacted all business-critical processes. It has affected or may affect >50% of the user community.

  ❖ High: Serious degradation in the application performance. Has impacted the majority of the business process but is able to continue the operations with the system limitations. It may have serious implications on data integrity. It has affected or may affect, around 10% to 50% of the user community.

  ❖ Medium: Moderate degradation in the application performance No implications on the data integrity. Has no impact on the normal operations/day-to-day working. It has affected or may affect, <10% of the user community.

❖ Low: Applications are stable and have no impact on day-to-day working. It has affected or may affect a single user

Type of Service	Metric	Basis of Measurement	Response Time (Required Service Level)		Expected Action / Remarks
As per Problem Report (PR)	Initial Response	Call log details / EMS / Server logs	Critical	20 mins	Initial review for Category, Priority and whether the PR has sufficient information to understand the problem Assignment to a respective individual for analysis Respond to initiator informing of assignment for further analysis
			High	2 hrs	
			Medium	3 hrs	
			Low	4 hrs	
As per Problem Report (PR)	Complete Analysis / Resolution	Call log details / EMS / Server logs	Critical	1 hr	Bring a system in the state that can serve users , at full capacity without any service disruption in quality & uptime. Detail analysis of Problem Report and root cause analysis of, potential risk/impact, effort estimate for resolution and closing of the problem should be submitted.
			High	4 hrs	
			Medium	8 hrs	
			Low	10 hrs	

SLA Uptime

SLA Terms	Description

System Uptime	➢ Time for which user is able to access the applications, website, and other components of the IT solution during the working hours. The system can be down due to any of the reasons including failure of hardware, network, system software, application, etc. ➢ Scheduled downtime, for example, backup time, batch processing time, the routine maintenance time will not be considered while evaluating the system uptime. However, the selected bidder will be required to schedule such downtime with prior approval of the purchaser. Selected Bidder will plan scheduled downtime outside working time. In exceptional circumstances, the purchaser may allow the bidder to plan scheduled downtime in the working hours. ➢ The agency will maintain an uptime of 99%.

SLA Change Control

❏ It is acknowledged that SLA may change as the purchaser's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:

- A process for negotiating changes to the SLA.

- An issue management process for documenting and resolving particularly difficult issues.

- Purchaser and selected bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner

❏ Any changes to the levels of service provided during the term of this agreement will be requested, documented, and negotiated in good faith by both parties. Either party can request a change. Changes will be documented as an addendum to SLA and consequently the contract

Exclusions

The selected bidder will be exempted from any delays or slippages on SLA in case of delay in execution due to delay (in approval, review, etc.) from the purchaser side. Any such delays will be notified in writing to the purchaser.

8. OPERATION AND MANAGEMENT

The selected bidder is responsible for the operation and management of Multiple Digital interactive Solutions as mentioned in the Financial Bid.

9. PAYMENT SCHEDULE

The payment shall be made for each application separately as per financial bid in following stages:

S No	Stage (Per Application)	Deliverable (Per Application)	Payment to be made
1	Functionality Document, UI & UX	FRD Document, UI & UX Document	25%
2	Development of Application and Demonstration to the Competent Authority	Weblink with public access, and covering all the scope as per detail given in the RFP	50%
3	Launch	Public launch of the application	20%
4	Operation and Maintenance	Successful Completion of Operation & Maintenance period as defined in Financial bid	5%

10. HOSTING & BILLING

Hosting of all the applications may be done in any of the following way as desired by the Purchaser:

1. A private CSP account registered by the Purchaser, and the expense of the same shall be borne by the Purchaser directly.
2. A private CSP account registered by the bidder, expense of which will be reimbursed by the Purchaser every month within 7 days on actuals.

The cost incurred by the platform used for live streaming will be borne by the Purchaser, the account for the same will be managed by the bidder. The payment of the same can be done via any one of the methods mentioned above.

ANNEXURE 1: LETTER OF SUBMISSION

(On the letterhead of the bidder)

To,
Indira Gandhi National Centre for the Arts,
Janpath Building, near Western Court, Janpath, New Delhi, Delhi 110001

Sir,
Ref: - **Request for Proposal For Selection of an Agency for Multiple Digital interactive Solutions for Azadi ka Amrit Mahotsav**

We have read and understood the Request for Proposal (RFP) in respect of the captioned Assignment provided to us by The Purchaser.

We hereby agree and undertake as under:
   a. Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unqualified and unconditional in respect.
   b. That as on the date of submission of this tender, there is no blacklisting order that bars us from working with any Government Agency / Department on account of deficiency in service.
   c. Accept all the conditions of the RFP.

Name of the bidder   Date:-

Signature of Authorized Signatory

ANNEXURE 2: LIST OF SIMILAR WORK

#	Name of Client	Value of Work (exclusive GST/taxes)	Name of work	Start Date	End Date	4.1 Clause	4.2 Clause

Signature of the applicant/Authorized
Representative of Agency with Seal/Stamp

ANNEXURE 3: FORMAT FOR FINANCIAL PROPOSAL

S No	Application	Description	Qty	Unit	Cost (INR)	Amount (INR)
1A	Vadnagar Game	Design, Development, Testing and Commissioning of a gamified mobile app (iOS and Android) and website for the Vadnagar excavation site (Excavate and Create your own Virtual Museums). 3D modeling of the virtual environment, 3D scanning of artifacts, software development, completion, and launch are all part of the project. The cost to include operation and maintenance until August 15, 2023.	1	Nos		0
1B	Vadnagar Game	3D scanning and model development of artifacts with texture	500	Nos		0
1C	Vadnagar Game	Photogrammetry and 3D model development of the site with texture	1	Nos		0
2A	Behatar@75	Design, Development, Testing and Commissioning of a web application for Behatar@75. The application will empower social movements. Graphic Designing of the website and app and development of the platform is required. The app should have the feature to notify and delegate tasks periodically to the citizens and also have a leaderboard.The cost to include operation and maintenance until August 15, 2023.	1	Nos		0
2B	Behatar@75	Media Plan & Execution	1	Nos		0
3	Har Haath Jhanda	Design, Development, Testing and Commissioning of a web application for mobile & web for Virtual Tiranga Hosting on the map. Graphic Designing of the website and app, development of the platform is required by the bidder. The website should include a feature to tag Tiranga on the Map. The cost to include operation and maintenance until August 15, 2022.	1	Nos		0
4	Digital Jyoti	Design, Development, Testing and Commissioning of a web application for lighting the digital jyoti along with development of a digital flame (powered by IOT Device and Light) at physical location. Graphic Designing of the website and app and development of the platform is required. The app/website should have the feature to light the jyoti on their device through a touch. The cost to include operation and maintenance until August 15, 2023.	1	Nos		0
5	Temple 360	Design, Development, Testing and Commissioning of a web application for mobile & web for providing 360 tours of (Spiritual journey to virtual pilgrimage). A single virtual platform having live 360 visuals of	1	Nos		0

		famous pilgrimages of India to be developed. The cost to include operation and maintenance until August 15, 2023.				
6	Analytics on Postcard to PM	Scan postcard, extract text from image and use a Machine Learning Model to understand the wishes and wants of students. Report with analytics to be created.	1	Nos		0
					Sub-Total	0
					GST@18%	0
					Total	0

NOTE: In case the Purchaser requires Operation & Maintenance for any of the application after the period mentioned above in the Financial Bid, the Successful Bidder will have to provide the same at a cost of 5% per annum of the contract cost of the particular application. The Annual Operation & Maintenance cost shall be increased by 10% for the following year. The duration of the Operation & Maintenance required is solely the decision of the Purchaser, By bidding to this RFP, the Bidder is agreeing to this condition.

ANNEXURE 4: CV OF STAFF

Name of Expert	....			
Designation	....			
Date of Birth	....			
Years with the firm	....			
Nationality	....			
Tasks Assigned on the project	....			
	....			
	....			
	....			
Relevant Experience (Please provide the details of each relevant project as per the requirements mentioned below)				
Project 1	**Assignment**	....		

	Client	....		
	Designation	....		
	Location	....		
	Responsibilities	....		
	Assignment	....		
	Client	....		
Project 2	**Designation**	....		
	Location	....		
	Responsibilities	....		
	Assignment	....		
	Client	....		
Project 3	**Designation**	....		
	Location	....		
	Responsibilities	....		
Education				
Degree/ Certificate	**Institution**	**Year of passing**		
....	....	....		
....	....	....		
....	....	....		
Employment Record				
From (MM/YYYY)	**To (MM/YYYY)**	**Company Name**	**Designation**	**Roles & Responsibilities**
....	....	....	....	....

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