

**(HIRING SERVICES / GeM procurement)**

**Telephone: 0891- 2816187  
Fax No. : 0891- 2816359**

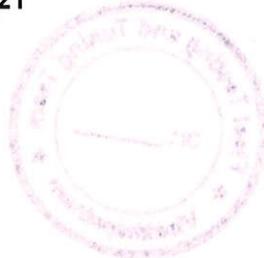
**SPEED/ REGD POST WITH ACK. DUE**

Reply should be addressed to

The Officer-in-Charge  
Fleet Testing and Tuning Team  
c/o Fleet Mail Office  
Visakhapatnam-530014

**21 Aug 2021**

M/s Maple Software Private Ltd  
D.No. 10-50-84/C, 3<sup>rd</sup> Floor  
Sun Towers, Waltair Main road  
Visakhapatnam -530002



Dear Sir,

**INVITATION OF BID FOR DEVELOPMENT OF WEBSITE AND MOBILE APPLICATION  
FOR HOSTING OVER INTERNET FOR MILAN 2022**

**Request for proposal (RFP) No. 100/PFR/MILAN-22 dated: 21 Aug 2021**

1. This RFP is issued to Ms/ Maple Software Private Ltd, Visakhapatnam, on Single Tender Enquiry (STE) basis through GeM custom/ BoQ bidding. Unsolicited bids in this regard will not be considered for evaluation.

2. The address and contact numbers for sending relevant documents or seeking clarifications regarding this RFP are given below:

(a) Documents/ Queries to be addressed to : The Officer-in-Charge  
Fleet Testing and Tuning Team  
c/o Fleet Mail Office  
Visakhapatnam – 530014

(b) Postal address for sending the documents : Same as Sl. (a)

(c) Name/ Designation of the contact person : Cdr Nilesh Gupta, Dy Officer-in-Charge  
(d) Telephone numbers of the contact person : 0891 2816187  
(e) Fax Number : 0891 2816359  
(f) E-mail Id : nilesh.gupta1@navy.gov.in

3. This RFP is divided into five Parts as follows:

(a) **Part I** – Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.

(b) **Part II** – Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.

(c) **Part III** – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.



(d) **Part IV** – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

(e) **Part V** – Contains Format for Price Bids.

4. This RFP is being issued with no financial commitment and the Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.

Thanking you,

Yours faithfully,



  
(Nilesh Gupta)  
Commander  
Deputy Officer-in-Charge  
for Officer-in-Charge

**ENCLOSURES : Part – I, Part-II, Part-III, Part-IV & Part – V**



## Part I – General information

### **1. Last date and time for depositing the Bids: 1000 hrs on 30 Aug 21**

Bids are invited through GeM portal for supply of items/services mentioned in RFP.

**2. Manner of depositing the Bids:** The bids have to be submitted through online portal only. Bids sent by post, fax, mail or e-mail will not be considered. Prices to be quoted in the Bill of Quantity (BOQ).xls sheet only uploaded through Gem Bidding of subject tender enquiry. Contents of Technical Bids are:-EMD/Document for exemption; Copies of registrations with Tax authorities, Labour commission, ESI, EPF, Government organizations etc. Technical Specifications Compliance Matrix; Information on pre-qualification criteria as per Part-II of RFP. Only the price format as per Part-V is to be enclosed in the cover for Commercial bid.

### **3. Time and date for opening of Bids: 1000 hrs on 31 Aug 21**

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).

**4. Location of the Tender Box:** Necessary/relevant documents like Tender fee, EMD etc are to be dropped in the tender box kept for that purpose. Documents dropped in the wrong Tender Box will be rendered invalid.

**5. Place of opening of the Bids:** The bids will be opened online and tender opening summary stating the firm's participated and other relevant information regarding tender opening will be uploaded. The quotes will be admitted/rejected for evaluation based on the scrutiny of the documents submitted by the firms. Reasons for rejection of the quote will be indicated in the Tender Opening Summary.

**6. Forwarding of Bids:** Bids should be uploaded by Bidders under their original memo / letter pad inter alia furnishing details like TIN number, VAT/CST number, Bank address with EFT Account if applicable, etc and complete postal & e-mail address of their office. Tender Fee applicable and EMD in sealed cover should sent by registered post at the address given on top so as to reach by the due date and time. Please super scribe the above mentioned Title, RFP number and date of opening on the sealed cover to avoid the bid being declared invalid

**7. Clarification regarding contents of the RFP:** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing about the clarifications sought **07 days** prior to the date of opening of the Bids. Copies of the query and clarification by the purchaser will be sent to all prospective bidders who have received the bidding documents.

**8. Modification and Withdrawal of Bids:** A bidder may modify or withdraw his bid after submission prior to deadline prescribed for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security.

**9. Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

**10. Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

**11. Unwillingness to quote:** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.

**12. Validity of Bids:** The Bids should remain valid till 180 days from the date of opening of commercial bid.

**13. Earnest Money Deposit:** Bidders are required to submit Bid Security Declaration In lieu of Bid Security (EMD) along with their bids.



**Part II – Essential Details of Items required**

**1. Schedule of Requirements:**

<b>Ser</b>	<b>Description of item</b>	<b>Remarks</b>
(a)	Modifications in existing MILAN 20 website & mobile application, as per requirements of IN catering MILAN 22 events.	Technical Specifications and details as per Annexure-I
(b)	Vulnerability Assessment of website and mobile application through CERT-IN empanelled firm.	
(c)	Procurement of domain with at least 6 months validity or as per IN requirements and hosting the website & mobile app on Indian Internet Service providers.	
(d)	Maintenance and support for six months including 24*7 availability of website & mobile applications on internet.	

2. **Technical Details:** The items should be supplied as per the specifications enclosed separately as Annexure-I.

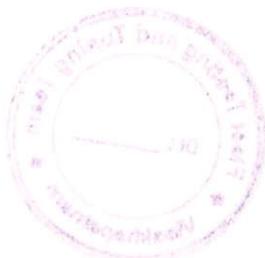
3. **Delivery Period:** The delivery period is as mentioned below:-

<b>Ser</b>	<b>Deliverable</b>	<b>Timeline (T is start of Engagement)</b>
(a)	Online Strategy Document post initial interaction	T+14 days
(b)	Web Content Strategy and Management Document	T+21 days
(c)	UI Prototypes in 2 different themes	T+21 days
(d)	Infrastructure Hosting Report	T+21 days
(e)	Mobile Website Prototype	T+21 days
(f)	Beta version of Web Portal	T+35 days
(g)	Beta version of Mobile Portal	T+42 days
(h)	VA/ Security Audit	T+45 days
(j)	Final Launch of Web Portal and Mobile Portal	T+60 days

4. **Inspection:** Inspecting authority for the Website development, testing and audit certification will be the Command IT Officer, HQENC Visakhapatnam.

5. **Consignee details:-**

The Officer-in-Charge  
Fleet Testing and Tuning Team  
c/o Fleet Mail Office  
Visakhapatnam-530014



### PART III-STANDARD CONDITIONS OF RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law:** The Contract shall be considered and made in accordance with the laws of the Republic of India. The Contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date of the Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
3. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The standard clauses of arbitration is as per Forms DPM-7(Copy enclosed)
4. **Penalty for use of Undue influence:** The Seller undertake that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavor to any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offers by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Seller the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability/penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damage, forfeiture of the Bank Guarantee and refund of the amounts paid by the Buyer.
5. **Agents/ Agency Commission:** The seller confirms and declares to the Buyer that the seller is the original manufacturer of the stores/provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommended to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller that engaged any such individual/firm, and paid or intended to pay any amount, gift, reward fees, commission of consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the buyer. The seller will also be debarred from entering into any supply contract with the Government of India for a minimum period of five years. The buyer will also have a right to consider cancellation of the contract either wholly or in part, without any entitlement or compensation to the Seller who shall in such an event be liable to refund all payments made by the Buyer in terms of Contract along with interest at the rate of 2% per annum above LIBOR rate.



The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts:** in case it is found to the satisfaction of the Buyer that the Seller has engaged an Agent or paid commission influenced any person to obtain the contract as described in clause relating to Agents/Agency Commission and penalty for use of under influence, the Seller, on a specific request of the Buyer, shall provide necessary information/inspection of the relevant financial documents/information/ inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents:** Except with the written consent of the buyer/Seller, other party shall not disclose the contract any provision, specification, plan, design, pattern, sample or informatics thereof to any third party.

8. **Liquidated Damages:** In the event of the sellers failure to submit the bonds, guarantees and documents, supply the stores/goods a conduct trails, installation of equipment, training, etc as specified in the completion of the contract. The BUYER may also deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

9. **Termination of Contract:** The Buyer shall have the right to terminated this Contract in part or in full in any of the following cases:-

- (a) The delivery of the materials is delayed for causes not attributable to Force Majeure for more than 01 months after the scheduled date of delivery.
- (b) The seller is declared bankrupt or becomes insolvent.
- (c) The delivery of material is delayed due to causes of Force Majeure by more than **02** months provided Force Majeure clause is included in contract.
- (d) The Buyer has noticed that the Seller has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (e) As per decision of the Arbitration Tribunal.

10. **Notices:** Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting:** The Seller has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract of any part thereof.

12. **Amendments:** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

### 13. **Taxes and Duties**

#### (a) **General (in respect of indigenous bidders)**

(i) Bidders must indicate separately the relevant Taxes/Duties likely to be paid in connection with delivery of completed goods specified in RFP. In absence of this, the bids would be summarily rejected.

(ii) If a bidder is exempted from payment of any duty/tax up to any value of supplies from them he should clearly state that no such duty/tax will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. In such cases, relevant certificate will be issued by the Buyer later to enable the Seller to obtain exemption from taxation authorities.



(iii) Any changes in taxes and duties levied by Central/State/Local governments on final product upward as a result of any statutory variation taking place within contract period shall be allowed reimbursement by the Buyer. To the extent of actual quantum of such duty/tax paid by the Seller. Similarly, in case of downward revision in any such duty/tax the actual quantum of such duty/tax paid by the seller. Similarly, in case of downward revision in any such duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. if any, obtained by the seller. Section 64-A of sates of Goods Act will be relevant in this situation.

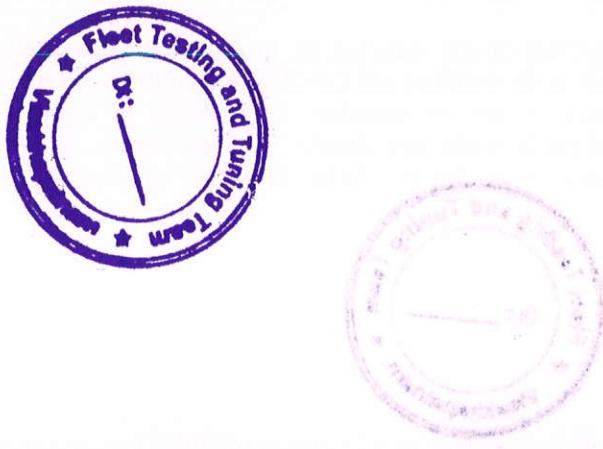
(iv) In case of extension of Delivery period any increase in taxes, duties, levies etc will not be paid to the seller. In case of decrease the difference to be passed on to the buyer.

**(b) Goods and Services Tax (GST):**

(i) GST will be paid to the seller at the rate applicable based on description. HSN/SAC code and the relevant schedule of CGST Act.

(ii) In pursuance with Section 171(1) of CGST Act, an undertaking is to be effected by the seller declaring that "Any reduction in rate of tax on any supply of goods or services or the benefit of input tax credit (ITC) shall be passed on to the recipient by way of commensurate reduction in prices". Further, in case it is detected by the government that any ITC has accrued to the seller as a result of migrating to GST, after receiving the consideration/reimbursement for his supplies, the seller is mandated to refund the same accordingly to the paying Authority, giving details and particulars of the transactions.

(iii) Unless otherwise specifically agreed to in terms of the contract, the Buyer shall not be liable for claim on account of fresh imposition and/or increase of GST on raw materials and/or components used directly in the manufacture of the contracted stores taking place during the pendency of the contract.



## PART IV - SPECIAL CONDITIONS OF RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. SERVICE PROVIDER in the Contract) as selected by HQENC. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Performance Guarantee:** The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business for **a sum equal to 03% of the contract value** within 30 days of receipt of the confirmed order. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty. (The specimen of PBG is available in MoD website and can be provided on request).

2. **Payment Terms** - It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is available in MoD website and can be given on request. The payment will be made as per the following terms, on production of the requisite documents:

- (a) 80% payment – Completion of development of website & mobile apps and hosting
- (b) 20% payment – Two months after completion of MILAN 2022

3. **Advance Payments:** No advance payment(s) will be made.

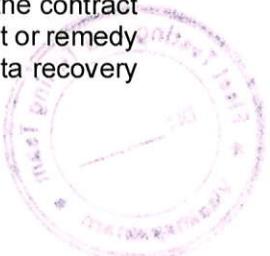
4. **Paying Authority:** The payment of bills will be made on submission of the following documents by the Seller to the Paying Authority along with the bill:

- (i) Ink-signed copy of contingent bill / Seller's bill.
- (ii) Ink-signed copy of Commercial invoice / Seller's bill.
- (iii) Copy of Supply Order/Contract with U.O. number and date of IFA's concurrence, where required under delegation of powers.
- (iv) CRVs in duplicate,
- (v) Inspection note.
- (vi) Claim for statutory and other levies to be supported with requisite documents / proof of payment such as Excise duty Challan, Customs duty clearance certificate, Octroi receipt, proof of payment for EPF/ESIC contribution with nominal roll of beneficiaries, etc as applicable.
- (vii) Exemption certificate for Excise duty / Customs duty, if applicable.
- (viii) Bank guarantee for advance, if any.
- (ix) Guarantee / Warranty certificate.
- (x) Performance Bank guarantee / Indemnity bond where applicable.
- (xi) DP extension letter with CFA's sanction, U.O. number and date of IFA's concurrence, where required under delegation of powers, indicating whether extension is with or without LD.
- (xii) Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order/contract).
- (xiii) Any other document / certificate that may be provided for in the Supply Order / Contract.
- (xiv) User Acceptance,
- (xv) Xerox copy of PBG.

(Note – Tick relevant applicable serials)

### Risk & Expense clause

- (a) If the contractor fails to carry out any day any of the work mentioned in the contract or falls short in providing requisite manpower, without prejudice to any other right or remedy available under the law to the Government on account of such breach, pro-data recovery



along with penalty equal to 10% of the man-month rate, per individual, as per scale, for each deficiency either in service or a short fall of numbers will be recovered from the monthly bill of the contractor. The Quantum of recovery will be decided by Flag Officer Commanding-in-Chief which will be binding on the contractor.

(b) The Government has the right to make good any short fall in services of the contractor at the risk and cost of the contractor, in addition to the deduction of penalty mentioned above, from the monthly bill of the firm from PBG submitted by the firm.

(c) The Government shall be entitled to deduct from pending bills of the contractor all such sums of the money as may be claimed by Government, in terms of the agreement. Any sum of money not received by the amount of the said bills shall be liable to be deducted from the PBG deposited by the firm.

7. **Specification:** The Service provider guarantees to meet the Specification clause will form part of the contract placed on successful Bidder as per Part-II of RFP of this contract and to incorporate remedial measures.

8. **Quality Assurance:** The quality of the service and the provision of the software professional would be the best possible as per the industry norms and the contractual obligations as mentioned in this agreement would be binding

9. **Inspection Authority:** The Inspection will be carried out by Command IT Officer (or suitable officer nominated) at HQENC. The mode of Inspection will be User Inspection/Joint Receipt Inspection (JRI).

10. **Compliance to statutory and other Regulations:** The obligations of the contractor towards compliance with the statutory and other regulations shall be as follows:-

(a) The Contractor shall in all matters arising in the performance of the contract confirms at their own expenses, with the provisions of the central or state statutes. Ordinances of Laws and rules, regulations and Bye-law of any Local or other duly constituted Authority and shall keep the customer indemnified against all penalties and liabilities of every kind for breach of any such statue, Ordinance, Law, Regulation and Bye-Laws.

(b) The Contractor shall give all Notice and pay all required fees and Taxes to be paid under any Central or State statutes, Ordinance, Law, Rule, Regulations and Bye-laws of any Local or other constituted Authority in relation to the services being provided under this contract.

11. **Recovery of Sums Due.** Whenever under the contract any sums of money is payable by the contractor, that has been claimed /paid and due to the professional, the same shall be deducted from any sum then due or which at any time thereafter may become due to contractor under this or any other contract with the customer.



#### Part V – Evaluation Criteria & Price Bid issues

1. **Evaluation Criteria.** This RFP is issued to Ms/ Maple Software Private Ltd, Visakhapatnam, on Single Tender basis. Unsolicited bids in this regard will not be considered for evaluation by TEC.

2. **Price Bid Format (to be used for L-1 determination):** The Price Bid Format in general is given below and Bidders are required to fill this up in Bill of Quantity (BOQ) .xls sheet correctly with full details, as required under Part-II of RFP (The format indicated below is only as an illustration):

<u>S.No</u>	<u>Item Description</u>	<u>Amount in (Rs).</u>
(a)	Modifications in existing MILAN 20 website & mobile application, as per requirements of IN catering MILAN 22 events.	
(b)	Vulnerability Assessment of website and mobile application through CERT-IN empanelled firm.	
(c)	Procurement of domain with atleast 6 months validity or as per IN requirements and hosting the website & mobile app on Indian Internet Service providers.	
(d)	Maintenance and support for six months including 24*7 availability of website & mobile applications on internet.	
Total Cost exclusive of GST		
GST @ _____		
Total Cost inclusive of GST		





**SCOPE OF WORK FOR**  
**WEB PORTAL DEVELOPMENT FOR MILAN 2022**

1. This RFP is issued to Ms/ Maple Software Private Ltd, Visakhapatnam, on Single Tender basis. Therefore, unsolicited bids will not be considered for evaluation by TEC.
2. **Introduction.** Eastern Naval Command will be hosting prestigious President Fleet Review 2022 and MILAN 2022 under the aegis of Indian Navy in Feb/ Mar 2022. Indian Navy intends to host a comprehensive web portal to showcase the event as well as carry out event management through this portal.
3. **Scope of Work.** The selected partner will provide end-to-end managed services for development and maintenance of web portal for dissemination of information about the event, provide event management functionalities based on workflows and other components as described in sections below. The selected bidder is expected to undertake activities related to the following:-
  - (a) Modifications to existing MILAN 20 website and mobile app catering MILAN 2022 events.
  - (b) Vulnerability Assessment of website and mobile application through CERT-IN empanelled firms.
  - (c) Web Content Management.
  - (d) Procurement of domain with atleast 6 months validity and hosting services with reputed Indian Service providers. Website building and security model should be in compliance with STQC requirements of GIGW 2.0.
  - (e) Automation of all event Management Processes.
  - (f) Maintenance and support for six months including 24\*7 availability of website and mobile applications on internet.
4. The detailed scope of work is enumerated in succeeding paragraphs. Details of deliverables are enumerated at **Appendix 'A'**.

5. **Schedule and Deliverables.**

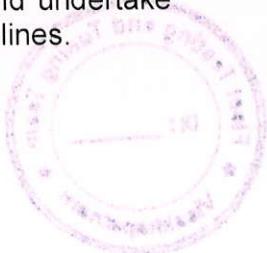
S No	Deliverable	Timeline (T is start of Engagement)
(a)	User Experience and Online Strategy Document	T+14 days
(b)	Web Content Strategy and Management Document	T+21 days
(c)	UI Prototypes in 2 different themes	T+21 days
(d)	Infrastructure Hosting Report	T+21 days
(e)	Mobile Website Prototype	T+21 days
(f)	Beta version of Web Portal	T+35 days
(g)	Beta version of Mobile Portal	T+42 days
U)	Final Launch of Portal, Mobile Portal	T+60 days
(k)	Training to department Officials on Content Management	T+35 days



(I)	Report on (a) Portal Application Maintenance (b) Search Engine Optimization (c) Mobile Website and Application Support (d) Social Media Support (e) Content Management services including Translation services	Every Quarter
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## 6. User Experience and Online Strategy

- (a) Define feature sets to be provided on website based on:-
- Workshop with nodal officers at ENC, Visakhapatnam to understand their online vision.
  - Benchmarking with National and International portals on conduct of Defence events like IFRs for various countries and Games.
  - Secondary research on Naval traditions and customs, Indian Navy, tourism in India.
  - Creation of policy related to terms of usage, site policy, content management policy etc. in mutual consultation.
  - Automate the required processes for conduct of event like user registration, printing of visitor passes, delegate passes, online calendar, reminders to delegates through Email, IM and/or SMS, broadcast messages to different groups of users.
- (b) Define feature sets to be provided on user experience:-
- Do user research for identifying user profiles to define the content strategy for the website.
  - Content strategy exercise to tailor content based on user analytics (location, need and context).
  - Remove usability and navigation issues on the website.
  - Create a consistent and delightful user experience with consistent and unique themes and layouts which flows in from the overall brand values of 'Indian Navy' and also from user goals.
  - Define screen layouts and navigation to ensure delivery of structured content with easy and intuitive navigation.
- (c) Feature set implementation roadmap based on prioritization and low impact, high-impact features.
- (d) Submit a report on user experience and online strategy roadmap and undertake customisation based on the inputs from the user dept of the Navy as per timelines.



**7. Portal Development.** The bidder shall develop the Web Portal, by using state of the art contemporary technology, to deliver content rich, customizable, theme based, high performance and secured website. Some of the minimum requirements are as follows:-

- (a) The cover page should have different images of the Indian Navy, Visakhapatnam and other Information related to India. Requisite information that is not available over internet resources would be provided by the Indian Navy. This information should be organised in hierarchical manner facilitating easy access and retrieval.
- (b) Responsive web portal design with multi-channel rendering of applications and content on smart devices to include phones, tablets, desktops & kiosks. Localisation and Internationalisation by means of multi-lingual content support.
- (c) Creation of apps for popular platforms such as Android and iOS for use by handheld devices.
- (d) Access and registration by User/ Visitor/ Country & Fleet Event Management, registration by delegates and associated workflows for approvals.
- (e) Travel guidelines, Visa related information, Weather Information, Currency details, Holiday list, India specific information on history, geography, culture and detailed information about Indian Navy (most content available on the internet).
- (f) Event Data Mobility by means of event registrations, reminders and alerts, Quick Response (QR) code enabled guidance, digitized maps & GPS enabled event navigation and personal guide (online resources such as google maps could be used).
- (g) Live news feed and dynamic content update, such as short videos, photographs and media reports pertaining to events during the event (about 10 days). Registered Users should also be able to subscribe to updates, mails, alerts, new events etc.
- (h) Main attractions & Top stories of the day and further personalization by host and participating countries.
- (i) Login/ Registration for Exhibitors, Sponsoring & Public Relations, Press/ Accredited Journalists/ Photographers.
- (j) Static and dynamic web content to include history and promotion of the Indian Navy, host city information, information on boarding & lodging closer to the event.
- (k) Sharing of experiences of the event by means of biogs, handles to social media outlets like Facebook, Twitter, YouTube, Instagram and Motivational links for Enrolment to Navy.
- (l) Provide a well-defined **search facility** where all the information from many sources is presented together as single windows with filter and advanced search options.
- (m) Maps of India, states and districts would be provided by the Indian Navy, however where ever there is any other additional requirement then the maps from the



free version of Google may be utilised. In the case of usage of Google maps, appropriate trademark indications and also a disclaimer that the maps are from a third party with no GoI responsibility should also be indicated for its correctness and completeness.

(n) Links to various other websites of India authorised by the Navy should be included to provide complete information on India and Indian Navy.

(o) A copyright notice on all the information that is hosted should be published with the ability to restrict, permit access for printing, downloading, web scrapping etc. on a case to case basis in consultation with the nodal officer.

(p) The bidder should also provide a feature for sending out information through bulk email/ SMS so that relevant information could be transmitted to the guests attending the event.

## 8. Web Content Management

(a) Content workflow management for creating, approving and publishing the web contents. The finally published contents must then be syndicated to delivery system on-demand basis (pushed/ scheduled delivery).

(b) Create constantly updated custom content during the event to drive awareness about the event, Indian Navy and India at large.

(c) Support the management of content from multiple repositories. The system shall allow different departments (max six) to have their own content libraries, workflow, templates and taxonomies.

(d) Ability to manage content metadata.

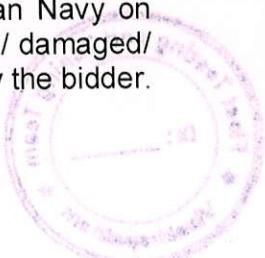
(e) Content versioning tools.

(f) Reports for management to check website traffic details - visitors, pages viewed, increase in traffic, destinations most searched etc.

(g) Allow search engine friendly URLs to be generated for content.

(h) The selected bidder shall be responsible for delivery of overall content, including any new content that may be desired. Content and data migration from Indian Navy's existing portal into the new portal shall be carried out by the solution provider. Additionally, a list of contents provided by the department shall also be added to the website by Solution Provider.

9. **Availability and Scalability**. The solution provided should have high availability (24x7x365) with 99.5% uptime during the year increased to 99.999% 45 days preceding the commencement of the event to 15 days on completion of the event (Measured over a calendar month). The solution should have the ability to scale up on total and concurrent requests and user load per day ranging from 10000 hits per day to almost 100000 hits per day. The information used for all the services being provided as part of this RFP should also be stored on a dedicated storage system, which should be given to the Indian Navy on completion of the period of the contract, warranty or AMC including any unused/ damaged/ failed storage devices. No storage components whatsoever are to be retained by the bidder.



10. **Security**. The solution should have the basic minimum features:-

- (a) Delivery of content over secure HTTP through Digital Certificates, obtained from reputed CA.
- (b) An automated security mechanism which should detect, investigate and remediate incidents with precision and speed.
- (c) Have an inbuilt mechanism to identify, verify and authorise only authenticated access to applications, resources and information on physical, virtual and cloud based environments.
- (d) Detect advanced malware, stop and prevent phishing & Trojan attacks.
- (e) Ensure data protection, fraud prevention and web defacing using advanced security analytics and management.
- (f) Detect Cybercrime with web session intelligence and real-time behavioural analysis.
- (g) Ensure adherence to all guidelines for government websites including mandatory safe to host certification.
- (h) Analyse, correlate and secure audit trails across all systems including applications, OS and security tools and provide a real time security incident notification. Such a tool helps continuously monitor audit trails in an automated manner ensures that real time action may be taken based on the information provided by the same.
- (i) Maintain all audit trails securely within a separate system to ensure security of the logs and availability of the same for forensic analysis.
- (j) Secure personnel data within the website through strong access control mechanisms to prevent information leak.

11. **Infrastructure Setup and Security Audit**.

- (a) The bidder shall setup and maintain the required software and the infrastructure for Portal's staging environment testing, content management support from dept and training activities at Navy's premises in Visakhapatnam.
- (b) Website hosting on third party server (NIC Cloud services), Domain registration and hosting costs will be incurred by the seller. The seller must ensure security compliance of the website as per Govt of India Guidelines for Websites (GIGW 2.0). Also, the successful bidder is expected to be in effective liaison with concerned agencies of NIC for providing necessary documentation and information for hosting of the website, to prevent any loss of time from completion of security audit and hosting.

- (c) The website will have to mandatorily go through Security Audit by a CERT-



IN empanelled firm, prior hosting online. The responsibility of hiring the services of the appropriate vendor for the same is to be included in the overall cost. The bidder is to take the responsibility of Security Audit and mitigation of all vulnerabilities arised from the audit.

(d) In addition, the website may also be subjected to Security Audit by the Navy's specialist Auditors, if required. Mitigation of observations from the audit will form the responsibility of the bidder.

12. **Project Management.** The bidder is to design and implement a comprehensive and effective project management methodology together with efficient and reliable tools. The bidder should prepare a detailed and comprehensive Project Plan that shall address at the minimum the following:-

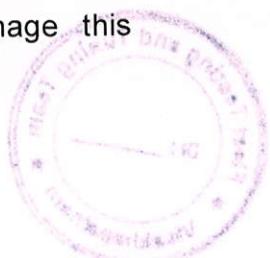
- (a) Define an organised set of activities for the project and identify the interdependencies between them.
- (b) Resource planning and loading for each phase/activity. This must also indicate where each resource would be based during that phase.
- (c) Establish and measure resource assignments and responsibilities.
- (d) Construct a project plan schedule with milestones.
- (e) Measure project deadlines, budget figures, and performance objectives.
- (f) Communicate the project plan to stakeholders with meaningful reports.
- (g) Provide facility for detecting problems and inconsistencies in the plan.

13. **Configuration Management Tool.** The bidder shall keep all project documents up-to-date during the course of the project. In order to help with the version/configuration management for all documents (including source code and all other project artefacts), the bidder shall use a suitable standard, proven off-the-shelf configuration management tool (preferably with unrestricted redistribution licenses).

14. **Project Documentation** The bidder shall create and maintain all project documents that would be passed on to the nodal agency at ENC as deliverables as per the agreed project timelines. The documents created by the bidder will be reviewed and approved by Navy's designated authority. The bidder shall submit a list of deliverables that they would submit based on the methodology they propose. The bidder shall prepare the formats/templates for each of the deliverables upfront based upon industry standards and the same will be approved by the nodal agency in Navy prior to its use for deliverables.

15. **Proto Type.** The selected bidder should study the Navy's requirements and create a strategy document. Once the document is completed, the bidder is to demonstrate the features and functionalities. The objective of the proto type is to receive feedback from groups of end users on the specifications of the application; and on the proposed GUI design and navigation of application in before strategy is frozen and work is started.

16. **Resource Requirement.** The overall resources required to manage this infrastructure needs to be specified as part of the technical bid.

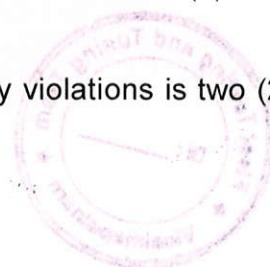


- (a) The BUYER shall sign Service Level Agreement(s) ("SLA") with Successful bidder. These SLAs will prevail from the start of the Maintenance Stage. However, SLAs will be subject to being redefined, to the extent necessitated by Indian Navy. The SLAs may be reviewed on a bi-annual basis after taking the advice of the bidder (and other agencies). All the changes in terms of addition, alteration or deletion of certain parameters would be made by Indian Navy in consultation with the bidder. Payments to the bidder are linked to the compliance with the SLA metrics by the bidder.
- (b) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the System/services is degraded significantly at any given point in time during the Contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of department or an agency designated by them, then department will have the right to take appropriate disciplinary actions including termination of the Contract.
- (c) A Service Level violation will occur in case of Bidder's failure to meet minimum Service Levels, for a particular Service Level. Minimum Service Levels will be measured on a monthly basis. Overall availability and performance measurements will be on a monthly/activity basis for the purpose of Service Level reporting. The Availability and Performance Report will be provided by the bidder on monthly basis in the department suggested format and a review shall be conducted based on this report. The monthly Availability and Performance Report will be deemed to be accepted by the designated authority upon review and signoff by both bidder and the designated authority.
- (d) Bidder shall put in its best efforts in order to achieve the Service Levels in accordance with Contract. In case these Service Levels cannot be achieved within the timelines, it shall result in a breach of Contract and invoke the penalty clause.

**17. Penalties and Penalty Calculations**. The primary intent of Penalties is to ensure that the System performs in accordance with the defined service levels. Penalties are not meant to be punitive or, conversely, a vehicle for additional fees. The framework for Penalties, as a result of not meeting the Service Level Targets is as follows:-

- (a) The performance will be measured for each of the defined service level metric against the minimum / target service level requirements and the violations will be calculated accordingly.
- (b) The number of violations in the reporting period for each level of severity will be totalled and used for the calculation of Penalties.
- (c) Any violation of SLA during the conduct of event would be penalised heavily by 50% of the final payment. Accordingly, requisite personnel, material and resources may be augmented by the bidders.
- (d) A penalty applicable for each of the high severity violations is four (4) % of respective quarterly payment to the bidder.

A penalty applicable for each of the medium severity violations is two (2)



% of respective quarterly payment to the bidder.

(f) Penalty applicable for each of the low severity violations is one (1) % of respective quarterly payment to the bidder.

(g) Penalties applicable for not meeting a high (H) critical performance target in two consecutive quarters on same criteria shall result in additional deduction of 10% of the respective quarterly payment to the Bidder. Penalty shall be applicable separately for each such high critical activity.

(h) Penalties applicable for not meeting a medium (M) critical performance target in two consecutive quarterly periods on same criteria shall result in additional deduction of 5% of the respective quarterly payment to the Bidder. Penalty shall be applicable separately for each such medium critical activity.

(j) Penalties applicable for not meeting a low (L) critical performance target in two consecutive quarterly periods on same criteria shall result in additional deduction of 5% of the respective quarterly payment to the Bidder. Penalty shall be applicable separately for each such medium critical activity.

18. **Computation of Availability.** The successful bidder shall maintain and manage the solution on 24x7 basis for the entire period of the contract and shall be fully responsible for ensuring adequate CPU processing power, memory, storage, network, internet bandwidth and monitoring of the services for optimum performance of the entire system on 24x7 basis in conjunction with third party hosting the domain as per the SLA agreed. Provide various reports for health monitoring and usage analysis on monthly / quarterly / yearly basis, or as and when requested.

**Note:** Scheduled Maintenance Time should not be more than one hour per month and PFR & MILAN 2022 Cell should be informed at least 48 hours in advance and subsequent approval / acceptance should be taken from PFR & MILAN 2022 Cell. **However, during the 45 days prior to the event and 15 days after the event no Scheduled Maintenance Time would be provided.**

19. **System Availability (SLA Compliance).** SLA Compliance will be calculated at the end of each month and penalties for non-compliance will be deducted from the quarterly rental charges. The penalty will be calculated as per the following formula:-

Service Level Description	Measurement		
Infrastructure Availability	Availability of System shall be at least 99.5% <b>Severity of Violation : High</b>		
	Monthly Availability	Violation for penalty	Calculation of
	<99.5% & ≥ 98.5%	1	
	<98.5% & ≥ 98%	2	
	<98%	3	
	<80%	10	



Infrastructure Performance	<p>Sustained period of peak CPU/IO/Memory utilization of any servercrossing 70% shall be less than or equal to 30 minutes.</p> <p><b>Severity of Violation: Medium</b></p> <p>Each occurrence where the peak CPU IO/Memory utilization of any server crosses 70% and stays above 70% for time more than 30 minuteswill be treated as one (1) instance.</p>	
	Number of instances during the Month	Violations for calculation of penalty
	>0 & $\leq$ 3	1



## DELIVERABLES FOR THE PROJECT

1. **Web Portal Development.** The web portal shall be developed using latest dot net technologies with MS SQL Server as the database. All the hardware, software and services required for development and testing of the web portal shall be provided by the vendor. The webportal shall have the following features:-

- (a) The web portal shall comprise of static and dynamic pages with a content management system supporting at the backend. The content shall be provided by the Indian Navy. However, structuring the content and placing it in the web portal will be the responsibility of the vendor.
- (b) The portal shall have detailed information about the event as detailed in main document above and have linkages to social media platforms to generate a good user experience.
- (c) The portal shall prominently display links to its associated Apps on Google Play and Apple Store.
- (d) The portal shall include features for content submission, approval and publishing using access control mechanism.
- (e) The portal shall have strong security features and store user data in encrypted form. As far as possible user information shall be stored in silos to avoid inadvertent access of privileged information to unauthorised user.

2. **Mobile Web Apps Development.** The web portal will be accompanied by mobile apps forAndroid and iOS platforms. The contents across web and mobile platforms shall be synchronised and all user facing features of the portal shall also be made available on the mobile apps. Mobile apps shall not be ad supported and should be designed keeping in mind screen sizes from 4 to 11 inches (mobiles and tablets).

### **3. Web Portal and Mobile Apps Features**

- (a) Complete event management including user self-registration. We expect approximately 2000 users to register and participate in various events. The number of events may range from 5 to 50.
- (b) Registered users will be mapped to each event, either during registration or later bythe administrator. The portal shall provide completed guest list for printing.
- (c) The portal shall provide feedback to users for self-registration etc. in the form ofSMS/ email. Administrators shall have the facility to send bulk emails/ SMS's to all participants for an event.
- (d) The web portal shall allow administrators to manage logistics viz. taking requirementand recording booking of cars, hotels and liaison officers for each dignitary. This information shall be passed onto the users through SMS and email (including international SMS).

(e) No payment gateway is involved and bookings will not be done online. Only the booking records such as hotel name, room number and contact details, hired car type and number, driver name and mobile number etc. will be recorded in the portal and made available to the users.

(f) Registered users/ participants shall have a dashboard that gives them an overview of the events they are participating in, their bookings including hotel and car, information about the places they are visiting etc.

4. Max expected number of registered users are 2000 with approximately 200-250 concurrent users, especially closer to the event. Hardware sizing is to be done accordingly.

5. **Delivery** The project delivery will be done in phases as follows:-

(a) **Phase I** - Development of web portal and mobile apps with primarily static content provided by Indian Navy and hosting with NIC Cloud post necessary load testing and audits.

(b) **Phase II** - Extending the capabilities of the portal to include workflow based event management and recording functionalities as explained above.

(c) **Phase III** - Maintaining the web and mobile platforms. This will include adding, removing or modifying functionalities as required by Indian Navy, data entry operations at multiple locations at Visakhapatnam and ensuring that the site is running seamlessly till 15 days beyond the end of the event.

(d) **Phase IV** - Drawdown phase post completion of the event. The website will be de-hosted from internet one month after the end of the event or as and when instructed by the Navy. The successful bidder is required to enter into a No-Disclosure Agreement with the Navy for compliance to the requirements. The source code will remain as the sole property of Indian Navy and the service provider will not retain the source code.

6. **Content Management and Backups** The vendor will keep a record of all content changes in the web portal and maintain a weekly backup of the complete site. At the end of Phase III, the vendor shall hand over all data and content to Indian Navy.

7. **Hosting** The site shall be hosted in HA mode and necessary hardware sizing is to be undertaken accordingly.

8. **Source Code** Post completion of the event, in the draw down phase, source code is required to be handed over to Indian Navy along with the contents/ storage media. The source code will remain as the sole property of Indian Navy and the service provider will not retain the source code. The successful bidder is required to enter into a No-Disclosure Agreement with the Navy for compliance to the requirements.



