



भारतीय दूरसंचार विनियामक प्राधिकरण
TELECOM REGULATORY AUTHORITY OF INDIA
भारत सरकार /Government of India



Ref. No.IT-6/1/4(1)/2021-IT

Request for Proposal (RFP)

for

Development & Maintenance of Mobile App (for managing Unsolicited Commercial Communication) and Reporting Dashboard/Portal

Telecom Regulatory Authority of India (TRAI)

Mahanagar Doorsanchar Bhawan (next to Zakir Hussain College)
Jawaharlal Nehru Marg (Old Minto Road)
New Delhi: 110 002

Disclaimer:

1. The information contained in this Request for Proposal (RFP) document or information provided subsequently to Empaneled Bidder (EB) whether verbally or in documentary form by or on behalf of TRAI, is provided to the EB on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
2. TRAI does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP document and it is not possible for TRAI to consider needs of each party who reads or uses this document. RFP includes statements which reflect various assumptions and assessments arrived at by TRAI in relation to the statement of work. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. Each prospective bidder should conduct its own investigations and analyses and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.
3. TRAI will not have any liability to any prospective bidder/ firm/ or any other person under any laws (including without limitation the law of contract, tort), the principles of equity, restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP .document, any matter deemed to form part of this RFP document, the award of the AssignmentPage **2** of **54**t, the information and any other information supplied by or on behalf of TRAI or their employees, any Consulting Agency or otherwise arising in any way from the selection process for the Assignment. TRAI will also not be liable in any manner whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon any statements in this RFP.

4. TRAI will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that TRAI is bound to select a Firm/ Agency or to appoint the selected firm/ agency, as the case may be, for the services and TRAI reserves the right to accept/reject any or all of proposals submitted in response to RFP document at any stage without assigning any reasons whatsoever. TRAI also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted RFP Application.
5. This RFP document is not an agreement and is not an offer or invitation by TRAI to any parties other than the applicants who are qualified to submit the Bids. The purpose of this RFP document is to provide EB with information to assist the formulation of their proposals. TRAI may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

To

M/s Team Computers Pvt Ltd
M/s Phimetrics Technologies Pvt Ltd
M/s Spice Digital Ltd
M/s NetCreative Mind Solutions Pvt Ltd
M/s Akal Information Systems Ltd
M/s Red Mango Analytics Pvt Ltd
(TRAI Empaneled Bidders only)

Sub: - RFP for Development & Maintenance of Mobile App (for managing Unsolicited Commercial Communication) and Reporting Dashboard/Portal

Telecom Regulatory Authority of India (hereinafter referred to as TRAI) is inviting bids from TRAI's Empaneled Bidders (hereinafter referred to as EB's) for **'Development and Maintenance of Mobile App (for managing Unsolicited Commercial Communication) and Reporting Dashboard/Portal'** as per details of this RFP.

2. The EBs shall submit their financial offer strictly in accordance with the enclosed format (Annexure 'D').
3. The EB shall accept all technical/commercial terms & conditions mentioned in the RFP.
4. TRAI reserves the right to reject any or all the offers without assigning any reason thereof.
5. **Signing of Bid:** The Bid shall be signed by a person or persons duly authorized to sign on behalf of the EB. The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the EB, in which case such corrections shall be initialed by the person or persons signing the bid.
6. **Bid Submission :** In response to this RFP, EB will submit technical and financial bid in two (02) separate envelopes, viz. Envelope A and Envelope B. Envelope A should be marked as 'Technical Bid' and Envelope B should be marked as 'Financial Bid' and each envelope should indicate the name and address of the EB. Each of the two envelopes shall then be sealed and put into an outer envelope marked as 'RFP for the Development & Maintenance of Mobile App (for managing Unsolicited Commercial Communication) and Reporting dashboard/ portal'.

The sealed bid shall be addressed to the Technical Officer(IT) and should reach the Reception Office of TRAI, either by Post/Courier/By Hand at the following address on or before **2:30 pm on 02.11.2021**.

Technical Officer (IT)
Telecom Regulatory Authority of India
Mahanagar Doorsanchar Bhawan
Old Minto Road, J.L. Nehru Marg,
(Next to Zakir Husain College)
New Delhi - 110002.

7. TRAI shall not be responsible for any delay and will not entertain the bids received after due date and time. The bids received after the expiry of the prescribed period are liable to be ignored.
8. The Bids will, as far as possible, be opened at **16:30 hrs. on the last day of bid submission** (i.e. 02.11.2021) at TRAI Office at Mahanagar Doorsanchar Bhawan, Old Minto Road, J.L. Nehru Marg, Next to Zakir Husain College, New Delhi – 110002.
9. The Bids shall be evaluated by a duly constituted Committee. Combined Quality Cum Cost Based System (CQCCBS) will be referred to for selecting the EB.
10. It is the responsibility of EB to read all terms & conditions of this RFP carefully before submitting the bid. Incomplete bids not in accordance with the terms and conditions of the RFP document shall be rejected.
11. Any vagueness/incomplete details in the offer shall make it liable to be rejected as such shortcomings in the offer shall be interpreted as incompetence and disinterest or deliberate omission on the part of the bidder to meet tender requirements.

Yours faithfully,



(Benny Francis K)
Technical Officer (IT)

Section 1 – Bid Schedule and Address

S. No.	Description	Bid schedule & Address/details
1	Name of Project	Mobile App (for managing Unsolicited Commercial Communication) and Reporting Dashboard/Portal
2	Reference Number & Date	IT-6/1/4(1)/2021-IT dt.04.11.2021
3	Last date for receiving EB's Pre-bid clarifications in writing	18.10.2021
4	Pre-bid meeting (to be held online)	25.10.2021(15:00 hrs)
5	Last date and time for Bid Submission	02.11.2021 (14:30 hrs)
6	Date and Time of Technical Bid Opening (Envelope A)	02.11.2021 (16:30 hrs)
7	Date and time of Financial Bid Opening (Envelope B)	Technically qualified EBs will be notified
8	Name and Address for communication	Technical Officer (IT) Telecom Regulatory Authority of India Mahanagar Doorsanchar Bhawan J.L. Nehru Marg, (Old Minto Road), New Delhi – 110002
9	Bid Related Queries	Email id: it-eoirfp@traf.gov.in

Section 2 - Introduction

The Telecom Regulatory Authority of India (TRAI) has taken various initiatives to bring transparency and empower the consumers. Towards this end, TRAI has developed mobile app, known as TRAI DND 2.0 app and Portal.

1. The DND app helps consumers to register their number under DND and report spam SMS/calls to their respective Telecom Service Provider (TSP). The app also helps consumers to check the status of their complaints filed.
2. The TRAI DND 2.0 App is available on both Google Play Store and iOS store. The App has also been integrated with the UMANG App of the Govt of India.
3. TRAI now intends to develop a Mobile App (for managing Unsolicited Commercial Communication) and Reporting dashboard/portal with user friendly features.

Section 3 - Scope of Work

This document is a Request for Proposal (RFP) for a system study, design, development, testing & implementation of Mobile App (for managing Unsolicited Commercial Communication) for both iOS & Android platform, Reporting dashboard/portal and further maintenance for a period of two years.

1. All development(s) & enhancement(s) shall be done at par with the best of industry standards in minimum span of time & maintenance of the same shall be done to the satisfaction of TRAI.
2. All the Apps shall incorporate accessibility features & Portals shall be made compliant with Govt. of India guidelines for accessibility by persons with disabilities and the same shall also adhere to Web Content Accessibility Guidelines (WCAG) 2.0 laid down by the World Wide Web Consortium (W3C).
3. All Apps & Portals shall be made bilingual, i.e. in both Hindi & English.
4. Scope of work is detailed in Annexure A to this document.

Section 4 - General Terms and Conditions

1. Deliverables:
 - (a) Project Management Documents
 - (i) Project Management Plan
 - (ii) Activity list
 - (iii) Risk register
 - (iv) Issue log
 - (v) Requirement documents
 - (b) System requirement specification (SRS) document comprising of following: -
 - (i) Requirement Analysis Document
 - (ii) Solution Architecture
 - (iii) Database design
 - (iv) High Level and Low-Level Design
 - (v) Data Backup/ Archival Process
 - (vi) Requirement Traceability Matrix
 - (c) Development
 - (i) Source Code (Apps and portal)
 - (ii) Source code walk through document
 - (d) Test Report
 - (i) TSP wise API test report (In case of DnD)
 - (ii) Unit test report
 - (iii) Integration and System Test report
 - (iv) User Acceptance Test reports
 - (e) Handover
 - (i) Hosting
 - (ii) Details on the usability of the existing IT infrastructure
 - (iii) User Manual / SOP
 - (iv) Technical Manual, Help Manual
 - (v) Signing key of mobile app development on all platforms
2. **Hosting:** The applications shall be hosted on NIC Cloud. EB shall deploy and maintain the app and portal on the Virtual Machines (VM's) provided by TRAI. The deployed applications on VM's should be monitored by EB for any addition/reduction of resources. All the required resources shall be provided by TRAI. EB shall also optimize the resource utilization.
3. **Training:** The EB shall provide exhaustive training to TRAI officials, TSPs, Appellate Authority and other stakeholders as identified by TRAI for the delivered solution. The e-learning material in the form of small videos, PowerPoint presentation, and training material, in PDF form, shall be made available.
4. EB shall support all the development activities carried out by TSPs and shall respond to their queries in a time bound manner.

5. EB shall appoint a full-time project manager as the Primary Point of Contact, and another employee as the Secondary Point of Contact for communications/ discussions with TRAI.
6. EB shall attend all the meetings regarding project progress review/ presentations called by TRAI even on a short notice period.
7. EB shall use open-source technologies for development of the App/portal/ solution/software.
8. EB shall ensure that project team members are not changed/replaced without consent of TRAI.
9. EB shall develop the solution in a way so that new modules can be developed independently and integrated in a plugin/plugin play manner.
10. The EB shall also be required to undertake the following tasks:
 - (a) Requirement gathering of the Portal and App with user division of TRAI.
 - (b) Coordination and collection of required content from TRAI.
 - (c) Integration and consolidation of data and information.
 - (d) End to end integration and testing of TSP's APIs
 - (e) Coordination and communication with TSPs
 - (f) Provide support to TSPs in bug fixing as and when required
11. **Security Audit of the System:**
 - (a) EB shall get the security audit of the entire software applications done through one of the CERT-IN empaneled agencies to ensure the system is secure from external threats and hacking possibilities.
 - (b) Primary objective of the security audit exercise is to identify any vulnerabilities in the web application from external threats. Once the threats are identified and reported by the auditors, necessary actions to rectify the same shall be taken and security loopholes shall be plugged in by the EB through script modifications, OS hardening etc.
 - (c) The security audit shall be included in project planning activities.
 - (d) The cost of security audit shall be borne by the EB (exact amount to be specified and included as part of project cost). The EB shall be responsible for removing all the bugs reported during the security audit to ensure that all vulnerabilities are fixed, and for getting the security audit cleared.
12. Non-Functional Requirements-

(a) Performance- The App/Portal will be accessed by the public, hence proposed application's architecture, hardware and network requirements should support the application to be reasonably fast and should not cause delay in response on the basis of actual load & when multiple/ concurrent users (like 500 sessions) are connected to the portal.

(b) Quality Attributes- Following are the important software qualities that will be met by the App/Portal:-

- (i) The App/Portal needs to be responsive & can be viewed on multi channels/ devices i.e. Phone/Tablet/Displays & support voluminous user base.
- (ii) It should be able to handle multiple requests.
- (iii) For ease of use, every GUI/feature should consist of a help menu or tooltip with it.
- (iv) Names/Tables/Columns of analysis reports should be self-explanatory.

(c) Technology license & Deployment- The App/Portal needs to be deployed on the cloud. It should be designed & developed in a way to let the IPR rights remain vested with TRAI. Portal needs to be developed using open-source technologies to avoid any product or periodic license fees etc. TRAI shall be the sole owner of all IPR for the software.

(d) Operation & Maintenance - The EB shall provide the support & maintenance on fixing the bugs, minor changes, data collection, data cleaning, data validation, data conversion, integration of the data for the application & monitoring the portal services & mobile app, for two (2) years from the date of completion of warranty period.

(e) Security - Login level security for admin module & secure communications would be needed between client & server and data made available and sought from TSPs, through API/interface. Captcha to be implemented wherever required for human verification. Industry standard best practices shall be implemented across the solutions.

13. The EB shall take a sign off from the user after completion of each milestone and submit a report to TRAI Project Coordinator accordingly. The final sign off for the project shall be taken after completion i.e. Go-live and complete acceptance of the project.

14. There shall be no partial sign-off or acceptance of the project. For all the milestones, work has to be completed with respect to all the modules.