

INDIAN RAILWAY CATERING AND TOURSIM CORPORATION LIMITED

OPEN E- TENDER NO.:- 2019/IRCTC/EPR/Cloud Based Inspection

Sub: E-TENDER FOR HIRING OF AGENCIES FOR DESIGNING A CLOUD BASED PLATEFORM (APP+ DASH BOARD) AS PER SCOPE OF WORK.

Last date and Time of Submission of technical bid	:	17.01.2020 upto 15.00 Hrs.
Date and time of Opening of technical Bids	:	17.01.2020 at 15.15 Hrs
Date and time of Opening of financial Bids	:	To be communicated later
Date of pre-Bid Meeting	:	03.01.2020 at 11.00 Hrs
EMD	:	Rs. 6.0 Lakh/-

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1. Period of the license - 02 Years

2. Bidders are required to deposit EMD of Rs 6.0 Lakh through tender website itself prior to submission of E-Tender. EMD deposited in any other account of IRCTC by any other process will not be adjusted and such offers will be summarily rejected.

3. The bids will consist of Financial aspects only as per conditions laid down in the Bid document

4. Evaluation of financial bid will be based upon the all inclusive rate (Exclusive of GST) quoted by the bidders for A (One Time cost for development, customization, hosting & maintenance for Two Years as per scope of work) + B(iii) (Total Cost (Audit & Inspection and Feedback Module) for 1000 User for Two years). No separate weight age will be given for individual work for this tender.

5. The successful tenderer shall be intimated about the Award of Work. and EMD of other tenderers shall be returned without any interest within one month from the date of award of license. No interest shall be payable on EMD.

6. The bid shall remain open for acceptance for 120 days from the date of opening of E-Tender.

7. Indian Railway Catering and Tourism Corporation Limited., reserves the right to reject any/all E-Tenders without assigning any reason.

8. The Notice Inviting E-Tender and Instructions to tenderers, Scope of Work, General Information, Offer Forms, E-Tender Schedule shall form the part of Tender Documents.

9. The E-Tenders received will be evaluated by the Purchaser to ascertain the Lowest acceptable E-Tender on quoted rates only.





E-TENDER

CIN No. U74899DL1999GOI101707

Website: www.ircctc.com Email id: info@ircctc.com

E-OPEN TENDER FOR HIRING OF AGENCIES FOR DESIGNING, OPERATING & MAINTENANCE OF CLOUD BASED PLATFORM (APP+ DASH BOARD) AS PER SCOPE OF WORK.

**Group General Manager/ Procurement
M/s Indian Railway Catering and Tourism Corporation Ltd.
11th & 12th Floor, Statesman House Building,
Barakhamba Road, New Delhi-110 001
Ph. 011 23318310 Mob No.08287930433
E-mail:- agmit@ircctc.com**

DISCLAIMER

- a. **Indian Railway Catering & Tourism Corporation Ltd.**, herein after mentioned as “IRCTC” does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this Bid Document. Therefore, each Bidder should conduct their own investigations and analysis and check the accuracy, reliability and completeness of the information in this Bid Document and obtain independent advice from appropriate sources. The Bidder shall bear all its costs associated with the preparation and submission of its Bid including expenses associated with any clarifications which may be required by IRCTC or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and IRCTC shall not be liable in any manner.
- b. IRCTC will have No liability to any Bidder or any other person under the law of contract, tort, the principles of 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 Bid Document, any matter deemed to form part of this Bid Document, the award of the License, the information and any other information supplied by or on behalf of Railway/IRCTC or otherwise arising in any way from the selection process of the License.
- c. The issue of this Document does not imply that IRCTC is bound to select the Bidder or to appoint the Selected Bidder. IRCTC reserves the right to reject any or all of the Bids submitted in response to this Bid Document at any stage without assigning any reason whatsoever. IRCTC also reserves the right to withhold or withdraw the process at any stage with intimation to all Bidders who have submitted the Bid.
- d. IRCTC reserves the right to change/ modify/amend any or all of the provisions of this Bid Document at any stage.
- e. Each Bidder’s acceptance of delivery of this Tender constitutes its agreement to, and acceptance of the terms set forth in this Disclaimer. By acceptance of this Tender, the recipient agrees that this Tender and any information herewith supersedes document(s) or earlier information, if any, in relation to the subject matter hereof.

INDIAN RAILWAY CATERING AND TOURISM CORPORATION LTD.

(A Government of India Enterprise)

INSTRUCTIONS TO TENDERERS

The Indian Railway Catering and Tourism Corporation Ltd. hereinafter called the IRCTC, proposes to obtain **E-OPEN TENDER FOR HIRING OF AGENCIES FOR DESIGNING, OPERATING & MAINTENANCE OF CLOUD BASED PLATFORM (APP+ DASH BOARD) AS PER SCOPE OF WORK** in accordance with the instructions following hereafter.

1. General:

Date & Time up to which offers will be received : **Refer to Notice Inviting E-Tender**

- i. This Tender Document can only be viewed at <http://eprocure.gov.in>, <http://www.irctc.com>, & <http://www.tenderwizard.com/IRCTC> and will be submitted/ received only at <http://www.tenderwizard.com/IRCTC>, as prescribed in “INSTRUCTIONS TO THE TENDERERS.”
- ii. EMD shall be paid through the e-tendering website www.tenderwizard.com/IRCTC. In case of non submission of the said EMD through e-tendering website, the bid will be summarily rejected. It may be noted **EMD is to be deposited mandatorily**. It may also be noted that EMD deposited in any other account of IRCTC by any other process will not be adjusted and such offers will be summarily rejected.
- iii. To participate in the E- Tender, it is mandatory for the bidders to register themselves on the website www.tenderwizard.com/IRCTC without any payment and obtain User ID & password which is required for submitting the tender. It may please be noted for submission of bid, Class-III digital signature is required.
- iv. The applicant should upload complete set of documents in support of Eligibility Criteria.
- v. Corrigendum/Addendum to this Tender, if any, will be published on website www.irctc.com, www.tenderwizard.com/IRCTC. No newspaper press advertisement shall be issued for the same.
- vi. For any difficulty in downloading & submission of tender document on website www.tenderwizard.com/IRCTC, please contact at **tenderwizard.com helpdesk no. 011-49424365 or cell no 8800115628**.
- vii. The digital signature of the bidder on the E- tender form will be considered as confirmation that the bidder has read, understood and accepted all the documents referred to in the tender documents. **It may please be noted that in case of deviation quoted by bidder, offer will be summarily rejected without further correspondence/communication.**
- viii. The prospective bidders voluntarily agree to the exclusive jurisdiction of Court situated at New Delhi by submitting bids.

ix. No other courts except courts at New Delhi have the jurisdiction to resolve **dispute arising out of bid document.**

2.0 This Open E-Tender is based on Two bid system i.e. Technical bid and Financial bid

2.1 **Technical bid** – This shall form the basis of ascertaining the Technical and Financial credentials of the tenderer. Eligibility Criteria of technical bid is as under:-

A. Eligibility Criteria for open E-Tender are as under:-

SNo.	General Information	General Documents required to be submitted (Uploaded)
01	The firm should have Permanent Account Number (PAN).	Permanent Account Number (PAN)
02	The firm should be registered with GST.	GST Registration Certificate
03	Other details as per Annexure I	Signed and Filled Annexure I
	Mandatory Criteria	Mandatory Documents required to be submitted (Uploaded)
04	The bidder must have an annual average turnover of Rs. 4.5 Crores from Software Development and IT/ITES projects in the last three financial years i.e. FY 2016-17, 2017-18 & 2018-19. Relaxation for MSME and Startup firms:- As per the existing Govt. guidelines	a) Enclose certificate of Chartered Accountant duly signed, dated and stamped along with name and membership no of the Chartered Accountant or audited balance sheet & Profit loss account in respect of Turnover for the Financial years: i) 2016-17 ii) 2017-18 iii) 2018-19 b) Copy of MSME registration Certificate with UAM No.
05	The bidder must have (any one) valid Certificate as on date of submission of this RFP - CMMi Level 5 - CMMi Level 3 - ISO/IEC 27001:2013 - ISO 20000-1 - Certification for OSSTMM & OWASP Top 10 2007, 2010, 2013 and 2017 Vulnerabilities	Any one of the certificate mentioned is to be uploaded.
06	The bidder should have experience in implementation of Mobile App project(s) for any organization of value more than Rs. 1 Crore in totaling and having 1,000 or above downloads or 100 active installation in India during last 5 Financial years and current Financial Year upto date of tender opening.	Screenshot from App Store along with the payment receipt proof /Work Order.
07	No. of Employee (Company Should have on its payroll):- a) Project Manager Personal (01 No):- B.Tech./ B.E/ MBA-IT/ MCA with overall experience of 10 years including 3 years of experience in project management, requirement gathering and User Acceptance Process and with valid certification in project	CVs of each personnel along with self declaration.

	<p>management.</p> <p>b) Software Developer (15 Nos):- B.E/ B.Tech. / MCA with minimum 5 years of experience in software design and development.</p> <p>c) UI Designer (05 Nos):-Graduate with experience in latest version of Photoshop, illustrator, Corel draw, flash, basic html with minimum 4 years of experience.</p> <p>d) Software Tester (03 Nos):- B.E/ B.Tech/ MCA with minimum 3 years of experience in Application testing and System testing</p>	
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Note:- NON SUBMISSION OF ANY OF THE DOCUMENT LISTED FROM SNO. 04 TO 07 ABOVE IN 'MANDATORY CRITERIA' WILL LEAD TO SUMMARILY REJECTION OF THE OFFER AND NO CORRESPONDENCE IN THIS REGARD SHALL BE MADE /ENTERTAINED.

2.2 Financial bid - This shall consist of Offer Form for Financial bid and the E-Tender schedule duly filled in the format specified herein in accordance with the instructions and other relevant provisions mentioned in this Tender document.

- 1 The Offer form (for Financial Bid) (Annexure – A)

3.0 Validity:

- 3.1 The offer shall be kept valid for acceptance for a minimum period of 120 (One Hundred Twenty) days from the date set for opening of E-tenders.
- 3.2 Offers shall be deemed to be under consideration immediately after they are opened and until such time the official intimation of award of contract is made by IRCTC to the tenderer. While the offers are under such consideration, tenderers and or their representatives or other interested parties are advised to refrain from contacting IRCTC by any means. If necessary, IRCTC will obtain clarifications on the offers by requesting for such information from any or all the tenderers, in writing, as may be considered necessary. Tenderers will not be permitted to change the substance of their offers after the offers have been opened.

4.0 Evaluation of offers: The entire process of evaluation of the offers shall be in two stages:

4.1 Stage I: The Technical bid of all the offers that are received within the date and time mentioned herein shall be opened after due date and time. The technical suitability of the tenderers shall be evaluated based on eligibility criteria and verification of the documents submitted by tenderer with the technical bid. The financial bid of only those tenderers shall be opened who are shortlisted in stage I.

4.2 Stage II: The date and time of opening of the Financial Bid shall be intimated to the shortlisted tenderers and shall be opened at such appointed date and time. Both the bids will be opened electronically and will be immediately available on tender

uploading site for viewing to bidders. However, if bidders wish they may remain present at the time of electronic opening of bids at IRCTC, Corporate Office.

- This financial bid will be evaluated based upon the all inclusive rate (Exclusive of GST) quoted by the bidders for A (One Time cost for development, customization, hosting & maintenance for Two Years as per scope of work) + B(iii) (Total Cost (Audit & Inspection and Feedback Module) for 1000 User for Two years). No separate weight age will be given for individual work for this tender.

4.3 During E-Tender evaluation, the IRCTC may, at its discretion, ask the tenderer for a clarification of its Tender. The request for clarification and response shall be in writing. Information /documents may be asked, if required, for “General Information of eligibility criteria” and other documents /informations required if any except mandatory criteria of eligibility criteria. No change in the price or substance of the E-Tender shall be sought, offered or permitted, in response.

4.4 IRCTC reserves the right to accept tender as deemed fit or reject at any point of time without assigning any reason. Decision of IRCTC will be binding on bidders.

5.0 Rates:

The tenderers should quote rates inclusive of freight, Octroi and any other expenses as per annexure A. Applicable GST shall be paid extra.

5.1 The rates finalized against this E-tender shall be valid for a period of **two year** from the date of award of the Contract.

5.2 IRCTC may waive any minor nonconformity, or irregularity in the tender document that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

5.3 Prior to the detailed evaluation, IRCTC will determine whether each tender document is complete, and is substantially responsive to the bidding documents. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Tender Documents without material deviations, exceptions objections, conditionality's, or reservation material deviation, exception, objection, conditionality, or reservation is:-

- One that limits in any substantial way the scope, quality, or performance of the product/material/materials/service.**
- One that limits, in any substantial way that is inconsistent with the tender documents, IRCTC rights or the successful bidders' obligations under the contract; and**
- One that the acceptance of which would unfairly affect the competitive position of other bidders who have submitted substantially responsive bids.**

5.4 If a bid is not substantially responsive, it will be rejected by IRCTC and may not subsequently be made responsive by the bidder by correction of the nonconformity.

IRCTC's determination of bid responsiveness will be based on the contents of bid itself and any written clarifications sought by IRCTC in writing the response to which shall also be in writing and no change in rates shall be sought, offered or permitted.

- 6.0 E-Tenders are not transferable. The IRCTC reserves the right to reject any or all of the E- Tenders in part or full at his sole discretion without assigning any reasons.
- 7.0 The tenderers must ensure that the conditions laid down for submission of offers detailed in the preceding paras are completely and correctly fulfilled. E-Tenders, which are not complete in all respects as stipulated above, may be summarily rejected.
- 8.0 IRCTC reserves the right to reject or accept any E-tender in whole or in part on account of credentials, technical capability, past performance or any other evaluation criteria to ensure uninterrupted services. The decision of IRCTC in this regard will be final and IRCTC is not liable to assign any reasons for the decision.

9.0 Benefits to registered SSI /MSEs firms:

- a. Ministry of Micro, Small and Medium Enterprises (MSME) vide letter no. 21(1)2011-MA dated 25.04.2012 has notified a new public procurement policy for Micro and Small Enterprises (MSEs). Whereby the small scale units (SSI) / Micro and Small Enterprises (MSEs) can avail the following benefits if registered with (i) District Industries Centers or (ii) Khadi and Village Industries Commission or (iii) Khadi and Village Industries Board or (iv) Coir Board or (v) National Small Industries Corporation or (vi) Directorate of Handicrafts and Handloom or (vii) any other body specified by Ministry of Micro, Small and Medium Enterprises.
 - i. Issue of E-Tender form free of cost.
 - ii. Exemption from payment of Earnest Money.
- b. These benefits shall be given only if the firm / company annex with bid duly attested copy of a valid SSI / MSE registration certificate and the item tendered is mentioned in his SSI / MSE registration certificate.
- c. The SSI /MSE who are interested in availing themselves of these benefits shall enclose with their offer the proof of their being SSI /MSE registered with any of the agencies mentioned in the para above.
- d. The SSI /MSE who have availed the benefit of exemption of earnest money will not be allowed to withdraw their offer during the currency of the validity of offer or extended validity, if any such firm fails to observe this stipulation; the firm will be banned from participation in IRCTC Ltd. Tenders for a period of two years.
- e. As per letter 21(17)/2016-MA dated 06.04.2018 of Ministry of MSME, declaration of UAM number by the vendors on CPPP is mandatory from 01.04.2018. All MSME bidders have to upload a document along with other credentials in IRCTC tender that they have declared UAM number on CPPP failing which such bidders will not be able to enjoy the benefits as per PP Policy for MSMEs order, 2012.

Note: In case bidder are authorised agents of OEM then bidder must be registered as MSME for the above considerations.

10.0 Withdrawal of offer:-

If Bidder withdraws its bid before opening of tender by uploading the letter in e- tender site, EMD of bidder will be refunded if already deposited.

If bidder withdraws its bid before opening of Financial bid in writing and the letter is uploaded in the tender site before opening of Financial bid, EMD of bidder will be forfeited.

If bidder withdraws after opening of Financial bid EMD of bidder will be forfeited. In such cases if bidder becomes highest bidder after opening of financial bid, action will be taken as per 'Clause no 3.4 of general Information.

11.0 Discrepancies:

Should there be any difference or discrepancy in the description of item appearing at more than once, the following order of preference shall be observed:

Notice inviting E-Tender
Instructions to the Tenderers
Scope of Work
Financial bid
General Information

DECLARATION

I M/s Partnership firm/company/Individual address_____ do hereby declare that in case of my selection, I will submit the necessary documents as declared below within a week of award of contract. In case of failure to submit the above documents, I understand that the award of contract will be null and void and IRCTC shall be free to take action against the bidder as deemed fit.

S.NO	General Information	To be filled	Related document to be submitted after selection
1	Name and full address of the applicant with telephone no and email address and name of the contract person		Address proof-Agreement copy/registration copy/telephone bill in the name of vendor
2	Status of the applicants:-		
3	In case of company		Certificate of incorporation/Article of association
4	In case of partnership firm		Registration of partnership deed under partnership act 1932
5	In case of proprietorship/ individual business		Registration certificate from any statutory authority
6	PAN No/ESI/PF/GST	PAN No-	Copy of PAN card
		ESI No	Copy of ESI registration certificate
		EPF No	Copy of EPF registration certificate
		GST Reg. no (state wise)	Copy of GST (state-wise) registration certificate

Signature of the authorized signatory of bidder

Seal

Date

SCOPE OF WORK

Scope of Work consists of two Parts, Part A and Part B as detailed below:

A. Feedback Platform

1. Technical Specification

A cloud-based platform (App+ Dashboard) which helps IRCTC digitize and make sense of their business data and processes limited to audit & inspection on trains. The platform should help IRCTC realize the true value of their audits and inspections and should not only help with digitization of audits and inspection checklists but also automate the corrective actions that need to be acted upon by responsible stakeholders.

The Platform should help IRCTC with:

2. Analytics and Insights–

- 2.1 Quality of food, bar graph of last two month on rating parameter #3, #4, #5 and reason for dissatisfaction (pie chart) on parameter, poor condition (stale/ watery/burnt/ undercooked), taste not satisfactory, raw material related issue, inadequate temperature.
- 2.2 Quantity graph of last two month on rating parameter #3, #4, #5 and reason for dissatisfaction (pie chart) on parameter, inadequate proportion (Paneer / Dal/ Chicken), less than standard, more than standard, item missing.
- 2.3 Staff behavior graph of last two month on rating parameter #3, #4, #5 and reason for dissatisfaction (pie chart) on parameter service without gloves/ cap etc, unhygienic staff, rude pantry staff, waiter demanding tips.
- 2.4 Representation of food, bar graph of last two month on rating parameter #3, #4, #5 and reason for dissatisfaction (pie chart) on parameter improper packing, services tray (unclean/not provided), spillage, no sticker on meal (e.g., veg nonveg) .
- 2.5 Over all bar graph of last two month on rating parameter #3, #4, #5..

Platform Features–

Digitize any comprehensive checklist or form easily. Checklists can be of many types, including, but not limited to following.

Multiple Choice Questions on following basis.

- Quality of food
- Quantity of food
- Representation of food
- Staff behavior
- Overall satisfaction.

Comprehensive dashboard which lets users automatically generate comprehensive reports in Excel or PDF format (Daily feedback Reports, Monthly/Yearly Reports, Employee Performance Report, Brand Wise Performance Reports, Non-Compliant Points Reports)

Take comprehensive user feedback on various parameters and should come equipped with SMS integration for quick feedback and quick actions on the relevant user feedback.

Offline Mode (App should be able to run completely even without having access to internet with time to time alert)

Unlimited Data Storage

More than 400 number of trains, across the country.

Trains are divided into five number of zone (East, West, north, south, south central zone).

The feedback would be done by IRCTC supervisors across all regions & zones.

MIS need to be generated daily basis, weekly basis, monthly. On following vertical.

Train wise inspection report counting of data like

Parameters:

- Zone wise
- Train type wise

MIS reports

Parameters:

- Id
- Zone
- Name of train
- Train number
- Feedback date
- Name
- Mobile number
- Coach
- seat
- Sub category wise- Train name(12304 (NDLS-HWH)- POORVA EXPRESS)
- Supervisor name
- Multiple choice questions (rating based #1, #2, #3, #4, #5).
- Quality
- Quantity
- Representation of food
- Staff behavior
- Over all.

Approx User Base 1000.

Reports: It is an indicative list not exhaustive one which may vary at the time of implementation.

Work or job assigned by reporting officers.

Mobile App to be downloaded from Android / Play Store and Web Application with Hierarchy Wise dashboard access to be open using Mozilla Firefox, Internet Explorer or Google Chrome.

SMS & email facility after generate email id & at specified level during intimation & alert.

Technical Environment

Server Specs

Web services

Compatible with hosting: Best Configuration proper Data Back-Up strategies & with necessary audit & certifications form authorized Govt. agencies for data integration & security.

OS: Ubuntu 16.0

Server: Apache

Uniform platform

Data should reside in India only.

2.1 Back End Tech Stack

Language / Platform: PHP 7

Framework: Laravel 5.4

Database: MySQL

Development IDE/ Editor: Sublime

2.3 Front End Tech Stack

JS Framework: J QUERY

CSS Framework: Bootstrap

2.4 Mobile Stack

Platform: Java

DB: My SQLite

2.5 Misc.

Code Versioning: Bit Bucket

Bug Tracking: JIRA

2.6 Concurrent User Base for IRCTC (per audit base)

- 1000+ Auditors plus Supervisors

2.7 Platform Up-Time

- 24*7

3 **Contract tenure:** The service provider will provide the service as per scope of work for a period of Two Years only.

4. Other items under scope of work:

- Finalized source code will be property of IRCTC.
- Functionality testing process audit: As per the security clauses of DEITY audit logs of every stage should be adhered. Certification shall be provided.
- Server Hosting: Server hosting to be in India only.
- System migration: The existing system will be migrated.
- Handling capacity upto 100000 feedbacks / per month.
- Reports extracted for last one year.

B. Audits and Inspections Platform

A cloud-based platform (App+Dashboard) which helps IRCTC digitize and make sense of their business data and processes limited to audit & inspection on trains. The platform should help IRCTC realize the true value of their audits and inspections and should not only help with digitization of audits and inspection checklists but also automate the corrective actions that need to be acted upon by responsible stakeholders.

The Platform should help IRCTC with:

A) Audits & Inspection - Digitized Audits with the following features:

- Answering audit questions
- Scoring
- Taking image and video proof
- Chatting/File sharing
- Auditor location tagging
- Capturing non-compliant points and more.

B) Outcome and Actions–

- Comprehensive Audits/Inspection reports and tracking of corrective actions required at every step in the train pantry cars & base kitchens across the country/zones.
- Ability to automatically assign & track any Ticket/Query/Complaint to the correct person in any department.

In order to truly make IRCTC's issue resolution management system more efficient and transparent, the platform should have features like

- I. Ticket assignment
- II. Issue turnaround time
- III. Colour coded flagging
- IV. Functional & watcher employee mapping

1. Platform Features

The platform should have capabilities to:

1.1 Digitize any comprehensive checklist or form easily. Checklists can be of many types including but not limited to the following;

- a. Single Choice Questions
- b. Multiple Choice Questions
- c. Checklist with Ratings
- d. Checklist with buttons/drop down menu
- e. Image/Video checklists
- f. Negative/Partial Scoring Checklists
- g. Hybrid / Combination Checklists and more.

1.2. Assign Audits/Inspections/Workflows to staff/team members instantly– Single or Multiple Audit assigning to any number of auditors of various regions.

1.3. Update Status of an Audit at any time with a drop-down menu of pre-defined statuses as well as ability to add a Follow up for any Audit on the App itself.



1.4. Ability to Scan QR Code on location to access the relevant audits mapped to the specific location instantly.

1.5. The Issues/Non-Compliant points captured should be raised as tickets and should be assigned to the correct stakeholders with a pre-defined TAT's and auto escalations built in. As an example, once the auditor submits his/her inspection report, automatically tickets / tasks should be raised to the store managers or other stakeholders who would need to provide action (infrastructure personnel, store managers or executives).

1.6. Ability to Chat/Share Files of all File Types/Click Pictures/Record Videos related to an Audit/Process

1.7. Location Tagging (All activities performed on App should be tagged with Date, Time and Location) for a bird's eye view of all auditors.

1.8. Comprehensive dashboard which lets users automatically generate comprehensive reports in Excel or PDF format (Daily Audit Reports, Monthly/Yearly Reports, Employee Performance Report, Brand Wise Performance Reports, Non-Compliant Points Reports)

1.10. Take comprehensive user feedback on various parameters and should come equipped with SMS integration for quick feedback and quick actions on the relevant inspection.

1.11. Offline Mode (App should be able to run completely even without having access to internet)

1.12. Unlimited Data Storage (Unlimited Cloud Storage Capacity for Audits/Images/Videos/Tickets)

1.13. More than 400 trains from all 5 Zones (North, South, East, West, and South Central) should be able to be audited by over 1000+ IRCTC staffs.

1.14. MIS needs to be generated on a daily, weekly, monthly or yearly basis; on the following points:

- Train Wise Inspection Reports covering the following:
 - i. Zone Wise
 - ii. Location Wise
 - iii. Train Wise
 - iv. Supervisor Wise
 - v. Audit Wise (for e.g Max & Min)
 - vi. Audit Type Wise
 - vii. Audit Status Wise
 - viii. Category Wise (for e.g Mail/Express-EZ)
 - ix. Sub Category Wise {for e.g, 12304 (NDLS-HWH) - POORVA EXPRESS)}

1.17. Mobile App to be downloaded from Android / Play Store and Web Application with Hierarchy Wise dashboard access to be open using Mozilla Firefox, Internet Explorer or Google Chrome.

1.18. Reports: It is an indicative list not exhaustive one which may vary at the time of implementation.

1.19 SMS & email facility after generate email id & at specified level during intimation & alert.

2. Technical Environment (Specifications)**2.2 Server Specs**

Webservices

Compatible with hosting: Best Configuration proper Data Back-Up strategies & with necessary audit & certifications from authorized Govt. agencies for data integration & security.

OS: Ubuntu 16.0

Server: Apache

Uniform platform

Data should reside in India only.

2.3 Back End Tech Stack

Language / Platform: PHP 7

Framework: Laravel 5.4

Database: MySQL

Development IDE/ Editor: Sublime

2.3 Front End Tech Stack

JS Framework: J QUERY

CSS Framework: Bootstrap

2.4 Mobile Stack

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2.5 Misc.

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Bug Tracking: JIRA

2.6 Concurrent User Base for IRCTC (per audit base)

- 1000+ Auditors plus Supervisors

2.7 Platform Up-Time

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3. Contract tenure: The service provider will provide the service as per scope of work for a period of Two years only.

4. Other items under scope of work:

- Finalized source code will be property of IRCTC.
- Functionality testing process audit: As per the security clauses of DEITY audit logs of every stage should be adhered. Certification shall be provided.
- Server Hosting: Server hosting to be in India only.

- System migration: The existing system will be migrated.
- Handling capacity upto 200000 feedbacks / per month.
- Reports extracted for last one year.

A. GENERAL INFORMATION

1.0 Audit and Inspection Platform and Feed Back System

1.1	Audit and Inspection Features	Cloud Based Platform have the following Features:- Answering audit questions Scoring Taking image and video proof Chatting/File sharing Auditor location tagging Capturing non-compliant points and more.
1.2	Outcome and Actions	In order to truly make IRCTC's issue resolution management system more efficient and transparent, the platform should have all features that help IRCTC more efficient.
1.3	Linkage Between Feed Back system	Linkage of both the system is the responsibility of Service provider. Service Provider will also responsible for the Integration of IRCTC's in house developed application CSIM. (Integration through APIS) with this system.
1.4	Technical Support	Firm should arrange system for 24X7 technical support and onsite support if required on priority basis. The cost for visiting outside Delhi and other places for onsite support will be borne by Tenderers only.
1.5	Time Period for Development of (APP+Dash Board)	Time allowed for development of App+Dash Board for both the applications is 2 months from the date of LOA. After expiry of allowed time, penalty of 0.5% per week will be imposed for the delayed period.
1.6	All other Conditions	All other conditions as per Scope of Work given above.

2. Payment, Charges and Security Deposit

2.1	Period of License & Agreement	The tenure of this License shall be for a period mentioned in 'Notice Inviting E-Tender' from the date of commencement of services.
2.2	Payment of Fee to Service Provider/Agency.	Service Provider has to quote fee for the Whole Application in two Parts (1) For developmental, customization, hosting & maintenance for two years as per scope of work and (2) Cost per User as per financial offer placed at Annexure-A. Payment for One Time cost for development Customization, hosting & Maintenance will be done after testing and successfully implementation of both the system by representative appointed by IRCTC. Payment for Cost per user will be done as per active user on monthly basis.

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		Active user:- The user ID, who logged in more than 20 times in a calendar month treated as active User for that month and all other ID's will be treated as non active Users.
2.3	Schedule of Payment of Fee	Please refer above
2.4	Security Deposit	The Service Provider/Agency shall furnish to IRCTC a Security Deposit of 5% of contract value within 7 days from the date of issue of Letter of Award. Security Deposit shall be paid in the form of Bank Draft/Banker cheque/FDR hypothetic in the name of IRCTC only.
2.5	Refund of SD	The Security Deposit will be refunded after necessary adjustment regarding dues etc., on normal expiry of the contract including extensions given, if any without interest by the IRCTC.

3. Other Conditions

3.1	Commencement of the Services	After selecting the successful Bidder, the IRCTC shall issue a Letter of Award (LOA) to the Selected Bidder. On receipt of the LOA, the successful bidder shall submit letter of acceptance along with Security deposit within 7 days from the date of LoA. Failure of the successful Bidder to adhere to the above timelines shall be regarded as a breach of terms and conditions contained in this Bid Document and render him liable for termination of license and debarment from participating in the future projects of IRCTC for a period of one years along with forfeiture of EMD.
3.2	Exit by IRCTC	IRCTC may exit from the contract at any time after Developmental, customization, hosting & maintenance commencement of App+ Dashboard services by giving 1 month notice in which case the SD, will be refunded after adjusting outstanding if any. The app and other infrastructure will be the property of IRCTC.
3.3	Termination of Services for poor performance	Notwithstanding anything contained above the dues, IRCTC may terminate the license for poor performance, breach of terms and conditions of the contract.
3.4	Exit by Service Provider/Agency	There is no exit clause for the agency. Exit by Service Provider/Agency with/without notice shall be treated as breach of terms and conditions and Service Provider/Agency will be terminated with forfeiture of all deposits including SD and debarment for a period of three year.
3.5	Labour laws	The Service Provider/Agency shall comply with the provisions of all labour legislations' including the requirements of: <ul style="list-style-type: none"> - Payment of Wages Act - Employees' Compensation Act - Shops & Establishment Act - PF & ESI Acts - Child Labour (Prohibition and Regulation) Act, 1986. - Contract Labour(R&A) Act, 1971

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		<p>- Minimum Wages Act, 1948.</p> <p>The Railway /IRCTC will not accept any responsibility for the loss/damage/injury(including death) caused to the Contractor or to the personnel engaged by him in the process of rendering services under this contract and no claim/compensation will be entertained in this regard.</p>
3.6	No unlawful/illegal activity	The Service Provider/Agency and/or its staff shall not carry on any unlawful, immoral or illegal activity. It is clarified that if the IRCTC suffers any loss or damage on account of the Service Provider/Agency being restrained by the Railway/IRCTC or any other competent authority for indulging in such illegal activities or any contravention of any law, the Service Provider/Agency shall not be entitled to any compensation whatsoever.
	Record keeping, Information sharing and Compliance of Instructions.	
3.7	Maintenance of proper records	The Service Provider/Agency shall maintain proper and full records viz., accounts, vouchers, bills, tax, etc. pertaining to App / Website development and make it available for inspection by the Railway/IRCTC.
3.8	Compliance of Instructions	The Service Provider/Agency shall comply with any other instructions issued by the Railway/IRCTC from time to time as may be necessary to ensure better services
3.9	Sharing of information with IRCTC	The Service Provider/Agency shall furnish all information, record, etc. within fifteen (15) days as may be required by the IRCTC from time to time, failing which the IRCTC reserves the right to impose suitable penalties on the Licensee including termination of the Agreement.
3.10	Registration in Karamchari Kalyan Portal	<p>The service provider is to abide by the provisions of Payment of Wages Act & Minimum Wages Act in terms of clause 54 and 55 of Indian Railway General Condition of Contract. In order to ensure the same, an application has been developed and hosted on website 'www.shramikkalyan.indianrailways.gov.in'. The Manpower service provider shall register his firm/company etc. and upload requisite details of labour and their payment in this portal. These details shall be available in public domain. The Registration/ updation of Portal shall be done as under:</p> <ol style="list-style-type: none"> 1. Service Provider/Agency shall apply for onetime registration of his company/firm etc. in the Shramikkalyan portal with requisite details subsequent to issue of Letter of Acceptance. Nominated nodal officer of IRCTC shall approve the contractor's registration on the portal within 7 days of receipt of such request. 2. Service Provider/Agency once approved by nodal officer, can create password with login ID (PAN.No.) for subsequent use of portal for all LoAs issued in his favour. 3. The Service Provider/Agency once registered on the portal, shall provide details of his Letter

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		<p>of Acceptances (LoA) / Contract Agreements on shramikkalyan portal within 15 days of issue of any LOA for approval of concerned nodal officer. Acceptances LoA for approval of concerned nodal officer. The concerned nodal officer shall update (if required) and approve the details of LOA filled by contractor within 7 days of receipt of such request.</p> <p>4. After approval of LoA by nodal officer, contractor shall fill the salient details of contract labours engaged in the contract and ensure updating of each wage payment to them on sharmikkalyan portal on monthly basis.</p> <p>5. It shall be mandatory upon the contractor to ensure correct and prompt uploading of all salient details of engaged contractual labour & payments made thereof after wage period.</p> <p>While processing payment of any 'On Account bill' or 'Final bill' or release of 'Advances' or 'Performance Guarantee/ Security deposit', contractor shall submit a certificate to the Corporation/concerned nodal officer that "I have uploaded the correct details of contract labours engaged in connection with this contract and payments made to them during the wage period in Railway's Shramikkalyan portal at 'www.shramikkalyan.indianrailways.gov.in' till _____Month, _____Year."</p> <p><u>THE STAFF ENGAGED FOR SERVICE TO LOGGED/REGISTERED IN KARAMCHARI KALYAN PORTAL AS MENTIONED ABOVE.</u></p>
3.11	Indemnity by contractors	The Service Provider/Agency shall at all times indemnify and save harmless the IRCTC from and against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands of every nature and description brought or recovered against the IRCTC by reason of any act or omission of the licensee, his agents or employees, in rendering services under the contract or in his guarding of the same.
3.12	Jurisdiction of courts:	The agreement shall be subject to the exclusive jurisdiction of the courts at Delhi only.

4. SUBMISSION OF BIDS

4.1	IRCTC reserves the right to terminate the bidding process	IRCTC reserves the right to terminate the bidding process at any stage and will not be responsible for any loss or damages which the bidder may incur in the process. The Bids can be rejected without assigning any reason.
4.2	Bids not to be entertained	a) Conditional / telegraphic Bids/ Physical bids shall not be entertained. Bid received late will not be entertained.
4.3	Signing and stamping of bid document	Digitally signed and submitted E bid will be considered as confirmation that the bidder has read, understood and accepted all the documents referred in the tender document.
4.4	Withdrawal of bid	Please refer "Instructions to Tenderers"

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4.5	Corrupt or Fraudulent Practices	If the Service Provider/Agency has engaged in corrupt or fraudulent practices, in competing for or in executing the Contract, the IRCTC may, after giving 15 days notice to the agency, terminate the Contract. For the purpose of this Sub-Clause: “corrupt practices” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the tendering process or in Contract execution; “fraudulent practice” means a misrepresentation of facts in order to influence a tendering process or the execution of a Contract to the detriment of the Licensor, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non competitive levels and to deprive the administration of the benefits of free and open competition.
4.6	Non acceptance of award	In case the successful bidder fails to accept the offer of award of Contract along with payment of security deposit, within the stipulated time as advised by IRCTC, the contract shall be terminated along with forfeiture of EMD. Further, he will be debarred from participating in the bidding process of future projects of IRCTC for a period of one year.
4.7	Validity of bids	The financial bids submitted by the bidders will remain valid for one hundred twenty (120) days from the date of submission of the bid.

5. OBLIGATIONS AND RIGHTS OF LICENSEE

5.1	Relation of Service Provider/Agency's labour	The employees, contractors, sub contractors of the Service Provider/Agency will not be in any contractual relation either with the IRCTC or the Indian Railways.
5.2	General liability of any person	The Service Provider/Agency will bear the cost, throughout the term of the License, for a comprehensive general liability insurance covering injury to or death of any person(s) occurring in the in the course of execution of this license, including death or injury caused by the negligence of the Service Provider/Agency or the Service Provider/Agency's failure to perform its obligation under the agreement, IRCTC will not be held responsible for any payment of compensation in this regard.
5.3	Compliance of statutory law	Service Provider/Agency shall be solely responsible for compliance with applicable laws such as Goods & Service Tax (GST) or any other law of the land and registration/approval from statutory authority, if required.
5.4	No unlawful/ illegal activity	Service Provider/Agency shall not carry on any unlawful immoral or illegal activity on APP/Portal Etc.
5.5	Execution of agreement	The successful Bidder shall be required to execute an agreement on non-judicial stamp paper of Rs.100/- before commencement of services. Till then the letter of award, letter of acceptance and terms & conditions of Tender document shall be binding and form part of the agreement between IRCTC and the Agency.
5.6	Liability of IRCTC	The IRCTC will not be liable for any liability arising under the labour laws or any other law of the land, by the Service Provider/Agency.
5.7	Notice by Courier/ Registered AD/ e-mail	Any notice in terms of this Contract by either Party will be given at the address stated herein above by Courier/Registered AD Post unless a different address has been intimated in writing against receipt.
5.8	Entitlement of	In case the Service Provider/Agency suffers any loss on account of

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	compensation	his being restrained by the IRCTC or any competent authority for indulging in illegal activities or any contravention of any law, he shall not be entitled to any compensation whatsoever.
5.9	Indemnification by Service Provider/Agency	The Service Provider/Agency will indemnify the IRCTC/Railway administration for any loss or damage caused by Service Provider/Agency because of his fault or default.
5.10	Breach of any terms and conditions of the agreement.	In the event of any breach of the said terms and conditions of the agreement, the IRCTC shall be entitled to forfeit the whole or the part of the Security Deposit besides terminating or revoking the Agreement. The Agency may also be debarred from participating in the future projects of IRCTC for a period of one year.
5.11	Termination of Agreement on other events of default	The IRCTC shall also be entitled at any time forthwith to terminate the Contract without notice in any of the following events, that is to say (a) in the event of the Service Provider/Agency being convicted by a court of law under the provisions of criminal procedure code or any other law (b) in the event of the Service Provider/Agency being a proprietor or, if a firm, any partner in the Contractor firm being at any time be adjudged insolvent or a receiving order or order for administration of his estate made against him or shall take any proceeding for liquidation or composition under any insolvency Act for the time being in force or make any conveyance or assignment of his interest or enter into any agreement or composition with his creditors for suspended payment, or if the firm be dissolved under the partnership Act or, in the event of Licensee being a company, if the company shall pass any resolution to be wound up either compulsorily or voluntarily (c) Repudiation of agreement by Service Provider/Agency or otherwise evidence of intention not to be bound by the agreement. (d) Failure to adhere to any of the due dates of payment specified in the terms and conditions. Immediately on the determination of this agreement the Service Provider/Agency shall peacefully vacate the premises and hand over to the IRCTC/railway administration all articles in the custody or possession of the Service Provider/Agency and shall remove all his stores and effects from the said premises. In default the IRCTC shall be entitled to enter and take possession of the said premises and to lock up the same or remove articles of the Service Provider/Agency that may be lying there and to dispose of the same by sale or otherwise without being liable, for any damage, and all expenses incurred in connection therewith, shall be deducted by the licensor from the sale proceeds or from the Security Deposit or pending bills of the Licensee.
5.12	Failure to provide any record to IRCTC	IRCTC at their discretion may call for any record to satisfy them regarding implementation of system and bidder will provide every help failing which it may amount to breach of condition of the Service Provider/Agency.
5.13	Communication/ Information required by IRCTC	All the Communication/Information received/required by IRCTC must be furnished by the Service Provider/Agency within 15 days, failing which suitable penalty including termination of contract /contract can be done at the discretion of IRCTC.

6. CONSEQUENCES OF DEFAULT

6.1	Consequence of failure to start the services	In the event of failure to start services, from the prescribed date as mentioned in the letter of award/commencement of services, IRCTC reserves the right to annul the Contract and forfeit the Security Deposit in the whole or part thereof as provided under terms and conditions of the contract. The Contractor shall also be debarred from participating in
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		the future projects of IRCTC for a period of one year. The decision of IRCTC will be final and binding in this regard.
6.2	Notice for termination	In case of any event of default having occurred, it shall be lawful for the IRCTC any time thereafter to terminate the Contract agreement and forfeit the Security Deposit, SUBJECT HOWEVER to the IRCTC having given to the Licensee fifteen (15) days prior notice in writing to remedy or make good such breach and in spite of such notice the Licensee having failed to remedy the breach.

7. ARBITRATION

7.1	<p>a. In the event of any dispute or difference between the parties hereto as to the construction or operation of this contract or the respective right and liability of the parties on any matter in question, with reference to the contract, the Parties agree to use their best efforts to attempt to resolve all disputes in prompt, equitable and good faith. In the event the Parties are unable to do so, such party may submit demand in writing for reference of dispute to arbitration as prescribed herein.</p> <p>b. The parties hereto further agree to waive off the applicability of sub-section 12 (5) of Arbitration and Conciliation (Amendment) Act 2015 and will submit demand in writing that the dispute/differences be referred to arbitration along with format annexed hereto as Annexure-B. The demand for arbitration shall specified the matters which are in question, or subject of dispute or differences as also the amount of claim item wise.</p> <p>c. Only such dispute or differences, in respect of which the demand has been made, together with counter claims of setoff given by IRCTC shall be referred to arbitration and other matters shall not included in the reference.</p> <p>In the event of demand made as mention herein above, such dispute or difference arising under any of these conditions or in connection with this contract (except as to any matters the decision of which is specially provided by these or the special conditions) shall be referred to Sole Arbitrator from the panel of Arbitrators appointed by Chairman and Managing Director of IRCTC. The award of arbitrator shall be final and binding on the parties to this contract. The venue of the Arbitration shall be at New Delhi. The fees and expenses of the Arbitration tribunal and all other expenses of the Arbitration shall be borne jointly by the Parties in equal proportion subject to determination by the Arbitration tribunal.</p>
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8 OTHER CONDITIONS

8.1	Liability for compensation/damages	The Service Provider/Agency shall accept liability for compensation/damages under the Consumer Protection Act or any other law in respect of performance of the services or in respect of any negligence, act/omission of the Licensee, his workmen, servants and agents.
8.2	Observance and performance certain acts	<p>The Service Provider/Agency shall, at all times indemnify the IRCTC against all claims and penalties which may be suffered by IRCTC or any person employed by them by reason of any default on the part of the tenderer in due observance and performance of provision of:</p> <p>i) Workmen's Compensation Act –1923</p> <p>ii) Employment of Children's Act XXVI of 1938 and</p> <p>iii) any other relevant laws</p>
8.3	Compliance of instructions	The Service Provider/Agency shall comply with any other instructions issued by IRCTC from time to time within a reasonable time, as may be necessary to ensure better services.
8.4	General	The licensor reserves the right to amend any of the clauses of the agreement and also to add fresh clauses from time to time. The rider agreement in this regard shall be executed between the parties within 15

		<p>days of the amendment / changes.</p> <p>Further, IRCTC reserves the right to extend or reduce the time stipulated in any clause in the tender /contract conditions herein above, in order to meet operational exigencies. The decision of the Director of IRCTC in this regard shall be final.</p> <p>If found eligible technically, the vendor has to make a presentation before management team of IRCTC.</p> <p>Exemption to Start-ups and MSME are at the discretion of IRCTC based on technical competence.</p> <p>To calculate No. of active users - No. Of inspection or feedback to be taken.</p> <p>Bidder should have prior experience of working with any State or Union Government of India or a PSU on deploying a similar solution.</p> <p>Bidders must have provision for archive/retrieval/migration of data and assets.</p> <p>The bidder should have in-house analytics capability and experience of serving Government/PSU/Fortune 10 companies with such analytical outputs.</p> <p>Application should have capability to record video and capture images for audit & inspection module (At least 10 images per inspection and 5 videos of 1-2 minutes of length).</p> <p>Application should have capabilities to geo-tag the inspections and corresponding assets.</p> <p>The bidder's software should have proven machine learning and Natural Language Processing capabilities.</p> <p>The bidder's software must be tested and certified to be immune to SQL Injection, Missing Functional Level Access Control (Privilege Escalation), Click jacking & Server Information Disclosure/Compromise.</p> <p>Feedback count across trains will be minimum 2,00,000 Nos. per month at its full potential and application must be scalable beyond this volume.</p> <p>Users would be considered active for a particular month when they have collected a minimum of 275 feedback during the month.</p> <p>All invoices to be raised monthly based on active number of users i.e. number of inspection / feedback (as per above criteria) in the previous month.</p>
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9. FORCE MAJEURE

9.1	In the event of any unforeseen event directly interfering with the operation of Contract arising during the currency of the contract agreement; such as war, insurrection, restraint imposed by the Government, act of legislature or other authority, explosion, accident, strike, riot, lock out, act of public enemy, acts of God, sabotage; the Licensee shall, within a week from the commencement thereof, notify the same in writing to the Licensor with reasonable evidence thereof.
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Annexure-B

Agreement towards Waiver under Section 12(5) and Section 31-A (5) of Arbitration and Conciliation (Amendment) Act

I/we.....(Name of agency/contractor) with reference to agreement dated.....raise disputes as to the construction and operation of this contract, and demand arbitration in respect of following claims:

Brief of claim:

Claim 1- Detailed at Annexure-

Claim 2- Detailed at Annexure-

Claim 3- Detailed at Annexure-

I/we..... do agree to waive of applicability of Section 12(5) of Arbitration and Conciliation (Amendment) Act.

Signature of Claimant..... Signature of Respondent.....

I/we.....(Name of Claimant) with reference to agreement dated..... hereby waive of applicability of subsection 31A (2) to 31A (4) of Arbitration and Conciliation (Amendment) Act. We further agree that cost of arbitration will be shared by the parties in terms of Arbitration clause of the agreement.

Signature of Claimant..... Signature of Respondent.....

FINANCIAL BID (to be filled online only)

- I / We have read the general guidelines and bid document attached hereto containing the Terms and Conditions and agree to abide by such conditions. I / We offer the Bid for above said work in scope of work for a period as per Notice Inviting E-Tenderers in the attached schedules and hereby bind myself / ourselves to complete all the formalities from time to time as required after the award of license. I/We understand that the license is for the period as mentioned in Notice Inviting E-Tenderers with provision for extension for operational requirement at the sole discretion of IRCTC.
- I / We hereby understand that the submission of offers / bids does not guarantee allotment of license.
- I/We agree to submit all disputes arising out of or in connection with this bid document to the exclusive jurisdiction of courts at New Delhi.
- I/We understand that In case of acceptance of Bid by the IRCTC, I / we bind myself / ourselves to execute the license agreement awarded to me / us and to commence the work as per the conditions of license failing which, I / We shall have no objection for forfeiture of the full Earnest Money Deposit (EMD),/. Deposited by us with IRCTC, New Delhi in addition to other penalties specified under the terms of license and Till the formal agreement is signed, letter of award, my/our acceptance and terms and conditions of this bid document will be binding on both the parties.
- I / We agree that on account of non-acceptance of award or on account of not fulfilling tender conditions within the prescribed time, I/We shall be debarred by IRCTC for participation in the future tenders of IRCTC for a period of one year besides forfeiture of EMD or any other deposit with IRCTC.
- A notice or letter of communication addressed to me / us at the address given in the Bid, even by ordinary post/e-mail will be deemed to be valid as proper notice of intimation to me/us
- I/We understand that IRCTC reserves the right to reject, accept or consider any offer without assigning any reason whatsoever.

I, Prop/authorized signatory do hereby solemnly affirm and declare as follows:-

- i. I say that I am an authorized signatory of the company/firm and hence competent to sign and swear this self declaration.
- ii. That the company/firm has not been debarred/blacklisted/ banned by IRCTC or Railways or Ministry of Railways/other CPSUs/Govt. Deptt.
- iii. That I undertake to inform IRCTC about any ban or blacklist imposed by IRCTC/Railway/Ministry of Railway in future and understand that the award shall be kept in abeyance for the period of ban/blacklisting.
- iv. That the self declaration is given for participation in tender process with IRCTC.

My/Our quotation is as under: -

S.No.	Description	Quoted Fee	
		Figures	Words
1	One Time cost for development of application as per specifications		
2.	Cost of customization of application and or dashboards as per the requirements from time to time (Per hour cost to be mentioned). Working hours to be preapproved by the designated authorities before commencing the work.		
3.	Cost of hosting, storage of assets (images/videos etc.) & data and maintaining the application for 2 Years. (Hosting and storage should be on leading cloud solution providers		
4.	License Fee per user per month for Feedback Module (for 100 users)		
5.	License Fee per user per month for Audit and Inspection Module (for 1000 users)		
6.	GST (Please mention in percentage-%)		
Total Cost			

Note:

- This tender will be evaluated based upon the all inclusive rate (Exclusive of GST) quoted by the bidders
- No separate weight age will be given for individual work for this tender.
- GST will be paid extra as per applicable charges.