



Maharashtra Tourism Development Corporation Ltd.,
Head Office, Mafatlal, House, H.T Parekh Marg, 169 Backbay Reclamation,
Church Gate, Mumbai 400 020.
Phone 022-41580998

E-TENDER NOTICE

Maharashtra Tourism Development Corporation (MTDC), Maharashtra hereby invites bids from eligible Bidders through Maha e-tendering Portal for “**E-Tender for Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application**”.

The RFP details are as under:

S. N.	Parameters	Details	
1	Tender/Bid No.	MTDC/HO/IT/E-Tender/Website/2024/01	
2	Division	Maharashtra Tourism Development Corporation (MTDC)	
3	Name of Tender / Bid	E- Tender for Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application.	
4	Contact Details	Maharashtra Tourism Development Corporation (MTDC), Mafatlal House, 1st Floor, H.T. Parekh Road, Backbay Reclamation, Churchgate, Mumbai-20. Tel. No:- 022-41580998 Fax No:- 022-22852182	
5	Important dates	From date/time	To date/time
	Bid document download	08/01/2024, 14:00 Hrs (IST)	24.01.2024, 17:00 Hrs
	Pre-Bid meeting	16/01/2024 15:00 Hrs (IST)	
	Corrigendum	Corrigendum / further notice in this regard shall be given online only	
	Last date of Online Submission		24.01.2024, 17:00 Hrs
	Last date of Physical Submission of Technical Bid		-
	Bid opening		25.01.2024, 17:00 Hrs (If possible)

The e-tender shall be available for download on registration at <https://mahatenders.gov.in> as per the above-mentioned dates. **The submission of the e-tender response is through MTDC Maha e-tendering Portal only.** For participating in this e-RFP and avoiding last minute technical challenges if any, all the bidders shall follow the guidelines mentioned in the e-tender document on e-tendering Portal. The bidders shall go through the e-tender SOP and FAQs hosted at MTDC e-tendering Portal for detailed understanding of e-tendering submission process. For any e-tendering support, bidders shall mail MTDC e-tendering Helpdesk at support-eproc@nic.in, or call Helpdesk on 0120-4001002.

Sd/-

Date: 08-01-2024
Place: Mumbai

The Managing Director
Maharashtra Tourism Development Corporation (MTDC),
Government of Maharashtra



MAHARASHTRA TOURISM DEVELOPMENT CORPORATION

**Head office: Mafatlal House, 1st Floor, H. T. Parekh Marg, 169 Backbay Reclamation,
Churchgate, Mumbai 400020**

TEL.: 022-4158 0998

Website: www.mtdc.co

E-mail: it@maharashtratourism.gov.in

DETAIL TENDER DOCUMENT FOR

Tender NOTICE NO: MTDC/HO/IT/E-Tender/Website/2024/01

**TENDER DOCUMENT
(E-Tender)**

**NAME OF WORK: Appointment of Vendor for Development, Maintenance of MTDC
Website, CRS and Mobile Application**

Tender Form Fee	Rs.15,000/- + 12% GST
Earnest Money Deposit	Rs.3,00,000/-

Date:- 08-January-2024

Sd/-

Managing Director

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1. Invitation for Bids

- a. MTDC hereby invites Proposals from reputed and well established Website Service Providers who meet the minimum eligibility criteria as specified in this bidding document for the “**Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application**” as detailed in this Tender document.
- b. The appointed agencies will be appointed for **three (3) years** from the date of appointment. MTDC reserves the right to **further extend** the validity of the appointment **for a period of 2 years subject to meeting the prescribed service levels and KPIs**, keeping the same terms of appointment. MTDC shall review the contract on annual basis and reserves the right to terminate the contract on the basis of unsatisfactory performance as per annual review.
- c. The complete bidding document shall be published on www.mtdc.co and/or <https://mahatenders.gov.in> for the purpose of downloading. The downloaded bidding document shall be considered valid for participation in the electronic bidding process (e-Procurement/ e-Tendering) subject to the submission of required Tender/ bidding document Fee and EMD through e-Tendering Online Payment Gateway mode only.
- d. To participate in the online bidding process, Bidders must procure a Digital Signature Certificate (Class - II) as per Information Technology Act-2000 using which they can digitally sign and encrypt their electronic bids. Bidders can procure the same from any CCA approved certifying agency, i.e. Safe crypt, Node, etc. Bidders who already have a valid Digital Signature Certificate (DSC) need not procure a new DSC.
- e. Bidders are also advised to refer the “Bidders Manual Kit” available at <https://mahatenders.gov.in> for further details about the e-Tendering process.
- f. Bidders are advised to study this Tender document carefully before submitting their proposals in response to the Tender Notice. Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- g. The information contained in this Tender is selective and is subject to updating, expansion, revision and amendment at the sole discretion of MTDC. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this Tender, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed MTDC requirements.
- h. MTDC shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the Tender in any manner whatsoever.
- i. MTDC shall be the sole and final authority with respect to qualifying a bidder through this Tender. The decision of MTDC in selecting the agency who qualifies through this Tender shall be final and MTDC reserves the right to reject any or all the bids without assigning any reason thereof. MTDC further reserves the right to negotiate with the selected agency.

- j. MTDC may terminate the Tender process at any time without assigning any reason and upon such termination MTDC shall not be responsible for any direct or indirect loss or damage arising out of such a termination.
- k. The RFP is not an agreement by and between MTDC and the prospective bidders or any other person. The information contained in the RFP is non-binding on MTDC, any of its authorities or agencies or any other respective officers, employees, agents, or advisors. MTDC makes no representation or warranty and shall incur no liability under any law as to the accuracy, reliability or completeness of the information contained in the RFP document. Each bidder shall undertake appropriate RFP document as per his understanding and capacity. The bidders shall undertake appropriate examination, enquiry and scrutiny of all aspects mentioned in the RFP document before bidding. Bidders are encouraged to take professional help of experts related to the matters / sectors appearing in the document or specified work. Bidders shall also go through the RFP document in detail and bring to notice of MTDC any kind of error, misprint, inaccuracies, or omission in the document before pre-bid meeting. MTDC reserves the right not to proceed with the project, to alter the timetable reflected in this document, and to change the process or procedure mentioned in the RFP in larger public interest. MTDC also reserves the right to decline to discuss the Project with any party submitting a proposal.
- l. Interested parties, after careful review of all the clauses of the 'Request for Proposal', are encouraged to send their suggestions in writing to MTDC during the pre-bid meeting which will be held on 16/Jan/2024 15:00 Hrs (IST) virtually via video conference or mail to it@maharashtratourism.gov.in such suggestions, after review by MTDC, may be incorporated into this 'Request for Proposal' as a corrigendum and the same shall be the part of the tender. **No queries / suggestions shall be entertained after completion of the pre-bid meeting.**
- m. The submitted bid / drawings / concepts / IPR / patents / clarifications etc. shall be exclusive property of MTDC once submitted. The same shall be retained by MTDC and shall be produced by MTDC for any deemed use for implementation of project in larger public interest. The Bidder shall have no right or claim on the submitted drawings / documents / models / presentations / walkthrough etc. - soft and hard copies and bidder shall not seek any compensation for any information submitted by bidder to be used by MTDC. The submission by Bidder empowers MTDC to retain and use information at MTDC's discretion multiple times in multiple forums in multiple formats.

1.1. Bidding Schedule

The summary of various activities with regard to this invitation of bids are listed in the table below: -

S No	Items	Description
1.	RFP Tender Notice No.	MTDC/HO/IT/E-Tender/Website/2024/01
2.	Name of the Project	Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application
3.	Tender Document Download Start Date & Time	Start Date: 08-Januray-2024 at 2:00 pm Please visit the below mentioned-Tendering website https://mahatenders.gov.in / https://www.mtdc.co
4.	Date, Time and place of pre- bid meeting	16-January-2024 at 3 PM via Video Conference (Bidders would be informed accordingly)
5.	Last date (deadline) for submission of bids	24-January-2024 at 5 PM
6.	Date and Time of opening of Pre-Qualification proposals	25-January -2024 at 3 PM
7.	Date Time and Place of opening of Financial Proposals	Will be intimated later to the technically qualified bidders
8	Earnest Money Deposit (EMD) to be paid via Online Payment Gateway mode only. Payment via DD / Pay Order can be made adhering to the timelines of the tender.	Rs.3,00,000/- (Rupees Three Lakh Only)
9.	Bid Validity Period	180 days from the date of submission of Bid
10.	RFP Document Fee to be paid viaOnline Payment Gateway mode only.	Rs. 15,000 + 12% GST (Rupees Fifteen Thousand and twelve percent GST)
	All Communications shall be addressed to : IT Manager MAHARASHTRA TOURISM DEVELOPMENT CORPORATION LTD. Head Office : Mafatlal House , 1st Floor, H. T. Parekh Marg, 169 Backbay Reclamation, Churchgate, Mumbai 400020 TEL. : 022-41580998 Email Id: it@maharashtratourism.gov.in Website: https://www.mtdc.co	

2. Instructions to Bidders

2.1. Introduction of MTDC:

Maharashtra Tourism Development Corporation (MTDC) has been established under the Companies Act, 1956, and is fully owned by Govt. of Maharashtra. Since inception, MTDC has been striving for systematic development of tourism on commercial lines throughout the State of Maharashtra. MTDC owns and maintains resorts, restaurants and aquatic sport centers at all key tourist centers and endeavors to having more resorts as the State Government has entrusted all commercial and promotional tourism activities with this Corporation. MTDC also receives financial assistance from the State Government in the form of share capitals and grants which aids the corporation to adapt to the changing needs to tourism by introducing new projects and tourist activities. MTDC manages and operates all its projects from its regional offices located at Nagpur, Aurangabad, Nasik, Ratnagiri, Pune, Sindhudurg and Amravati.

2.2. Purpose

MTDC seeks services of a reputed, well established Website development service providers for designing, developing and maintaining a Website and Mobile Application for MTDC, listing and facilitating bookings of all the resorts of MTDC in Maharashtra, India. This document provides information to enable the bidders to understand the broad requirements to submit their bids. The detailed scope of work is provided in Section 3 of this Tender document.

2.3. Subcontracting

Subcontracting & outsourcing are not allowed for this RFP. Consortium / Joint Venture Bid shall not be eligible for this RFP.

2.4. Completeness of Response

The response to this RFP should be full and complete in all respects. Failure to furnish all required information or submission of a proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Proposal and forfeiture of the Bid EMD.

2.5. Proposal Preparation Costs

2.5.1 The bidder shall submit the bid at its cost and MTDC shall not be held responsible for any cost incurred by the bidder. Submission of a bid does not entitle the bidder to claim any cost and rights over MTDC and MTDC shall be at liberty to cancel any or all bids without giving any notice.

2.5.2 All materials submitted by the bidder shall be the absolute property of MTDC and no copyright /patent etc. shall be entertained by MTDC.

2.6. Bidder Inquiries

The Bidders shall email their queries to above mentioned email address as prescribed in the [ANNEXURES](#). The response to the queries will be published on <https://mahatenders.gov.in>. No telephonic queries will be entertained thereafter. This response of MTDC shall form an integral

part of the RFP document. MTDC shall not make any warranty as to the accuracy and completeness of responses.

2.7. Amendment of RFP Document

- 2.7.1 All amendments, if any, made in the document would be published on the e-Tendering Portal and shall form a part of RFP document.
- 2.7.2 The Bidders are advised to visit the aforementioned websites / portal on regular basis to check for necessary updates. MTDC also reserves the right to amend the dates mentioned in this RFP document.

2.8. Supplementary Information to the RFP

If MTDC deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to this RFP document. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP document.

2.9. MTDC's right to terminate the process

MTDC may terminate the RFP process at any time and without assigning any reason. MTDC reserves the right to amend any clause of this Bid Document. This will be informed to all and will become part of the RFP and information for the same would be published on the e-Tendering portal.

2.10. Earnest Money Deposit (EMD)

- 2.10.1 Bidders shall submit EMD of Rs.3,00,000/- (Rupees Three Lakh Only) through online e-Tendering Payment Gateway mode only.
- 2.10.2 Non-appointed agency's EMD will be returned within 90 days from the date of opening of the Financial Proposal whereas the Bid Security of the appointed agency would be returned upon submission of Performance Bank Guarantee (PBG).
- 2.10.3 No interest will be paid by MTDC on the EMD amount and EMD will be refunded to the appointed agency without any accrued interest on it.
- 2.10.4 The Bid submitted without EMD will be summarily rejected.
- 2.10.5 Bidders have to make payments via the payment gateway on the tender portal. EMD will not be exempted for the any bidder
- 2.10.6 Micro and small Enterprises if registered with any government bodies specified by Ministry of Micro, Small & Medium Enterprises (M/o MSME) with valid certificate duly issued by GOI are exempted for submitting the tender fee and earnest money deposit (EMD). It will be applicable for those bidders who shall produce their own goods or provide their own services, and not applicable for trading purpose. No entrepreneur or memorandum of application form is acceptable.
- 2.10.7 Other Firms, registered with MSME / NSIC with valid certificate duly issued by GOI are also exempted from submitting EMD. No other type of certificate is acceptable.
- 2.10.8 The exemption and relaxation in EMD is subject to the validity & acceptance of their registration certificate on the date of opening of tender.
- 2.10.9 The EMD may be forfeited:

Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application

- a) If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
- b) In case of an Appointed agency, if the agency fails to sign the contract in accordance with the terms and conditions or withdraws/ resigns from the appointment before signing the contract.
- c) If during the bid process, a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
- d) If during the bid process, any information is found false/ fraudulent/ mala fide, MTDC shall reject the bid and, if necessary, initiate action.

2.10.10 The decision of MTDC regarding forfeiture of the EMD shall be final and binding upon the bidders.

2.11. Authentication of Bid

2.11.1 The Authorized person of the bidder, who signs the bid, shall obtain the authority letter from the bidder, which shall be submitted along with the Bid. All pages of the bid as well as its annexures, etc. shall be signed and stamped by the person or persons signing the bid.

2.11.2 Power of Attorney executed by the Bidder in favour of the duly authorised representative, certifying him as an authorised signatory for the purpose of this bid.

2.12. Language of Bids

All bids shall be submitted in English language only. If supporting documents submitted along with the bid, are in any language other than English, then the translation of the same in English language is to be duly attested by the bidder and submitted with the bid. The English translation shall be validated at MTDC's discretion.

2.13. Bid Submission Format

The entire proposal shall be submitted strictly as per the format specified in this Request for Proposal. Bids with deviation from this format are liable for rejection.

2.14. Bid Submission Instructions

2.14.1 Complete bidding process will be online (e-Tendering) in two envelope system. Submission of bids shall be in accordance to the instructions given in the Table below:

Particulars	Instructions
ENVELOPE A: Technical Proposal	The Technical Proposal shall be prepared in accordance with the requirements specified in this RFP and as per formats prescribed in ANNEXURE of this RFP. Technical Proposal shall be submitted through online bid submission process only.

<p>ENVELOPE B:</p> <p>Financial Proposal</p>	<p>The Financial Proposal shall be prepared in accordance with the requirements specified in this RFP and as per formats prescribed in ANNEXURE of the RFP.</p> <p>Financial Proposal shall be submitted through online bid submission process only.</p>
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2.14.2 The following points shall be kept in mind for submission of bids;

- a. MTDC shall not accept delivery of proposal in any manner other than that specified in this RFP. Proposals delivered in any other manner shall be treated as defective/ invalid and shall be rejected.
- b. The Bidder is expected to price all the items and services sought in the RFP as proposed in the technical proposal. The Bid should be comprehensive and inclusive of all services to be provided by the Bidder as per the scope of his work and must cover the entire Contract Period.
- c. MTDC may seek clarifications from the Bidder on the technical proposal. Any clarifications provided by the Bidder on the technical proposal should not have any commercial implications.
- d. The Financial Proposal submitted by the Bidder shall be inclusive of all the items in the technical proposal and shall incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- e. In accordance with the BOQ, Bidders are required to input rate for manpower, material, equipment and management fee, however, MTDC shall make payments only on the total fee basis the actual manpower deployed.
- f. Financial Proposal shall not contain any technical information.
- g. If any Bidder does not qualify the Pre-Qualification criteria stated in [Section 2.21](#) of this RFP, the Technical and Financial Proposals of the Bidder shall not be opened in the e-Tendering system. Similarly, if the Bidder does not meet the technical evaluation criteria, the Financial Proposal of the Bidder shall remain unopened in the e-Tendering system.
- h. It is required that all the proposals submitted in response to this RFP should be unconditional in all respects, failing which MTDC reserves the right to reject the proposal.
- i. Proposals sent by fax/ post/ courier shall be rejected.

2.15. Late Proposal and Proposal Validity Period

Proposals received after the due date and specified time (including the extended period if any) for any reason whatsoever, shall be neither entertained nor opened in the e-Tendering system. The validity of the proposals submitted before deadline shall be till 180 days from the date of submission of the proposal.

2.16. Modification and Withdrawal of Proposals

No Proposal shall be withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the Bidder on the Proposal form. The EMD amount shall be forfeited in case any Bidder withdraws their proposal during the validity period as mentioned hereinabove.

2.17. Non-conforming Proposals

A Proposal may be construed as a non-conforming proposal and ineligible for consideration:

- a. If it does not comply with the requirements of this RFP;
- b. If the Proposal does not follow the format requested in this RFP; or
- c. If the Proposal does not appear to address the particular requirements of the MTDC.

2.18. Acknowledgement of Understanding of Terms

By submitting a Proposal, each Bidder shall be deemed to have acknowledged that he has carefully read all sections of this RFP, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

2.19. Bid Opening

2.19.1 Total transparency shall be observed and ensured while opening the Proposals/Bids.

2.19.2 MTDC reserves the rights at all times to postpone or cancel a scheduled Bid opening.

2.19.3 Bid opening shall be conducted in two stages:

- a. In the first stage, Pre-Qualification proposals shall be opened and evaluated as per the criteria mentioned in [Section 2.21](#) of this RFP.
- b. In the second stage, Financial Proposal of those Bidders, whose Pre-Qualification Proposals are accepted, shall be opened. All Bids shall be opened in the presence of Bidder's representatives who choose to attend the Bid opening sessions on the specified date, time and address.

2.19.4 The Bidder's representatives who are present shall sign attendance sheet evidencing their attendance. In the event of the specified date of Bid opening being declared a holiday for MTDC, the bids shall be opened at the same time and location on the next working day. In addition to that, if the representative of the Bidder remains absent, MTDC will continue process and open the bids of the all bidders

2.19.5 During Bid opening, preliminary scrutiny of the Bid documents shall be made to determine:

- a. whether they are complete,
- b. whether required Bid Security has been furnished,
- c. whether the Documents have been properly signed, and
- d. whether the bids are generally in order.

2.19.6 Bids not conforming to such preliminary requirements shall be prima facie rejected. MTDC reserves the right to reject the bid after due diligence is done.

2.20. Evaluation Process

2.20.1 The Project Implementation Committee (PIC) formed for monitoring various e-Governance initiatives PIC shall act as a Tender Evaluation Committee (hereinafter referred to as "TEC") to evaluate the bids of this RFP .

2.20.2 TEC shall review the Pre-Qualification proposal of the Bidders to determine whether the

Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application

requirements as mentioned in Section 2.21 of the RFP are met. Incomplete or partial proposals are liable for disqualification. All those Bidders, whose Pre- Qualification proposal meets the requirements and are technically qualified, shall be selected for opening of the commercial proposal.

2.20.3 The Financial Proposals of the qualified Bidders shall be opened and reviewed to determine whether the Financial Proposals are complete and filled as per the requirement criteria.

NOTE: TEC may seek inputs from their professional, external experts in the Bid evaluation process.

2.21. Eligibility Criteria

The Agency should be able to provide a qualified web designing, building and maintenance team, for undertaking this assignment. The Agency team would work closely with the MTDC IT team. A confirmation letter from the Agency for being able to provide the qualified team should be attached. Details of the team dedicated to the MTDC should be provided.

S. No.	Description	Document/Proof
1	The bidder must be a company as per the applicable laws of the country of its origin.	Certificate of incorporation issued by the Registrar of companies along with Memorandum of Articles of Association
2	The agency should be registered with the Service Tax department and carry a valid PAN/TAN. Proof of the same must be submitted.	Copy of Service Tax/GST Registration Copy of PAN / TAN Card
3	The bidder shall have an average annual turnover of at least Rs. 5.00 Crore from similar services (In India operations only) from the last three financial years i.e., 2020-21, 2021-22 & 2022-23.	Financial Statements for last 3 (three) financial years i.e., 2020-21, 2021-22 & 2022-23 along with scan copy of C.A. certificate showing annual turnover from services in India only
4	Bidder should have a positive net worth during the last three financial years (2020-21, 2021-22 and 2022-23)	Copy of Income Tax returns and net worth certificate for last three financial years
5	An undertaking (self-certificate) that the agency hasn't been blacklisted by a central / state Government, Semi Government, Boards or Corporations and there has been no litigation with any government department on account of IT service	Self-Declaration that the bidder has not been blacklisted
6	An undertaking (self-certificate) that the agency has resources having domain knowledge in Web Development for Government applications/websites.	Self-certificate
7	Agency needs to have a documentary proof that the agency has developed website as per Guidelines for Indian Government Websites (GIGW).	Completion certificate or any document proof from Government client highlighting GIGW

8	The Agency should hold a valid CMMI Level 3 certificate or above certification	Copy of valid certification
9	The Agency should hold a valid ISO 27001 Certificate	Copy of Valid Certification
10	The bidder must have been rendering services for the last 05 (Five) years.	Copy of Valid Certification
11	The bidder must have a. 2 (Two) key personnel with at least 10 years' experience and must have worked on 3 similar projects out of which 2 projects must be of Central/State Government. b. 3 (Three) knowledge experts having experience of at least 5 years in the field of website designing and portal development.	Copies of work order and CVs shall be furnished along with the bid.
12	The Bidder should have prior experience of successfully completing at least 2 similar assignments i.e., websites with end-to-end booking/reservation provision (with 2 different clients) with similar scope of work in State / Central Ministries/ Departments in last 5 years	Copies of work orders in last five financial years and linked satisfactory completion certificates may be submitted as supporting document
13	Bidder should have successfully completed at least 5 Design & Development of dynamic web sites and web portals in last 5 years i.e., 2018-19, 2019,20, 2020-21, 2021-22 and 2022-23	Copies of work orders in last five financial years and linked satisfactory completion certificates may be submitted as supporting document

2.22. Evaluation of Technical Proposals

- a. Bidders, whose EMD and RFP Document Fees are found in order, shall be considered for Pre-Qualification criteria evaluation.
- b. Bidder shall be evaluated as per Pre-Qualification and Technical evaluation.
- c. The Bidders are required to submit all required documentation in support of the evaluation criteria specified (e.g. Detailed Project citations and copy of work order, client contact information for verification, and all others) as required.
- d. At any time during the Bid evaluation process, TEC may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process.
- e. MTDC reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the technical evaluation process.

2.23. Technical Evaluation Criteria

Technical Evaluation of bids will be done as per the criteria mentioned below:

S. No.	Technical Scoring Criteria	Score	Max Score
1	Experience in Design, Development of dynamic web sites and web portals during the last 5 years	5 to 7 projects = 70% of max score 8 to 10 projects = 85% 11 or more projects = 100%	20
2	Experience in development of multilingual web sites with end-to-end booking / reservation provision for State / Central Ministries or departments in the last five years	2 to 4 projects = 70% of max score 5 to 6 projects = 85% 7 or more projects = 100%	15
3	Key Personnel to be deployed for the project	1 x Project Lead with at least 10 years of experience in software development	5
1 x Senior Web Developer with 7 years of experience in development of website/portal		3	
1 x Junior Web Developer and database administrator with 5 years of experience in development of website/portal		2	
1 x Network and Server Architect with 5 years of experience in network and hosting environment.		3	
1 x UI/UX Designer with 5 years of experience in designing websites with cross platform functionality.		2	
4	Experience in designing website for clients from Travel / Tourism / Hospitality Industry	2 to 4 projects = 60% of max score 5 to 6 projects = 80% 7 or more projects = 100%	10
5	Experience in integration of third-party services with websites like accounting software, rewards partner, multiple payment gateways, multiple OTA's etc	2 to 4 projects = 60% of max score 5 to 6 projects = 80% 7 or more projects = 100%	10
6	Approach & Methodology presentation covering understanding of scope,	Scope - 5 A&M - 15 Workplan - 10	30

	approach and methodology, workplan		
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Note: Bidders who score minimum 75 marks, (as per 2.23 above), will be considered Technically qualified for Financial Proposal Evaluation.

2.24. Financial Proposal Evaluation

- a. The financial proposal of only technically qualified Bidders shall be opened for evaluation.
- b. The following are the key financial terms as per the tender process:

Particulars	Comments
One-time Design & Development Fee	Bidding Parameter
1 Year Annual Management Fee (AMF)	Bidding Parameter
Performance Security (paid upfront by bidder)	6 months equivalent of AMF

- c. The Bid Parameter for the Financial Bid will be “One-time design & development fee + 1-year equivalent of the Annual Management Fee (AMF)” for setting up and maintaining the website.
- d. The Annual Management Fee must include the cost to provide all the services mentioned in the Scope of Work section in the RFP. AMF includes the cost of deployment of 1 full-time junior developer resource at MTDC HO. MTDC won't be paying anything above the AMF to the bidder.
- e. The quoted AMF mentioned above will remain unchanged throughout the entire three-year duration of the agreement. After the 3 year period there will be escalation of 10% if contract is extended by 2 years based on the KPI
- f. Bidders to submit the Financial Bid in the format mentioned in **BoQ (Annexure 6)**
- g. Furthermore, all bidders are required to bid in positive values. It is clarified that the bid of 0 or bid in negative shall not be considered as lowest bid.

2.25. Award Criteria

- a. The final decision to award the contract will be based on QCBS.
- b. The lowest evaluated Financial Bid (Fm) is given the maximum financial score (F) of 100. The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:
Sf = 100 x Fm/ F, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration.
- c. The weights given to the Technical (T) and Financial (P) Proposals are 70% for Technical Score (St) (derived above) and 30% for Financial Score (Sf).
- d. Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights as following: S = St x 70% + Sf x 30%.
- e. The appointed agencies shall necessarily design and maintain the website, including but not limited to, the scope of work and deliverables as listed in [Section 3.1 to 3.45](#) of the RFP, and amended through this and any other corrigendum.

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- f. MTDC reserves the right to modify / cancel or change the process of allocation of work described above at any time during the Project period. All the appointed agencies shall agree to abide by the rules mentioned above regarding allocation of work and any other rules that MTDC may come up in the future during the Project period.
- g. Work order will be placed on Appointed Bidder(s) in hardcopy format and/or in softcopy mode either through e-mail containing the scanned copy of the Work Order or through post.
- h. Objection, if any, to the Work Order must be reported to MTDC by the Appointed Bidder within three (3) working days counted from the Date of Issue of Work Order for modifications, otherwise it shall be assumed that the Bidder has accepted the Work Order in totality. The same shall apply in case of electronic publishing/delivery of Work Order.

2.26. MTDC's Right to accept/ reject any Bid or All Bids

MTDC reserves the right to accept or reject any Bid, and to annul the bidding process and reject any or all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for MTDC's action.

2.27. Letter of Intent

Prior to the expiration of the period of bid validity, MTDC will notify the appointed agency in writing or by fax or email, to be confirmed in writing by letter, that its bid has been accepted. The Letter of Intent will constitute the formation of contract. Upon the Appointed agency furnishing Performance Security, MTDC will promptly notify each unappointed agency.

2.28. Signing of Contract

MTDC shall notify the appointed agency that its bid has been accepted. The Appointed agency shall enter into contract agreement with MTDC within the time frame mentioned in the Letter of acceptance issued to the appointed agency by MTDC.

2.29. Failure to agree with the Terms & Conditions of the RFP / Contract

Failure of the appointed agency to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the award, in which event MTDC may invite the next best bidder for negotiations or may call for fresh RFP.

2.30. Performance Bank Guarantee & Security Deposit

- a. The appointed agency shall at his own expense submit with MTDC, within 15 (Fifteen) working days of the date of letter of acceptance or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (hereinafter referred to as "PBG") from a Nationalized Bank, payable on demand, for the due performance and fulfillment of the contract by the bidder. Taxes, duties & other fees for PBG shall be paid by bidder.
- b. The PBG shall be denominated in the currency of the contract and shall be in the form of bank guarantee.

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- c. The PBG will be for an amount is 6 months equivalent of AMF which will be submitted in form of Bank Guarantee from a Nationalized Bank. All charges whatsoever such as premium; commission etc. with respect to the PBG shall be borne by the bidder.
- d. The PBG shall be valid until the end of six months after the completion of the contract with the appointed agency. Subject to the terms and conditions in the PBG, six months after the contract completion, the PBG shall lapse automatically.
- e. The PBG may be discharged / returned by MTDC upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the PBG. The format for PBG is provided in annexure.
- f. In the event of the Bidder being unable to abide by the contract for whatever reason, MTDC shall have the right to invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of MTDC under the contract in the matter, the proceeds of the PBG shall be payable to MTDC as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. MTDC shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- g. MTDC shall also be entitled to make recoveries from the bidder's bills, PBG, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

2.31. Confidentiality and Non-Disclosure Agreement (NDA)

- a. The appointed agency shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information of MTDC's or any security arrangements (including but not limited to the Assignment Instructions, Schedules and other subsequent Agreements) and/or other information of MTDC. The obligation is not limited to any scope and the Contractor shall be held responsible in case of breach of the confidentiality of MTDC's information.
- b. A Non- disclosure clause shall be incorporated in the Agreement/ contract signed between MTDC and the appointed agency.

2.32. Intellectual Property:

- a. All assets (including source code, blue prints, manuals, test plans, deployment architecture, source code manuals, etc. and any other asset corresponding to the assignment) developed by the solution provider during the design, development and management of the MTDC portal and centralized reservation system shall be perpetual, irrevocable and exclusive property of MTDC.
- b. The solution provider under no circumstances shall promote its brand name or any other non-Government brand name on a property of MTDC.
- c. The correctness and completeness of content (text, audio, video, clipart etc.) used in the project, including any third-party, tools-based or otherwise translations, shall be liability of the solution provider. The solution provider shall seek MTDC's consent before making use of the stated content; unless explicitly stated otherwise.

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- d. The solution provider shall adhere to all applicable laws, acts, amendments, guidelines, policies, gazettes, rules etc. issued by the Government; additionally, in particular to the Information Technology Act 2000, Information Technology Amendment Act 2008 and Right to Information Act 2005.
- e. The Bidder to provide complete source of the portal development and any other developments done for MTDC along with the source code of the technology infrastructure.

3. Scope of Work and Deliverables

About MTDC

MTDC is a company setup by the Government of Maharashtra in 1975, with an object to enhance tourism in the state of Maharashtra and double tourist traffic within the next 5 years.

Apart from acting as the nodal agency of the state for promotion and development of tourism, MTDC also boosts its historical, physical and cultural heritage. As a State Tourism Board, MTDC has been playing a pivotal role in protecting the multi-faceted culture and heritage of Maharashtra among visitors from all over the country and the world. The main role of this Government body is to run holiday resorts, hotels, motels, restaurants, and publicize and promote material for tourists.

At present MTDC has 31 Resorts, 29 Restaurants at various tourist destinations in the state, 2 boat clubs and the Indian Institute of Scuba Diving and Aquatic Sports (Tarkarli) and Tour packages (units/ centers are may vary in future), which are being monitored through the regional offices established at Aurangabad, Pune, Nagpur, Amravati, Nashik, Ratnagiri and Sindhudurg. Apart from this there are as many as 9 information and reservation counters located strategically in the state. MTDC has undertaken various initiatives to promote tourism in the state of Maharashtra and change its image from a favorable tourist destination to a premier tourist destination. CRS stands for Central Reservation System

The project is to be executed in a phase manner. The following table outlines the project phases and the associated tasks to be carried out in each phase (indicative but not limited to). It is important to note that the actual tasks may differ as per requirements:

Phase	Work
Phase 1	Understand the current system from MTDC and existing vendor/(s) and taking handover of relevant assets. Running current system and making sure existing activities are not affected. This phase has to be completed within 1 month of releasing the LOI
Phase 2	Development in current system related to Website, CRS and Mobile Application etc for MTDC: The website and mobile app to be developed should encompass all the functionalities outlined in the sections below, presenting a user-friendly interface. Execution steps that should happen without downtime: <ol style="list-style-type: none"> i. Planning and requirement gathering ii. Designing prototype iii. Development of new system iv. Testing v. Implementation vi. Go-live vii. AMC

Phase 3	Transfer of knowledge and all assets to MTDC and other vendor/(s)
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Detailed scope and requirements of website and mobile app are covered below.

3.1. Types of Users and Audience:

The following is an indicative list of users and audiences of the website / Mobile App. There should be no limitation in terms of no. of users and roles. The website/Mobile App must cater to various user roles and audiences, each with specific functionalities and access levels:

- a. Guest / customer: General guests accessing the website for bookings and information.
- b. Resort
 - i. Receptionist: Managing check-ins and guest interactions
 - ii. Manager: Overseeing overall resort operations.
 - iii. Resort Officer: Handling specific resort-related tasks and operations.
- c. HO
 - i. Reservation officer: Managing centralized reservations.
 - ii. Support staff: Providing assistance and support.
 - iii. IT assistant: Assisting with IT-related tasks.
 - iv. IT consultant: Offering consultancy on IT matters.
 - v. IT Head of Department (HOD): Overseeing the IT department.
- d. Regional office
 - i. Reservation officer: Handling regional reservations and operations.
- e. Travel agent: Engaging with the platform for booking arrangements.
- f. Tour operators: Accessing the system for managing and coordinating tour activities.

3.2. General Requirements:

Ensure the MTDC website displays the following information:

- a. **MTDC Profile:** Overview of MTDC's background, mission, and objectives.
- b. **Profile of MTDC Management:** Brief profiles of key management personnel.
- c. **MTDC and Related Information:**
 - i. News, notices, events calendar, tourism information.
 - ii. Tenders, RTI information, careers, FAQ, contact details.
 - iii. Terms and conditions, various policies, holiday list, guidelines.
 - iv. Travel and access information to Maharashtra.
 - v. MTDC's social media accounts, circulars, and notifications.
 - vi. Recruitment and tenders, press releases.
- d. **Links:** Links to important government, travel, and tourism websites which may include Regional I State I city Chapters of National Level associations like HRAWI, IATO, TAAI, TAFI, ADTOI, ATOAI; State level associations like MTOA, TAAMT; district / city level associations like TAAP. TAAN. ATTA: other stakeholder associations etc.
- e. **Service Showcase:**
 - i. Display all MTDC services, including resorts, leased properties, BnB, homestay, restaurant, experiences, tour packages, caravan, venues for MICE and destination weddings, local delicacies, trains like Deccan Odyssey, Mahabrahaman, Agritourism Centre, Film / Cinematic Tourism

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- Products, IISDA, Boat club, BMC Heritage walk, tour guides, Other public and private hotels and resorts who want to book thru MTDC, Adventure sports, transport entities etc
- ii. Categorize and provide filters for each service based on region, theme, tariff, etc.
 - iii. Create unique detailed pages for each service and property, including photos, videos, description, activities, nearby points of interest (POI), amenities, facilities, services, contact details, navigation instructions, local events and festivals, best time to visit, weather information, what to buy.
 - i. Room categories with descriptions, terms and conditions, inclusions and exclusions, tariff, etc.
 - ii. Live map displaying different types of nearby POI.
 - iv. Each service category should also display a live map showing tariff, etc., at all available locations.
 - v. Inventory calendar should be visible on each category of each services detailed page
 - f. **Social Media Updates:** Showcase updates from MTDC and related social media channels.
 - g. **Promotion of Maharashtra Tourism:** Include content that promotes Maharashtra tourism to both national and international tourists.
 - h. **Blogs:** Feature blogs highlighting various aspects of tourism in Maharashtra.
 - i. **Online Forms:** Provide online forms for accepting registrations or gathering inputs from visitors.
 - j. **Integration Partners:** Display all relevant aspects from integration partners, such as accrual and redemption, statements, balance.
 - k. **Any Other Feature:** Include any additional features that would portray the potential and excellence of MTDC effectively. Additional minor requirements that are not mentioned in the RFP should be delivered without any additional cost
 - l. **Online shopping for various merchandise :** Need end-to-end ecommerce solution to sell MTDC or other's merchandise products

Ensure that the website is user-friendly, accessible, and in compliance with all relevant standards and regulations.

3.3. End-to-end booking management for all MTDC services:

- a. New Bookings
 - i. Ability to book one or more services and define custom inputs like the number of rooms, adults, children, extra bed, accessibility, facilities etc.
 - ii. Option to pay online and offline.
 - iii. Option to book additional services like meals, butler service, room service, laundry, valet parking etc
 - iv. Integration with multiple payment gateways offering various payment modes.
 - v. Instant communication via multiple channels to all stakeholders at all stages.
 - vi. Ability to create customized tours, packages, trips, etc.
- b. Modify Bookings
 - i. Full and partial cancellations.
 - ii. Full and partial modifications of any aspect of the booking.
 - iii. Cancellation or modification of bookings should create a invoice / receipt with detailed calculations

3.4. Agent Module

Website must have an agency module that has the following functionalities:

- i. Agents are travel agents who resell MTDC services to their client
- ii. Agents should have a separate login portal
- iii. MTDC should be able to control the inventory and pricing that is applicable for agents
- iv. Agents will need multiple login accounts for their staff
- v. Agents KYC upload and approvals
- vi. Agents end-to-end booking managements
- vii. Agents targets system
- viii. Agents automated commission / incentive payout process
- ix. Agents wallet / credit system
 - Ability to add recharge / topup the wallet balance
 - Use wallet balance or payment gateway for bookings
- x. Dashboard and reports
- xi. Provision of recognition certificates to agents

3.5. Discount, Promos, Offers, Coupons

- i. Ability to give benefits to customers based on certain rules and criteria.
- ii. Ability to specify the expiry date of such benefits.
- iii. Ability to get detailed reports.

3.6. Registration and Login

- i. Website visitors should be able to register using email ID or mobile number.
- ii. Website visitors should be able to log in using any:
 - Social networking account like Facebook, Twitter, Instagram, etc.
 - Third-party email account like Google, Microsoft, Zoho, etc.

3.7. Multi-lingual

- i. The entire website should be available in multiple languages (English, Hindi, and Marathi compulsory)
- ii. Translations have to be done by the vendor.

3.8. Feedback Management

- i. The website should allow visitors to give feedback regarding MTDC and the website.
- ii. This feature should be provided using a feedback/ticket management system with the ability to respond to users, involve multiple stakeholders, notifications, etc.

3.9. Mobile app

3.9.1. Vendor needs to develop a native mobile app which has all the content, features of the desktop website

3.9.2. Mobile app to be made available on Android as well as iOS

3.9.3. Mobile app should run on latest version and the last 5 major versions for each platform

3.9.4. Mobile app should support offline usage

3.9.5. Mobile app implies that the app is optimized for tablets as well

3.10. Communication channels

Vendor to provide the following communication channels in addition to running the website. The cost of communication to customers is to be borne by the vendor.

- a. **Email:** The system must support communication through email for efficient correspondence with users and stakeholders.
- b. **SMS:** Utilizing SMS services for quick and direct communication with users to ensure timely updates and notifications.
- c. **WhatsApp messages:** Facilitating communication through WhatsApp messages to engage users effectively and provide instant information
- d. **WhatsApp chatbot for New / Existing bookings:** Implementing a WhatsApp chatbot to enhance user experience by assisting with new bookings, inquiries, and addressing queries related to existing bookings.
- e. **Website chatbot** for new as well as existing bookings
- f. **Cost Responsibility:** The vendor is responsible for covering all costs associated with communication channels, including email, SMS, and WhatsApp.
- g. Communication will be transactional as well as promotional in nature hence vendor has to provide tools for sending bulk / mass messages via all of the mentioned communication channels
- h. Vendor is responsible to make sure that messages are not delivered as spam

3.11. Integrations

Vendor must support all future MTDC integrations including POS integrations:

- a. Website will have to be integrated with MTDC's accounting software, loyalty & rewards partner, multiple payment gateways, multiple OTA's
- b. Vendor will have to complete end-to-end integration with any third party website suggested by MTDC from time to time. Preferably upto 10 websites in a year
- c. Ability to integrate with any other system in future without impacting other aspects.
- d. Vendor must provide full support to other vendors for integration and also be responsible to share only relevant data with others.
- e. Vendor is responsible to liaison with all other vendors hence the vendor will be the SPOC for MTDC
- f. Create and manage custom maps using tools like Google My Maps etc and integrate with website
- g. All webpages should have options to share them via social media
- h. GIS and Google Map integration
 - a. Creation of independent 'Google Map of Tourist Attractions' module. For each attraction the bidder should create data-sets for each tourist location including related photographs, videos, testimonials, ratings etc.

- b. An external user should be able to upload geo-tagged photograph in the same module.
- c. GIS modules developed by Mahaonline can be used if needed.
- d. GIS and Map based trip planner tool - Google map integration showing routes, locations, major attractions, timings, etc. in a visually pleasing manner in order to plan the trip.
- e. The trip planner tool will act as good as standard tour reservation system. The tool will not only give interactive way of browsing through tour but also act as fully functional booking tool.
- f. The Map should show visitor's current location and the system should be able to recommend tourists spots nearby as well as from other neighboring states (Karnataka, Andhra Pradesh, Gujarat, Madhya Pradesh, Chattisgarh). For example, a tourist currently in Gujarat should be able to see available tourist spots in Maharashtra from the GIS Map based trip Planner.
- g. The module should allow insertion of any tourist spots in the system. This will trigger backend work-flow approval and the visibility will be subject to approval of the Administrator.
- h. Search packages based on locations, rates, etc.
- i. Checking availability of rooms, seats, package, etc.
- j. Booking resorts, trains, buses, cabs, flights or packages
- k. Cancellations
- l. Modification of reservations as permitted
- m. Along with confirmation of booking, the tourist should be able to map and download travelling instruction to the selected locations, resorts, etc. From starting point of tour.
- n. Ability to add custom data layers by administrator (Bank-end functionality).

3.12. User interface and User experience

- a. Vendor has to make sure that user experience is smooth, interactive, dynamic, instant, friendly, intuitive, clean, responsive, unified, high quality, adapt and respond as per user device
- b. The website should be designed in such a way so that user level navigation is easier. The website should have the best features for better navigation and hold the visitors to go through the information sought.
- c. The engagement should be such that the user should reach the desired information in a maximum of 3-5 clicks
- d. Entire website should be printer-friendly

3.13. Performance

- a. All systems should give instant response and have an uptime of 99.5%
- b. Website should be accessible for low bandwidth users as well
- c. Website should incorporate technologies like buffering, streaming, CDN etc in order to have the best response times and avoid waiting time

3.14. Redundancy

Vendor must make sure that none of the systems have single point of failure, there is proactive monitoring of all aspects, immediate communication to all respected stakeholders.

3.15. Compatibility

Vendor has to make sure that all systems are cross-platform i.e. accessible from any type of platform, device and browser. Vendor has to make sure that desktop and mobile website is fully compatible with Google Chrome, Safari, Firefox, Opera, Edge etc browsers running latest versions or the last 5 major versions

3.16. Compliance

Website should be fully compliant with GIGW, W3C standards and other international guidelines, PCI-DSS, e-Governance Standards of Gol, e-Governance Policies of Gol and GoM / DIT, Gol Guidelines of Websites, WCAG standards, Website Guidelines by DIT, GOM, Unicode compliance. The vendor should ensure the legal compliance to the IT security and privacy requirement of government / department as per the applicable laws and regulations.

3.17. Scalability:

Each aspect of the website, bookings, communication, user interface etc should be scalable, customizable and integrable as and when required without affecting performance and security

3.18. Data migration

- a. Vendor has to migrate all booking, customer and agent data from previous system to upcoming system
- b. Information and content from MTDC's current website has to migrated to upcoming website
- c. Data will have to be sanitized and enriched before migrating

3.19. Domain name

MTDC already has an existing domain i.e., "mtdc.co". This must be used by selected vendor.

3.20. UAT & Production stages

- a. All changes and development will have to be pushed to UAT instances
- b. Once changes on UAT instance is approved by MTDC then same has to be pushed to production instance immediately

3.21. Security

- a. Vendor has to make sure detailed logs of each and activity are maintained forever, including but not limited to:
 - Web Traffic (Hourly, Daily, Weekly, Monthly & Yearly)
 - Page wise web traffic
 - Browser Identification
 - Top most visited pages
 - Least most visited pages
 - Length of stay on each page

- Site counter
 - Bandwidth usage
 - Disk space usage of web hosting
 - Region wise web traffic
- b. Vendor has to make sure no information or system is compromised, breached or leaked in any manner.
- c. Vendor has to monitor all systems 24x7 from security threats and ensure its uninterrupted functioning. Any unwanted security threat or hacking attempt should be taken on high priority and dealt with immediate effect.
- d. Solution should be full-proof from Cyber-Attacks

3.22. Web Content Management System

- i. The new website must be developed on the concept of Web Content Management System (WCMS) keeping in consideration so that each section, page & content of the website is easily managed through admin panel
- ii. Creation and Maintenance of a comprehensive Content Management System as a single repository for storage of all types of Website content such as video and images along with controlling placement of content
- iii. The CMS shall support optimized presentation of assets based on device form-factors, network speed, etc. for optimal page load times
- iv. The CMS should have Centralized template management for consistency within the portal
- v. The CMS should be flexible and user friendly to allow extensive use by users of varying levels of technical knowledge
- vi. Other features that can help make the system better, user friendly and gain the maximum advantage of such a system
- vii. The Content Management System (CMS) should have the following features or capabilities :
 - Content Authoring, Approval, Publishing, Delivery, Content Storage Management, Content Exit and Archival
 - Should have preconfigured generic templates and workflows for the content management. Distributed authorship of portal content across divisions
 - Centralized template management for consistency within the portal. Content repurposing for different audiences and different interfaces
 - Facilitated metadata generation and management which enables effective content discovery
 - WCMS should be able to be integrated with any workflow systems.

3.23. Content development

- i. Vendor is responsible to develop any type of content (text, image, video, animation etc) on request of MTDC
- ii. Some content, inputs may be provided by MTDC.

3.24. Administrator's Control Panel

A web-based control panel is required to centrally administer the content, theme, navigation, design, sections, pages, users and database(s) of the website. The Administrator's control should have following features:

- i. Real time reports/dashboard for management to check website traffic details such as unique visitors, return visitors, cohort analysis, country/origin, pages visited, bounce off reports, most visited destinations, attractions, content consumption patterns, device/OS reports, most searched resorts, search wise rankings, campaign metrics, path flow etc.
- ii. The panel should enable easy to do ad-hoc analysis with the ability to create individual workspaces & dashboards for each analytics user
- iii. The panel should be able to support analysis for different segments, comparison of segments, generate reports for different time periods, metric comparison for two-time periods etc
- iv. The system should be able to identify anomalies for any metric and report it

3.25. CRM

- i. Website should have CRM functionality which stores customer profile, booking history, booking documents, different types of preferences, guest profile, guest contact details, guest ID cards, customer website visit history etc
- ii. Ability to search across entire database
- iii. Ability to apply multiple tags to each customer and guest
- iv. Ability to send mass and personalized messages via multiple channels to filtered customers
- v. Ability to create detailed reports.

3.26. Dynamic content

The tourism offerings presented to a visitor should be personalized based on their profile, navigation history, traffic source and other parameters based on real-time analytics.

3.27. AMC

- i. AMC period will start after Go-live and will be extendable for a period of 2 years after current agreement expires
- ii. Vendor has to pro-actively monitor, optimise the website and all related systems and infrastructure
- iii. Vendor must upload/update any additional tours, packages, content, creatives, etc.. provided by MTDC. All changes to be done without any downtime
- iv. Full support to other vendors for application integration as and when required
- v. Critical breakdowns will be penalized if not resolved within 1 hour
- vi. User Training & support
 - Vendor has to provide online and offline training to different types of users as and when required
 - Vendor has to record all trainings and make them available with shareable links

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- Vendor has to designate a full-time junior developer resource at MTDC HO for carrying below responsibilities :
 1. Act as SPOC
 2. Make immediate changes related to content like uploading tender, banner, news, team profile, image changes, career etc
 3. Coordinate with vendor's back-end team
- Vendor has to provide 24x7 remote support for all breakdowns, new requests, bug fixing etc
- Dedicated contact team for daily coordination with MTDC
- vii. Content updation
 - Vendor has to regularly update the content to make it relevant
 - Content and inputs may be provided by MTDC
 - Vendor must upload/update the content without any downtime
- viii. Bidder is responsible to provide suggestions each month on how each aspect of the system can be improved
- ix. Vendor has to keep everything updated including but not limited to infrastructure, technology upgrades, major & minor software updates, API, database, framework etc.
- x. Additional minor requirements that are not mentioned in the RFP should be delivered without any additional cost

3.28. Backup, DR, BCP

- 3.28.1. Vendor has to perform real time backup of all systems in at least 2 separate geographical locations in India
- 3.28.2. Vendor has to also provide disaster recovery and Business Continuity options which do not have any data loss (RPO) and do not need to time to activate (RTO)

3.29. Development v/s 3rd party options

- i. Vendor is required to develop every aspect of the website so that we have full control, flexibility, visibility etc
- ii. If any 3rd party options are suitable for a certain functionality then the same has to be approved by MTDC

3.30. Booking engine features

- i. Support end-to-end booking management for all MTDC services
- ii. Ability to add rule and formula based dynamic pricing
- iii. End-to-end inventory management
- iv. Ability to make inventory available as per rules
- v. Integrate with multiple booking sources i.e. MTDC official website, OTA, POS etc
- vi. Ability to do offline and walk-in bookings
- vii. Ability to block inventory for given period
- viii. Ability to modify booking during check-in or after check-in by resort staff
- ix. Generate invoice, receipts for each booking
- x. Support multiple tax % and slabs
- xi. Ability to do bulk bookings from backend

3.31. Global search

- i. Global search should allow visitors to search text from entire website
- ii. Ability to do advanced search on multiple parameters

3.32. Change management

Incase MTDC provides any requirement not mentioned in this tender then the vendor has to provide a separate estimate of time and money along with delivery timelines, deliverables etc

3.33. Cloud Hosting

Vendor has to host all resources by an MTDC approved MEITY empaneled cloud service provider on Indian soil

3.34. Deliverables

- i. Solution Architecture
- ii. Business requirement document
- iii. System Requirement Specification Document
- iv. Detailed functional and technical scope document
- v. Detailed Logical Design Document and Data Dictionary
- vi. Unit, Integration, Security Testing Plan
- vii. User Manuals
- viii. Security policy and procedure for Portal
- ix. Process workflows
- x. Source code
- xi. Master / root login credentials
- xii. HLD, LLD, network diagram
- xiii. All other assets, resources and documentation
- xiv. Strategy for Data Migration
- xv. Customization documentation
- xvi. Unit, Integration, Security Testing Plan
- xvii. Features and processes that are implemented
- xviii. Features and processes that are not implemented due to any reason

3.35. Marketing, SEO, promotions

- i. Vendor needs to make the website SEO-friendly
- ii. MTDC's all keywords should appear in top 3 search results across all major search engines like google, bing etc
- iii. This activity should be done on regular basis and provide reports showing SEO performance
- iv. Vendor needs to promote all of MTDC services across various channels like social media, press releasses, wikipedia, 3rd party blogs, Google My Business, online business directories etc

3.36. Ownership

The ownership of all data, documents and all other assets is with MTDC. Vendor needs to maintain confidentiality, integrity and availability when storing and processing the information. All deliverables and work done by the bidder are exclusive to MTDC and cannot be used for anyone else without MTDC's consent

3.37. Testing

- i. Vendor has to perform the following tests – functional, stress, performance, security (VAPT, OWASP) by cert-in or government of Maharashtra empaneled security auditors, Quality Control, QA testing, system integration, unit testing (response time, throughput and availability, etc), UAT etc
- ii. These tests have to be performed on UAT as well as production stages every year. The cost all these tests will be borne by the vendor

3.38. Automation / workflow

Website and all other systems should have the ability to automate repetitive tasks

3.39. Dashboard, reports, MIS

- i. All types of GST reports need to be available.
- ii. Ability to create detailed and customizable reports as and when required.
- iii. Ability to schedule reports to be emailed to certain email id on desired frequency.
- iv. Website traffic monitoring should capture every aspect including their activity, time spent, navigation flow, Total visits, Page Views, Page Views Bounce Rates, Traffic Sources, sources, keywords, referral sources etc. Detailed reports should be available as and when required
- v. Vendor to collect information pertaining to revenue, occupancy, room nights available and occupied and share the same with MTDC on a weekly and monthly basis
- vi. Generate automated dashboards pertaining to revenue, occupancy, room nights available and occupied for MTDC to view on weekly and monthly basis

3.40. Commercials

- i. Vendor has to borne the costs of everything but not limited to software licenses, hosting, project management tools, OS, antivirus, firewall, manpower, internet, hardware etc
- ii. There should be no limitations or cost associated on how many MTDC services and users can be added.
- iii. Unlimited properties should be added without any additional cost
- iv. There should be no maintenance cost associated for adding additional properties
- v. If there is any dispute or outstanding bills with the vendor, then the service and system should not be impacted in any way. It should continue running regularly

3.41. Document Management System

- i. Should support document upload/ download/ review/ feedback/ approve features within all authenticated users.

- ii. Should support creating various document repositories and allowing secure access to other users for various features such as view, download, print etc.

3.42. Application management system

- i. MTDC provides accreditation / licenses of resorts, houses etc. to function as Bed&Breakfast houses, adventure sports locations (under Mahabhraman scheme) etc.
- ii. The bidder must develop a module to accept applications online to be considered for any scheme run by MTDC. Status of the application processing should be made available to the concerned user.

3.43. Advertisements

- i. Website should allow advertisements to be displayed to promote others and earn additional revenue

3.44. Resources

- i. Vendor has to deploy a full-time junior developer resource at MTDC HO for the entire duration of this agreement. Responsibilities are same as those mentioned in AMC section
- ii. We are subscribing to services and not manpower hence vendor is responsible to fulfill their responsibilities incase its resources are absent or incompetent
- iii. All resources working on this project should be competent and will be screened by us before deployment

3.45. Carbon calculator

- i. Website will have a carbon calculator which will ask certain inputs from user and display the output
- ii. Calculation will be provided by MTDC
- iii. Users should have provision to check carbon calculation against a booking and without booking also
- iv. All user inputs and results have to be stored

4. General Conditions of Contract:

4.1. Governing Law

The Contract shall be governed by and interpreted in accordance with the laws of India.

4.2. Key Timelines

Understand the current system from MTDC and existing vendor/(s) and taking handover of relevant assets. Running current system and making sure existing activities are not affected. This phase has to be completed within 1 month of releasing the LOI. Below are the timelines for Phase 2 onwards:

S. No	Activities	Time frame
1	Start of Phase 2	T
2	Submission of work plan to MTDC after meetings and discussions with MTDC officials on multiple points	1 weeks
3	Submission of website and Mobile App design document to MTDC for approval	3 weeks
4	Approval of website and Mobile App design document by MTDC	1 week
5	Offering initial version of the Mobile App and Website to MTDC for User Acceptance Testing (UAT)	3 weeks
6	Changes be made based on UAT feedback	1 week
7	Carrying out Security Audit and acceptance of Audit Report	2 weeks
8	Hosting of website in Cloud Server, SSL certificate, Domain name integration, etc	1 week
9	Launch of MTDC Website / App and submission of source code / User Manuals to MTDC	1 week
10	Discussion with staff and training sessions and signing of contract with MTDC for provision of support for the web Portal and Mobile App	2 weeks

4.3. Payment Terms

- a. The following are the payment milestones for the proposed project:

S. No	Phase	% of Payment
1	Submission of Work plan	10%
2	Submission of Security audit report, source code and Beta testing of Website & Mobile App	10%
3	Deployment and successful operationalization of Website & Mobile App	20%
4	Submission of Final Completion Report, updated version of source code, updates to technical and user manuals, and signing of contract with MTDC for provision of support for the web Portal	40%
5	Successful operation of website for 3 months meeting MTDC's satisfaction	20%

- b. The Annual Management Fee would be initiated post implementation of the complete program inclusive of requisite integrations and would be billed MTDC on quarterly basis at the end of each quarter. All payments will be released within 30 days of receipt of claim on submission of all relevant documents and proofs.

Note:

- All bills to be released after satisfactory completion of deliverables and approval by MTDC
 - GST shall be paid extra on each bill as per prevailing Govt. norms.
 - In case of change in rates of GST, actual difference shall be paid / deducted as per actual.
 - No Advance payments will be made.
 - Payment will be paid in Indian Rupees (INR) only.
- c. The appointed agency shall be accessible at all times and message sent by phone/e-mail/Fax/Special Messenger/SMS from Corporation shall be acknowledged immediately on receipt.

4.4. Penalty

- 4.4.1. For any other irregularities, mistakes, data breaches, tariff mistakes, system error, downtime, SLA not met etc. penalty at the discretion of MTDC shall be final and binding on the appointed vendor.
- 4.4.2. That for unsatisfactory performance owing to absence of the appointed agency's staff, deficiencies in services or for some other reason, MTDC shall be within its rights to make necessary deductions for such deficiency in services. Alternatively, MTDC may, after giving an opportunity of being heard to the appointed agency, get such deficiencies fulfilled at the cost and responsibility of the appointed agency.
- 4.4.3. Where any claim for the payment of a sum of money arises out of or under the potential contract against the appointed agency, MTDC shall be entitled to recover such a sum in part

Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application

or whole, from the performance security to be deposited by the contractor. In the event of the performance security being insufficient, the balance of the total sub recoverable, as the case may be, shall be deducted from any sum then due or which at any time thereafter may become due to the appointed agency under the potential contract. Should this sum not be sufficient to recover the full amount recoverable, the appointed agency shall pay to this office the remaining balance due failing which MTDC shall recourse to legal action against the appointed agency.

4.5. Indicative Service Level Agreement:

The Service Level Agreements below are indicative in nature and need to be finalized during contract negotiation stage.

Categories of SLA:

SLA Level	Description	Response Time
Level 1	Works that take under 1 to 2 hours	Same day
Level 2	Works that take under 2 to 5 hours	1 - 2 working days
Level 3	Works that take under 5 to 10 hours	2 - 4 working days
Level 4	Works that take more than 10 hours	3 - 5 working days

Applicable SLAs for Website Maintenance:

Support Task Description	Indicative SLA Levels based on Severity/Priority
Web Interface Changes	Level 2 / Level 3
Page Loading Errors	Level 1
Image Cleaning	Level 2
Website Content Update	Level 1
Broken link Update	Level 1

Applicable SLAs for Reservation System:

Support Task Description	Indicative SLA Levels based on Severity/Priority
Critical Bug Fixes	Level 1 / Level 2
Reservation Workflow Errors	Level 1

Billing Errors	Level 1
Any other Technical Issues	Level 2 / Level 3

Escalation Matrix with Indicative Escalation Levels:

Trigger	Escalation Level 1	Escalation Level 2	Escalation Level 3
At detection	Email the SR (Service Request) and Phone to Service Provider		
N Hrs (Off. Hrs.) N Hrs (After Off. Hrs or Weekend)		Email and Call up Production Support Manager	
More than N Hrs (Off. Hrs) More than N Hrs (after Off. Hrs or Weekend)			Directly call up SVP or CEO of Bidder
Important Note: N Hrs (Number of Hours) vary depends on Severity/Priority of the support request.			

Note: The penalty up to 50% of Web Maintenance Fee will be applicable if the service provider is failing to resolve five Service Requests within the given SLA level. The penalty may lead to termination of contract as well as penalty up to 100% if the service provider performs below acceptable level of services.

The below table represents indicative personnel quote to be submitted along with technical bid:

S No.	Designation	Quote per hour	Quote per month

The provided table outlines the complete list of indicative personnel and associated monthly rates to be filled by the bidder, which must be submitted with the technical bid. This table will serve as the basis for compensating the bidder for deploying resources to fulfill any additional work requested by MTDC. The cost for any additional work will be strictly as per the rates submitted by the bidder in the above table. For any additional work, no. of hours of each personnel has to be estimated by the

vendor and approved by MTDC before starting. Once the additional work starts and if the vendor feels that the estimated hours is not enough then the vendor has to again take MTDC's approval for extension. These rates for additional work will be part of the agreement but not evaluated for the financial bid

4.6. Confidential Information

a. MTDC and the appointed vendor shall keep all acquired information confidential and shall not, without the written consent of the other party hereto, divulge to any third/ outside party any documents, data, or other information furnished directly or indirectly by the other party hereto in connection with the Contract, whether such information has been furnished prior to, during or following completion or termination of the Contract.

b. The appointed vendor shall not use the documents, data, and other information received from MTDC for any purpose other than the services required for the performance of the Contract.

4.7. Change in Laws and Regulations

Unless otherwise specified in the Contract, if after the date of the Invitation for Bids, any law, regulation, ordinance, order or bylaw having the force of law is enacted, promulgated, abrogated, or changed that substantially and subsequently affects the Delivery Date and/or the Contract Price, then such Delivery Date and/or Contract Price shall be correspondingly increased or decreased, to the extent that the appointed agency has thereby been affected in the performance of any of its obligations under the Contract.

4.8. Force Majeure

a. The appointed vendor shall not be liable for termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

b. For purposes of this clause, Force Majeure means an event or situation beyond the control of the appointed agency that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the appointed agency. Such events may include, but shall not be limited to, acts of MTDC in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

c. If a Force Majeure situation arises, the appointed vendor shall promptly notify MTDC in writing of such condition and the cause thereof. Unless otherwise directed by MTDC in writing, the appointed agency shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.9. Change Orders and Contract Amendments

a. MTDC may at any time order the appointed agency to make changes within the general scope of the contract.

b. If any such change causes major deviation in the cost of, or the time required for, the appointed agency performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price and the Contract shall accordingly be amended. Any claims by the appointed agency for adjustment under this Clause must be asserted within 30 days from the date of the appointed agency receipt of MTDC's change order.

c. Prices to be charged by the appointed agency for any Related Services that might be needed but which were not included in the Contract shall be agreed upon in advance by the parties, and shall not exceed the prevailing rates charged to other parties by the appointed agency for similar services.

4.10. Settlement of Disputes

Performance of the contract is governed by the terms and conditions of the contract, in case disputes arise between the parties regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute shall consider the Notice and respond to it in writing within 30 days of receipt. If that party fails to respond within 30 days, or if the dispute cannot be amicably settled within 60 days following the response of that party, the aggrieved party may proceed to legal recourse. The jurisdiction for such legal recourse, if any, shall be the Courts of Mumbai.

4.11. Extensions of Time

If at any time during performance of the Contract, the appointed agency should encounter conditions impeding timely delivery of the Services, the appointed agency shall promptly notify MTDC in writing of the delay, its likely duration, and its cause. As soon as practicable after receipt of the appointed agency's notice, MTDC shall evaluate the situation and may at its discretion extend the appointed agency time for performance in writing.

4.12. Termination

4.12.1. Termination by MTDC

MTDC may, without prejudice to any other remedy for breach of Contract, terminate the Contract in case of the occurrence of any of the events specified in paragraphs (a) through (f) herein under. In such an occurrence, MTDC shall give not less than 60 days' written notice of termination to the appointed vendor and the vendor must hand over all the assets, deliverables, etc. to MTDC.

- a. If the appointed agency does not remedy the failure in the performance of its obligations under the Contract, within thirty (30) days after being notified or within any further period as MTDC may have subsequently approved in writing.
- b. If the appointed agency becomes insolvent or goes into liquidation, or receivership whether compulsory or voluntary.
- c. If, as the result of Force Majeure, the appointed agency is unable to perform a material portion of the Services for a period of not less than 60 days.
- d. If the appointed agency places itself in a position of conflict of interest or fails to disclose promptly any conflict of interest to MTDC.
- e. If the appointed agency fails to comply with any final decision reached as a result of arbitration proceedings.

- f. If the performance of the appointed agency is unsatisfactory or not as per the requirement of MTDC.

MTDC can terminate the contract with a 30 days notice without stating any reason.

4.12.2. Termination by Bidder

The appointed agency may terminate the Contract, by not less than 60 days' written notice to MTDC, such notice to be given after the occurrence of any of the events specified in paragraphs (a) through (b) mentioned herein under:

- a. If, as the result of Force Majeure, the appointed agency is unable to perform a material portion of the Services for a period of not less than 60 days.
- b. If MTDC is in material breach of its obligations pursuant to this Contract and has not remedied the same within 30 days (or such longer period as the appointed agency may have subsequently approved in writing) following the receipt by MTDC of the appointed agency notice specifying such breach.

4.13. Assignment

If the awarded agency fails to provide services satisfactorily as per requirement of MTDC, then MTDC with suitable prior notice to appointed agency may discontinue services or minimize scope of work of agency under consideration and reserves the right to procure the required services from next appointed agency.

4.14. Other Conditions

- a) The appointed agency should comply with all applicable laws and rules of GoI/GoM/ULB.
- b) MTDC shall not come out with another EOI / Tender / RFP / appointment for providing website development / management services during the validity of the appointment.

4.15. Risk Purchase

In case the appointed agency fails to deliver the project due to inadvertence, error, collusion, incompetency, misconstruction or illicit withdrawal, the Managing Director, MTDC reserves the right to procure the same or similar services from the alternate sources at risk, cost and responsibility of the appointed agency.

5. Annexures:

5.1. Annexure 1- Pre-Qualification Cover Letter

(To be submitted on the letterhead of the bidder)

Tender NOTICE NO: MTDC/HO/IT/E-Tender/Website/2024/01

Date:

To,

**The IT Manager,
Mafatlal House, 1st Floor, H. T. Parekh Marg,
169 Backbay Reclamation,
Churchgate, Mumbai 400020**

Subject: Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for **“Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application”**.

We attach hereto our responses to Pre-Qualification requirements, Technical Bids & Financial Bids as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to MTDC, is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead MTDC in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading during the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so.

We agree to unconditional acceptance all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date of submission of Bid. We hereby declare that in case the contract is awarded to us, we shall submit the contract Performance Security bond in the form prescribed in the RFP.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Signature of Authorized Signatory (with official seal)

Name:

Designation: Address:

Telephone:

E-mail address:

Place:

5.2. Annexure 2- Basic Details of the Bidder

The Table below provides the format in which general information about the bidder must be furnished.

Sr. No	Information	Details
1.	Name of Bidding firm:	
2.	Address and contact details of Bidding firm:	
3.	Firm Registration Number and Year of Registration	
4.	Website Address	
5.	Status of Company (Public Ltd., Pvt. Ltd., Partnership etc.)	
6.	Company's GST Number (GSTN) (Provide copy of the same)	
7.	Company's Revenue for the last 3 years (Year wise)	
8.	Name, Designation and Address of the contact person to whom all references shall be made regarding this RFP:	
9.	Telephone number of contact person:	
10.	E-mail address of contact person:	

Note: Please submit the relevant proofs for all the details mentioned above along with your Bid response.

Authorized Signatory

Name:

Seal:

Date:

Place:

5.3. Annexure 3- Declaration from Bidder of not being debarred/blacklisted

(To be submitted on the Letterhead of the responding company)

Tender NOTICE NO: MTDC/HO/IT/E-Tender/Website/2024/01

Date:

To,

**The IT Manager,
Mafatlal House, 1st Floor, H. T. Parekh Marg,
169 Backbay Reclamation,
Churchgate, Mumbai 400020**

Sub: Declaration of not being debarred / black-listed by Central / State /Semi Govt. /Local self Govt./PSUs in India as on the date of submission of the bid.

Dear Sir,

In response to the **“Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application”**, I/ We hereby declare that presently our Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/ Central Government/ PSU/Autonomous Body.

We further declare that presently our Company/ firm is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security deposit may be forfeited in full and the tender to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Signature of Authorized Signatory (with official seal)

Date:

Name:

Designation:

5.4. Annexure 4- Format for sending pre-bid queries

Tender Reference No: MTDC/HO/IT/E-Tender/Website/2024/01

Bidder's Request For Clarification				
Name and complete official address of Organization submitting query / request for clarification			Telephone and E-mail of the organization Tel: Email:	
Sr. No.	Clause No.	Page No.	Content of RFP Requiring Clarification	Change Requested/ Clarification required
1				
2				

Signature:

Name of the Authorized signatory:

Company seal:

Date:

Place:

5.5. Annexure 5- Format for project citations

S No	Item	Details	Attachment Ref. Number
1	Name of the Project		
2	Date of Commencement		
3	Client Details		
4	Scope of Work		
5	Contract Value		
6	Completion Date		

Note: The Bidder is required to use above format for all the projects referenced by the bidder for the Pre-Qualification criteria and technical bid evaluation.

5.6. Annexure 6 – Format for Financial Bid

(To be submitted on the Letterhead of the bidder)

Tender NOTICE NO: MTDC/HO/IT/E-Tender/Website/2024/01

Date:

To,

**The IT Manager,
Mafatlal House, 1st Floor, H. T. Parekh Marg,
169 Backbay Reclamation,
Churchgate, Mumbai 400020**

Subject: Submission of **Financial Bid** in response to the RFP for Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application

Dear Sir,

We hereby offer the below quote for One time design & development fees and 1 year equivalent of Annual Management Fees for developing and managing MTDC's rewards program, as per terms and conditions as described in the RFP. Taxes to be paid at actual rates.

Particulars	Amount
One-time design and development fees for MTDC website and Mobile App	
1 year equivalent of Annual Management Fees for developing and maintaining MTDC website and Mobile App	

* Total fee quoted above is **all inclusive** i.e., inclusive of all charges and expenses (including Out of pocket expenses and reimbursements). No additional amount will be paid by MTDC over the quoted amount unless the same is beyond the scope of work.

Signature of Authorized Signatory (with official seal)

Name:

Designation:

Address:

Telephone &

Fax: E-mail

address:

Place:

Note:

5.7. Annexure 7 - Power of Attorney

We____(Name of the Bidder and address of their registered office) do hereby constitute, appoint and authorize Mr./ Ms_____(name and residential address of Power of attorneyholder) who is presently employed with us and holding the position of _____as our Attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Bid for the “ **Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application**”, including signing and submission of all documents and providing information / responses to MTDC, representing us in all matters before MTDC, and generally dealing with MTDC in all matters in connection with our Bid for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us.

For _____

Name:
Designation:
Date:
Time:
Seal:
Business Address:

Accepted,

(Signature)
(Name, Title and Address of the Attorney)

Note: The Power of Attorney shall be provided on Rs.100/- stamp paper.

5.8. Annexure 8 – Format for Performance Bank Guarantee

For Contract Performance Bank Guarantee

Ref: XXREFNOXX

Date:

Bank Guarantee No.: _____

Tender NOTICE NO: MTDC/HO/IT/E-Tender/Website/2024/01

**To,
The IT Manager
Mafatlal House, 1st Floor, H. T. Parekh Marg,
169 Backbay Reclamation,
Churchgate, Mumbai 400020**

SUBJECT: PERFORMANCE BANK GUARANTEE – For <Project Name>

Dear Sir,

M/s. (name of Bidder), a company registered under (mention act), having its registered and corporate office at (address of the Bidder), (hereinafter referred to as “our constituent”, which expression, unless excluded or repugnant to the context or meaning thereof, includes its successors and assigns), agreed to enter into a Contract dated (Hereinafter, referred to as “Contract”) with you for “**Appointment of Vendor for Development, Maintenance of MTDC Website, CRS and Mobile Application**”, in the said Contract.

We are aware of the fact that as per the terms of the Contract, M/s. (name of Bidder) is required to furnish an unconditional and irrevocable Bank Guarantee in your favour for **6 months equivalent of Annual License Fee** and guarantee the due performance by our constituent as per the Contract and do hereby agree and undertake to pay any and all amount due and payable under this bank guarantee, as security against breach/ default of the said Contract by our Constituent.

In consideration of the fact that our constituent is our valued customer and the fact that he has entered into the said Contract with you, we, (name and address of the bank), have agreed to issue this Performance Bank Guarantee.

Therefore, we (name and address of the bank) hereby unconditionally and irrevocably guarantee you as under:

In the event of our constituent committing any breach / default of the said Contract, and which has not been rectified by him, we hereby agree to pay you forthwith on demand such sum/s not exceeding **6 months equivalent of Annual License Fee** .

Notwithstanding anything to the contrary, as contained in the said Contract, we agree that your decision as to whether our constituent has made any such default(s) / breach(es), as aforesaid and the amount or amounts to which you are entitled by reasons thereof, subject to the terms and conditions of the said Contract, will be binding on us and we shall not be entitled to ask you to establish your claim or claims under this Performance Bank Guarantee, but will pay the same forthwith on your demand without any protest or demur.

This Performance Bank Guarantee shall continue and hold good till 180 days after completion of the Contract Period, subject to the terms and conditions in the said Contract.

We further agree that the termination of the said Agreement, for reasons solely attributable to our constituent, virtually empowers you to demand for the payment of the above said amount under this guarantee and we would honor the same without demur.

We hereby expressly waive all our rights: Requiring to pursue legal remedies against MTDC; and For notice of acceptance hereof any action taken or omitted in reliance hereon, of any defaults under the Contract and any resentment, demand, protest or any notice of any kind.

We the Guarantor, as primary obligor and not merely Surety or Guarantor of collection, do hereby irrevocably and unconditionally give our guarantee and undertake to pay any amount you may claim (by one or more claims) up to but not exceeding the amount mentioned aforesaid during the period from and including the date of issue of this guarantee through the period.

We specifically confirm that no proof of any amount due to you under the Contract is required to be provided to us in connection with any demand by you for payment under this guarantee other than your written demand.

Any notice by way of demand or otherwise hereunder may be sent by special courier, telex, fax, registered post or other electronic media to our address, as aforesaid and if sent by post, it shall be deemed to have been given to us after the expiry of 48 hours when the same has been posted. If it is necessary to extend this guarantee on account of any reason whatsoever, we undertake to extend the period of this guarantee on the request of our constituent under intimation to you.

This Performance Bank Guarantee shall not be affected by any change in the constitution of our constituent nor shall it be affected by any change in our constitution or by any amalgamation or absorption thereof or therewith or reconstruction or winding up, but will ensure to the benefit of you and be available to and be enforceable by you during the period from and including the date of issue of this guarantee through the period.

We hereby confirm that we have the power/s to issue this Guarantee in your favour under the Memorandum and Articles of Association / Constitution of our bank and the undersigned is / are the recipient of authority by express delegation of power/s and has / have full power/s to execute this guarantee under the Power of Attorney issued by the bank in your favour.

We further agree that the exercise of any of your rights against our constituent to enforce or forbear to enforce or any other indulgence or facility, extended to our constituent to carry out the contractual obligations as per the said Contract, would not release our liability under this guarantee and that your right against us shall remain in full force and effect, notwithstanding any arrangement that may be entered into between you and our constituent, during the entire currency of this guarantee.

Not with standing anything contained herein:

This Performance Bank Guarantee shall be valid only from the date of signing of Contract to 180 days after the End of Contract Period; and

We are liable to pay the guaranteed amount or part thereof under this Performance Bank Guarantee only and only if we receive a written claim or demand on or before 180 days after the completion of Contract Period.

Any payment made hereunder shall be free and clear of and without deduction for or on account of taxes, levies, imports, charges, duties, fees, deductions or withholding of any nature imposts.

This Performance Bank Guarantee must be returned to the bank upon its expiry. If the bank does not receive the Performance Bank Guarantee within the above-mentioned period, subject to the terms and conditions contained herein, it shall be deemed to be automatically cancelled.

This guarantee shall be governed by and construed in accordance with the Indian Laws and we hereby submit to the exclusive jurisdiction of courts of Justice in India for the purpose of any suit or action or other proceedings arising out of this guarantee or the subject matter hereof brought by you may not be enforced in or by such court.

Dated this day 2024.

Yours faithfully,

For and on behalf of the Bank,

(Signature)

Designation

(Address of the Bank)