



Telangana State Handicrafts Development Corporation. Ltd
(A State Govt. Undertaking)

Request for Proposal
For
Development of E-Commerce Website with Mobile Optimization
and Mobile App
&
Support Services of Handicrafts

Office Address: Hasthakala Bhavan, Opp: Telephone Exchange,
Musheerabad, Hyderabad-500020, 040-27611957.

**Telangana State Handicrafts Development Corporation Ltd.,
(T.S GOVERNMENT UNDERTAKING)**



INDEX

1:	Notice Inviting Proposal	3
2:	Instructions to Bidders	4
3:	Scope of Work & Deliverables	6
4:	General Terms & Conditions	7
5:	Technical Schedule	11
6:	Financial Schedule	12
7:	Affidavit	14

**Telangana State Handicrafts Development Corporation Ltd.,
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Notice Inviting Proposal

The TSHDCL has been formed in 2015 after bifurcation of the united AP state. The new Corporation has taken up marketing initiatives with the assistance of DC (Handicrafts), Ministry of Textiles, Government of India, New Delhi Grants in Aid including the setting up of an independent e-marketing initiative. It is opined that there is a need to foray into the online Marketing sector and thus further improve the market access of Golkonda Handicrafts. The TSHDC invites sealed proposals from reputed vendors for Designing & Development of E-Commerce Platform with Mobile Optimization and Mobile App, Website Hosting, with Security features, processes for continuous Maintenance & Support Services & PCI-DSS Certification and Transfer in a time period of one and half years (15 months).

The RFP schedules may be obtained from the registered Head Office of TSHDCL by paying a sum of Rupees 2000/- (Two Thousand only) in the form of a demand draft drawn in favor of TSHDCL payable at Hyderabad from date 02-02-2019 to date 16-02-2019 on working days. The prebid meeting will be conducted on 6.2.2019 at 3.00PM at our office premises. The RFP schedule may also be downloaded from the website www.golkondacrafts.telanagana.gov.in and the duly completed schedule shall be submitted along with the DD of Rupees 2000/- (Two Thousand only)

The last date for the receipt of filled in RFP schedules at the above registered office is date 16.02.2019 and time 3:00 PM and the technical bids shall be opened on the same at 16.02.2019 at time 4:30 PM. The details can be visited on the above website.

Date: 02.02.2019
Hyderabad.

Signed
VC & MD



INSTRUCTIONS TO BIDDERS

I. Preamble:

The TSHDCL has been formed in 2015 after bifurcation of the united AP state. The new corporation has taken up marketing initiatives with the assistance of DC Handicrafts – Grants in Aid including the setting up of an independent e-marketing initiative. The TSDHCL invites sealed proposals from reputed vendors for Designing & Development of E-Commerce Platform with Mobile Optimization and Mobile App, Website Hosting, with Security features, processes for continuous Maintenance & Support Services & PCI-DSS Certification and Transfer in a time period of one and half years (15 months).

This R.F.P is a two stage proposal namely Technical and Financial & only those technically qualified bids will be permitted for financial competition.

II. Firms eligible to bid:

1. The eligible companies shall be in the business of I.T Services with prolonged experience (at least 15 Yrs.) in Design and Development of E-Commerce Solutions in the domains of retail, banking and supply chain. The Company should be certified at CMM Level-III, ISO-20000, ISO-27001 and demonstrable experience in PCI-DSS & PA-DSS during the last three years.
2. The Annual Turnover of the Company should be not less than Rupees 50 Crores during last three years.
3. The Firm should have valid GSTIN.
4. The Firm should have at least 50 qualified and skilled resources in the latest I.T Technology
5. The eligible companies must have extensive (at least 10 development projects) involving full life cycle with about 45-person months on each project) experience in development of applications in open source as the E-Commerce site is envisioned to be built in open source.
6. Experience in Agile methodologies mandatory.

III. Instructions for submission of RFP Schedule:

1. The schedule is to be submitted as a two bid system Technical and financial. The financial bid of only those bidders whose technical bids are qualified upon valuation will be opened with due intimation to them.
2. Earnest money deposit for an amount of Rs. 5.00 lakhs (Five Lakhs only) shall be paid in the form of Demand Draft drawn in favor of TSHDC Ltd payable at Hyderabad along with a covering letter. RFP schedule without EMD will be rejected. No interest shall be payable on the EMD amount. The EMD amount shall be returned to all the unsuccessful bidders after vendor selection (on finalization of RFP i.e. after agreement / price acceptance) within 10 days after the vendor selection process is completed.



3. Performance Guarantee amounting to 20% of the total value of the project shall be payable by the selected vendor. The EMD amount collected at the application stage will be adjusted and the balance amount shall be payable in the form of Demand Draft drawn in favor of TSHDC Ltd payable at Hyderabad.
4. The bidder shall submit the RFP schedule with all documents indicated in Annexure-A in a separate sealed cover duly super scribing “ Development of E-Commerce Website with Mobile Optimization and Mobile App & Support Services of Handicrafts “etc - Technical Bid” and price quote as per Annexure-B in a separate sealed cover duly super scribing “Price quote for Development of E-Commerce Website with Mobile Optimization and Mobile App & Support Services of Handicrafts – Price bid”, with name and address of the bidder. Both covers are to be placed in a third cover along with covering letter an EMD, Demand Draft as stipulated in serial 2 above duly super scribing RFP Schedule for E-Commerce Platform with mobile compatibility and mobile application driving the E-Commerce Platform.
5. The authorized person representing the firm who is signing on the RFP documents and also participating the RFP opening shall invariably attach a copy of authorization from the competent authority of the firm as per the bye-laws of the firm/company.
6. The bidder shall submit duly notarized declaration along with Technical quotation as per the proforma furnished in Annexure C, hereto on Rs.100/- non – judicial stamp paper.
7. The EMD of successful bidder shall be retained by TSHDC and refunded only after satisfactory completion of the contract.

IV. Current Automated system:

1. Currently there are three independent web-based systems which are live but with no handshake between each other:
2. golcondacrafts.telangana.gov.in, a website providing information about the Golkonda handicrafts
3. Golkondashop.telangana.gov.in, a shopping cart for online shopping but restricted to single warehouse.
4. tshdcltd.dyndns.org, an in-house application consisting of the following modules:
 - Inventory Management
 - Accounting
 - Human Resource
5. All the above systems are independent of each other with no integration between them.
6. Thegolcondacrafts.telangana.gov.in, is a static website providing information on all the handicrafts of Telangana. This does not permit any interaction with the end user. This website can help in searching for the product without any purchase facility.
7. Golkondashop.telangana.gov.in, is an online shopping portal having the following facilities:
 - Store front with two dimensional displays, with no 360-degree viewing.
 - Availability of Shopping cart with option for cart recall for unpurchased items.



- Payment gateway through one bank (HDFC) with debit card, credit card and online transfer facility. This has no Cash On Delivery facility.
 - Currencies available are: INR, USD and Euro.
 - The purchase of only over INR 500 can be made.
 - The application services one warehouse Export Oriented Stores (EOS).
 - The system has the facility for Return of Goods and Reversal of Transactions.
 - Procedure for handling damaged goods is defined with proper insurance tie-up (United India Insurance)
8. tshdcltd.dyndns.org, includes three modules namely Inventory Management, Accounting and Human Resources are part of the application. This application helps in the sales, invoicing, payment realization, receipts, various reports, stock updating.
9. The Inventory Management module performs the process of post sales inventory updating, reconciliation with the physical stock and generation of stock reports.
10. The accounting module performs the entire financial accounting right from journal entry postings, ledger postings, Trial balance & generating the Profit & Loss Account. It is to be noted that the data has to ported / entered again from the Inventory module.
11. The Human Resource Package performs all the function of Payroll and is not integrated with any of the systems.
12. Technical specifications:
The applications are developed using PHP in the front end and SQL Server in backend. The application caters to the 11 retail units in Telangana and 2 outside Telangana one each in Delhi & Kolkata.

V.Scope of work and deliverables:

- Design, Development and Testing of the E-Commerce Platform with Mobile Optimization and Mobile App for marketing and sales of Handicraft products developed by TSHDCL.
- The Complete IT solution shall consist of the E-Commerce platform that integrates all the retail stores spread across geographies, clusters of craftsmen across Telangana, Provision for scaling up, Infrastructure for hosting the solution, complete infrastructure for digitization of work-products into 2 dimensional and 3 dimensional formats, extension of the web application to mobile devices and the relevant mobile app.
- Installation and operation of the application to service all retail outlets as specified.
- Hosting and Maintenance of services with defined response/ resolution service level agreements (SLA).
- Periodic updating of the products advertised and put for sale. This includes capture of product perspectives in terms of 3D images, product description, product crafting process and related commercials.
- Offering support through maintenance of well-equipped studios for capture of images.
- Development of a virtual reality application for prospective buyers.
- The System development engagements shall be based on Build, Operate and Transfer Process over a period of 15 months (8 months for development, 4 months Operations/Parallel run and 3 months for transfer / Handover) from the date of sign off of the agreement.



- The life cycle for design and development shall follow aAgile development process with deliverables such as SRS, Design, Test Cases and Maintenance & User Manuals.
- The development cycle shall be based on the project plan that is jointly finalized by the selected vendor and TSHDCL, with the deliverables listed in point “h” to be handed over to TSHDCL.
- The development shall include the upward compatibility features of the existing running application as specified in section VI 1, 2, 3 based on open source (LAMP). (section IV 1, 2 & 3)
- Real time generation of ADHOC reports depending on the business needs.
- Analytics of historical data falls for sales/business projections.
- Facilities for various promotional activities.
- Scalability of the application to accommodate additional sources of supplies and procurement.
- Integrability with the existing financial accounting package.
- The system should seamlessly connect all elements of the supply chain.
- The system should manage all multi locational inventory.
- The system has to accommodate to various currencies across the globe in real time.
- The system shall go live only after through UAT testing and training of the users.
- The IT solution include the following:
 - The Integrated E-Commerce Platform
 - Optimized mobile solution of the above
 - Appropriate Mobile Application/App
 - Infrastructure for development, up gradation and hosting of services
 - Design studio for digitization of the products
 - All the existing reports should be provided by the new application
 - Facility for use of Existing databases or its portability should be available
 - PCI-DSS compliance by way of third-party certification.

VI. General Terms & Conditions:

1. The bidders have to quote the prices as per the scope of work & deliverables indicated in IV above.
2. The price quotes of only those bidders whose RFP schedules are technically qualified for acceptance will be opened with due intimation to them. The quoted Rate / Cost should be inclusive of all levies / taxes if any. The prices must be submitted in the format prescribed in the RFP.
3. TSHDCL reserves the rights to reject the proposals which are incomplete and / or received after the due date. TSHDCL shall not be responsible for non-receipt of proposals by the specified date and time for any reason, including postal holidays or delays.
4. Negotiations will be held as per the decision of the Technical Committee appointed by TSHDC at the corporate address. The aim is to reach agreement on all points and sign a contract.
5. TSHDCL reserve the right to accept or reject any proposal in full or part, and to suspend this process and reject all quotations or part at any time or stage prior to the award of contract, TSHDCL reserves the rights to reject the proposals if it finds that any unfair business practices are being resorted to by the bidders.
6. The bidder is requested to offer competitive prices. The proposal against this RPF

Telangana State Handicrafts Development Corporation Ltd.,
(T.S GOVERNMENT UNDERTAKING)



shall be valid till 90 days from the last date submission.

7. TSHDC Ltd shall be suitably protected and compensated for any damages or losses incurred by the selected vendor due the application developed and shall make suitable insurance & contingency provisions, to mitigate such risks.
8. The Vendor shall fully indemnify TSHDCL against the action, claim or demand, costs and expenses arising from or incurred by reasons of any infringement or alleged infringement of any letters patent, registered design, trademark or name, copy right or any other protected rights.
9. In case of any dispute or any difference between the parties arising out of or in relation to this contract including disputes or differences as to the validity of this contract or interpretation of any of the provisions of this contract, the same shall be resolved by mutual discussion. If the parties fail to settle the dispute or difference mutually, then the same shall be resolved in accordance with and subject to the provisions of the Arbitration and Conciliation Act, 1996 or any modifications or amendments thereto, or any re-enactment for the time being in force. The venue of Arbitration shall be Hyderabad, Telangana State and only courts at Hyderabad, Telangana State shall have exclusive jurisdiction in all such matters.
10. If any dispute, controversy or claim between the Parties arises out of or in connection with this RFP or later, including interpretation, performance, breach, termination or invalidity thereof, the Parties shall use all reasonable endeavors to negotiate with a view to resolving the dispute amicably. The Party initiating the dispute shall give to all the other Parties to this Agreement a notice stating that a dispute has arisen ("Dispute Notice") and if the Parties are unable to resolve the dispute amicably within 15 (Fifteen) days of service of the Dispute Notice (or such longer period as the Parties may mutually agree), then the dispute shall be referred to arbitration in accordance with the terms hereunder.
11. Subject to Clause (a) above, any dispute shall be finally settled by arbitration. The arbitral tribunal shall comprise of 1 (one) arbitrator appointed jointly by the Parties. All pertinent evidence on the subject matter in dispute shall be made available to the arbitrator and each Party shall have the right to present both orally and in writing its arguments and views on the dispute. The arbitrator shall also decide on the costs of the arbitration proceedings. The decision of the arbitration tribunal shall be rendered in writing and shall be binding upon the Parties. The costs, charges and expenses of the arbitration shall be the discretion of the arbitrator. Such arbitration shall be governed by the provisions of the Arbitration & Conciliation Act, 1996 or any other statutory modification thereof in force for the time being. The seat of arbitration shall be Hyderabad and the arbitration proceedings shall be conducted in English.
Subject to the Dispute Resolution mechanism stipulated above, the courts in Hyderabad, Telangana State alone shall have the exclusive jurisdiction in the event of any dispute between the Parties arising out of or in connection with this Agreement. For the avoidance of doubt, no Party shall approach any other court in any jurisdiction to challenge whether the Parties may arbitrate any dispute, claim, or controversy arising out of, relating to, or in connection with, this Agreement. Each Party waives any objection to the exercise of jurisdiction by such court and to the venue of any such action or proceeding in any such court or that such action or proceeding was brought in an inconvenient court.
12. TSHDCL may terminate the contract by giving written notice to without compensation, if the vendors become bankrupt, goes in liquidation or otherwise insolvent, provided

Telangana State Handicrafts Development Corporation Ltd.,
(T.S GOVERNMENT UNDERTAKING)



that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue to TSHDCL.

13. The existence of the contract and/or any contents thereof shall be kept confidential and shall not be disclosed / used in any form by either party without the written consent of the other party to the contract.
14. The Payment schedule shall be based on the project plan with timelines of the delivery functional / executable modules. The timelines should indicate the delivery times of all the components (working or shippable product increments) in the three stages of Build, Operate and Transfer projected on Calendar times. The distribution of payments shall be in ratio of 50:30:20 of the total project cost for Build, Operate and Transfer phases respectively. Agile methodology preferably SCRUM should be used for the application development, deployment and handover.

Phase	Build	Operate	Transfer	Remarks
Calendar Time	8 months	4 months	3 months	Can be crashed if needed
Payment % of Total Cost	50%	30%	20%	Each of the percentage shall be further based the on number of components or size
Deliverables	working or shippable product components	Defect free integrated System	Documentation, Databases, Architecture, Replicated infrastructure (IT and digitization studio), code requisite human resources and every other artifact.	All delivered components should be signed off by the product owner

A Penalty of 5% of the project cost; compounded for every 10 days in schedule slippage shall be levied. This shall be strictly monitored by the officer concerned from TSHDCL.

15. The agreement period will be upto 31.03.2020 from the date of signing the agreement. The successful bidder has to submit their price acceptance letter, agreement etc, within 10 days from the date of receipt of draft agreement. No escalation charges will be paid during the agreement period / completion of deliverables. Failure to complete all deliverables due to price variation / other reasons will attract blacklisting of the firm and shall be informed to IT Department, Govt. of Telangana for further action.
16. Performance Guarantee deposit of 20% of the bid amount should be paid along with the agreement in the shape of D.D drawn in favor of TSHDCL, payable at Hyderabad. This deposit will not carry any interest and shall be paid along with the contract agreement.
17. The TSHDCL reserves the right to inspect the premises of the bidder to satisfy itself regarding compliance with the Technical eligibility conditions during Technical evaluation of the bidders. The TSHDC also reserves the right to assess the project management's team capability to execute the technical development of this work.
18. TSHDC will require suitable presentations / meetings & interviews with bidders to assess the technical eligibility of the bidders. TSDHC reserves the right to visit the

Telangana State Handicrafts Development Corporation Ltd.,
(T.S GOVERNMENT UNDERTAKING)



client premises as listed by the bidders to satisfy itself the technical competencies indicated. TSHDC shall also verify the CMMI, ISO-20000, ISO-27001 and Data security processes and practices during the technical bid evaluation.

19. The Firm / Company which is facing criminal cases or is previously blacklisted by the Government is not eligible to participate in the RFP process called by TSHDCL.
20. The Managing Director of TSCO reserves the right to reject any or all of the EOI documents or the entire process without assigning any reason whatsoever.
21. For any queries/clarifications regarding the EOI document you may contact: The General Manager, The Telangana State Handicrafts Development Corporation Ltd., Hasthakala Bhavan HasthakalaBhavan,Opp Telephone Exchange, Musheerabad, Hyderabad – 500020, during the office hours (Monday to Saturday 10:00 AM to 5:00 PM).



VII. ANNEXURE – A (TECHNICAL SCHEDULE):

CONDITIONS OF ELIGIBILITY FOR BIDDER

(ATTESTED COPIES OF ALL THE FOLLOWING TO BE ENCLOSED)

S. No.	Checklist Item	Compliance (Yes/No)	Page No. and Section No. in the Bid
1	Name of the Company/Firm		
2	Status of the Company Registered Company Sole Proprietary Ship firm(Name and Address of the Proprietor) Partnership Firm Private Limited Company		
3	Prior experience in the domain Names of Clients serviced and testimonials from them. Details of projected using OPEN Source and Agile. Size of the application in person days. Cost of the application. Technology deployed. Previous experience in development comprehensive E-Marketing solutions		
4	Firm Certifications. ISO 9001 ISO 20000 ISO 27001 CMMI PCI DSS (previous applications)		
5	Annual Turnover for the past three years(To be attested by Chartered Accountant)		
6	Manpower strength with qualifications (Name, Qualification, Experience and Technology)		
7	Name of the project manager & team with qualification and experience with certifications to Agile development.		
8	Valid GSSTIN & CIN Certificate		
9	Name of contact person, mobile and email address.		

Note:

All the columns of the proforma form shall be duly, properly and exhaustively filled in. All corrections if any must be signed by the bidder before submission itself. For filing faulty information, the applications are liable for rejection. The bidder should sign on each and every page of the RFP schedule and on all the additional documents submitted along with application. The bidder can enclose additional information, if any, relevant to the application separately. At the time of verification / evaluation of the RFP schedule, the original documents should be produced for verification.

Place:

Date:

Signature of Bidder
(With Seal)



VIII. ANNEXURE – B (FINANCIAL SCHEDULE):

RATE QUOTED FOR EACH STAGE OF DEVELOPMENT INCLUDING ALL TAXES

S. No.	Stage Development	Deliverables	Effort in man days	Cost per man day	Total Amount (In Indian Rs.)
	Design, Development and Testing (8 months)				
1.	Systems requirement study	SRS Document			
2.	High level design	High level design document			
3.	Detailed design	Detail design document			
4.	Coding	Pseudo Code			
5.	Unit Test Cases/ Test Scenarios	Test Case document			
6.	Unit Testing	Test results			
7.	System test cases	Test results			
8.	UAT Scenarios	Test failures/ results			
9.	User manual	User manual			
10.	End user training	Training manual			
11.	System support training	System support manual			
	Total Cost : Design, Development and Testing				
	Operating the System (4 MONTHS)				
1.	System organization	Architecture manual			
2.	Initial Build product master database/repository (includes product digitizing)	Product master database with 5000 unique products			
3.	Initial Hosting services				
4.	Online marketing				

Telangana State Handicrafts Development Corporation Ltd.,
(T.S GOVERNMENT UNDERTAKING)



5.	Publishing on popular social media	Published products with narration/text			
6.	Analytics	Periodic reports			
7.	Reports	Canned reports			
	Total Cost : Operating the System				
	Transfer of the live System to TSHDCL (3 months)				
1.	Training the users	Trainings			
2.	Training for Internal maintenance & Infrastructure	Trainings			
3.	Establishing Processes	Process Definition and Trainings			
4.	Readying, Testing and handing over Production site	Site & Infrastructure documentation			
	Total Cost :Transfer of the live System to TSDCL				
	Total Cost				
	Applicable Taxes				
	Grand Total				

The above artifacts should be delivered in the format of the Agile method followed; say in a SCRUM framework, they are the product backlog, Sprint backlogs, incremental executable at the end of Sprint, so on.

1. The total amount quoted for each deliverable should be inclusive of all taxes, duties, licenses etc.,
2. The rates quoted should be firm and valid upto 31.03.2020. The TSHDC will not entertain any upward price versions during the period of agreement.
3. The rates and units shall not be overwritten. The rates shall always be in figures and words.
4. Changes in Tax rates if any shall be paid accordingly.
5. Costings should include all miscellaneous expenses and no further expenditure should be claimed from TSHDC.

Place:
Date:

Signature of Bidder
(With Seal)



IX. AFFIDAVIT:

Declaration on Rs.100/- Non Judicial Stamp Paper. (To be notarized)

I / we have read and understood the terms and conditions of RFP schedule relevant to RFP notice DT:_____ and I / we have submitted the Annexure A & B in accordance with the terms and conditions of above RFP.

The information furnished in the Annexure A is true and factual and I / we clearly understand that our bid is liable for rejection, if any information furnished is found not true and factual, at any point of time.

Date: dd/mm/yyyy

Place:

Signature of authorized person.

Designation