



**SUCHITWA MISSION
LOCAL SELF GOVERNMENT DEPARTMENT, KERALA**

**REQUEST FOR PROPOSAL
FOR SELECTING START-UP AGENCIES FOR WEBSITE DESIGN,
DEVELOPMENT & MAINTENANCE FOR SUCHITWA MISSION**

RFP No. 1157/D1/2024/SM(2)

RFP FACT SHEET

Sl. No.	Particulars	Details
1.	Name of Issuing Authority	The Executive Director, Suchitwa Mission
2.	Name of Engagement	Request for Proposal for selecting Start-Up Agencies for the Design, Development and maintenance of Website for Suchitwa Mission
3.	Availability of the Document	The RFP Document is available and downloadable on following website: www. suchitwamission.org <i>All Subsequent changes to the RFP Document shall be published on the above-mentioned website</i>
4.	RFP Publish Date	25.03.2024
5.	Pre-Bid Meeting date and place	19.04.2024 (11:30 AM) (online mode)
6.	Proposal Submission Start Date	22.04.2024
7.	Last Date and Time for Submission of Proposals	06.05.2024
8.	Date, Time and Place of opening of Proposals	08.05.2024
9.	Date, Time and Place of Presentation of Technical Bid	Will be communicated to the Applicant
10.	Proposal validity	Proposal should remain valid for 120 days from the last date of submission
11.	For any Queries Contact Person Details	The Executive Director Suchitwa Mission Email: sanitationkerala@gmail.com

DISCLAIMER

This RFP is not an agreement or an offer by the Authority to the prospective Applicants or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. This RFP may not be appropriate for all persons, and it is not possible for the Authority, to consider the objectives, technical expertise and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Applicant should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources. Information provided in this RFP to the Applicants may be on a wide range of matters, some of which may depend upon interpretation of law. The Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

The Authority makes no representation or warranty and shall have no liability to any person including any Applicant under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process. The Authority also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any Applicant upon the statements contained in this RFP. The Authority may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this RFP. The issue of this RFP does not imply that the Authority is bound to select an Applicant or to appoint the Selected Applicant, as the case may be, and the Authority reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever and cancel the entire bidding process. The Applicant shall bear all its costs associated with or relating to the preparation and submission of its proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority or any other costs incurred in connection with or relating to its proposal. All such costs and expenses will remain with the Applicant and the Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an Applicant in preparation for submission of the Proposal, regardless of the conduct or outcome of the Selection Process

1. Background & Objective

1.1. Background

Suchitwa Mission, the Technical Support Group (TSG) in Waste Management sector under the Local Self Government Department, Government of Kerala invites technical & financial bids from start-up agencies for the design, development and maintenance of website. Over the years, Suchitwa Mission has achieved remarkable milestones in its mission to create a cleaner and greener environment for all citizens. Suchitwa Mission's efforts encompass various projects, initiatives, and collaborations aimed at fostering awareness, implementing efficient waste management systems, and driving impactful change at grassroots levels.

Suchitwa Mission recognizes the critical role that technology plays in amplifying our efforts, increasing our outreach, and ensuring transparency in our operations. In line with this vision, Suchitwa Mission is seeking proposals from experienced and innovative Start-up firms to design and develop a comprehensive website that will serve as a central platform for disseminating information, showcasing our projects, and highlighting our achievements.

1.2. Objective

The objective is to design and develop a responsive, dynamic, real-time and informational integrated portal cum website for Suchitwa Mission employing latest design and development practices. The website shall be highly user-friendly, and shall provide a high level of satisfaction to all types of users. The website aims to achieve the following objectives:

- Project Details Dissemination
- Statistics and Metrics Presentation
- Achievement Showcase
- Engagement and Interaction

2. Scope of Work

- The User Interface of the website must be simple and attractive
- People are mostly using mobile phones to access the websites. Hence the pages should be compatible with all devices and must load in low bandwidth
- The website visitors should get the required information easily with minimum clicks
- The Suchitwa Mission is implementing several State, Central schemes and projects related to waste management. Hence the provision to be made to avail the details about these schemes to the beneficiaries and public more accurately and simple.

- Beneficiaries and public can easily understand the various services provided by the department and the website must enrich with necessary details of all the services for common people
- As per the Government Website policy the site should be available in bilingual formats both English and Malayalam. The default page should be in Malayalam and provision for switching all pages to English should also be provided

1. Details to Be Included

i. Schemes

All schemes/projects to be added to the website. For example, if there are six schemes under Suchitwa Mission, all six schemes should be listed. Clicking on each scheme should lead to a detailed information page for that particular scheme. This page must include a detailed description of the scheme, its benefits, guidelines/instructions for applying, and any necessary links. Similarly, all flagship project details should be provided on the website, and the content should be comprehensive enough that individuals do not need to search elsewhere for information. The scheme section should be divided into subsections such as the location of local body projects, project status, and expenditure

ii. News

Photos of Projects taken under each schemes, Conclaves etc. may include in this section

iii. Notifications

Important notifications and Forms, are to be included in this section

iv. Achievements

The achievements of Suchitwa Mission will be marked in this section, like achievements related with various schemes implemented by LSGD

v. Publishing

The various publication's published by the mission in PDF format or book format to be added in the website. Need to provide the contents/titles should in the HTML readable format also so that, this will help to rank the publishing to top in the google search and also this will increase the reach of the contents/titles

vi. Orders

One separate section required for publishing the orders issued at the LSGD. One separate section for news orders and one for Important General orders also provided as sub sections

2. Applications to Be Integrated

- **Scheme Management Application:** An application for managing the various schemes /projects implemented by the Suchitwa Mission should also be integrated with the website. The proposed features are.
 - The various schemes implemented by Suchitwa Mission will be added through the scheme section of admin panel.
 - All District Suchitwa Mission will be provided by a User ID and password for logging the website scheme section and updating the physical and financial status of each schemes.
 - The centralised report will be downloaded from the State Suchitwa Mission.
 - The Name, District, Scheme, location, AS amount, Physical and financial status will be provided in a table for the public also.
 - Also in addition to the table format, a graphical representation (Pie diagram/ Bar chart) of the physical/ financial progress in state wide/ district wise also to be displayed in the scheme page. It will help to understand the implementation status easily by the officers and the beneficiaries.
- **Document Searching Application:** An application for managing the documents like GO's/Orders/Proceedings/forms/Guidelines etc. to be integrated with the website. The admin should have the option to add/remove/update documents, adding various categories of document type, years, etc. By using this application Users can easily search and download the Orders& Circulars by searching with Keywords, Document Type, from & to dates and year wise, etc.

3. Technical Features

- Website should be built using the latest Web technologies.
- The website must have Easy accessibility/ Navigability and Fast loading time.
- In house content management — The whole website should be completely under Content Management System. (in custom coded Admin dashboard)
- There should be facility to add, edit and delete everything like menu, pages and images on the website.
- Search Engine Optimization contents should be added with the site.
- Social Media Integration.
- YouTube Video player integration
- Provision to integrate digital library and other softwares in the future, if needed.

Minimum requirements from the website

Sl. No	Module	Contents
1.	Home	Sliding Banners, About Department, News & Announcements, scroll news. CM, Minister & Top officials' photo, Social media links, Search Box etc.
2.	About Suchitwa Mission	Vision & Mission, History, Activities, Milestones, Director's desk, organogram, Staff Details, infrastructure etc.
3.	Schemes	Details of State / Central schemes
4.	Scheme Management	User login to sub offices – Sub offices can update the schemes Financial& physical status
5.	Graphs	Centralised and district wise Graphs showing the expenditure & physical progress graphs of projects to be provided.
6.	Gallery	Images of important events , inaugurations, public functions etc.
7.	E--Governance	About the various IT/e-Gov Applications and our Vision & Mission about e-governance
8.	Expression of Interest/Quotations	Expression of Interest ,Quotation notices publishing.
9.	Empanelment	Empanelment login for Solid and Liquid Waste management
10.	Document searching Application	For easy searching and downloading Government Orders, Orders. Application forms, Circulars etc.
11.	RTI	All appellate authority address and details including official mobile numbers.
11.	Notifications	<ul style="list-style-type: none">• Latest orders and Forms are displayed here as notifications.• Location, Contact Address details of all offices, Enquiry Submission /Feedback and suggestions forms, Grievance Redressal
12.	Contact Us	<ul style="list-style-type: none">• Contact Numbers of Sections handling various schemes in Suchitwa Mission.• Contact us button for State and District Suchitwa Mission's etc. should provide in the contact us Page. When we click on District Suchitwa Mission button all DDO details to be listed in table format with name, office, mobile number and email.• Include all the Departments and office links in connection with Suchitwa Mission.
13.	Footer	Links to all departments in connection with Suchitwa Mission shall be provided in the footer. Social Media Integration - Departments Facebook page link, YouTube, Instagram links also to be provided in both header and footer.

3. Deliverables and Timeline

Sl. No.	Indicative milestones to be achieved	T=Contract Signing Date
1.	Signing of Contract	T
2.	System Requirements Study and Submission of draft Inception Report including: Project mobilization Plan, Activity implementation schedule (Planning Phase)	T+ 7 days
3.	Finalization of the Specifications (Designing Phase), including technical architecture, and delivering a detailed presentation with demo front end pages to the extent feasible	T + 21 days
4.	Designing Phase, including at least weekly review and progress of the Design	T + 60 days
5.	Development Phase, including at least weekly review and progress of the developed pages / functionalities	T + 90 days
6.	Pre- Launch Phase	T + 104 days
7.	Final Roll out (Go - Live)	T + 120 days

4. General terms and conditions

- 4.1. Server Requirements for the proposed Integrated Portal cum Website must be declared in the Proposal document.
- 4.2. The bidder Organisation must provide complete and quick support in different phases of Security and Load testing
- 4.3. The bidder organization must be reasonably flexible to adapt to the suggestions / inputs provided by Suchitwa Mission in various stages of design & development in order to ensure robustness of Website, and to provide the best customer experience and user-friendliness.
- 4.4. The bidder must outline the inclusions of scope of Maintenance and Support in Annual Maintenance Costs.
- 4.5. The website/portal must adhere to the State Government website policy
- 4.6. Technologies used must be declared in specification document
- 4.7. The website should be optimized for Search Engines and email integration tools
- 4.8. Portal/Website design elements, code and all documents will remain the property of Suchitwa Mission.
- 4.9. All data and information gathered must be protected and should not be disclosed to anyone not related to the project in any circumstances.

5. Pre-bid Meeting (Online)

To address the queries, clarification of Bidders on the assignment and RFP document, a pre-bid meeting will be held.

The date and time of Pre-Bid Meeting shall be:

Date: 19.04.2024

Time: 11:30 AM

Mode: Online

Google Meet link: <https://meet.google.com/zvk-xkdt-ygi>

Bidders are advised to submit their queries addressed to The Executive Director, Suchitwa Mission by 15.04.2024 (before 5:00 PM). The responses to the queries shall be uploaded in the website of Suchitwa Mission.

6. Jurisdiction

- 6.1. The court of Thiruvananthapuram alone shall have the jurisdiction to try any matter of dispute or reference between the parties arising out of this RFP or agreement

7. Pre-Qualification/Minimum Eligibility Criteria

In order to qualify the Technical Proposal, each Bidder should meet pre-qualification Criteria specified hereunder.

Pre-Qualification Criteria	Proof Document Required
Bidder should be: A start-up company incorporated in India and registered under the Government of Kerala or the Government of India as a Start-up venture. Registered with the Service Tax Authorities Operational for a minimum period of 5 years as on 1 st April 2024 in India	Format to Share Bidder's Particulars as in Annexure 1
Turnover of last three financial years. Bidder should have had an average turnover of at least INR 50 Lakhs from the last 3 financial years (FY 2020-21, 2021-22, 2022-23).	Financial Capability Statement as in Annexure 2
The bidder should have a proven track record of one successful implementation of customer/citizen facing interactive portal with Content Management System (CMS) including MIS within last three years on its own without consortium, amounting for minimum Rs. 15 lakhs (excluding software license & hardware cost)	Provide Evidences in terms of copy work order / Client Completion Certificate for each of the projects undertaken Experience Statement as in Annexure 3
The Bidder must be a profit-making company and should have positive net worth in each of the last for three Commercial years as on 31 st March 2023	Auditors Statement

Pre-Qualification Criteria	Proof Document Required
The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.	Self-declaration / Undertaking by bidder on its letter head as per Annexure 4
Team structure including Key personnel	Project Manager, Technology Strategist & Social Media Analyst - (1) Technical Lead/Senior Developer - (1) Business Analyst, Tester & UX Designer - (1) Programmer/Developer - (1)

8. Requirements of Key Personnel

Key Personnel	Min. qualification	Min. Exp.	Experience required
Project Manager, Technology Strategist & Social Media Analyst	B Tech/ BE/MCA	8 years	Proven working experience as a project administrator for large projects, solid technical background, with understanding and hands-on experience in website development, excellent client-facing, communication and leadership skills
Technical Lead/Senior Developer	B Tech/ BE/MCA	7 years	Proven experience as Team Lead in minimum 2 projects with technical expertise, strong communication and leadership skills and ability to manage and organize a team of technical staff
Business Analyst, Tester & UX Designer	B Tech/ BE/MCA	4 years	Proven experience as Business Analyst in minimum 3 projects with good understanding of systems engineering concepts, Written and verbal communication, including technical writing skills, Modeling techniques and methods; 2+ years in software application testing with background/understanding of software development life cycle
Programmer/ Developer	B Tech/ BE/MCA	2 years	Proven experience as Developer with a logical approach to problem solving

9. Technical Proposal

The Technical Proposal (one hard copy) shall be submitted with the following:

- i. Pre-qualification documents
- ii. Technical Presentation
 - a. Proposed Plan and Approach
 - b. Proposed Modules/Applications to be developed including

- c. Technology architecture and sample designs for the web and
- d. Mobile application
- e. Proposed timeline for project deliverables

10. Financial Proposal

10.1. The bidder should submit the Financial proposal as per the format in Annexure-6

10.2. A detailed explanation of the pricing structure including all price components, unit costs, resource loading, estimates of overheads and any other assumptions made in arriving at the final all-inclusive price quote

10.3. This overall price quote would also include fees against professional services.

10.4. Taxes would be additional and as per actual

11. Technical Proposal Evaluation

The Bidders shall be required to submit documents as listed in this RFP document along with supporting documents. The Authority shall examine and evaluate the Technical Bids as per the evaluation steps specified below:

Test of Responsiveness

- Prior to evaluation of Technical Proposals (i.e. Technical Proposal Evaluation Criteria), the Authority shall determine whether each Bid/Proposal is responsive to the requirements of the RFP. A Bid/proposal shall be considered responsive only if:
 - i. It is submitted by the bidders fulfilling the pre-qualification criteria
 - ii. It is received as per the format specified in RFP and prior to Proposal Date and time
 - iii. Technical Proposal along with the supporting documents are received by Hand /through Registered/Speed Post only
 - iv. It is signed and sealed by the Authorized Representative
 - v. It should not contain any condition
 - vi. It is not non-responsive in terms hereof and any other conditions specified elsewhere in RFP
- The Authority reserves the right to reject any Proposal which is non-responsive and no request for alteration, modification, substitution, or withdrawal shall be entertained by the Authority in respect of such Proposal
- Evaluation of Technical Proposal Criteria of only those Bidders shall be carried out whose Bids/proposals determined to be responsive
- The Bidder must meet Technical Proposal Evaluation Criteria specified

- Evaluation of Price Proposal of only those Bidders meeting the Technical Evaluation Criteria shall be carried out

12. Rights of Suchitwa Mission

- 12.1.** Suchitwa Mission reserves the right to accept / reject the offers received, or call for any additional information /clarification, or modify / cancel the bidding process, if so required, without assigning any reason whatsoever
- 12.2.** Suchitwa Mission reserves the right to cancel/terminate the agreement any time without assigning any reason or failing to submit the report within stipulated time or unsatisfactory report or any reason as deemed fit

13. Arbitration Clause

- 13.1.** All matters of dispute arising out of this shall be governed by Indian law and subject to the jurisdiction of Courts at Thiruvananthapuram
- 13.2.** All Disputes between the Parties arising out of or relating to or in connection with this Agreement, including the performance or non-performance of the obligations set out herein shall, so far as is possible, be settled amicably between the Parties within thirty (30) days after written notice of such Dispute has been given by one Party to the other Party. The venue of the amicable settlement proceeding shall be the Head Office of Suchitwa Mission at Thiruvananthapuram
- 13.3.** If any dispute or difference of any kind whatsoever shall arise in connection with or arising out of this contract or the execution of work or maintenance of the works there under, whether before the commencement or during the progress of works or after the termination, abandonment or breach of contract, and it is not amicably settled within 60 days of the notice being served on the other party, it shall be referred to arbitration before a Sole Arbitrator as per the existing laws.

COVER LETTER

(On letterhead of the Bidder, including full postal address, telephone, fax, email, addresses)

Date:

To
**The Executive Director
Suchitwa Mission
4th Floor, Revenue Tower
Public Office Compound, Trivandrum,
Pin - 695 033**

Sir,

REF: RFP No.

Being duly authorized to represent and act on behalf of (hereinafter "the Bidder"), and having reviewed and fully understood all the information provided in the RFP document, the undersigned hereby applies as a Bidder for the Project.

Attached to this letter are certified copies of original documents defining:

- Incorporation as Start-up venture per Government of India/Government of Kerala norms along with Memorandum and Article of Association, service tax registration whichever is applicable.
- The Bidder's principal place of business; and
- The place of incorporation; or the place of registration (or Income Tax registration).
- Price Proposal

Suchitwa Mission and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from client(s) regarding any technical aspects hereof by way of letters or otherwise from any such institutions, in order to verify statements and information provided in this application, or with regard to our resources, experience, and competence.

This application is made in the full understanding that:

- Our Proposal and any information submitted at the time of bidding will be subject to verification by Suchitwa Mission;
- Suchitwa Mission reserves the right to reject or accept any application, cancel the qualification/Bid process, and reject all applications; and
- Suchitwa mission shall not be liable for any such actions as above and shall be under no obligation to inform us of the grounds for the same.

We confirm that in the event our bid is successful resulting in award of contract, the same will be signed so as to legally bind all the concerned jointly and severally. We confirm that we agree with the terms and conditions provided in RFP. The Proposal submitted by us shall be valid for a period of Proposal Validity Period specified in RFP. The undersigned declares that the statements made and the information provided in the duly completed application is complete, true and correct in every detail.

Signature of Authorized Signatory (with official seal) Name:

Designation:

Address:

Telephone & Fax:

E-mail address:

For and on behalf of (name of Agency)

ANNEXURE 1 - FORMAT TO SHARE BIDDER'S PARTICULARS

Sl. No.	Description	Details (to be filled by the responder to the RFP)
1	Name of the Agency	
2	Official address	
3	Phone No. and Fax No.	
4	Headquarters Address	
5	Phone No. and Fax No.	
6	Web Site Address	
7	Details of Agency's Registration (Please enclose copy of the Agency registration document)	
8	Name of Registration Authority	
9	Registration Number and Year of Registration	
10	GST registration No.	
11	Permanent Account Number (PAN)	
12	Agency's Revenue for last 3 years (Year wise)	
13	Agency's Profitability for the last 3 years (Year wise)	
14	Registration details as Startup venture	
15	No. of years of operation in India	
16	Service Tax Registration No.	

Please submit the relevant proofs for all the details mentioned above along with your Bid response. Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Contact Person
Name		
Title		
Agency's Address		
Phone		
Mobile		
Fax		
E-mail		
Signature		

ANNEXURE 2 - FINANCIAL CAPABILITY STATEMENT

(on Statutory Auditor's letterhead)

I hereby declare that I have scrutinized and audited the financial statements of the bidder (name of the Bidder) and as on 31st March, 2023 the Turnover as per Audited statement is as follows:

Financial Year	Turnover (INR Lakh)
2020-21	
2021-22	
2022-23	

**To be provided from latest available Audited statement*

(Signed and Sealed by Statutory Auditor)

Enclosure:

(1) Copy of latest available Audited annual reports for last three years as applicable or as per Financial Year/Calendar Year followed by the bidder firm.

ANNEXURE 3: EXPERIENCE STATEMENT

[Project Title]

(Attach separate sheet for each project)

- A. Project Brief
- B. Client (Name & Address)
- C. Cost of the Project
- D. Duration & period of the Project
- E. Roles & responsibility of the organization
- F. Whether Project executed by forming Joint venture or Consortium with other organization (In case of consortium provide share in consortium)
- G. Other features of the Project (Such as Software Tools & Technology used, total efforts in man months etc.)
- H. Country in which it was executed
- I. Provide the relevant project details as under:

Channel	Sub Type channel	Yes/ No	Specify Name of OSS/CSS Deployed	Provide Relevant Details (e.g. URL of Portal, Mobile App, Reports etc.)
Digital	Portal			
	Mobile Application			(Number of downloads on iOS & Android)
Social Media Analytics	Tool			
Web Analytics	Tool			

The information submitted above is true and I am aware that submitting false information will lead to rejection of our bid and Suchitwa Mission can take appropriate action in this regard.

(Sign & Stamped by authorized signatory)

Enclosure:

Completion Certificates /Project Acceptance Certificate/ Purchase Order or Work Order duly authenticated/signed by the respective client be furnished.

**ANNEXURE 4: FORMAT FOR DECLARATION BY THE BIDDER FOR NOT BEING
BLACKLISTED / DEBARRED**

(To be submitted on a 100-rupee stamp paper by bidder)

Anti-Blacklisting Affidavit

I M/s., (the names and addresses of the registered office) hereby certify and confirm that our company is not black-listed / debarred by any of the Government or Public Sector Units in India or abroad as on the date of the submission of the tender.

We further confirm that we are aware that our Proposal for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the Bidding Process or thereafter during the agreement period.

Dated thisDay of, 2024

Name of the Bidder

Signature of the Authorized person

Name of the Authorized Person

ANNEXURE 5- FINANCIAL PROPOSAL

(to be submitted in a separate envelope super scribed as "Financial Bid for the selection of agency for Website Design, Development and Maintenance for Suchitwa Mission")

S. No.	Product Description	Total Cost	Cost inclusive of taxes
1.	One-time Design and Development Cost of Integrated Web Portal/Website <i>(The annual maintenance cost for 1st year should be included in the development cost) (This is inclusive of warranty support of 90 days to be provided on-site at Suchitwa Mission office)</i>		
2.	Annual maintenance cost with one full time developer with at least 5 years' experience (one-year post completion of development and end of warranty support period)		

Please mention the following in preparing your bid:

Dated this [date / month / year]

Authorized Signatory (in full and initials)

Name and title of signatory

Duly authorized to sign this proposal for and on behalf of [Name of Vendor]

Name of Firm

Address