



**Dedicated Freight Corridor Corporation of India Limited**  
(A Govt. Of India Undertaking)

5th Floor, Pragati Maidan Metro Station Building Complex, New Delhi - 110 001

No. HQ/IT/2017/Mobile\_App

Date: 05/06/2018

To

**Sub:** Implementation, Rollout of DFCCIL's Official Mobile App including Portal and modification, redesigning of existing Official Website (DFCCIL.gov.in) including Audit and 2 years maintenance of Mobile App & Website.

Dear Sir / Madam,

Please arrange to submit quotation online using the link [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) on or before **15:00 Hrs. of 12.06.2018** for the subject item. The Quotation shall be opened online on [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) at **15:30 Hrs. on 12.06.2018** at the Dedicated Freight Corridor Corporation of India Limited (DFCCIL), 5<sup>th</sup> Floor, Pragati Maidan, Metro Station Building Complex, New Delhi-110001.

**1.0 Instructions to Agencies for online Quotations:**

- 1.1 The Quotation to be submitted online on [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) on or before **15:00 Hrs. of 12.06.2018**. The Quotation will be opened online at **15:30 Hrs. on 12.06.2018** on [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL).
- 1.2 Quotation shall be submitted through online mode only at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL). Quotation submitted by any other mode will not be accepted.
- 1.3 It is mandatory for all Agencies to have Class-III Digital Signature Certificate (in the name of person who will submit the online quotation from any of the Licensed Certifying Agencies ('CA') [Tenderer can see the list of licensed CAs from the link [www.cca.gov.in](http://www.cca.gov.in)] to participate in e-quotation of DFCCIL.
- 1.4 To participate in E-Quotation, it is mandatory for Agencies(s) to get themselves registered with the Tender wizard ([www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL)) and to have user ID and password. Agencies have to pay Annual Registration charges of Rs. 2000/- + GST to M/s ITIL through e-payment. Tenderers have to pay Tender-Processing Fee (Non Refundable) @ 0.1% of Estimated Cost + GST subject to minimum of Rs. 750/- + GST to M/s ITIL through e-payment. Already Registered Agencies at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) need not pay registration charges to M/s ITIL.

1.5 [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) is the only website for submission of quotation. 'Vendor Manual' containing the detailed guidelines for E-Tendering available on [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL).

**1.6 Modification / Substitution / Withdrawal of Quotation:**

1.6.1 Agencies(s) may modify, substitute or withdraw their quotation after submission prior to **15:00 Hrs. of 12.06.2018** (last Date & Time for Quotation Submission termed as Quotation Closing Date & Time). No Bid shall be modified, substituted or withdrawn by Agencies after Quotation Closing Date & Time.

1.6.2 For modification of financial offer, Agency has to detach its previous offer from [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) and then upload digitally signed modified offer.

1.6.3 For withdrawal of Quotation, Agency has to click on withdrawal icon at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL).

**Before withdrawal, it may specifically be noted that after withdrawal of Quotation, for any reason, Agency cannot resubmit their quotation again.**

**1.7 Signing of Quotation:**

1.7.1 This Quotation being E-Quotation, the Digital Signature obtained from Approved Controller of Certifying Authorities (CCA) shall only be considered as authentic for submission of quotation.

1.7.2 For submitting the Quotation, the Authorized Signatory shall be the Digital Signatory. In case, the Authorized Signatory and Digital Signatory are not the same, the bid shall be considered non-responsive and will be rejected.

**1.8 Deadline for Submission of Quotation:**

Agencies must ensure to complete the Quotation submission process in time as [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) will stop accepting any Online Quotation after Quotation Closing Date & Time.

**1.9 Help-Desk for E-Quotation:**

For Any Clarification, Help and Registration for E-Tendering/Quotation and for obtaining Digital Signature, Contact at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) and on Telephone No. 011-49424365 or Mobile No. 9599653865.

**1.10 Availability of Quotation Documents:**

(a) Quotations Document can be downloaded from [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL). Agency who wishes to view Quotation Document can visit [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL).

(b) DFCCIL may issue Corrigendum to the Quotation Document which shall be placed on website [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) only and at least 2 days in advance of date fixed for Opening of Quotations.

- 1.11** The Agencies shall keep their offers open for a minimum period of 120 days from the date of opening of Quotations. The Agency cannot withdraw their offer within the period of Validity.
- 1.12** The complete quotation document including corrigendum digitally signed would be uploaded at [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) in 'Document Library'.
- 1.13** Financial Bid (Excel File) is to be downloaded from website [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) and then is to be filled, saved and uploaded (through Digital Signature) on the same website.

## **2.0 Terms and Conditions:**

### **2.1 Period of Completion:**

Period of Completion shall be 6 months for development/certification/audit and 24 months support & maintenance from the date of issue of Letter of Acceptance.

### **2.2 Delivery:**

Delivery is required at the DFCCIL, Corporate Office, Pragati Maidan Metro Station Building Complex, New Delhi – 110001.

### **2.3 Terms of Payment:**

- i. No advance payment shall be made.
- ii. Payment will be made as per payment terms i.e. 50% for Website + Audit and 50% for Mobile App as detailed in the Website and App TOR/Scope. (Annexure-A)
- iii. Invoices should be submitted in duplicate, duly signed and stamped by the Contractor.
- iv. Payment to the Contractor shall be made through Electronic Clearing System (ECS). The Contractor shall submit complete bank details/NEFT mandate Form issued by their bank.
- v. Tax Deducted at Source (TDS) will be deducted from the payment due to the Contractor as per rules of the state / Central government if applicable.

### **2.4 Acceptance:**

As per condition of deliverables at DFCCIL.

### **2.5 Paying Authority:**

DFCCIL's Finance Department as represented through GGM/Finance is the paying authority.

### **2.6 Variation:**

No Variation is permissible.

### **2.7 GST Registration:**

Agency shall be registered under GST Act and shall furnish GST Registration Number along-with the Quotation. Agency shall furnish GST Registration Number on the invoices while submitting for payment.

## **2.8 Security Deposit:**

The Contractor has to submit a Performance Bank Guarantee (PBG) equal to 5% of total Accepted Cost as per the Letter of Acceptance for maintenance period within 15 days from the Date of Issue of Letter of Acceptance. The PBG may be deposited in the form of a Demand Draft/Banker's Cheque issued by any Nationalized/Scheduled Bank in favour of '**Dedicated Freight Corridor Corporation of India Ltd.**', New Delhi, payable at New Delhi. The PBG shall be refunded without interest, after 60 days of the completion of support period.

## **2.9 Maintenance and Support:**

**Support** and maintenance of the delivered Applications is for a period of 24 months from the date of acceptance. During this period, any defect due to implementation shall be attended free of cost by the Supplier. The Supplier shall correct and debug all defect free of cost within a period of 1 week.

## **2.10 The Applications** strictly in accordance with the IT/Cyber Acts of India.

**2.11** Rates quoted shall be all inclusive of Labour, Material and Cartage etc. but excluding GST. GST shall be paid as per applicability. As per GST Act, Anti Profiteering Measures shall be taken. Successful Agency shall pass Input Tax Credit to DFCCIL & shall give Declaration within 3 days from the date of issue of Letter of Acceptance in the Format as per Annexure-E.

**2.12** DFCCIL reserves the right to modify, expand, restrict, scrap and re-invite the quotations without assigning any reason.

**2.13** Public Procurement Policy for Micro and Small Enterprises (MSEs) is being followed. Participating MSE shall enclose with their offers the proof of their being MSE registered with any of the agencies mentioned in the notification of Ministry of MSME i.e. anybody specified by Ministry of MSME. The MSEs must also indicate the terminal validity date of their registration. MSEs owned by Scheduled Castes or Scheduled Tribes (SC/ST) Entrepreneurs may be indicated and proof of same may be enclosed.

## **2.14 Resolution of Disputes and Arbitration:**

In the event of any dispute or difference whatsoever arising under this contract or in connection therewith including any dispute relating to existing meaning and interpretation of this contract, shall be settled amicably through mutual negotiation by the parties. In case, there is no amicable settlement of disputes, the same shall be referred to the sole arbitrator as appointed by DFCCIL. The Arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act 1996. Notwithstanding any disputes between the parties, the Agency shall not be entitled to withhold, delay or defer its obligations, under the contract, and the same shall be carried out in accordance with the terms and conditions of the contract.

## **2.15 Force Majeure:**

- (a) For the purpose of this contract, "Force Majeure" means an event which is beyond the reasonable control of a party which makes agency's performance of its obligations under the contract impossible or so impractical as to be considered impossible under the circumstances.
- (b) The failure of a party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under this contract in so far as such inability arises from an event of Force Majeure, provided that the party affected by such an event(s) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this contract and has informed the other party as soon as possible about the occurrence of Force Majeure condition.

## **2.16 DFCCIL General Conditions of Contract are applicable.**

### **Encl.:**

- 1) Terms of Payment (Annexure-A)
- 2) Technical Evaluation Criteria (Annexure-B)
- 3) Schedule of Deliverable and Price Quote (Annexure-C).
- 4) Terms of Reference (Annexure-D).
- 5) Declaration for DFCCIL (Annexure-E).

**General Manager/IT**  
DFCCIL  
Telephone No.:011-23454980  
Mobile No.: 9717636990

**Payment Terms for Development and Rollout of Mobile App**

Stage	Item Particulars	Timelines (T + days) where T = date of award.	Payment Percentage of the value at item (2) in Annexure-C
1	Screen design & finalization of SRS	T+7	-
2	Finalization of UX & Functionality Design	T+21	-
3	Development, & Testing of Beta Version of the Applications (both Portal & mobile)	T+28	20.00%
4	UAT of the mobile application	T+35	20.00%
5	Hosting of the mobile application on respective app stores Application Launch (i.e. Google Play store & iTunes)	T+42	40.00%
6	Certification	T+180	-
	After 12 months of successful deployment		10.00%
	After maintenance support period (after 24 months of successful deployment)		10.00%

**Payment Terms for Development of Website and Audit**

SN	Item Particulars (For Website only)	Payment Percentage of the value at item (1) in Annexure-C
1	Screen design & finalization of SRS	10.00%
2	Launch of Beta Version for Review	10.00%
3	UAT of the website	20.00%
4	Security Audit of the web application and Go-Live of web application & mobile apps.	40.00%
5	End of 01 Year Support	10.00%
6	End of 02 year Support	10.00%

**1. Technical Evaluation Criteria:-**

The agencies shall submit their proposals within defined timelines. The technical and financial proposals shall be properly sealed in two envelopes separately. Both the envelopes shall be put in a single large envelope and sealed envelope shall be submitted. The name of the agency shall be marked properly on the envelopes.

The Technical proposal will be opened by the Technical Evaluation Committee for evaluation.

The agencies will be required to submit a soft-copy a detailed presentation. The technical evaluation criteria will be as follows:-

**Technical Evaluation**

<b>SN</b>	<b>Criteria</b>	<b>Max Marks</b>	<b>Required Document</b>
1	Sample User Interface (UI) Designs of Website	20	Designs templates
2	Vendor Exp. in developing Mobile App for progress tracking / Project Monitoring Dashboard for Central / State Govt / CPSUs / Autonomous bodies	30	Details of Work Orders and completion certificate as per <b>Annexure-1.</b>
3	Vendor Exp. in Developing Mobile App for Railway/Railway PSU	10	Detail of Mobile Apps with customer detail as per <b>Annexure-2.</b>
4	Vendor Exp. in support / maintaining Website/Mobile App	10	Details of Work Orders and period as per <b>Annexure-3.</b>
5	Presentation on understanding of the project as per scope defined & methodology for design & dev.	30	Presentation as submitted <b>Annexure-4.</b>

**Method of Selection:**

Quality and Cost Based Selection (QCBS)-Least Cost Selection (Lump Sum). Wherein 50% weightage will be given to the Technical proposal and 50% to the financial proposal.

**QCBS - 50:50** (Quality (50%) cum Cost (50%) Based Selection).

The price Proposal of only those consultants who qualify technically (Minimum Qualifying Marks: 60%) will be opened.

**QCBS Evaluation:** The selection of agency will be evaluated as per the combined quality cum cost based system:

- 1) The Technical proposals will be allotted weightage of 50%, while the financial proposals will be allotted weightages of 50%
- 2) Financial proposal with the lowest cost will be given a financial score of 100 and other proposals will be given financial scores that are inversely proportional to their prices.
- 3) The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.
- 4) On the basis of the combined weighted score for quality and costs, the agency shall be ranked in terms of the total score obtained. The proposal securing the highest combined marks would be recommended for award of the contract.



**Schedule of Deliverable and Price Quote**

<b>SN</b>	<b>Item</b>	<b>Price Quote excluding GST (Rs.)</b>	<b>Remarks</b>
1	Modification, redesigning, Rollout and Maintenance (for 02 years) of existing DFCCIL official Website including Audit.		
2	Designing, Development, Rollout and Maintenance (for 02 years) of DFCCIL Official Mobile APP, PORTAL including Audit.		
	<b>Total of Price Quote =</b>		
Total Cost Excluding GST (in Words) _____			

**NOTE:**

1. Agency is required to quote their rates Online in the given format of Excel Sheet on website [www.tenderwizard.com/DFCCIL](http://www.tenderwizard.com/DFCCIL) in terms **of the Total Cost Excluding GST**. Only Rates quoted Online shall be considered for Evaluation.
2. Taxes as applicable will be paid extra.

**Terms of Reference (TOR)**

**1. Attached**

- a. The TOR for Mobile App.
- b. The Scope / TOR for Website and Audit.

## **Annexure-D: a) TOR for Mobile Application - DFCCIL**

### **Introduction**

The **Dedicated Freight Corridor Corporation of India Limited (DFCCIL)**, a Government of India (Ministry of Railways) Enterprise has been formed to undertake planning & development, mobilization of financial resources and construction, maintenance and operation of the Dedicated Freight Corridors. At present, work is in progress on 2 corridors:

The Eastern Corridor, covering a length of 1856 Kms starting from Dankuni in West Bengal will pass through the states of Jharkhand, Bihar, Uttar Pradesh and Haryana to terminate at Ludhiana in Punjab. The Western Corridor covering a length of 1504 Kms connecting Dadri in Uttar Pradesh to Mumbai - Jawaharlal Nehru Port (JNPT), will traverse through NCR and the states of Haryana, Rajasthan, Gujarat and Maharashtra.

It is planned to develop a web-based portal for monitoring the detailed progress of the project (broadly including Civil, Electrical and S&T Works along with a DASHBOARD and identify key issues pending at various levels.

The information gathered will help keep track of the progress through different means and help towards resolving the issues in consultation with various stake holders.

Development & Hosting Environment Front-end Mobile Apps shall be designed and developed in a visually rich and appealing format.

### **General Information about the Corridors:**

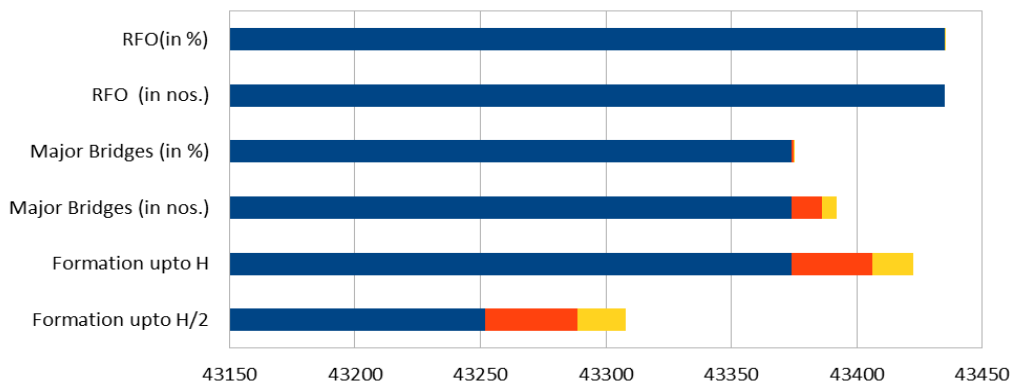
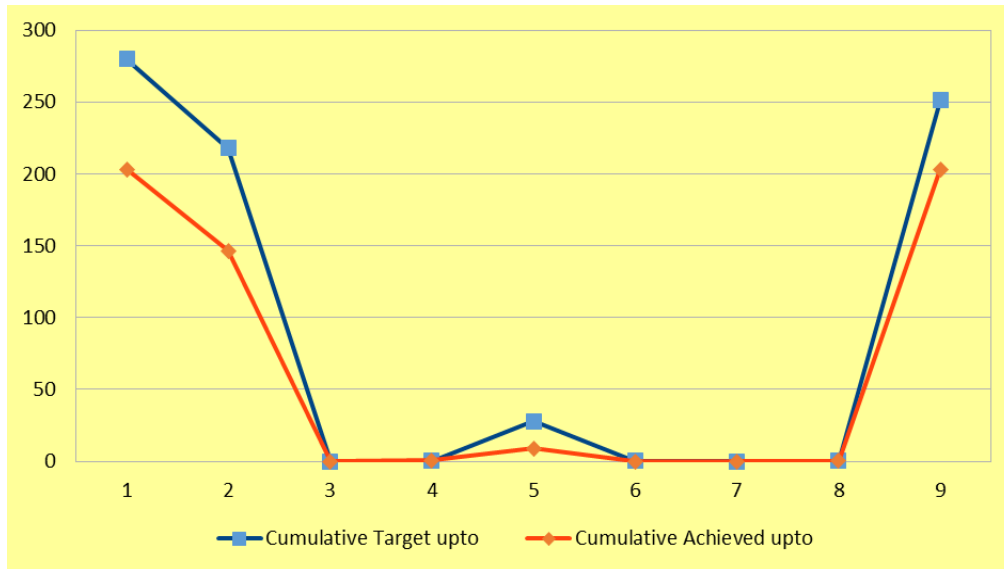
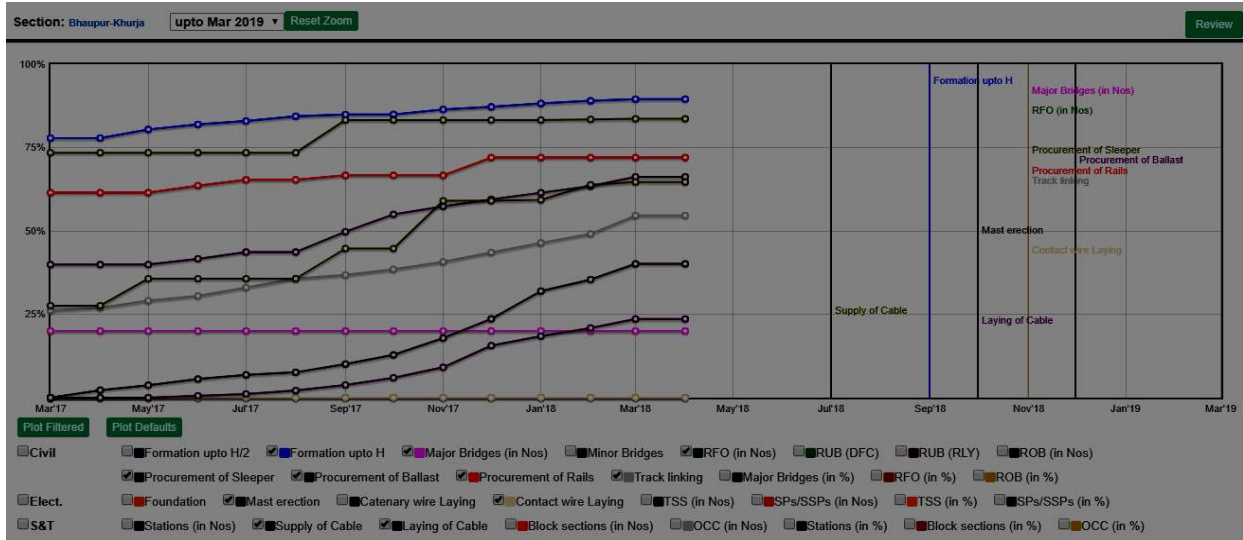
The Eastern & Western Corridors are divided into various phases which are further divided into various sections and subsections. There are 7 Chief Project Managers (CPMs) in each Corridor who are in-charge of the assigned sections. Details of the sections and CPMs are as follows:

The successful bidder will be required to understand the details of the sections and CPM units to enable development of suitable software for input of the data as well as viewing of the data in different formats. Sample format for compilation of data for a particular section is attached. The information will also be required to be displayed in different formats and charts as per the requirement of the user. A few sample charts are also enclosed. It may however be noted that the sample data sheet and charts are only illustrative in nature and the successful bidder has to further develop the same based on the requirements of DFCCIL.

<b><u>EDFC</u></b>	<b><u>WDFC</u></b>
<ol style="list-style-type: none"><li>1. Khurja - Bhaupur Section</li><li>2. Bhaupur - Mughalsarai Section</li><li>3. Ludhiana - Khurja - Dadri Section</li><li>4. Mughalsari - Sonnagar Section</li></ol>	<ol style="list-style-type: none"><li>1. Phase-I Rewari - Vadodara Section</li><li>2. Phase-II Vadodara - JNPT Section</li></ol>

Chart should be look like

(For Illustration purpose only exact requirement to be finalized after discussion)



## **Scope of Work**

The scope of work is to develop a hybrid based mobile application, and projects progress monitoring module in both mobile and web application with a dashboard and readily available customized reports.

1. Understanding the requirement, architecture design, UX design, and development & testing.
2. Develop user friendly Mobile Application (Hybrid Application accessible on devices running iOS & Android)
3. Develop a tightly integrated web portal.
4. Development & Deployment of web based portal with installable binary code and parameter files.
5. To provide standard MIS reports based on the data aggregated at various levels in the projects progress module.
6. Customization of web based portal to suit requirement of DFCCIL for 180 days from date of going live.
7. Testing, defect fixing effort on bugs reported before deployment of web based portal.
8. Training of users limiting to 1-3 days of effort for training.
9. 24 months of Post go-live support for any kind of defect or support related issues.
10. Bug fixing support for any issue reported, defect analysis, response and resolution for 6 months from the date of successful deployment.
11. Making necessary Cloud storage and software stack required to host 'Web Based Portal for 24 months shall also be under the scope of work.
12. App should be able to accommodate the future scalability requirements.

## **Features / Flow of the Application:**

1. Three levels of controllers of the app for each section/CPM unit, one shall be the CPM office head, the other shall be admin and third is in corporate office.
2. Admin can create login for CPM. Share the same via email or other communication.
3. CPM user can add an issue or upload data/information/picture as deemed fit and then the user can view the task on his dashboard. The user can view all the other tasks but the user can edit only his task.
4. All deleted tasks to be moved under archive section. Data/Information added, cannot be deleted from the portal, all deleted data to be moved under archived section.
5. Images uploaded during the data entry of the user can be downloaded for the reference.
6. Notification to notify the user once an issues is complete.

## **Technical features**

1. Interactive map of India showing the alignment of DFCCIL across different States displaying state wise / corridor wise, data pertaining to CPMs, issues resolved, issue pending, etc. based on the requirement of DFCCIL

2. Real time display of information – information to be displayed on real time basis – as and when added by users. Progress to be shown in different graphic and user friendly formats based on user requirement. A few illustrative formats are:
  - a. Overall DFC progress (both Financial and physical progress)
  - b. Progress of each corridor (both Financial and physical progress)
  - c. Progress of each section
  - d. State-wise progress
3. Land acquisition Status
4. Details of tenders and contractors
5. Scheduled and Actual / Anticipated Completion dates
6. Highlights and achievements scroll on top
7. Picture Gallery – facility to input picture at field level directly by authorized personnel
8. Load Shedding: In case of huge number of hits on the portal at a time, the data shall be bifurcated into two tables, making it less vulnerable to crash or downtime.
9. J-query to be used in the site to make the site lighter, hence faster.
10. To make Mobile App accessible on all platforms like windows, Android & Mac iOS etc.
11. To provide information to users with minimum number of clicks. To get security certificate from certified vendor.
12. Development of consistent visual elements and Mobile Apps architecture that is scalable and expandable and W3 compliant.
13. Develop and maintain a related Portal
14. Integration of Analytics for progress and different parameters monitoring.
15. Fetch and Display information pertaining to DFCCIL handle in Social media.

### **Accessibility of Mobile Apps Structure**

- 1) Develop user friendly Mobile Apps.
- 2) Structure overall content with proper tagging to make it reader friendly.
- 3) Ensure Compatibility with all platforms like Windows, Android, Blackberry & Mac iOS etc.
- 4) Design should be coded Open Source Tools.
- 5) Develop Resolution independent design structure.

### **General requirements:**

- a) The database shall be managed through web service, which is the safest way to control the data. Any requirement related to change in database will routed through the web service.
- b) User feedback and reviews mechanism.
- c) Analytics mechanism to track and identify user experience and actions.
- d) App Admin should be easy in terms of usability and changes in design & content.
- e) Network level security, traffic to be encrypted using secured connectivity if any.
- f) Functional Requirement Documentation, App Design Documentation, App Installation guide, App Administration guide and App User Operation document to be provided.
- g) Identification of App limitations.

- h) Identify risks if any post App implementation along with mitigation plan.
- i) Detail of disk space and memory required for the proposed App.
- j) List out the assumptions related to load & infrastructure (such as mobile specifications, internet bandwidth etc. so that response time is always minimum
- k) Delivery should be in the form of a published app in the respective market place and will be the property of DFCCIL.
- l) Performance Testing, Security Testing & Usability Testing certification from certified vendor.
- m) Overall Integration, User acceptance testing & Go-Live
- n) Real time information via GPS availability
- o) Mobile Apps download based on phone OS and services
- p) Feature for update application with permission to download
- q) One time download. No running cost for user.
- r) Handover, guidance and training to DFCCIL staff to make design changes, to update content and to maintain the proposed solution.

**Resolution Independent Mobile Apps** Structure Mobile Apps must adjust itself automatically as per the screen resolution of the Mobile i.e. 1024x768, 1200x800 etc. Resolution independent Mobile App will automatically expand/compress itself as per the screen resolution and hence there should not be any vertical scroll in the Mobile Apps structure. There should be minimum use of flash.

### **Dynamic Content Management System (CMS)**

Features CMS should have the following features:

- a) Dynamic menus: Menus and submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CSS and stored in database.
- b) Audit Trail: Administrators should have access to one log in the backend or individual logs of each page where user can view from which ever place the Mobile App is viewed with daily reports.
- c) User Privileges: An administrator can grant as little or as much control to content editors or groups as needed to other controlling accounts to the Mobile App, which means if a user has to update any section in Mobile Apps, for example Reports section, then user can modify only Reports section. All other sections should appear disabled to that user.
- d) CSS Styled Content: All aspects of the core functionality should be styled on the Mobile Apps. Most extensions should be styled through CSS.
- e) Minimal Training Required: Editing content should be as easy as editing the Microsoft word.
- f) Each element on the Mobile App can be modified easily.

### **Feedback Management**

- a) This shall help user department in collecting feedback from Mobile Apps users.
- b) To develop an online form for collecting feedback from Mobile App users.

- c) All the feedback data should be emailed to the designated officer's email ID.
- d) A copy of all the feedbacks received should be stored in Database on the server for subsequent review by the Administrator.

### **Mobile Apps Statistics**

- a) To help user department in analyzing the popularity of the Mobile App and visitors behavior pattern on the Mobile App.
- b) To facilitate the administrator to view Mobile App hits.

**Search Engine Optimization** - This feature should ensure that Mobile App is indexed with all popular Search Engines (Google, Rediff, Yahoo, Bing etc.) using top keywords and Meta description. Security Auditing Security clearance certificate should be obtained during hosting Mobile App (within 180 days). Security clearance certificate should be provided from certified auditor to address this requirement.

**Onsite training** Onsite training to DFCCIL staff on overall workflow of the developed solution and backend administration functions at DFCCIL Office.

**Two years technical support** Vendor should provide two years technical support via email; phone and remote login to address analyze and fix any technical glitches within the existing features within 4 working hours. The scope of technical support includes rectification of errors within the already developed solution.

**Maintenance** Vendor shall provide maintenance of Mobile App including up-gradation and updates for a period of 2 years from the date of successful deployment. The updating /maintenance in the source code of the Mobile App should also include quality assurance (as per Govt of India guidelines) i.e. Mobile Apps should be hosted after extensive testing and Apps must be bug free.

### **Important Considerations:-**

1. To Design & Develop the website with an aesthetic look and feel, visually rich and appealing in design.

The mobile application (hybrid based compatible with iOS & Android platform) will be a light-weight app for SMART phone. The few key functionalities of the application will be:-

- a. Tight Integration with phone features like location services, texting module etc.
- b. Integration with map application.
- c. Data and image store in GPS/Internet Black-out Zones i.e. Online/Offline Capability of Mobile Application to be ensured.
- d. Offline mode with data and image store
- e. Customize forms for daily activity logging
- f. Friendly & Intuitive User Interface
- g. Tight Integration with the web based application/web portal.



- h. The mobile application can have a dashboard screen with auto-scrolling news on top. The administrator can flash the news to all/regional/selected users.
  - i. The mobile application will have the ability to display the detailed graphical reports.
  - j. The system shall be scalable to handle concurrent traffic and detail analytics reports.
  - k. Vendor shall host the mobile application on the respective play store (i.e. Google play store & Apple store) at no extra cost. Mobile applications must be freely available download to our users, although the registration will be exclusive for DFCCIL employees and their external faculties.
2. The vendor shall ensure that seamless integration of web portal, mobile app with cloud where the system hosted. The user should get ubiquitous experience irrespective they are using web portal and mobile device.
  3. To integrate an easy to use content management system for easily managing overall content of the website.
  3. To provide information to users with minimum number of clicks. To get security certificate from certified vendor.
  4. Should use the content available on [www.DFCCIL.GOV.IN](http://www.DFCCIL.GOV.IN)
  5. Re-structure the overall content with proper tagging to make it reader friendly.
  6. To provision for User feedback and reviews mechanism. This shall help user department in collecting feedback from Mobile Apps users. This would involve development of an online form for collecting feedback.
  7. App should be able to accommodate the future scalability requirements. App should be responsive in nature i.e. browser independent and platform independent i.e. Structure Mobile Apps must adjust itself automatically as per the screen resolution of the Mobile i.e. 1024x768, 1200x800 etc. Resolution independent Mobile App will automatically expand/compress itself as per the screen resolution and hence there should not be any vertical scroll in the Mobile Apps structure. There should be minimum use of flash.
  8. App Admin should be easy in terms of usability and changes in design & content.
  9. App should have visual elements and Mobile Apps architecture that is scalable and expandable and W3 compliant.
  10. Delivery should be in the form of a published app in the respective market place and will be the property of DFCCIL.
  11. Performance Testing, Security Testing & Usability Testing certification from certified vendor.
  12. Overall Integration, User acceptance testing & Go-Live
  13. Feature for update application with permission to download
  14. One time download. No running cost for user.

15. Handover, guidance and training to DFCCIL staff to make design changes, to update content and to maintain the proposed solution.
16. To provision for website statistics through integration of third-party tools.
  - a. To help user department in analysing the popularity of the Mobile App and visitors behaviour pattern on the Mobile App.
  - b. To facilitate the administrator to view Mobile App hits.
17. Search Engine Optimization - This feature should ensure that Mobile App is indexed with all popular Search Engines (Google, Rediff, Yahoo, Bing etc.) using top keywords and Meta description.

**Tentative Schedule of Works:-**

<b>Stage</b>	<b>Item Particulars</b>	<b>Timelines (T + days) where T = date of award</b>
1	Screen design & finalization of SRS.	T+7
2	Finalization of UX & Functionality Design.	T+21
3	Development, & Testing of Beta Version of the Applications (both portal & mobile).	T+28
4	UAT of the mobile application.	T+35
5	Hosting of the mobile application on respective app stores Application Launch (i.e. Google Play store & iTunes).	T+42
6	Certification and Audit.	T+180

**Payment Terms**

The table below details the costs associated with this project - Mobile App. Invoices are to be raised to DFCCIL basis percentage completion of work indicated below.

<b>Stage</b>	<b>Percentage of value at item (2) in Annexure-C</b>
Stage 3	20.00%
Stage 4	20.00%
Stage 5	40.00%
After 12 month of successful deployment	10.00%
After maintenance support period (after 24 months of successful deployment)	10.00%

**Sample format for Data pertaining to progress of different section**

**Section:  
Bhaupur-  
Khurja**

<b>SN</b>	<b>Description / items</b>	<b>Unit for progress</b>	<b>Scope</b>	<b>Already completed</b>	<b>Target for the month</b>	<b>Pro- gress for the month</b>	<b>Cumu- lative Target</b>
<b>A</b>	<b>Formation and Bridge Works</b>						
1	Formation upto H/2	KMs					
2	Formation upto H	KMs					
3	Formation including blanketing	KMs					
4	Important Bridge (in Nos.)	Nos.					
5	Important Bridge (in %)	%					
6	Major Bridges (in Nos.)	Nos.					
7	Major Bridges (in %)	%					
8	Major RUB (in Nos.)	Nos.					
9	Major RUB (in %)	%					
10	RFO (in Nos.)	Nos.					
11	RFO (in %)	%					
12	Minor Bridges	Nos.					
13	Minor RUB	Nos.					
14	ROB (Part of DB Contract)	Nos.					
15	ROB (Part of DB Contract)	%					
16	ROB (other than DB contract)	Nos.					
17	RUB (DFC)	Nos.					
18	RUB (RLY)	Nos.					
<b>B</b>	<b>Track Linking</b>						
1	Procurement of sleepers	Nos.					
2	Procurement of Ballast	Cum					
3	Procurement of Rails	MT					

<b>4</b>	<b>Track linking</b>	<b>KMs</b>					
5	Station Building	Nos.					
	<b>B. Electrical Works</b>						
1	Submission and Approval of design	%					
2	Mast Foundation	Nos.					
3	Mast Erection	Nos.					
4	Cantilever Erection	Nos.					
5	Supply of catenary wire	TKM					
6	Supply of contact wire	TKM					
7	Catenary wire laying	TKM					
8	Contact wire laying	TKM					
9	TSS (in Nos.)	Nos.					
10	TSS (in %)	%					
11	Supply of Traction transformer	Nos.					
12	SPs/SSPs (in Nos.)	Nos.					
13	SPs/SSPs (in %)	%					
14	Supply of auto transformer	Nos.					
	<b>C. S&amp;T WORKS</b>						
<b>1</b>	<b>Stations</b>	<b>Nos.</b>					
	<b>Stations (overall %)</b>	<b>%</b>					
A	Design	%					
B	Supply other S&T Materials	%					
C	Other Outdoor Works execution	%					
D	Indoor Works Execution	%					
<b>2</b>	<b>Block Section</b>	<b>Nos.</b>					
	<b>Block Section (Overall %)</b>	<b>%</b>					
A	Design	%					
B	Supply other S&T Materials	%					
C	Other Outdoor Works execution	%					
D	Indoor Works Execution (ALH)	%					
<b>3</b>	<b>OCC</b>	<b>Nos.</b>					

	<b>OCC (overall %)</b>	<b>%</b>					
A	Design	%					
B	Building						
C	Supply of Material	%					
D	Execution	%					
<b>4</b>	<b>Supply &amp; Laying of S&amp;T Cables</b>						
(A)	Supply of S&T Cable (Stations)	KM					
(B)	Laying of S&T Cables (Stations)	KM					
(C)	Supply of S&T Cable (Block Sections)	KM					
(D)	Laying of S&T Cables (Block Sections)	KM					

### **Annexure-D: b) The Scope / TOR for Website and Audit**

The scope of work is to revamp the website of DFCCIL along with vendor profile module, develop a hybrid based mobile application, and civil projects progress monitoring module in both mobile and web application. The scope can be summarized as below:-

To Re-design and Re-develop the DFCCIL website based on .Net Technology and MySQL database.

- (i) Develop/Redesign/Modification user friendly Website.
- (ii) Develop a web application tightly integrated with the website containing modules such as vendor profile, projects progress module, grievance etc. (Please refer DFCCIL.GOV.IN).
- (iii) Security Auditing, Security clearance certificate should be obtained during hosting Mobile App and Website. Security clearance certificate should be provided from certified auditor to address this requirement.
- (iv) Obtainment of STQC Certificate for certifying the website.
- (v) To provide standard MIS reports basis the data aggregated at various levels in the projects progress module.

### **Dynamic Content Management System (CMS)**

The features of the proposed CMS are as follows:-

- a) **Dynamic menus:** Menus and submenus should be created based on the page-tree as pages are added and subtracted. These should be styled entirely through CSS and stored in database.
- b) **Audit Trail:** Administrators should have access to one log in the backend or individual logs of each page where user can view from which ever place Website is viewed with daily reports.
- c) **User Privileges:** An administrator can grant as little or as much control to content editors or groups as needed to other controlling accounts to the Website, which means if a user has to update any section in Website, for example Reports section, then user can modify only Reports section. All other sections should appear disabled to that user.
- d) **CSS Styled Content:** All aspects of the core functionality should be styled on the Website. Most extensions should be styled through CSS
- e) **Minimal Training Required:** Editing content should be as easy as editing the Microsoft word.
- f) Each element on the Website can be modified easily through the back-end CMS.

### **Important Considerations:-**

1. To Design & Develop the website with an aesthetic look and feel, visually rich and appealing in design.
  - a. The website should be bilingual and comply to the Govt. Policies / Rules etc.
  - b. Website/Portal/App should meet Guidelines for Indian Government Websites as per GIGW detailed at <http://guidelines.gov.in/>.
  - c. All design will be final as agreed/approved by DFCCIL.
  - d. Integration with map application.
  - e. Data and image store in GPS/Internet Black-out Zones i.e. Online/Offline mode with data and image store
  - f. Customize forms for daily activity logging
  - g. Friendly & Intuitive User Interface
  - h. Tight Integration with the web portal.
  - i. The system shall be scalable to handle concurrent traffic and detail analytics reports.
  - j. There should be over all counter for visitor and separate counter for vigilance, grievance, career section
2. To integrate an easy to use content management system for easily managing overall content of the website.
3. To provide information to users with minimum number of clicks. To get security certificate from certified vendor.
4. Should use the content available on [www.DFCCIL.GOV.IN](http://www.DFCCIL.GOV.IN)
5. Re-structure the overall content with proper tagging to make it reader friendly.
6. To provision for User feedback and reviews mechanism. This shall help user department in collecting feedback from Website users. This would involve development of an online form for collecting feedback.
7. Website Admin should be easy in terms of usability and changes in design & content.
8. Performance Testing, Security Testing & Usability Testing certification from certified vendor.
9. Overall Integration, User acceptance testing & Go-Live
10. Feature for update application with permission to download
11. Handover, guidance and training to DFCCIL staff to make design changes, to update content and to maintain the proposed solution.
12. Search Engine Optimization - This feature should ensure that Website is indexed with all popular Search Engines (Google, Rediff, Yahoo, Bing etc.) using top keywords and Meta description
13. There should be Archive for all data and no data will be deleted.
14. There should be provision for taking offsite backup in fixed duration.

### **Vendor Profile Module:-**

- a) Vendors should be able to register on the portal and generate their user id & password
- b) Vendor should be able to utilize the forgot password option
- c) A vendor code to be generated as soon as they are able to successfully register onto the portal.
- d) The back-end administrator would be able to update the status of payment outstanding against each of the vendor.
- e) Initially, a provision has to be made for bulk uploading of excel containing fields such as vendor code, name, vendor details, status etc.
- f) For new registrations, the database will be updated by the vendor itself and entries appended to the present set of values.
- g) Vendors should be able to manage their profiles
- h) A provision should be made to retrieve the vendor details on the dashboard of the vendor after logging-in.

### **Project Progress Module:-**

- (a) A form has to be designed for the vendors for inputting the actual data under fields related to various stages of completion.
- (b) These fields can be category wise i.e. different categories of fields will be attributed to different stages of the data aggregation workflow like DFC Corridors, CPM Locations, Sections and Activities.
- (c) Against each activity (distributed category-wise), a target, scope and actual achievement field shall be defined.
- (d) Basis the above parameters, the system should be able to calculate a percentage of achievement under each activity and the overall percentage of progress completion.
- (e) The detailed requirement for the same shall be explained to the successful bidder after awarding of project. Some basic functionalities of the application will be:-
  - i. The selected user can submit daily/monthly activity
  - ii. Users can request these submitted activity (-ies) and their manager shall approve and/or reject the same.

### **Grievances Management:-**

- a) Automation of grievances form containing fields like Name, house no., Street, City, State, Pin Code etc.
- b) Generation of unique application number upon submission of Grievances
- c) Checking of Status of Grievances



### **Career/Vacancy Management:-**

- a) Automation form containing fields like Name, house no., Street, City, State, Pin Code etc.
- b) Posting of Vacancy Notices and capture willing candidature response online.

### **Reports /MIS/Dashboard:-**

1. Web-portal & mobile application shall be capable of online data collection and generation of various reports
2. The system shall provide fixed format reports, dynamic reports; data export facilities as per the selection criteria in pdf and excel formats.
3. The system shall provide dashboard to DFCCIL top management (Executives Director, Directors and HODs) to view performance at regional / all India level pertaining to their area of responsibilities or complete view as per DFCCIL workflow. The dashboard (in graphical form) of DFCCIL should contain reports such as pie charts and bar graph for kilometers of track laid, pending, not started, under progress, week-wise overall progress, State-wise progress, maps based reports.

### **Other Miscellaneous Requirements:-**

- a) Onsite training Onsite training to DFCCIL staff on overall workflow of the developed solution and backend administration functions at DFCCIL office.
- b) Two year technical support Vendor should provide two years technical support via email; phone and remote login to address analyse and fix any technical glitches within the existing features within 4 working hours. The scope of technical support includes rectification of errors within the already developed solution.
- c) Maintenance Vendor shall provide maintenance of Mobile App including up-gradation and updates for a period of 2 years from the date of successful deployment. The update / maintenance in the source code of the Mobile App should also include quality assurance (as per Govt of India guidelines) i.e. Mobile Apps should be hosted after extensive testing and Apps must be 100% bug free.

**Tentative Schedule of Work-Website : - (For APP TOR is attached separately)**

<b>SN</b>	<b>Item Particulars for Website</b>	<b>Timelines</b>
1	Screen design & finalization of SRS	4 Weeks
2	Design, Development, & Testing of Beta Version of the Applications	8 weeks
3	Enhancement of the Beta Version and Finalization of UX & Functionality	2 weeks
4	UAT of the website	2 Weeks
5	Security Audit of the web application and Go-Live of web application	2 Weeks
6	STQC Certification of website.	6 weeks.

**Note:** Security Audit of mobile application will also be part of the scope of work.

**1 Payment Terms:**

<b>SN</b>	<b>Item Particulars (For Website only)</b>	<b>Payment Percentage of the value at item (1) in Annexure-C</b>
1	Screen design & finalization of SRS	10.00%
2	Launch of Beta Version for Review	10.00%
3	UAT of the website	20.00%
4	Security Audit of the web application and Go-Live of web application & mobile apps.	40.00%
5	End of 01 Year Support	10.00%
6	End of 02 year Support	10.00%

- All the features of web portal shall be the part of mobile application unless otherwise specified by DFCCIL. This shall also include workflow and approvals available on Mobile app.

**Annexure-1 (Vendor Exp. in development of Websites /  
Web Portal for Government / PSU)**

SN	Client Name	URL of the Website	Work Order (Yes/No)	Completion Certificate (Yes/No)
01				

**Annexure-2 (Vendor Exp. in Developing Mobile App for Railway / Railway PSU)**

SN	Client Name	Mobile App Technology	Mobile App brief details	Work Order (Yes/No)	Completion Status (Yes/No)
01					

**Annexure-3 (Vendor Exp. in support / Maintaining Website / Mobile App)**

SN	Client Name	Project Name	Duration	Whether Completed / Ongoing
01				

**Annexure-4 (Presentation on understanding of the Project)**

SN	File name	Software Version	Duration / No. of slides	Remarks
01				

**Declaration for DFCCIL**

This is to confirm that I, \_\_\_\_\_ (name of concerned person of vendor), \_\_\_\_\_ (designation of this person) at \_\_\_\_\_ (name of the agency), have passed the benefit of input tax credit available on the \_\_\_\_\_ (goods / services) having HSN \_\_\_\_\_ supplied to the Dedicated Freight Corridor Corporation of India Limited after introduction of Goods and Services Tax .

Further, it is to confirm also that in case \_\_\_\_\_ (name of the agency) will receive any further benefit in future after \_\_\_\_\_, 2018 by way of availing input tax credits which were not allowed to be availed before \_\_\_\_\_, 2018 or reduction in tax rates or in any other manner which results in reduction of cost of the \_\_\_\_\_ Goods / Services supplied to the Dedicated Freight Corridor Corporation of India Limited, than we will pass that benefit to the Dedicated Freight Corridor Corporation of India Limited also.

Signature of the Contractor \_\_\_\_\_

Name of the Contractor \_\_\_\_\_

Designation \_\_\_\_\_

Name of the Agency \_\_\_\_\_

\_\_\_\_\_ **End of Quotation Document** \_\_\_\_\_