



DIRECTORATE OF e-GOVERNANCE
TAMIL NADU e-GOVERNANCE AGENCY
INFORMATION TECHNOLOGY DEPARTMENT, GOVERNMENT OF TAMIL NADU



Request for Quote for developing an Online Ticketing Portal and Web Portal for the Chennai Rivers Restoration Trust (CRRT)

10 September 2024

Version 1.0

Tamil Nadu e-Governance Agency

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Contents

1	About TNeGA.....	3
2	About the Request for Quotation	3
3	SCOPE OF PROJECT.....	4
4	FUNCTIONAL REQUIREMENTS.....	5
4.1	Background	5
5	Objectives of the Project.....	5
6	Detailed Scope for web portal.....	5
7	Terms and Conditions.....	21
7.1	Confidentiality obligations.....	21
7.2	Award of Contract.....	23
7.3	Review and Monitoring	23
7.4	Termination of Contract	23
7.4.1	Termination for default.....	23
7.4.2	Termination for Insolvency.....	24
7.4.3	Termination for Convenience.....	24
7.5	Exit Clause.....	24
7.6	Post Contract Condition.....	25
7.7	Liquidated Damages	25
7.8	Intellectual Property Rights (IPR)	26
7.9	Change Request (CR).....	26
7.10	Indemnity	26
7.11	Payment Terms	27
	PRICE BID	28
8	Price Quotation.....	29

1 About TNeGA

Tamil Nadu e-Governance Agency (TNeGA), as a State Nodal Agency has been formed to support and drive all e-Governance initiatives of the Government of Tamil Nadu. TNeGA is implementing various e-Governance projects with the objective of making all Government services, wherever feasible & accessible to the common man in an efficient and transparent manner.

CRRT engaged TNeGA for developing Website for Chennai Rivers Restoration Trust. TNeGA will be the development agency for building the above said application.

2 About the Request for Quotation

The Government of Tamil Nadu had conceived a pioneering initiative in urban wetland conservation in the restoration of 358 acres of the Adyar Creek and Estuary area located in the eastern side of Thiru. Vi. Ka. Bridge. Accordingly, an ecological park in the name of "Tholkappia Poonga" under the aegis of the Chennai Rivers Restoration Trust been created and it has been serving as a "Centre for Environment Education and Research". Tholkappia Poonga is open to visitors of all educational institutions/general visitors with an objective to educate them about the importance/significance and values of Adyar Creek and Estuary and to conserve the urban coastal wetlands eco-system and the Government initiatives in restoring such important habitats.

The Tholkaapia Poonga, also known as the Adyar Eco Park, is an ambitious ecological restoration initiative aimed at rehabilitating the Adyar Creek and Estuary in Chennai. This project is significant both for its environmental impact and its role in urban revitalization. The project is a collaborative effort of Chennai River Restoration Trust (CRRT) and the Tamil Nadu government. A website for the Tholkaapia poonga (alias Adyar Eco Park) is already existing with online ticketing reservation system. As the Eco park is undergoing a redevelopment work, the department wishes to upgrade it's website (www.chennairivers.gov.in). This official website of Chennai Rivers Restoration Trust(CRRT) serves the purpose of providing information about CRRT, projects undertaken, statutory clearance orders, compliance reports, events & news, tender related details and contact details. CRRT website also has an Online Ticket Booking Application for the interested general public to book tickets to visit the Adyar Eco-Park on the

permitted days. CRRT domain has been registered with the gov.in domain registry, National Informatics Centre(NIC), New Delhi.

TNeGA requests quotations from eligible bidders for developing an Online Ticketing Portal and Web Portal for the Chennai Rivers Restoration Trust (CRRT) as per the scope of work with the terms & conditions as per this RFQ. The bidder has to submit his quote in the enclosed price bid BOQ **on or before 18.09.2024** at 3.00 PM. The bidder has to submit this RFQ duly signed with a seal as proof of acceptance of the terms and conditions of this RFQ. If the quote (price bid) is received without a duly signed RFQ, the bid will be summarily rejected.

The bidder has to quote the rates for all the items mentioned in the price bid BOQ, failing which the bid will be summarily rejected. "Bid price" or "Value of Work Order" is defined as the summation of the rates quoted by the bidder for item No. I [i.e. Development Cost for development of Online Ticketing Portal and Web Portal for CRRT.], in the price bid BOQ. The bidder who has quoted the lowest rate as Bid Price [rate for item No. I] in the price bid BOQ will be declared as the Successful (L1) bidder and price negotiations will be conducted with the L1 bidder on the quoted bid price and price discovery.

Letter of Acceptance (LOA) will be issued to the successful (L1) bidder based on the negotiated bid price. The successful bidder has to submit the security deposit for 3% of the bid price (value of work order) in the form of a demand draft drawn in favor of the CEO, TNeGA, or as a Performance Bank Guarantee. On receipt of the security deposit, the Work order will be issued.

3 SCOPE OF PROJECT

The selected bidder shall be expected to undertake activities related to:

1. Development of web application
 - a. Gather detailed requirements and prepare the SRS
 - b. Development and maintenance of the Application
2. Periodic reporting on the status of project
3. Deployment & Implementation
 - a. Hardware sizing and deployment requirements

- b. IT security audit support and re-deployment
 - c. Deployment and commissioning of software, network and hardware components
 - d. Installation support to OEM for H/W
4. Technical support
- a. The bidder shall provide required technical support and extend minor functionality/feature additions in the User requirements, content updates, for the website during the O&M.
 - b. The bidder shall be responsible for deploying latest updates, patches and upgrades during the O&M.
 - c. Support to resolve the issues reported by Department personnel during the O&M.

4 FUNCTIONAL REQUIREMENTS

4.1 Background

Purpose of this website is to act as an informational site of the Tholkaapiya Poonga and assist in online ticket booking, vehicle tracking, provide educational content, flora and fauna database, students research internships and daily pass creation for walkers. The website should have a aesthetic look and provide visitors with an enriching experience about the park.

5 Objectives of the Project

- To develop website with Online Ticketing system, vehicle database, integrate video contents about flora and fauna, provide static contents about flora and fauna within the park, admit research interns and provide passes for daily walkers inside the park.
- To integrate SMS gateway, Email and Payment gateways.

6 Detailed Scope for web portal

6.1. About Eco Park

6.1.1. About CRRT

- The history, projects, of the Chennai Rivers Restoration Trust will be displayed here. The Contents will be provided by CRRT.

- Display the List of Projects undertaken.
- High-definition images of the park will be displayed here. The images will be provided by the CRRT.
- Admin will be able to modify the content using Content Management system (CMS).

6.1.2. About Adyar Eco Park or Tholkaapia Poonga

- The history, projects, of the Adyar Eco Park will be displayed here. The Contents will be provided by CRRT.
- Admin will be able to modify the content using the CMS.

6.1.3. Facilities

- The facilities of the Adyar Eco Park will be displayed here. The Contents will be provided by CRRT.
- The Photos of the park may be displayed. The photos will be provided by CRRT.
- Admin will be able to modify the content and photos using the CMS.

6.1.4. Timings

- The Eco Park Operational hours will be displayed here. The details of park operational hours will be provided by CRRT.
- Admin will be able to modify the content and photos using the CMS.

6.2. Login

6.2.1. User Registration and Login

- The users of this portal are Visitors, daily walkers, and Admin team. As the visitors and daily walkers are public, the portal should collect details such as Name, Mobile Number, Photo ID, Government ID, Area residing (Not complete address) from the Visitor. The limit for daily walkers will be provided by CRRT.

6.2.2. Password Management

- The portal shall have secure password management for users.

6.2.3. ID Verification

- The Government ID uploaded by the user while registration will be verified by the Admin.

6.3. Visit

6.3.1. Visitor Booking

- The visitors should be able to book online. The booking shall not be allowed if the daily visitor limit is reached and beyond the visiting time. A maximum of 100 visitors is only allowed on a day.
- Online ticket booking application software with booking confirmation through e-mail and SMS alert with unique sender ID like TNCRRT/CRRT/POONGA.
- The details such as Name, Govt ID, Photo ID, Mobile Number, Area should be collected while booking.
- For school children, the teacher or school administration will be booking. It is a Guided tour.

6.3.2. Booking Confirmation

- The visitors should be notified through Email and SMS after booking confirmation.
- The OTP verification pass should be generated upon booking confirmation.

6.3.3. Daily passes for walkers

- A link to register user as Daily walkers and issuing pass should be available.
- The Park is open to daily walkers during the Morning 6 to 8.30am and evening 4.30am to 6.00pm
- The platform should generate Monthly and Annual payment receipt.

6.3.4. School booking and confirmation

- A link to register School education program booking should be available.
- Field such as Age group of students, Class, Responsible teacher, Teacher Name, Designation, Mobile Number, school ID, details of other staff, details of vehicle should be available.

6.3.5. Do's and Dont's

- A link to add Do's and Don't's within the park should be available.
- These do's and don'ts should be notified to the visitor/school teacher/Daily walkers through Email and SMS Notifications at the time of booking.

- Admin will be able to modify the content using CMS.

6.3.6. Vehicle Booking

- The portal will have option to book parking space for vehicles (Car /Bus / Van)
- The visitors can book ticket along with the ticket for vehicle.

6.4. Parking

6.4.1. Vehicle Registration

- The web application will have provision to enter the vehicle entry time along with vehicle number and vehicle exit time. The security personal posted at the gate will enter this details.

6.5. E-Learning

6.5.1. Flora and Fauna database

- This feature will allow the users to see the database of all the flora and fauna present inside the park. The CRRT shall be sharing the details.
- The recorded birds sounds can be made available which may interests students. (This is an optional feature and the viability to be decided)
- The content may be provided in multilingual language.
- A text to speech converter may be added. (This is an optional feature and viability to be decided)
- Admin will be able to modify the content using CMS.

6.5.2. Educational Videos

- A feature to upload, download and stream the educational videos should be developed. The contents will be provided by the CRRT.
- The upload will be done by Admin.
- All users can download the content

6.6. Resources

6.6.1. Newsletters, Magazines

- A feature to upload and download the Newsletters, Magazines should be made available.
- The upload will be done by Admin.

- All users can download the content.

6.6.2. Gallery (Photos)

- The photos uploaded by the Admin will be displayed in this feature. The photos will be given by CRRT.

6.7. Online application (research scholars)

6.7.1. Online form filling and submission

- The Scholars who register as User can able to apply for internship which may help their research. A link should be available for online form filling and submission.

6.7.2. Online form approval

- A multilevel workflow to approve the online form should be available. The Admin will be authorized to approve the filled online forms.

6.8. Activities

6.8.1. Blog

- A blog feature to be made available for users who have registered. The blog content should be restricted to 1500 words per user.
- Admin approves the blog. Only then, it will be displayed in the page.

6.8.2. Creative Wall

- A feature to be developed for visitors and school children who wish to post their drawing and painting skills. This feature may be open to students.
- Admin approves the post. Only then, it will be displayed in the page.

6.8.3. Post your experience

- A feature to be made available for registered users who would like to post their experience about visiting the park.
- Admin approves the user experience post. Only then, it will be displayed in the page.

6.8.4. Post your Photos

- A feature to be developed to display the photos of the registered users taken inside the park.

- Admin approves the photos. Only then, it will be displayed in the page.

6.8.5. Post your Videos

- A feature to be developed to display the videos of the registered users taken inside the park.
- Admin approves the videos. Only then, it will be displayed in the page.

6.9. News

6.9.1. Notifications

- A feature to display the notifications about the park to be developed.
- Admin will be able to modify the content using CMS.

6.9.2. Brochures, Pamphlets

- A feature to upload and download the pamphlets to be developed.
- Admin can upload and download. Users can only download.

6.9.3. Events

- A feature to display the events inside the park to be developed.
- Admin will be able to modify the content using CMS.

6.10. Order

6.10.1. Nursery

- A simple page displaying about the list of saplings available at the nursery is required. The users can use this list to order saplings offline.
- Admin will be able to modify the content using CMS.

6.11. Support

6.11.1. FAQ section

- The frequently asked questions of users shall be present here. The CRRT shall be providing the initial details and they should be able to add/delete the contents whenever required using the CMS.

6.11.2. Contact us

- The details of the CRRT team will be present here. The admin shall be allowed to modify the details.

6.12. Admin Panel

6.12.1. Dashboard

- The dashboard containing the number of visitors, number of vehicles, total daily pass issued, total number of scholars applied, total number of school children visited, total schools visited is required in different charts/graphs. The charts should have a filter option to analyse the year wise, month wise, week wise data.
- A calendar should be part of the charts to filter the data.
- The charts should be downloadable.

6.12.2. Visitor Management

- The admin can able to see the list of visitors registered for the day. The visitor database with important information should be downloadable in spreadsheet format i.e) .xlsx and .csv formats.

6.12.3. Content Management

- The admin should be given as approval authority for all contents that user has uploaded. The admin may delete the posts or approve the posts.
- The admin should be able to upload the photos, videos, brochures, pamphlets, newsletters, magazines, statutory clearance orders, compliance reports, tender documents, update the news, project details, tender related details.
- Wherever necessary, the content management system should allow the admin to modify the contents.
- A table for the tender list with columns such as list of Tender details date of announcement, last date of submission, Remarks should be available. Admin should be able to upload these details and users can be able to download these details.
- Option to upload Statutory clearance orders.
- Option to upload Compliance Reports

Note – The data uploaded in admin portal will be visible to the end users

6.13. Notification system

6.13.1. SMS notifications

An SMS notification shall be given to users upon booking confirmation. It is applicable to both visitors, Daily walkers, and School teachers.

6.13.2. Email notifications

An Email notification shall be given to users upon booking confirmation. It is applicable to both visitors, Daily walkers, and School teachers.

6.14. Payment Gateway

Integrate the Payment Gateway services offered by TNeGA to the Online ticket booking system and other payment requirements associated with the various features of website and mobile app.

6.15. Operation & Maintenance (O&M)

- Maintenance of Website , updating the existing and new information/contents/tender & other information as and when required. This requirement will be fulfilled through content management system and Admin can modify these details.
- Maintenance of Online Ticket booking application software with booking confirmation through e-mail and SMS alert. SMS Alerts are possible, but it is chargeable.
- Periodical improvisation of the outlook of the website, uploading photos, videos & contents etc., This requirement will be fulfilled through content management system and Admin can modify these details.
- Continuous upkeep of the website without any outage & downtime.
- Sharing of back-up details with client (i.e. CRRT) on quarterly basis.
- The O&M is planned for **One-year** post Go-Live.

6.16. User Management & Administration

- a. User management and administration is a one of core module for the application which enables the authentication and authorization of the users. The module enables the security of the application and prevent from the unauthorized accesses. A wizard/user interfaces shall be developed to manage users, roles and setting access controls.
- b. Application and data restriction through user id and role setting as per organizational hierarchy

- c. User roles shall define access permission
- d. Organization hierarchy and user credential enable or disable access to the user and product the data from unauthorized users.
 - a. Users can be given or removed access to any single or multiple roles
 - b. Users can be given access to the roles in line with organization Hierarchy
 - c. The authorized users, can create and manage other users
 - d. User accounts cannot be deleted but disabled

6.17. Role Management

Web portal users' roles can be classified in to

- I. Super Admin
- II. Visitor
- III. Daily Walker
- IV. Supervisor

but not limited to the list above.

- a. Roles are access privileges, mapped to the users.
- b. A role can be assigned or removed to one or many access permissions.
- c. The necessary roles can be identified, created & managed

Super Admin should be able to manage the users of the CRRT system and set the respective jurisdiction to each users, reset password for users, etc.,

6.18. Access Control

- a. Grant or Revoke permissions to perform set of actions in the system.
- b. A single access control can be assigned to multiple Roles.
- c. The necessary access controls can be identified, created & managed

6.19. Configuration System

- a. Configuration system helps to provide user friendly interfaces to supports, systematically manage, organize and control the reusable elements and values such as
 - i. Application, system and global variable
 - ii. Values for alert & notifications
 - iii. Any other required, information

6.20. Dashboard & MIS Report

- a. The contents and the items displayed in dashboard based on their user's roles and access permissions
- b. Basic, standards and customized, drill down options for aggregated / summary and scheduled reports
- c. MIS reports is restricted based on user role(s) and access control(s)

6.21. Integration with Mobile application

TNeGA is in the process of developing mobile application for voice guided tour. The developed online ticketing system should be integrated with the mobile application so that ticket booking can be done through the mobile application as well.

6.22. Milestone and Deliverables

The selected bidder shall deliver the following:

- Software Requirement Specifications
- Test matrix, test cases and test results
- Source code of the application in the desired format and medium along with design documents, API documents, software build scripts
- List of open source and 3rd party technologies used and their licensing terms and conditions
- Deployment & Operations Procedures (including Backup/Restore procedures, Security considerations etc.,)

The timeline for various deliverables/milestones of this project are given below and any delay by the developer beyond the below mentioned timeline shall attract penalty as per the clause Sec 7.7b.

S No	Milestone	Timeline
[1]	Issue of Work order	T0 (Date of Work Order)
[2]	SRS Sign Off	T1 = T0 + 2 Week

[3]	System Design, Coding, Development, Test cases & Implementation	T2 = T1 + 3 Weeks
[4]	UAT Sign Off	T3 = T2 + 1 Weeks
[5]	Security Audit	T4 = T3 + 1 Weeks
[7]	Go-Live	T5 = T4 + 1 Weeks
[8]	O&M	T6 = T5 + 12 months
[9]	Contract Period	14 Months. 2 Month for development phase (SRS to Go-Live) and 12 Months Operation and Maintenance.

Note: The above schedule is subject to change depending on the prioritization and phasing as to be decided by TNeGA/CRRT. In such condition, a revised schedule will be provided.

6.23. Technical Details

6.23.1. Software Development

6.23.1.1. Technical Standards

The Software development to comply with **88 guidelines** of **GIGW 3.0** guidelines. The development should comply with Open Standards (Open Source tools like PHP/ Jscript / Node.js, MySQL etc.,). The admin portal should support all popular browsers (Google Chrome, Mozilla Firefox, Apple Safari, Microsoft IE & Edge and Opera) on common OS platforms (Windows/Mac/Linux) for Desktop, Mobile and Tablets.

The proposed solution shall be compliant with industry standards, wherever applicable. This will apply to all the aspects of solution including but not limited to

design, development, security, installation, and testing. The list of standards is indicative but not exhaustive.

Web Software development	W3C standards
Information access/ transfer protocol	SOAP/XML or REST/JSON, HTTP/HTTPS
Document encryption	PKCS specifications
Secure communication	SSL protocol
Documentation	IEEE/ ISO/ CMMi specification

6.23.1.2. SRS Validation

SRS shall be prepared and validated with TNeGA and change requirements shall be updated. The SRS shall be signed off by TNeGA. The hardware sizing with specification & BOM will be requested from the Successful bidder and the same shall be furnished by the successful bidder which will be validated and procured by TNeGA. Upon completion of SRS the vendor should provide the Business Continuity plan.

6.23.1.3. Development (Code and Unit Testing)

The website shall be developed to meet the functionalities as specified in scope of work. The development environment with enterprise standards shall be addressed by the Successful bidder. Further the developed application should be compatible with a minimum of three standard browsers like Chrome, Internet Explorer, Firefox etc. All the software should be with perpetual software license. The tool developed by the successful bidder will be validated by TNeGA.

6.23.1.4. Load Testing/Performance Testing

1. The successful bidder shall conduct load testing for defined no's. of concurrent users specified by TNeGA.

2. The successful bidder shall address the issues reported from load testing reports and ensure the portal & system infrastructure can handle load as per the requirements of TNeGA Client.

6.23.1.5. UAT Server Installation

The developer shall install the application in a Staging Server (to be provided by the Developer) for the purpose of UAT, audits, etc.

6.23.1.6. User Acceptance Testing (UAT)

The developer shall thoroughly test the application at developer's premises for functional testing and integrated testing as per the standards and proven methodologies. Test cases and test report of the unit and integration testing shall be submitted when requested by TNeGA.

For the purpose of UAT, the Developer shall install the application in a staging server and publish the test link. UAT shall be done at TNeGA/CRRT premises. Test cases for UAT shall be provided by Developer in consultation with TNeGA/CRRT. TNeGA/CRRT would share bugs report shall be shared with the Developer. The bugs may be prioritized by TNeGA/CRRT based on their severity. The bidder shall ensure all priority bugs as determined by TNeGA/CRRT are resolved and retested. The changes if any at this stage shall be made in the mobile app and admin portal without any additional cost. The UAT shall be completed, and signoff shall be obtained from TNeGA.

6.23.1.7. Security Considerations

The developer shall ensure the following security aspects are taken into consideration while developing the application (this is an indicative list and not an exhaustive list, developer is expected to adhere to industry best practices for secure software development and operation).

- a) The architecture should provide an end-to-end security model that protects data.
- b) Unauthorised access to application, database, servers and network should be prevented.

- c) A log should be maintained for the transactions handled. System should incorporate audit trail system.

The developed software would be subject to IT Security Auditing as mandated by the Cyber Security Policy of Government of Tamil Nadu. The Developer has to fix the bugs, resolve it and should send for re-testing. The changes if any at this stage shall be made in the software without any additional cost. TNeGA will bear the cost expenditure for IT Security Auditing subjected to availability of funds.

IT Security Auditing shall be carried out by CERT-IN empanelled organization (which will be selected by TNeGA). The identified bugs shall be fixed by the developer and shall be sent for re-testing. The changes if any at this stage shall be made in the software without any additional cost. The expenditure related to IT Security Audit will be under the scope of TNeGA.

6.23.1.8. Source Code and Documents

The developed mobile application, admin portal, web interface applications, and API's including source code, software build and release configuration files and associated scripts, design & API documents, must be continuously available to TNeGA in an online code repository as specified by TNeGA during the development as well as the post-development phase.

6.23.1.9. Deployment

After IT Security audit, the application may be deployed on a pilot basis for a defined period prior to go-live, if determined appropriate by TNeGA/CRRT. The bugs if any at this stage shall be fixed in a timely manner.

The finalized software shall be deployed and operationalized in the target environment. Updates to any dependent software shall be synchronized for the effective use and performance of the application. The developer should provide **O&M** for the duration of 12 months from date of go-live.

6.23.1.10. Software Freezing

After UAT and Pilot testing, the software and final DB shall be finalized for all the standardized parameters. The Web Portal shall be ready for rollout.

6.24. Software Acceptance

6.24.1. Data Center and DR Installation

- a) The successful bidder shall size the hardware and software requirements for hosting & deployment and install the application in the production servers. The successful bidder shall finalize the architecture and server configuration and submit it to TNeGA for validation and approval. The successful bidder shall install the Operating System, Database and Web services, Web, Application, DB servers and other required components and services and also support & install the necessary software required for the implementation of e-Sign/ Digital Signature. The web server/middle ware servers shall be configured for the parameters standardized during the UAT and pilot. The application shall be replicated from staging server.
- b) Any modification or corrections in the Web Portal should be done in the staging server and pushed into the production server after testing. The application should comply with all the standardized parameters.

6.24.2. Rollout

- a) The finalized software should be rolled out at TNeGA. The successful bidder shall discuss a phased approach with TNEGA and shall ensure that all the user locations are rolled out within the agreed time frame. After successful rollout, the developed Product must be handed over to TNeGA (Preferably in an encrypted Pen drive) for back-up purpose.
- b) Go-Live means completion of first use case as specified in the SRS. It should be tested and accepted by TNEGA. The code should be tested/reviewed using industry standard tools and passed. The standard reports for the same must be submitted.

The software acceptance will be awarded in the following stages. The acceptance is mandatory requirement for milestone completion and release of payments.

Deliverables	Tasks	Acceptance
SRS Signoff	SRS validation, updating changes and Signoff	TNeGA/CRRT
User Acceptance Testing (UAT)	Staging server installation, Software testing and fixing of priority bugs.	TNeGA/CRRT
Software Rollout	Software Deployment, Training, Finalized Source Code & Docs Delivery	TNeGA/CRRT

6.25. IT Infrastructure

The Successful Bidder shall be responsible for hosting the platform. The platform will be hosted in any of the hyperscale cloud service providers which will be provided by TNeGA.

The proposed Hosting solution should be centralized on ASP (Application System Integrator) ALL Hosted Solution Model

The proposed portal solution should provide followings without compromising in the quality & performance of the services:

- i. High Reliability
- ii. High Availability (24*7*365) i.e., > 99% Server Uptime
- iii. High Scalability (1000 concurrent users) with Load Balancing & Clustering as per the need.
- iv. High Performance (The proposed solution should work even in low bandwidth like 128 Kbps using dialup connection)
- v. It should not take more than 6 seconds for responding to the users

3. The Successful Bidder shall deploy commission and configure the Software, Servers and Networks for the staging and production environment. Also, the environment should be tested before Go-Live by the successful Bidder. The Successful Bidder should support the content

management and training activities. The bidder shall ensure that the deployment strategy and solution for portal/mobile solutions is vendor neutral and not specific to any hardware.

6.26. Implementation and Support

The selected System Integrator's responsibilities during this phase would include:

1. Implementation and commissioning of the application at all locations.
2. Provide technical support to resolve any issues logged by internal and external stakeholders through the internet / Helpdesk.
3. Engage in patch management, testing and installation of software upgrades issued by the OEM/vendors from time to time.
4. Providing hand holding support on completion of implementation and after Go-live for a period of one month.

7 Terms and Conditions

7.1 Confidentiality obligations

The developer agrees and acknowledges that during the term of its contract with TNeGA the Developer shall have access to confidential information through oral, visual, electronic, or written means, solely by virtue of the contract and for the purpose of enabling the Developer to discharge his obligations towards TNeGA as a Developer. The provision of access to confidential information to the Developer shall be at the discretion of TNeGA.

The Developer understands and acknowledges that the confidential information is of immense value to TNeGA and its Affiliates and/or its present, past or prospective clients. The Developer understands that any use or disclosure of such confidential information including any inadvertent disclosure can cause immense and irreparable harm, loss, damage and injury to TNeGA and its reputation and hence undertakes to keep such confidential information confidential and use it solely in the manner expressly authorized by TNeGA and only during the term of its contract.

The Developer agrees and undertakes that at all times during the term of its contract and thereafter on termination of its contract for whatever reason to hold in the strictest confidence, and not to use, except for the benefit of TNeGA, and absolutely refrain from in any manner divulging, discussing, disclosing the confidential information to any third party or in any manner directly or indirectly using the confidential information without the written authorization of TNeGA.

The Developer recognizes that TNeGA have received and in the future will receive from third parties, information that would be confidential and proprietary in nature to such third parties, during the course of its contract. The Developer agrees to hold all such third-party information in the strictest confidence and not to disclose it to any person, firm or corporation or to use it except as necessary in carrying out his work for TNeGA consistent with TNeGA agreement with such third party.

The Developer further undertakes not to make copies of such confidential information except as authorized by TNeGA. Nothing contained in this agreement shall be construed as granting or conferring any rights either as a license or otherwise in the confidential information. The developer shall not claim or represent to hold any interest by way of ownership, assignment or otherwise in the confidential information.

The developer shall, upon termination of the contract, promptly return to TNeGA all confidential information including all materials and documents obtained from or through TNeGA (in hard or soft copy).

Nothing in this Clause 6.23(Technical Details) shall apply to information: (i) that was previously known by the developer on contract, as established by written records of the developer prior to receipt of such information from TNeGA; (ii) that was lawfully obtained by the developer from a third party without any obligations of confidentiality to TNeGA; (iii) that was developed by the developer independent of the confidential information; and (iv) information disclosed to the Developer by TNeGA without confidentiality restrictions.

This Clause shall survive the expiration or termination of this Agreement.

7.2 Award of Contract

- a) The bidder(s) who has quoted lowest price (L1) will be invited for negotiations for further reduction of price (if required by TNeGA).
- b) Upon finalization of negotiated rate, TNeGA will issue the Letter of Acceptance (LoA) to the successful bidder.
- c) The successful bidder shall deposit **3% of Contract Value as Security Deposit (SD)** in the form of DD/Banker's Cheque drawn in favor of CEO, TNeGA and SD will be returned to the bidder after 3 months from the completion of contract period, **without any interest.**
- d) Upon submission of SD by the successful bidder, work order will be issued by TNeGA to the selected agency (developer) and the date of issue of work order is the commencement day (T0) of the project.

7.3 Review and Monitoring

The developer is accountable to TNeGA for successful implementation of the application software. TNeGA/CRRT will hold periodic review meetings and the Developer should report the progress to TNeGA/CRRT and adhere to the decisions made during the review meeting. TNeGA reserves the right to audit the interim deliverables to ascertain the actual progress being made and if feedback and issues reported by it are being addressed adequately. This includes auditing the source code, design documents, test plans and results and other supporting artefacts.

7.4 Termination of Contract

7.4.1 Termination for default

- a. TNeGA may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 7 days, sent to the successful bidder, terminate the contract in whole or part, (i) if the successful bidder fails to deliver any or all of the service within the time period(s) specified in the contract, or fails to supply the items as per the delivery schedule or within any extension thereof granted by TNeGA; or (ii) if the successful bidder fails to

perform any of the obligation(s) under the contract; or (iii) if the successful TNeGA, in the judgment of TNeGA, has engaged in fraudulent and corrupt practices in competing for or in executing the contract.

- b. In the event TNeGA terminates the contract in whole or in part, TNeGA may procure, upon terms and in such manner as it deems appropriate, the goods and services similar to those and delivered and the successful bidder shall be liable to TNeGA for any additional costs for such similar goods and service. However, the successful bidder shall continue the performance of the contract to the extent not terminated and amount will be settled by TNeGA till the service imparted by the vendor.

7.4.2 Termination for Insolvency

- a. TNeGA may at any time terminate the contract by giving written notice with a notice period of 7 days to the successful bidder, if the successful bidder becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the successful bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to TNeGA.

7.4.3 Termination for Convenience

- a. TNeGA may by written notice, with a notice period of seven days sent to the successful bidder, TNeGA may terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for TNeGA's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. On termination, the successful bidder is not entitled to any compensation whatsoever.

7.5 Exit Clause

- a) At the time of expiry of contract period, as per the contract between the parties, the developer should ensure a complete knowledge transfer by the successful bidder to the new professional replacing them within a period of 2 weeks.

- b) The developer at the time of exit process will supply the following.
- i. All information relating to the work rendered
 - ii. Project data and confidential information
 - iii. All other information including but not limited to documents, records and agreements relating to the services reasonably necessary to TNeGA or any other agency identified to carryout due diligence in order to transition the provision of services to TNeGA or any other agency identified
 - iv. All properties provided by TNeGA shall be returned
 - v. Before the date of exit of the Developer from TNeGA, the Developer shall deliver to TNeGA all new and updated deliverables and shall not retain any copy thereof.

7.6 Post Contract Condition

After the expiry of 14 months (2 month development period up to go-live + 12 months O&M), a separate contract may be entered, subject to the satisfactory performance of developer, at the discretion of TNeGA for support and maintenance.

7.7 Liquidated Damages

a) Liquidated damages will be levied at the rate of 0.25% on the contract value per week subject to a maximum of 10% of the contract value in the event of non-fulfillment of **delivery schedule**. If further delay is found beyond this period, the contract will be terminated.

b) A penalty will be levied at the rate of 1% to 5% on the contract value order every occasion in the event of non-observance of any of the **conditions** as stipulated in this RFQ.

Decision of TNeGA will be final in both the above 7.7 (a) and (b) clauses.

7.8 Intellectual Property Rights (IPR)

The ownership and IPR of the deliverables made under this contract would always rest with TNeGA. The ownership and IPR of the proprietary tools and/or other tools used by the Developer or third party or parties for the purpose of making the deliverables would always rest with the respective parties. The Developer should disclose such tools to be used under this contract to TNeGA.

7.9 Change Request (CR)

a) Any Change Request (CR) if arises during the contract period shall be considered only up-to 25% of the **contract value**. TNeGA reserves the rights to review the change request proposal from the bidder and decision of TNeGA on the value of change request is final.

b) Developer is **NOT AUTHORIZED** to accept any Change Requests/Additional Requirements nor Abide orders from the user department directly **without the concurrence and WRITTEN approval of TNeGA**. Any breaches in this clause will **LEAD TO TERMINATION** of the **CONTRACT**.

c) **Contract Value** denotes the summation of the basic cost (without taxes) quoted by the bidder for software development with O&M for 12 months.

7.10 Indemnity

Developer must indemnify TNeGA against all third-party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof. TNeGA stand indemnified from any claims that the hired manpower/Developer's manpower may opt to have towards the discharge of their duties in the fulfilment of the purchase orders. TNeGA also stand indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / developer's manpower while discharging their duty towards fulfilment of the purchase orders.

7.11 Payment Terms

- a) No advance payment will be paid. Stage-wise payment will be released based on the milestone deliverables completed and accepted by TNeGA.
- b) Payment will be released in stages on achieving the following milestones.

Payment Milestones	Percentage of Payment on total value work order
SRS validation and Signoff	20%
UAT Signoff	30%
Successful implementation of the software including all the deliverables as mentioned in clause section 2.3.	20%
O&M	7.5% at the end of each quarter

- c) Payment during the O&M is subject to satisfactory resolution of support issues/requests raised by TNeGA.
- d) Any payment due to the Developer will be released within 10 days from the date of receipt of bills along with acceptance from TNeGA.
- e) The TDS amount, penalty if any, will be deducted in the payment due to the Developer.
- f) The taxes as applicable during the contract period as specified in the tender will be paid by TNeGA to the successful bidder. In case, the taxes have been reduced retrospectively, the Developer shall be liable to return the same to TNeGA.
- g) The Developer shall have full and exclusive liability for payment of all taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc now or hereafter imposed to the respective statutory authorities. TNeGA will not be responsible or liable for default on payment of taxes to the statutory authorities.



DIRECTORATE OF e-GOVERNANCE
TAMIL NADU e-GOVERNANCE AGENCY
INFORMATION TECHNOLOGY DEPARTMENT, GOVERNMENT OF TAMIL NADU



Request for Quotation

For

Request for Quote for developing an Online Ticketing Portal and Web Portal for Chennai Rivers Restoration Trust

PRICE BID

Tamil Nadu e-Governance Agency

807, 7th Floor, PT Lee Chengalvarayan Naicker Building,
Anna Salai (Mount Road),
Chennai – 600 002

Ph: +91-44-40164907

www.tnega.tn.gov.in

8 Price Quotation

Cost Components	Basic Cost (w/o tax)	Taxes as applied in GST 18%	Total amount Taxes)
A	B	C	D = (B+C)
I. Development Cost for development of Online Ticketing Portal and Web Portal for CRRT			
Price Discovery for Additional Services (If Required)			
II. Developer Cost per person-hour for any additional requirements (change requests).			

Signature of the Authorized person:

Name of the Authorized person:

***** End of document*****