ITPO

Established under the aegis of Department of Commerce, Ministry of Commerce & Industry Government of India

REQUEST FOR PROPOSAL
For

Selection of System Integrator for Design, Development, Implementation, and Support of Digital Platform

RFP #
Issuing Authority:
India Trade Promotion,
Organization, Pragati Bhawan,
Pragati Maidan, New Delhi –
110001

Tender No. ITPO/ITSD/ERP/2024-25

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SECTION 1

INTRODUCTION, DEFINITIONS AND INTERPRETATION

1.1   DEFINITIONS

The words and expressions beginning with capital letters and defined in this RFP shall, unless the context otherwise requires, have the meaning ascribed thereto herein.

1.	"Applicable Law"	All laws, brought into force and effect by the Government of India including rules, regulations and notifications made thereunder, and judgements, decrees, injunctions, writs and orders of any court of record, applicable to this RFP and the exercise, performance and discharge of the respective rights and obligations of ITPO and Bidders or any other party, as may be in force and effect during the subsistence of this RFP.
2.	"Application"	The mobile application, forming part of the Digital Platform, to be developed by the Successful Bidder in accordance with this RFP.
3.	"Associate"	An individual or any other person in relation to either the Bidder and/or Consortium Members, who controls, is controlled by such Bidder, or is under the common control of such Consortium Members.
4.	"Bank"	Any financial institution registered under the Banking Regulation Act, 1949 and named by the Successful Bidder in the Performance Bank Guarantee.
5.	"Bid Documents"	Any document provided by the Bidder to ITPO in response to this RFP, for the purpose of consideration of such Bidder`s proposal. Bid Documents shall Tender Documents forming part of this RFP, once the said Tender Documents have been duly filled, signed, stamped and submitted by the Bidder to ITPO and shall include all supporting documents required for the Bid.
6.	"Bid Opening Date"	The date on which Bids submitted to ITPO will be opened.
7.	"Bid(s)"	The technical, financial, qualifying proposal submitted by Bidders to ITPO together with the Bid Documents and other documents in their entirety comprised as a response to this RFP, in accordance with the terms and conditions thereof.
8.	"Bidder(s)"	The individual(s) or an entity or a Consortium or any other party, its members and associates thereof, submitting their respective Bid as a response to this RFP.

9.	"Bidding Process" or "Bid Process"	The procedure under which Bids are invited, received, opened, examined and evaluated for the purpose of awarding the Contract by the ITPO to the Successful Bidder to undertake the prescribed Scope of Work in this RFP.
	"Blacklisting"	The debarment of a bidder(s), including the successful bidder(s), found to be in violation of any of the terms of the present RFP, including annexures thereof and/or subsequent agreements/undertaking(s) including, but not limited to, Coercive practice, Conflict of Interest, Corrupt practice, Fraudulent Practice, Prohibited Practice, Undesirable Practice, for a minimum period of …….months/year(s) and maximum period of …… years(s) depending upon the nature of violation/misdemeanor.
10.	"Central Government"	Government of India
11.	"Certificate of Conformity"	The certificate signifying the existence of a Consortium,

		name of the Prime Bidder and joint and several liability of the members towards execution of work.
12.	"Coercive Practice"	Impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Selection Process.
13.	"Conflict of Interest"	When a Bidder or any other party has a direct or indirect business relationship with another Bidder such that it causes their disqualification subject to the conditions laid under this RFP.
14.	"Consortium"	A group of individuals, companies, or any other entities, not exceeding three in number, coming together to submit a Bid under this RFP, and subject to the terms and conditions thereof.
15.	"Contract"	The final agreement between the Successful Bidder and ITPO to be executed pursuant to Notification of Award, subject to the terms and conditions of this RFP.
16.	"Corrupt Practice"	(i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of ITPO who is or has been associated in any manner, directly or indirectly with the Selection Process or the Notification of Award or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of ITPO, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Notification of Award or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Notification of Award or the Contract, who at any time has been or is a legal, financial or technical consultant/ adviser of ITPO in relation to any matter concerning the Project.
17.	"Data Sheet"	The information matrix provided under Section 2.1 of this RFP for the Bidder(s).
18.	"Date of Implementation"	Shall mean the day falling at the end of 280 days from the date of Contract

19.	"Definitive Documents"	The documents executed between ITPO and the Successful Bidder after the completion of Bidding Process and Notification of Award, including but not limited to the Service Level Agreement.
20.	"Digital Platform"	The Mobile Application, Web Portal and other solutions to be developed by the Successful Bidder in accordance with this RFP.
21.	"e-Procurement Website"	The Central Public Procurement Portal Website: https://eprocure.gov.in/eprocure/app
22.	"Earnest Money Deposit" or "EMD"	An amount required to be deposited by the Bidder(s) along with their respective Bid(s) in the form of a bank guarantee in the favor of ITPO in the specified Annexure 12.3.
23.	"Evaluation Committee"	The Committee appointed by ITPO to carry out the technical evaluation of proposals based on the prescribed evaluation criteria and points system in this RFP.
24.	"Extended Submission Deadline"	The extended date of submission of the Bid as updated on the e-Procurement Website by ITPO at its sole discretion.
25.	"Financial Bid"	The portion of the Bid comprising of costs of Project implementation, the cost for maintenance, support and operation and cost in the event of change in Project descriptions, submitted in accordance with this RFP.
26.	"Force Majeure"	An event which is beyond the reasonable control of the Bidder, is not foreseeable, is unavoidable and not brought about by or at the instance of the Bidder claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a bidder's performance of any requirements of this RFP or any its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Bidder invoking Force Majeure to prevent), confiscation or any other action by the Government agencies.
27.	"Fraudulent Practice"	A misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process
28.	"Government"	Government of India
29.	"GST"	Goods and Services Tax payable under Goods and Service Tax Act,

30.	"IECC"	International Exhibition-cum-Convention Centre.
31.	"India Trade Promotion Organization"or "ITPO"	India Trade Promotion Organization includes any of its employees, officers, directors, advisors, consultants, contractors and/or agents, constituting the trade organization under the aegis of Ministry of Commerce and Industry, Government of India which is the Bid inviting Authority.
32.	"Letter of Authorization"	The individual(s) or entity or any such party as may be authorized in writing by the Bidder(s) to act on their respective behalf as per this RFP and as the case may shall include any person or persons having authority to exercise any rights or perform and fulfill any obligations of the ITPO as per this RFP.
33.	"MeitY"	The Ministry of Electronics and Information Technology.
34.	"Members of the Consortium"	The names of the individual(s) or entities or any other parties who form a Consortium to submit a Bid.
35.	"Modules"	The specific modules to be developed and/ or integrated by the Successful Bidder into the Digital Platform in accordance with this RFP.
36.	"Notification of Award"	Communication in writing or by fax or email by ITPO to the Successful Bidder about the acceptance of their Bid.
37.	"Performance Bank Guarantee" or "PBG"	The performance bank guarantee to be furnished by the Bidder in accordance with this RFP.
38.	"Phase-I"	The implementation work that is required to be completed in accordance with the specifications and prescribed standards within 280 days from the date of Contract.
39.	"Phase II"	The operations and maintenance work that shall be undertaken during a course of 51 months from the Date of Implementation
40.	"Pre-Bid Conference"	Conference convened by ITPO for the Bidders according to the schedule mentioned in the Data Sheet.
41.	"Pre-Qualification Criteria"	The criteria proposed by ITPO in this RFP for the Bid(s) to be considered for further evaluation by ITPO.
42.	"Prime Bidder"	Any person (natural or juristic) who forwards a Bid in response to this RFP on behalf of a Consortium with the intention of the authorised person should the Bid be accepted by the ITPO.
43.	"Prohibited Practices"	Any corrupt, fraudulent, coercive, or an undesirable or restrictive practice in the opinion of ITPO, undertaken by the Bidder(s) or Consortium directly or indirectly orthrough an agent during the Bidding Process and the Selection Process that results in undue advantage to such Bidder(s).
44.	"Project"	Subject to the provisions of this RFP, the designing, financing, construction, implementation, completion, commissioning, operation, management and transfer of the development digital platform to ITPO by the Successful Bidder.

45.	"Query Submission Date"	The last date for submitting pre-bid queries seeking clarifications by the Bidder(s) as prescribed under the Data Sheet.
46.	"Request for Proposal" or "RFP"	This Request for Proposal document together with all annexures and any clarifications, amendments, addenda, corrigendum, etc. as may be issued from time to time by ITPO.
47.	"Restrictive Practice"	Forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.
48.	"ROC"	Registrar of Companies
49.	"Scope of Work"/ "Work"	The Works to be undertaken by the Successful Bidder towards pursuant to this RFP
50.	"Submission Deadline"	The last date for submitting the Bid by the Bidders as prescribed in the Data Sheet.
51.	"Successful Bidder"	The Bidder appointed by ITPO as the System Integrator to carry forth the defined Scope of Work under this RFP.
52.	"Tender Documents"	The documents available on ITPO Website: www.indiatradefair.com and e-Procurement Website: https://eprocure.gov.in/eprocure/app for the Bidder(s) in relation to the RFP and submission of their Bid.
53.	"Undesirable Practice"	establishing contact with any person connected with or employed or engaged by Purchaser with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii)having a Conflict of Interest.
54.	"Web Portal"	The website, forming part of the Digital Platform, to be developed by the Successful Bidder in accordance with this RFP.

1.2 INTERPRETATION

In the interpretation of this RFP, unless the context otherwise requires:

1.2.1 The singular of any defined term includes the plural vice versa, any word or expression defined in the singular has the corresponding meaning used in the plural vice versa;

1.2.2 Reference to any gender includes the other gender;

1.2.3 Unless otherwise stated, a reference to a section, clause, sub-clause, paragraph, subparagraph, annexure, exhibit, attachment, schedule or recital is a reference to a section, clause, sub-clause, paragraph, subparagraph, annexure, exhibit, attachment, schedule or recital of this RFP;

1.2.4 A reference to any agreement is a reference to that agreement, all annexures, attachments, exhibits, schedules, appendices like incorporated therein, as the same may be amended, modified, supplemented, waived, varied, added to, substituted, replaced, renewed or extended, from time to time, in accordance with the terms thereof;

1.2.5 The terms "include" shall be deemed to be followed by the words without limitation, whether or not so followed.

1.2.6 Any reference to a person shall include such person's successors permitted assignees;

1.2.7 A reference to "writing" or "written" includes printing, typing, lithography other means ofreproducing words in a visible form;

1.2.8 Any date or period set forth in this RFP shall be such date or period as may be extended pursuant to the terms of this RFP;

1.2.9 A reference to month shall mean a calendar month, a reference to week shall mean a calendar week and reference to a day shall mean a calendar day, unless otherwise specified;

1.2.10 The terms hereof, "herein", "hereto", "hereunder" or similar expressions used in this RFP mean reference to this RFP and not to any particular article, clause or section of this RFP;

1.2.11 The terms article, clause, paragraph, schedule refer to the article, clause, paragraph or schedule of this RFP, as specified;

1.2.12 The descriptive headings of articles or sections are inserted solely for convenience of reference and are not intended as complete or accurate descriptions of content thereof.

1.2 OBJECTIVE OF THIS REQUEST FOR PROPOSAL

This Request for Proposal (hereinafter referred to as "**RFP**") is issued by India Trade Promotion Organisation ("**ITPO**") for inviting bids from and selection of a System Integrator for the purpose of designing, developing, implementing a digital platform and providing support for operation and maintenance thereof.

1.3 ABOUT INDIA TRADE PROMOTION ORGANZATION

1.3.1 ITPO is a premier trade promotion organization under the Ministry of Commerce and Industry, Government of India, that manages India's premier trade fair complex, Pragati Maidan in New Delhi. ITPO is committed to showcase excellence achieved by the country in diverse fields, especially in trade and commerce.

1.3.2 ITPO provides a wide spectrum of services and acts as a catalyst for growth of India's trade. ITPO approves and regulates the international trade fairs and various expositions held in India and takes pride in managing India's world class exhibition complex, Pragati Maidan, which is regularly upgraded to maintain high standards of readiness. Spread over 123 acres of prime land in the heart of India's capital, New Delhi, Pragati Maidan offers about 1,10,000 sq. mtrs. of covered exhibition space across 16 halls, besides vast open display areas.

1.3.3 The state-of-the-art exhibition halls have enhanced the appeal of Pragati Maidan as the ideal centre for an increasing number of fair organizers and business visitors from different parts of the world. The organization has recently launched a state-of-the-art International

1.3.4 As part of the overall transformation that ITPO and its business model is undergoing, digital transformation has become the key focus of the organization.

1.4 DISCLAIMER

1.4.1 The information contained in this RFP and any other documents and information provided subsequently to the Bidders, whether verbally or in documentary form or in any other form, by ITPO, shall be deemed to be provided under this RFP, as may be amended or updated from time to time. Under no circumstances shall ITPO or any of its employees, officers, directors, advisors, consultants, contractors and/or agents be liable or incur any liability arising out of or in respect of the issue of this RFP or the Bidding Process.

1.4.2 This RFP is not an offer and shall not constitute or be deemed or construed as an agreement or transaction between the Bidders and ITPO. For the avoidance of doubt, it is clarified that:

1.4.2.1 This RFP is neither an agreement nor an offer or invitation to enter into an agreement of any kind with any party; and

1.4.2.2 No agreement, whether oral or in writing, shall be deemed to have been entered into till the Definitive Documents (defined hereinafter) are executed between the Successful Bidder (defined hereinafter) and ITPO.

1.4.3 The purpose of this RFP is to provide interested parties with information that may be useful to them in the formulation of their Bids. This RFP includes statements which reflect various assumptions and assessments arrived at by ITPO in relation to their requirements. The information contained in this RFP, the assumptions, assessments, and statements contained herein (whether expressed or implied) and any clarifications, amendments, additional information or addenda issued pursuant hereto are only to provide selective summaries of available information and do not purport to contain all the information that each Bidder may require.

1.4.4 This RFP may not be appropriate for all persons, and it is not possible for ITPO, its employees or consultants or advisers to consider the objectives, techno-commercial expertise, financial situation and particular needs of each Bidder who reads or uses this RFP. This RFP is subject to updation, expansion, revision and amendment at the sole discretion of ITPO, without the requirement of prior notice to the Bidders or any other person. Each Bidder is advised to read and understand this RFP thoroughly and conduct its own investigations and analysis and ascertain the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this RFP and obtain independent advice from appropriate sources, at its own cost.

1.4.5 The information provided in this RFP to the Bidders is on a wide range of matters, some of which may depend upon the interpretation of law. The information provided herein is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. ITPO shall neither accept or assume any

responsibility towards the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

1.4.6   The information contained herein has been prepared and provided in good faith, no reliance shall be placed on any information or statements contained herein and ITPO its employees, officers, directors, consultants advisors, contractors and its agents, make no representation or warranty in relation thereto and shall not be liable to any person including any Bidder, under any law, statute, rules, regulations, tort, the 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 information in this RFP and any assessment, assumption, statement or information contained herein or deemed to form part of this RFP or arising in any way in the process of selection of the Successful Bidder ("Selection Process") and it shall not be assumed that such information or statements will remain unchanged. ITPO shall not accept or assume any liability of any nature whether resulting from negligence or otherwise caused or arising out of reliance of any Bidder upon the statements contained in this RFP.

1.4.7   ITPO 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 but does not undertake to provide any Bidder with access to any additional information, or to update the information in this RFP or to correct any inaccuracies herein.

1.4.8   The issue of this RFP does not imply that ITPO is bound to select a Bidder or to appoint the Successful Bidder, as the case may be, and ITPO reserves its right to reject all or any of the Bids without assigning any reasons whatsoever.

1.4.9   The Bidder shall bear all the costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by ITPO or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder, and ITPO shall not be liable in any manner whatsoever to pay or reimburse the same, regardless of the conduct or outcome of the Bidding Process.

1.4.10   The Applicable Laws of the Republic of India are applicable to this RFP. Courts with competent jurisdiction at New Delhi, India shall have exclusive jurisdiction in relation to any disputes arising out of or in relation to this RFP.

1.4.11   This RFP is not transferable.

1.4.12   ITPO reserves the exclusive right to change, modify, or amend any or all provisions of this RFP. Such amendments to the RFP or the amended RFP, as the case maybe, will be made available on the e-Procurement Website only. Any reference to the RFP herein shall be deemed to be a reference to the RFP, together with all annexures and any clarifications, amendments, addenda, corrigendum etc. as may be issued from time to time, as may be revised by ITPO.

SECTION 2

SCOPE OF WORK AND REQUIREMENTS OF ITPO

2.1 DATA SHEET

This data sheet below ("**Data Sheet**") provides a summary of the key requirements of this RFP, including but not limited to brief purpose of the RFP, relevant dates, fee and other payments, etc.

S.No.	Particulars	Details		
1.	Date of Publication	11.06.2024		
2.	Project	Design, Development, Implementation, and Support of Digital Platform for ITPO ("**Project**")		
3.	Project Duration			
		(A) Implementation	9 months	
		(B) Operations and Maintenance	51 months	
		Total Duration (A+B)	60 months	
4.	Location	Bharat Mandapam, Pragati Maidan, New Delhi, Delhi 110001		
5.	Bid Inviting Authority	India Trade Promotion Organisation (ITPO)		
6.	Contact Person	Mr. Abhishek Chauhan, Senior Manager IT (ITPO) Email: abhishekchauhan@itpo.gov.in/ computerdiv@itpo.gov.in		
7.	Board Scope of Work	Design, development and implementation of a comprehensive digital platform encompassing Modules for: (i) Event Management: Planning, booth allocation, expense tracking; (ii) Inventory, Financial, CRM. (iii) Data analytics, Security, HR & Payroll functionalities		
8.	Tender Fee	Rs.25,000 + GST (Non-refundable)		
9.	Earnest Money Deposit ("**EMD**")			
		Amount	Rs. 50,00,000	
		Mode of payment	Bank Guarantee	
		To be issued in favour of	India Trade Promotion Organisation	
		Validity	180 days from the date of submission of Bid	
		Claim Period	45 days	

		Issuing Bank	Any scheduled bank in India
10.	Performance Bank Guarantee ("**PBG**")		
		Amount	10% of the Total Project Cost
		To be issued in favour of	India Trade Promotion Organisation
		Submission Period	15 days from the Notification of Award
		Validity	Project Duration
		Claim Period	15 days from the date of expiry of validity
		Issuing Bank	Any scheduled bank in India
11.	Language of Bid	English	
12.	Pre-Bid clarification/question submission date ("**Query Submission Date**")	20.06.2024 (upto 1500 hrs.)	
13.	Pre-Bid Conference	Date: 24.06.2024 Time: 1230 hrs. Venue: Committee Room, 4th Floor, Admin Building, (entry through Gate 9), ITPO, Pragati Maidan, New Delhi.	
14.	Bid Submission Start Date	11.06.2024	
15.	Bid Submission End Date ("**Submission Deadline**")	10.07.2024 (1100 hrs.)	
16.	Technical Bid Opening Date	11.07.2024 (1130 hrs.)	
17.	Financial Bid Opening Date	To be announced	
18.	Validity of Bid	180 days from the last date of submission of Bids.	

Note to Bidders:

(i)   All Bids shall be submitted online at the Central Public Procurement Portal: https://eprocure.gov.in/eprocure/app ("**e-Procurement Website**");

(ii)   Bidders are advised to follow the instructions provided in the "Special Instructions to the Contractors/Bidders for the e-submission of the Bids online through this e-Procurement Portal" ("**Special Instructions**") at the e-Procurement Website.

(iii)   To reduce the file size, Bid Documents may be scanned with 100 dpi in black and white.

2.2   DETAILED SCOPE OF WORK

2.2.1   Design, Development and Customization

a)   The integrated core solution should have the following two interfaces:

      i.   Web Portal and mobile Application; and

      ii.   Core Internal Application with backend automation

b)   The main features proposed in the Web Portal and Application are mentioned below, but are not limited to:

   i.   Static web content (using content management system for general public display)

   ii.   User log-In / authentication feature (single sign-on)

   iii.   Status tracking

   iv.   Search / advance search

   v.   The main functionalities of the core internal Application with backend automation

2.2.2   Development of Modules

ITPO, in order to modernize its operations and streamline and enhance the management of various activities within the organization, envisions the Successful Bidder to re-develop and seamlessly integrate several modules into a digital platform ("**Digital Platform**"), including but not limited to those provided below, each designed to address specific aspects of its functions and responsibilities ("**Modules**"):

a)   Event Management Module

This Module will focus on efficiently planning, organizing and executing events, exhibitions, and trade shows. It will facilitate event scheduling, booth allocation, attendee registration, and tracking event-related expenses.

b)   Customer Relationship Management (CRM) Module

ITPO interacts with various stakeholders, including exhibitors, sponsors, and event attendees. The CRM Module will help manage these relationships by maintaining contact information, tracking interactions, and tailoring communications to better serve their needs. This shall also enable Sales & Marketing.

c)   Financial Management Module

This critical Module will handle financial transactions, budgeting, and accounting. It will help ITPO maintain financial transparency, generate reports, and monitor expenses, revenue, and profitability. This Module will ensure all compliances with taxation, GST, corporate laws and future amendments of these. This Module should have complete interface with booking module and data transfer for books of accounts. The Module should have TDS module for TDS certificate updation, it's

accounting and refund, auto bank reconciliation from MIS and offline receipts. The interface and transfer of data/ transactions of provident fund, gratuity, pension contribution entries in respective trusts modules.

d)   Human Resource and Payroll Module

ITPO's workforce is essential to its success. This Module will streamline HR processes, including payroll, leave management, and employee records, promoting efficiency and accuracy.

e)   Corporate Website

The Digital Platform for the corporate website should be serving as the digital face of ITPO and will be playing a crucial role in conveying information, establishing credibility, and engaging with various stakeholders, including customers, partners, investors, and employees.

f) Inventory Management Module

To optimize resource allocation, this module will monitor and manage ITPO's inventory, including exhibition materials, promotional items, and equipment. It will track stock levels, order new supplies as needed, and ensure that inventory is readily available for upcoming events. This Module will streamline the process of booking ITPO venues and allocating exhibition spaces. It will also manage billing and invoicing for venue rentals.

g)   Data Analytics and Reporting Module

To make data-driven decisions, this Module will provide tools for data collection, analysis, and visualization. It will enable ITPO to gain insights into event performance, attendee demographics, and financial trends.

h)   Document Management Module

This is a critical component of Digital Platform helping ITPO efficiently create, store, organize, and retrieve digital documents and files. Whether it's for document storage, collaboration, compliance, or workflow automation.

In summary, this Digital Platform developed for ITPO will transform the organization's operations making them more efficient, transparent, and data-driven. The aforementioned Modules will work in tandem to optimize event management, financial control, stakeholder relationships, and overall organizational performance, ultimately enhancing ITPO's ability to promote trade and industry in India.

2.2.3   Study of Existing Landscape

The Successful Bidder will be required to study the existing (As-Is study) system and functioning of each existing module currently in use at ITPO, in a manner that will enable the Successful Bidder to meet all the requirements of this RFP. The Successful Bidder may gain an understanding of the existing system and requirements of the proposed system through structured questionnaires, interviews with user groups and also by studying the ITPO business requirement and policy. The Successful Bidder shall analyze these requirements to ensure the requirements are complete, accurate, consistent and unambiguous. On completion of the AS-IS study, the Successful Bidder will be required to suggest to ITPO additional functionality (over and above that mentioned in this RFP) that may be included in designing the proposed system to meet the business requirements of ITPO. The functionality of the proposed application would thereby be agreed with ITPO before beginning the Scope of Work required for the design of the system.

2.2.4   Application Development and Customization

The Successful Bidder would be responsible for developing, customizing, testing, and implementing the end-to-end functioning of Modules through an application ("Application"). The Application developed would be evaluated against the Software Requirement Specifications ("SRS") as approved by ITPO.

(i) The Application should be technologically agnostic to the operating system and database and shall at all times ensure compliance with India Stack alignment. The Application shall support equal benchmarking parameters across platforms. The Application should also be browser independent and shall at all times comply with all IP requirements, use of code/ programming in the designing of the Applications.

(ii) The Successful Bidder shall provide complete information about the entire architecture and code of the Application with provision for assuming full control over the functions and operations of the Application.

(iii) The Web Portal must comply with all the requirements and guidelines as applicable for Indian Government Websites as defined on http://web.guidelines.gov.in/ and all other guidelines applicable to similar services.

(iv) The Application along with portals and databases should be bilingual (English and Hindi).

(v) All transactions should be authenticated based on CAPTCHA (Completely Automated Public Turing test to tell Computers and Humans Apart) images or equivalent to prevent bots from using various types of computing services or any sensitive information.

(vi) The overall solution should be based on the concept of One Web, i.e. it should be able to render properly on all type of devices of all sizes like laptops, desktops, mobiles, tablets, etc., in different orientations.

(vii) The Successful Bidder will be required to deliver the Application including Web- portal along with all of the necessary modules, utilities, system drivers and documentation in line with industry best standards, including product updates, technology upgrades and patches to run on the selected operating system(s) and cloud, required for the seamless functioning of the Application and must have the necessary hardware, according to the solution.

(viii) The Successful Bidder is required to maintain and store the source code of different versions of the applications in a safe manner for a period of 5 years. For all customizations done for the project, the source code shall be handed over to ITPO after major releases. The copyright of this source code relating to customizations will be owned by ITPO at all times. After successful completion of the project, the bidder needs to handover complete source code repository and technical knowledge to ITPO.

(ix) The Successful Bidder will have to provide a separate development and test environment. The Successful Bidder should procure the development and test environment licenses in the name of ITPO for the various tools used by the Successful Bidder during the development phase of respective solutions. These tools would typically include application development framework/ environments for custom built and pre-existing products, XML schema designer, UML Tools, Testing Tools, PDF, etc. The test, staging and training environment has to be hosted on the cloud and would be maintained by the Successful Bidder and transferred to ITPO at the end of the Contract.

(x) The Application development process can be complete in-house or can be done through or in collaboration with other service provider/OEM or from a consortium partner. ITPO encourages available solutions which can be customized as per requirements of the ITPO modules. Bespoke development is allowed, however major Modules like CRM, Event Management, Financial Management need to be standard (COTS, already being used in Govt departments/ PSUs) and customized as per ITPOs requirements. Other Modules may be developed. In such cases, the Successful Bidder and their partners shall be jointly and severally be held responsible for the services.

2.2.5 Testing and User Acceptance Testing

(i)   **Application Testing**

Once the application development / customization has been completed by the Successful Bidder, the Successful Bidder will thoroughly test the Application at their end. Detailed test plans, test cases and test reports will be prepared by the Successful Bidder and then submitted to ITPO for approval. The Successful Bidder must carry out Unit Testing, Integration Testing and System Testing as per ITPO approved plans and the Successful Bidder must submit all test completion reports to ITPO after the end of each testing phase. Only after the entire functionality, performance and quality-of-service requirements of the solution as mentioned in this RFP or as later approved by ITPO during design phase have been tested satisfactorily by the Successful Bidder, will Application solution be handed over to

ITPO for User Acceptance Testing. The Successful Bidder will also have to create a Regression Test Suit for ITPO. This will consist of end-to-end test cases across all the Modules of the ITPO Application. This Regression Test suit needs to be executed following any changes in the system throughout the duration of the contract and its test results are to be submitted to ITPO. The Successful Bidder will have to also periodically update and refresh the Regression Suit throughout the duration of the Contract.

(ii) User Acceptance Testing

(a) The Successful Bidder will develop the User Acceptance Test ("**UAT**") plan and adetailed User acceptance procedure. The same would be reviewed and agreed by ITPO. A high-level approach to be followed by the Successful Bidder for the acceptance testing is mentioned below:

    i. User Acceptance Testing would be applicable once the entire ITPO Application is completely ready and all the Modules under the Contractare ready and linked.

    ii. The User Acceptance Testing will be conducted in two phases. The first phase will comprise of a Closed Group User Acceptance Testing followedby the second phase of extended User Acceptance Testing. All theissues/defects identified during the first phase of User Acceptance Testing need to be closed by the Successful Bidder and retested in the first phase before initiating the second phase.

(b) UAT would involve:
    i. Development of Test cases and their approval from ITPO;
    ii. Application functional testing and testing of other Quality-of-Servicerequirements

(c) For all tests required to be performed by ITPO, the Successful Bidder will preparethe test reports and submit them to ITPO for approval. Defects identified in anyround of UAT by ITPO would be communicated to the Successful Bidder. The Successful Bidder will do the needful to troubleshoot or resolve the defects andresubmit the Application to ITPO for UAT. This iterative process for UAT will be performed till zero defects are shown by the Successful Bidder for the test casesdeveloped

(d) The Successful Bidder would ensure that errors detected in previous round of tests do not get repeated in successive tests. The software application and test environments required to conduct UAT by ITPO would be provided by the Successful Bidder along with all the information necessary on-site to complete the UAT. The test environment would be maintained by the Successful Bidder and transferred to ITPO at the End of the Contract.

(e) The Successful Bidder shall submit a thorough Testing plan for implementation, go- live and upgrades for the Integrated Solution.

(f) Test plans will be reviewed and approved by ITPO.

(g) The Successful Bidder shall demonstrate the agreed acceptance testing plan prior toacceptance of the solution as well as during project operations phase, in respect of scalability and performance etc.

(h)   The Successful Bidder may propose a detailed Acceptance plan for ITPO's review. Finalization of the Acceptance plan will be subject to ITPO's approval.

(i)   In case required, parameters might be revised by Concerned Department in mutual agreement with bidder and the revised parameters shall be considered for acceptance criteria.

(j)   A comprehensive system should be set up that would have the capability to log & track the testing results, upload & maintain the test cases and log & track issues/bugs identified.

(k)   ITPO team or an appointed third-party auditor to perform User Acceptance Testing.

(l)   Successful Bidder to prepare User Acceptance Testing test cases.

(m)   UAT to be carried out in the exact same environment/architecture that would be setup for production. Successful Bidder should fix bugs and issues raised during UAT and get approval on the fixes from ITPO/auditor before production deployment.

(n)   Changes in the application as an outcome of UAT shall not be considered as Change Request.

(iii) Performance and Load Testing

The Performance and Load testing will be executed by the Successful Bidder post- UAT acceptance. But the test environment, testing licenses, test script creation and all technical support will be provided by the Successful Bidder along with the required testing support. The inputs for this activity will be the design documents approved by the ITPO. For the performance and load testing, the Successful Bidder will be required to stimulate the testing environment using the appropriate tools. Under controlled environment, performance of the system will be evaluated in accordance with the specifications provided in the Contract.

2.2.6   Documentation

(i)   The Successful Bidder shall prepare all documents, including but not limited to those mentioned below:
  (i)   FRS/SRS/Use Case/Gap Analysis Report
  (ii)   Detailed Bill-of-material and Infrastructure sizing report
  (iii)   Solution design and architecture
  (iv)   Configuration files of the infrastructure DC & DR
  (v)   User manuals
  (vi)   Standard operating procedures
  (vii)   Information security management procedures
  (viii)   Business Continuity plan and Disaster Recovery plan

(ii)   Any other required documentation the documentation should be in line with defined industry standards. The Successful Bidder should obtain signoff on all the deliverables (documents and milestones), including design documents, standard operating procedures, security policy, procedures from ITPO, etc. and shall make necessary changes as recommended before submitting the final version of the

documents.

2.2.7   User Training

The Successful Bidder would be required to provide training on various aspects to enable effective use of the new system to achieve the envisaged outcomes. The Scope of Work of the Successful Bidder in relation to user training is described in this section:

(i) Preparation of Training Materials

(a) Training Plan

The Successful Bidder would be required to prepare a detailed training plan covering at least the trainings to be conducted, targeted audience, location, dates for training, duration and training content. The training plan would be submitted to ITPO as per timelines mentioned in this RFP for feedback and approval from ITPO.

(b) Training Materials

The Successful Bidder will have to create training materials for all the Training Programmes Approval for training materials prepared should be obtained from ITPO at least 2 weeks before delivery of the training program. Additionally, there should be online versions of all the training modules. These online training modules will be made available to only the eligible users.

Please Note: The training requirements mentioned are minimal requirements which may be later revised by ITPO.

(ii) Training Programs

(a)   It would be Successful Bidder's responsibility to set up the entire Infrastructure helpful in providing successful Training to the officials like, computer, network, printer, LCD projector, screen, printed course material and consumables like pen, writing pad, Utility Software CDs (optional) etc. The Successful Bidder would be responsible for creating and providing the training content and conducting training on site at ITPO premises.

(b)   The schedule and the training material for imparting training shall be developed by the Successful Bidder in consultation with ITPO. The Successful Bidder shall submit a softcopy and hardcopy of the training material to ITPO team before every training session. The softcopy should be uploaded on the Intranet for future reference for employees of ITPO.

(c)   Functional training on all ITPO Modules should be made available. This should be included in the rules for new induction, transfers and promotion. ITPO needs to provide the necessary input for preparing the training material. Successful Bidder should make software available

for these training courses.

(d)   A detailed training schedule, including the dates, areas to be covered, time and the training literature (to be supplied by Successful Bidder to ITPO) at various stages of the cycle and feedback for effectiveness will be agreed to by all three parties (respective department, consultants and Successful Bidder) during the performance of the Contract.

2.2.8   Cloud Provisioning, Deployment and Management (General Requirements)

The Successful Bidder shall be responsible for providing 24*7*365 days support for ITPO Cloud infrastructure till the validity of the contract from the date of issuance of operational acceptance by ITPO. Only the CSPs empaneled by MeitY can be used for the purpose of the Scope of Work required with respect to the Project. The maintenance and support will include following activities:

(i)   Compliance to the defined international standards and security guidelines such as PCI DSS 3.2 Level 1 certified CSP. ISO 27001 (ISMS), 27017 and 27018 certified for maintaining operations of cloud and ensuring privacy of ITPO data.

(ii)   Ensuring Uptime and utilization of the cloud resources as per SLA's defined in this RFP.

(iii)   In the event of a disaster at DC site, activation of services from the DR site (which will be on cloud) with RPO <= 15 Minutes and RTO <= 1 Hour. In case of DR Solution having Active-Active arrangement or Multisite site solution then applicable RPO and RTO shall be <= 15 Minutes). Successful bidder to have separate DR and DC sites on the cloud for redundancy and improved disaster preparedness.

(iv)   The Successful Bidder shall develop appropriate policy, checklists in line with ISO 27001 & ISO 20000 framework for failover and fall back to the appropriate DR site. DR drills needs to be performed by the Bidder as and when required by ITPO or every 6 months to check disaster preparedness.

(v)   The Successful Bidder shall conduct vulnerability and penetration test (from a third- party testing agency which may be CERT-IN empanelled) on the cloud facility every 6 months and share the reports with ITPO. The Bidder shall update the system in response to any adverse findings in the report, without any additional cost to ITPO.

(vi)   The Bidder shall conduct ISMS audit & PCI-DSS audit and internal audit every 6 month and Third-Party Certification Audit every year.

(vii)   Upgrades - Any required version/ Software/ Hardware upgrades, patch management etc. at the Cloud Site will be supported by the Bidder for the entire contract period at no extra cost to ITPO.

(viii) Bidder shall provision additional VM's when the utilization exceeds 80%.

(ix) On expiration / termination of the contract, Bidder to handover completes data in the desired format to ITPO which can be easily accessible and retrievable.

(x) Bidder should manage the Asset Inventory including the license inventory, monthly report should be generated on the Asset and license inventory and its usage.

2.2.9 Providing Cloud Services (IaaS/ PaaS/ SaaS)

Bidder shall be responsible for compute resource as per following:

(i) Provide the required compute, memory, and storage required, building the redundancy into the architecture (including storage) and load balancing to meet the service levels.

(ii) Provide ability to provision virtual machines, and storage dynamically (or on- demand), on a self-service mode or as requested.

(iii) Provide ability to provision virtual machines, and storage dynamically in reserved capacity mode on a self-service mode or as requested.

(iv) Provide ability to provision virtual machines on basis of lowest bidding price (spot instance) on a self-service mode or as requested.

(v) CSP should provide Managed services for Configuration management of compute instances along with end-to-end monitoring services.

(vi) While the initial sizing & provisioning of the underlying infrastructure may be carried out based on the information provided in the RFP, subsequently, it is expected that the Successful Bidder, based on the growth in the user load (peak and non-peak periods; year-on-year increase), will scale up or scale down the compute, memory, and storage as per the performance requirements of the solution and meet the SLAs using the auto-scaling features provided by the CSP.

(vii) In addition to auto-scaling, for any major expected increase in the workloads, carry out the capacity planning in advance to identify & provision, where necessary, the additional capacity to meet the user growth and / or the peak load requirements to support the scalability and performance requirements of the solution.

1.	Event Management Module	60
2.	Customer Relationship Module	20
3.	Corporate Website	5
4.	Document Management Module	20
5.	Inventory and Supply Chain Management Module	10
6.	Financial Management Module	30
7.	Human Resource Management Module	10

| 8. | Analytics Module | 05 |

As per the internal study of all the license requirement by ITPO, the following licenses are required per module. Please note: ITPO reserves rights to increase the no of Licenses.

2.2.10 Patch and Configuration Management

(i) Bidder shall provide managed service for system patch and configuration management.

(ii) Critical security patches are applied as needed, or when updates or patches are released from OS vendors.

(iii) Bidder must ensure patch and updates apply in a timely and consistent manner to minimize the impact on business.

(iv) Centralized patch management control where we can monitor the update and take remedial actions in case of any anomalies or issues, ensuring comprehensive oversight of the entire patch and configuration management process.

2.2.11 User Administration

(i) Implement Identity and Access Management (IAM) that properly separates users by their identified roles and responsibilities, thereby establishing least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks.

(ii) Administration of users, identities and authorizations, properly managing the root account, as well as any Identity and Access Management (IAM) users, groups and roles they associated with the user account.

(iii) Offer fine-grained access controls including, conditions like time of the day, originating IP address, use of SSL certificates, or authentication with a multi-factor authentication device.

(iv) Provide a mechanism to test the effects of access control policies that are attached to users, groups, and roles before committing the policies into production. Support a policy validator to automatically examine non-compliant access control policies.

(v) Implement multi-factor authentication (MFA) for the root account, as well as any privileged Identity and Access Management accounts associated with it.

2.2.12 Data Migration/ Ingestion

The Successful Bidder is required to migrate all the existing data available with ITPO from its current database to the new system. As part of data migration, the Successful Bidder would perform the following activities (Estimated digital data to be migrated is 15 GB):

(i) Prepare the Data migration plan and submit it to Department ITPO for approval.

(ii) Ensure minimum business downtime at the time of data migration.

(iii) On ITPO's approval, prepare the requisite migration architecture and then move the data to the new target environment.

(iv) Ensure the accuracy and completeness of the migrated data. The ITPO reserves the right to verify the accuracy and completeness of the migrated data on its own or through its nominated agencies.

(v) Ensure migration of entire data from existing softwares.

(vi) Following the rollout, it is planned to have the old system as a back-up for a period of 3 months. During this period, it is the responsibility of the Successful Bidder to consolidate all the data transactions on both systems while avoiding duplication or transaction loss. The Successful Bidder shall provide solution approach for this requirement.

Recommended Data Migration Approach

The data existing in the current application databases would need to be migrated to the new database to enable a smooth transition to the new system. The data migration should be carried out as per the data migration policy of ITPO and all care must be taken to log in each error. Also, adequate measures must be taken move all the digital record from old to new database, as per defined schema and table structure.

2.3 FUNCTIONAL REQUIREMENTS

2.3.1 Existing Landscape and Challenges

(i) Currently ITPO's operations are divided into distinct modules, each catering to a specific line of business. These separate modules often result in isolated data, limited collaboration, and redundant processes. Each module has its own identity and access management system, leading to a fragmented user experience.

(ii) Users need to manage multiple credentials for different modules, causing inefficiencies and potential security issues. Currently the asset management also occurs in silos, preventing a centralized view of assets across the resource availability.

(iii) The absence of direct integration between modules and the billing system results in manual data transfers and potential errors. External integration capabilities are constrained due to the isolated nature of modules. Integrating with external partners, vendors, or third-party systems requires custom solutions and can be time-consuming.

(iv) IT services are spread across a combination of on-premises and co-located environments. The absence of a scalable architecture prevents the organization from efficiently handling increased workloads and user demands.

2.3.2 The Proposed Digital Platform

(i) ITPO, being a government agency that promotes Indian trade and investment overseas, is a large organization that provides a variety of services. In order to improve efficiency and effectiveness of all business processes, the Digital Platform - a system integrated and embedded with other applications has been proposed.

(ii) The Digital Platform will consist of an ERP, CRM, HRMS, Citizen Centric Portal, Analytics Module, project management solutions, mobile applications, and seamless integration on the backbone of cloud architecture amongst others. A full-fledged Digital Platform will help ITPO manage their core business such as accounting, manufacturing, sales, and customer relationship management. A well-implemented ERP system and digital platform can provide ITPO with a number of benefits, including but not limited to:

(a) **Improved visibility and control over operations:** Providing ITPO with a single, integrated view of its operations, which would help it to track and manage its data more effectively. This would lead to improved visibility and control over its operations, which would help ITPO to identify and resolve problems more quickly and efficiently.

(b) **Increased efficiency and productivity:** Assisting ITPO in automating several of its manual processes, which would free up its employees to focus on more value- added tasks. This could lead to increased efficiency and productivity across the organization.

(c) **Reduced costs:** Reducing its costs in a number of ways, such as by reducing the need for manual data entry, improving inventory management, and streamlining procurement processes. The application would also provide users with access to tools needed to work remotely, share data and collaborate easily across the organization.

(d) **Improved decision-making:** Providing ITPO with access to real-time data and analytics, which would provide improved insights into operations and support with business decision making. This could lead to improved profitability, customer satisfaction, and market share.

(e) **Enhanced customer service and relationship management:** Enable ITPO to provide to its customers with a more personalized and efficient service experience. This could lead to increased customer loyalty and repeat business.

The implementation of said Digital Platform, along with other complementary solutions, would be a viable way for ITPO to improve its existing digital platform and achieve its business goals.

2.3.3 Functionalities of the Digital Platform

The Digital Platform should enable ITPO to incorporate a more holistic approach to their digital offerings, ensuring that they are hosted on the cloud, integrated, scalable, observable, and loosely coupled. A total of five core modules, three back-office modules and five common services have

been suggested, as follows:

A. Core Modules

i. Customer Relationships Management (CRM) Module:

The choice of CRM module, which is a critical component of CRM software systems, and need to offer a wide range of features designed to help businesses manage their interactions with customers, improve customer satisfaction, and streamline sales and marketing processes. The Sales and Marketing is another critical component of CRM software and this need to be designed to help ITPO manage their sales and marketing activities more effectively. Here are some common features (including but not limiting to) features of a CRM module:

- **Contact Management:** Store and manage detailed customer profiles, including contact information, communication history, and preferences.
- **Marketing Automation Integration:** Integrate marketing automation tools to track marketing campaigns, measure their effectiveness, and capture leads generated through marketing efforts.
- **Email Integration:** Sync with email clients to centralize communication history and enable email tracking and scheduling.
- **Appointment Scheduling:** Allow customers to schedule appointments online and manage appointments for sales and service teams.
- **Customer Service and Support:** Manage customer support tickets, track customer issues, and provide timely responses to inquiries and complaints.
- **Document Management:** Store and organize important documents, such as contracts, proposals, and invoices, associated with customer interactions.
- **Reporting and Analytics:** Generate reports and dashboards to gain insights into sales performance, customer behavior, and the effectiveness of marketing campaigns.
- **Mobile Accessibility:** Access CRM data and functionality on mobile devices to stay connected and productive while on the go.
- **Integration with External Data Sources**: Integrate with other systems and data sources to gather additional information about customers and prospects.
- **Social Media Integration:** Monitor social media channels for mentions and interactions related to the brand and engage with customers on social platforms.
- **Data Security and Access Control:** Ensure data security by implementing role-based access controls and encryption mechanisms to protect sensitive customer information.
- **Scalability:** Grow and adapt the CRM system as the business expands, accommodating more customers, users, and data.

- **Third-Party Integrations:** Integrate with third-party applications and services, such as accounting software, e-commerce platforms, and customer survey tools, to enhance CRM capabilities.
- **Lead Management:** Capture, track, and prioritize leads from various sources, such as website forms, social media, and trade shows.
- **Opportunity Management:** Track sales opportunities and deals, including their stages, values, and expected closing dates.
- **Sales Forecasting:** Use historical data and pipeline information to generate sales forecasts and predictions.
- **Marketing Campaign Management:** Plan, execute, and track marketing campaigns, including email marketing, social media advertising, and direct mail.
- **Email Marketing Integration:** Integrate with email marketing platforms to send targeted email campaigns and track open rates, click-through rates, and conversions.
- **Lead Nurturing:** Automate lead nurturing campaigns to engage and educate leads until they are ready to make a purchase.
- **Segmentation:** Divide contacts and leads into segments based on criteria like demographics, behavior, and purchase history for personalized marketing.
- **Social Media Integration:** Monitor and engage with customers and leads on social media platforms and track social media interactions.
- **Marketing Automation:** Automate marketing processes, such as lead scoring, lead assignment, and personalized content delivery.
- **Sales Collateral Management:** Store and manage sales collateral, such as sales presentations and product brochures, for easy access by sales teams.
- **Integration with CRM:** Seamlessly integrate with other CRM modules like contact management, calendar, and task management.
- **Multi-Channel Communication:** Communicate with leads and customers through various channels, including email, phone, chat, and social media.
- **Event and Webinar Management:** Plan and manage marketing events, webinars, and conferences to generate leads and engage with prospects.
- **Budget Management:** Track marketing budgets and expenses to ensure campaigns stay within the budget.

AI and Machine Learning: Utilize AI and machine learning algorithms to provide predictive analytics, customer insights, and automation of routine tasks.

(ii) Event Management Module

The Event Management Module shall have a comprehensive set of features to facilitate the planning, organization, execution, and analysis of various types of events. These features help ITPO to streamline their processes and ensure the success of their events.

The Product in ITPO's case the being: Venues, Facilities, catering, banquet hall etc. is a crucial component for ITPO. It serves as a centralized repository of product information that customers, sales teams, and other stakeholders can access to learn about. This Module will facilitate ITPO with efficient management of appointments, reservations, and scheduling. Whether it's for booking appointments with professionals, reserving resources, or scheduling events. This software needs to be designed to efficiently manage and oversee various aspects of venue operations. Whether it's a conference center, event space, stadium, theater, or any other type of venue, a Venue Management module typically includes a range of features and functionalities to help venue managers streamline processes and ensure the smooth operation of events. Here are common features (including but not limiting to) of an Event Management module:

- **Event Registration:** Allow attendees to register for events online, collect registration fees, and manage attendee data efficiently.
- **Event Website Builder:** Create customizable event websites or landing pages with branding, event details, schedules, and registration forms.

- **Ticketing and Payment Processing:** Generate and sell event tickets, process payments securely, and offer various payment methods.
- **Seating and Venue Management:** Design seating layouts, allocate seats or tables, and manage venue logistics, including room bookings and equipment rentals.
- **Event Marketing:** Promote events through email marketing, social media integration, and personalized marketing campaigns.
- **Promo Codes and Discounts:** Offer promotional codes, early-bird discounts, and group rates to incentivize registrations.
- **Event Agenda and Schedule:** Create and publish event agendas, schedules, and session details for attendees to access.
- **Speaker and Presenter Management:** Manage speaker profiles, session proposals, and communication with speakers and presenters.
- **Exhibitor and Sponsor Management:** Organize exhibitor and sponsor details, booth assignments, and sponsorship packages.
- **Attendee Communication:** Send event-related communications, updates, and reminders to attendees via email or mobile notifications.
- **On-Site Check-In:** Streamline on-site check-in processes with mobile check-in apps and badge printing capabilities.
- **Live Streaming and Virtual Events:** Support live streaming and hosting of virtual events, webinars, and hybrid events.
- **Session and Content Management:** Upload and manage event content, presentations, and session recordings.
- **Surveys and Feedback:** Collect attendee feedback through post-event surveys and evaluations to improve future events.
- **Analytics and Reporting:** Generate event analytics reports on attendance, engagement, revenue, and other key metrics.
- **Integration with CRM:** Seamlessly integrate event data with the CRM system to track attendee interactions and lead generation.

- **Multi-Language Support:** Provide event content and registration formsin multiple languages to accommodate a diverse audience.
- **Mobile Accessibility:** Offer a mobile app for attendees to access event information, schedules, and notifications.
- **Social Media Integration:** Share event updates and engage with attendees on popular social media platforms.
- **Post-Event Analysis:** Evaluate event success through post-event reporting and analysis to refine future event strategies.
- **Compliance and Privacy:** Ensure compliance with data protection regulations and privacy standards when handling attendee data.
- **Product Listings:** Organize and display a list of products, including images, names, descriptions, and prices.
- **Search and Filter:** Allow users to search for products using keywords andapply filters based on categories, attributes, or price ranges to find specific items quickly.
- **Product Details:** Provide detailed information about each product, including specifications, features, dimensions, and available variants(e.g., Type of Stalls, sizes etc).
- **Images and Media:** Showcase high-quality images and multimedia content (videos, 360-degree views) to give customers a visual understanding of the product.
- **Inventory Management:** Track product availability and provide real-timeinformation.
- **Pricing and Discounts:** Display accurate pricing information, including regular prices, sale prices, and any available discounts or promotions.
- **Reviews and Ratings:** Allow customers to leave reviews and ratings.

- **Bulk Product Upload:** Simplify the process of adding multiple products to the catalog by supporting bulk uploads or imports.
- **Analytics and Reporting:** Gather data on product views, clicks, and purchases to analyze user behavior and optimize product listings and promotions.
- **Online Booking**: Enable users to book appointments or reservations online through a user-friendly interface.
- **Calendar Integration:** Integrate with popular calendar applications (e.g., Google Calendar, Outlook) to sync scheduled appointments.
- **Real-Time Availability:** Display real-time availability for services, resources, or event slots to prevent double bookings.
- **Multi-Location Support:** Manage bookings and schedules for multiple locations or branches.
- **User Profiles:** Allow users to create profiles with personal information, preferences, and booking history.
- **Service or Resource Selection:** Offer a list of available services, resources, or event types for users to choose from.
- **Time Slot Selection:** Let users pick convenient time slots based on availability and their preferences.
- **Recurring Appointments:** Enable users to schedule recurring appointments or reservations (e.g., weekly meetings, monthly subscriptions).
- **Staff or Service Provider Management:** Assign staff members or service providers to appointments and manage their schedules.
- **Custom Booking Forms:** Create custom forms to collect specific information from users during the booking process.
- **Booking Confirmation:** Automatically send email or SMS confirmations with booking details to users and service providers.
- **Payment Integration:** Integrate with payment gateways to collect payments for services or reservations at the time of booking.
- **Waitlist Management:** Maintain a waitlist for fully booked slots and notify users when openings become available.
- **Cancellation and Rescheduling:** Allow users to cancel or reschedule appointments within defined rules and policies.
- **Reminders and Notifications:** Send automated reminders and notifications to users about upcoming appointments.
- **Reporting and Analytics:** Generate reports on booking statistics, user behavior, and resource utilization.
- **Booking and Reservation Management:** Allow users to check venue availability, make reservations, and book event spaces for specific dates and times.
- **Event Scheduling:** Create and manage event schedules, including setup, duration, and teardown times, to ensure efficient use of the venue.
- **Space Management:** Define and categorize event spaces within the venue, including meeting rooms, halls, exhibition spaces, and seating arrangements.
- **Resource Allocation:** Assign and manage resources such as equipment, furniture, AV facilities, and catering services to events and spaces.
- **Inventory Management:** Track and manage inventory items related to events, such as audiovisual equipment, linens, and decor.
- **Contract and Agreement Management:** Store and manage contracts, agreements, and terms for venue rentals and services.

- **Customer Relationship Management (CRM):** Maintain customer profiles and track interactions with clients, including past events and billing history.
- **Billing and Invoicing:** Generate invoices, manage payments, and track financial transactions related to venue bookings and services.
- **Access Control:** Ensure venue security by controlling access permissions and monitoring entries and exits during events. Access control should work with existing gate management infrastructure.
- **Maintenance and Repairs:** Schedule and track maintenance tasks and repairs for facilities and equipment within the venue.
- **Vendor and Supplier Management:** Manage relationships with vendors, suppliers, and service providers, including contracts and performance tracking.
- **Reporting and Analytics**: Generate reports on venue occupancy, revenue, utilization, and overall performance.
- **Customer Self-Service Portal:** Allow clients to access their booking details, make payments, and submit service requests through an online portal.
- **Multi-Venue Management:** Support the management of multiple venues, each with its own set of features and bookings.
- **Regulatory Compliance:** Ensure that the venue operates in compliance with local regulations, permits, and safety standards.
- **Integration with External Systems:** Integrate accounting software, ticketing systems, and other external tools to streamline processes.
- **Booking Confirmations and Reminders:** Send automated booking confirmations, reminders, and notifications to clients and staff.
- **Scalability:** Accommodate growth by allowing the system to scale as the number of venues and events increases.

iii) Corporate Website

The Digital Platform for the corporate website should be serving as the digital face of ITPO and will be playing a crucial role in conveying information, establishing credibility, and engaging with various stakeholders, including customers, partners, investors, and employees.

- **Homepage:** A visually appealing and informative homepage that provides an overview of the company, its mission, and its products or services.
- **About Us:** A detailed section that includes the company's history, values, leadership team, and company culture.
- **Products or Services:** Pages dedicated to showcasing the company's offerings, including detailed descriptions, images, pricing (if applicable), and specifications.
- **Contact Information:** Clear and easily accessible contact details, including a contact form, phone numbers, email addresses, and a physical address.
- **News and Updates:** A blog or news section for sharing company news, press releases, articles, and industry insights.
- **Testimonials and Case Studies:** Customer testimonials, success stories, and case studies that demonstrate the company's expertise and value.
- **FAQs:** Frequently asked questions with answers to common queries about the company, products, or services.
- **Search Functionality:** A search bar to help users quickly find specific information or articles

on the website.

- **Responsive Design:** Mobile-friendly design to ensure a seamless browsing experience on various devices, including smartphones and tablets.
- **Navigation Menus:** Intuitive navigation menus that make it easy for visitors to explore different sections of the website.
- **Newsletter Signup:** A subscription form for visitors interested in receiving company updates and newsletters.
- **Events and Webinars:** Information about upcoming events, webinars, conferences, or seminars hosted by the company.
- **Privacy Policy and Legal Information:** Transparency about data privacy practices, terms of service, and other legal information.
- **Search Engine Optimization (SEO):** Optimization for search engines to improve the website's visibility in search results.
- **Job Listings/Career Opportunities:** A section for posting job openings and career opportunities within the company.
- **Social Sharing Buttons:** Buttons for sharing website content on social media platforms.
- **Customer Support and Help Center:** Links to customer support resources, FAQs, and knowledge bases.

iv) Document Management Module

This is a critical component of Digital Platform helping ITPO efficiently create, store, organize, and retrieve digital documents and files. Whether it's for document storage, collaboration, compliance, or workflow automation, here are some common features and functionalities needed by ITPO;

- **Document Storage:** Provide secure, centralized storage for various types of digital documents, including text files, images, PDFs, and multimedia files.

- **Version Control:** Track and manage document versions to ensure that users always access the latest and most up-to-date information.

- **Document Retrieval:** Offer powerful search capabilities to quickly locate documents based on keywords, metadata, or content.

- **Document Check-In/Check-Out:** Allow users to check out documents for editing and check them back in when changes are complete to prevent conflicts.

- **Access Control:** Implement role-based permissions to control who can view, edit, and delete documents, ensuring data security.

- **Document Collaboration:** Facilitate real-time collaboration by enabling multiple users to work on the same document simultaneously and track changes.

- **Document Indexing and Tagging:** Categorize and organize documents using metadata, tags, and keywords to improve search and retrieval.

- **Document Workflow:** Create automated workflows for document approval, review, and distribution, streamlining business processes.

- **Document Version History:** Maintain a comprehensive history of changes made to documents, including timestamps and user details.

- **Document Annotation and Markup:** Allow users to annotate and mark up documents with comments, highlights, and notes for collaboration and feedback.

- **Document Scanning and OCR:** Support document scanning and optical character recognition (OCR) for digitizing paper documents and making them searchable.

- **Document Templates:** Create and manage document templates to ensure consistency in formatting and content across the organization.

- **Document Security:** Enforce encryption, access controls, and audit trails to protect sensitive documents and maintain compliance.

- **Document Archiving and Retention:** Automatically archive and retain documents according to legal and regulatory requirements.

- **Integration with External Systems:** Seamlessly integrate with other business systems like CRM, ERP, and email to streamline document management within existing workflows.

v) Inventory and Supply Chain Management Module

This module will help ITPO manage inventory, procurement, warehousing, and logistics. Here are some common features and functionalities expected of this module:

- **Inventory Tracking:** Monitor inventory levels in real-time, including stock quantities, locations, and statuses (e.g., available, reserved, backordered).
- **Inventory Valuation:** Calculate the value of inventory based on different methods (e.g., FIFO, LIFO, weighted average) to assess financial metrics accurately.
- **Demand Forecasting:** Utilize historical data and algorithms to predict future demand for products, helping with procurement and stock replenishment decisions.
- **Order Management:** Streamline the order processing workflow, from order creation and approval to shipment and delivery tracking.
- **Purchase Orders:** Generate and track purchase orders, automate order approvals, and monitor order status with suppliers.
- **Warehouse Management:** Optimize warehouse operations, including
    - order picking, packing, and shipping, with tools for warehouse layout and inventory organization.
- **Inventory Optimization:** Implement strategies for safety stock levels, economic order quantities, and reorder points to minimize holding costs while preventing stockouts.

- **Returns and RMA Handling:** Manage product returns, process return merchandise authorizations (RMAs), and handle product recalls efficiently.
- **Reporting and Analytics:** Generate reports and dashboards that provide insights into inventory turnover, stock aging, supplier performance, andother key supply chain metrics.

B. Back-office Modules

i) Financial Management Module

This module is a vital component of ITPOs Digital platform helping to manage financial data, processes, and transactions. Whether it's for accounting, budgeting, reporting, or financial analysis, here are the common features and functionalities expected in this module.

- **General Ledger:** Maintain a comprehensive record of financial transactions, including debits and credits, to provide an overview of thecompany's financial health.

- **Accounts Payable:** Manage and track payments to suppliers and vendors, including invoice processing, payment approvals, and expensetracking.

- **Accounts Receivable:** Monitor and manage customer invoices, payments, and outstanding balances, as well as handle credit management.

- **Cash Flow Management:** Forecast and monitor cash flow, including cashinflows and outflows, to ensure liquidity and financial stability.

- **Budgeting and Forecasting:** Create, manage, and analyze budgets and financial forecasts to align financial goals with business objectives.

- **Financial Reporting:** Generate various financial reports, including balance sheets, income statements, and cash flow statements, to gain insights into financial performance.

- **Expense Management:** Track and control expenses, including employee expenses, travel, and operational costs.

- **Bank Reconciliation:** Reconcile bank statements with accounting records to ensure accuracy and identify discrepancies.

- **Asset Management:** Manage company assets, including depreciation calculations, RFID/ other electronic tagging asset tracking, and maintenance schedules, physical verification.

- **Tax Management:** Calculate, report, and manage taxes, including income tax, GST, TDS, sales tax, and value-added tax (VAT) compliance.

- **Multi-Currency Support:** Handle transactions in multiple currencies andperform

currency conversion for accurate financial reporting.

- **Financial Compliance:** Ensure compliance with financial regulations and standards, such as Generally Accepted Accounting Principles (GAAP), Indian Accounting Standards (Ind AS), International Financial Reporting Standards (IFRS), Internal Control over Financial Reporting.

- **Audit Trail:** Maintain an audit trail of financial transactions for accountability, transparency, and compliance purposes.

- **Fixed Asset Accounting:** Track and manage fixed assets, including acquisition, depreciation, and disposal processes.

- **Integration with Banking and Financial Institutions:** Connect with bank accounts and financial institutions for automated transaction imports, reconciliation, and online payments.

ii) Human Resources Management (HRM) Module

HR software systems developed by the Successful Bidder for ITPO shall *inter alia* have the below features and functionalities:

- **Employee Records Management:** Maintain a centralized database of employee information, including personal details, contact information, employment history, and documents.
- **Recruitment and Applicant Tracking:** Manage the entire recruitment process, from job postings and candidate applications to interviewscheduling and onboarding.
- **Performance Management:** Set goals, conduct performance appraisals, and track employee performance over time to support development and feedback.
- **Time and Attendance Tracking:** Record and monitor employee attendance, working hours, leave requests, and timesheets for accuratepayroll processing.
- **Payroll Management:** Calculate and process employee salaries, deductions, and tax withholdings, and generate payroll reports.
- **Benefits Administration:** Administer employee benefits, such as health insurance, retirement plans, and leave policies, and provide employeeswith self-service options.
- **Training and Development:** Plan and track employee training programs,certifications, and skill development to enhance workforce capabilities.
- **Employee Self-Service (ESS):** Offer employees a portal to access their HR information, submit leave requests, update personal details, and view pay stubs.
- **HR Analytics and Reporting:** Generate HR reports and analytics to gain insights into workforce trends, turnover rates, and other HR metrics.
- **Compliance and Document Management:** Ensure compliance with HR regulations and maintain a repository for HR-related documents, such as contracts, policies, and certifications.

iii) Analytics Module

This module is expected to provide analytics and reporting capabilities for key systems used by ITPO to collect, process, and analyse data in order to gain insights, make informed decisions, and optimize its business processes. Some ofthe key features and functionalities expected in this module are:

- **Data Integration:** Connect to various data sources, including databases,APIs, and third-party applications, to gather data for analysis.
- **Data Visualization:** Create interactive and visually compelling charts, graphs, and dashboards to present data in a clear and understandable manner.
- **Data Exploration:** Enable users to explore data through ad-hoc queries, drill-down capabilities, and filtering options to uncover hidden insights.
- **Data Transformation:** Cleanse, reshape, and transform raw data into usable formats, addressing issues like missing values and outliers.
- **Data Modelling:** Build data models and define relationships between datasets to facilitate complex analysis.
- **Predictive Analytics:** Utilize machine learning algorithms to make predictions, classify data, and identify trends and patterns.
- **Descriptive Analytics:** Summarize historical data to provide an overview of past performance and trends.
- **Prescriptive Analytics:** Offer recommendations and actionable insights to guide decision-making and process optimization.
- **Data Security:** Implement robust data security measures to protect sensitive information and comply with data privacy regulations.
- **User Access Control:** Define roles and permissions to restrict access to data and analytics features based on user roles.
- **Report Scheduling:** Schedule automated report generation and distribution to deliver insights to stakeholders on a regular basis.
- **Integration with Other Systems:** Seamlessly integrate with other software systems and tools, such as CRM or ERP systems, to exchange data and insights.

iv) Common Services

a. **Identity and Access**

The software proposed for ITPO will have a single sign on feature across all business lines, with role-based access for users and user management features for system administrators. The software will also feature MFA for enhanced datasecurity. Some of the key features are listed below:

- **Single Sign-On (SSO):** Enable users to log in once and gain access to multiple applications and services without the need to re-enter credentials, enhancing

user convenience and security.

- **User Authentication:** Support various authentication methods, which shall, *inter alia*, include password-based and MFA.

- **User Provisioning and De-provisioning:** Automate the creation, modification, and removal of user accounts and access privileges across systems and applications based on predefined rules and policies.

- **Role-Based Access Control (RBAC):** Define roles and permissions to grant users access to specific resources and functionalities based on their job responsibilities and organizational roles.

- **Multi-Factor Authentication (MFA):** Enhance security by requiring users to provide additional authentication factors, such as a one-time code being sent to a mobile device, in addition to their password.

- **Access Policies:** Create and enforce access policies that determine who can access specific resources, under what conditions, and from which devices or from specific locations.

- **Auditing and Compliance:** Maintain detailed audit logs of user activities, access requests, and changes to access permissions to ensure compliance with the security regulations.

- **Self-Service Password Reset:** Allow users to reset their passwords or unlock their accounts independently, reducing the burden on IT support.

- **Integration with Directory Services:** Seamlessly integrate with the directory services like active directory or LDAP for user authentication and attribute synchronization.

- **User Portal:** Provide a user-friendly portal where users can manage their profiles, change passwords, request access, and review their access history.

b. Notifications and Alerts

This service will provide users with useful SMS-based transaction alerts and email notifications that will aid in serving as timely reminders to initiate action or as alerts for action taken. Some of the key features are listed below:

- **Multi-Channel Support:** Send notifications through various channels, including email, SMS, push notifications, in-app messages, and voice calls, allowing users to choose their preferred communication method.
- **Customization:** Allow users to customize notification preferences, such as frequency, timing, and content, to ensure that alerts are relevant and not overwhelming.
- **Real-Time Delivery:** Ensure that notifications are delivered instantly or near real-

time to keep users updated on critical events or changes.

- **Event Triggers:** Define triggers for notifications based on specific events or conditions, such as new messages, system errors, or user actions.
- **Priority Levels:** Assign priority levels to notifications to indicate their importance and urgency, helping users prioritize their responses.
- **Personalization:** Tailor notifications to individual users, providing personalized content and context for a more engaging user experience.
- **Scheduling:** Allow users to schedule notifications for a specific date and time, ensuring timely delivery for events or reminders.
- **Acknowledgment and Confirmation:** Enable users to acknowledge or confirm receipt of notifications, provide feedback to the sender and ensure message delivery.
- **Escalation and Routing:** Implement escalation and routing rules to ensure that notifications reach the appropriate recipients and teams based on predefined criteria.
- **Logging and History:** Maintain a history of notifications sent and received, allowing users to review past alerts for reference or auditing purposes.

c. Search and Indexing

This service will be used by ITPO for a near real-time index of all the operations on the portal, access of which will be granted depending on the role of the user. Users will also be able to use a text search feature for documents available in order to provide ease of use. Some of the key features are listed below:

- **Full-Text Search:** Perform text-based searches across all content, including documents, articles, emails, and other text-based data, to find relevant information regardless of where it's located.

- **Faceted Search:** Provide users with the ability to filter search results based on specific attributes or facets which shall include, *inter alia*, date, category, location, or product type, to refine and narrow down search results.

- **Relevance Ranking:** Implement an algorithm that ranks search results based on relevance, taking into account factors like keyword frequency, location, and document metadata, to display the most relevant results at the top.

- **Indexing and Crawling:** Automatically index and crawl content from various data sources, such as websites, databases, and documents, to ensure that the search system is up to date and includes all relevant information.

- **Autosuggestions and Auto complete:** Offer auto-suggestions and auto complete features as users type their queries, helping users refine their search and discover relevant terms or phrases.

- **Natural Language Processing (NLP):** Incorporate NLP techniques to understand and process natural language queries, enabling users to ask questions in a more conversational and human-like manner.

d. Audit Trail

The audit trail service shall include login and workflow audit trails, which will further help in regulating and monitoring actions taken by users, thereby bringing in greater transparency. These features shall collectively help ITPO to maintain transparency, accountability, and security by documenting and monitoring activities within their software systems. Some of the key features are listed below;

- Comprehensive Logging: Capture a wide range of events and activities, including user actions, system changes, data modifications, and access attempts.
- User Identification: Record the identity of users associated with each action or event, including usernames, roles, and IP addresses, to trace accountability.
- Timestamps: Include timestamps for each logged event to provide a chronological record of when respective actions occurred.
- Data Changes: Track changes made to data fields, including before and after values, to monitor data integrity and compliance.
- Search and Filtering: Provide search and filtering options to easily locate specific events or actions within the audit trail based on criteria such as user, date, or event type.
- Customization: Allow administrators to define which events and actions should be logged and customize the level of detail captured in the audit trail.
- Export and Reporting: Enable users to export audit trail data for reporting and analysis purposes, often in formats like CSV or PDF.
- Retention Policies: Implement configurable retention policies to automatically manage the storage and deletion of audit trail data in accordance with compliance requirements.
- Alerts and Notifications: Send alerts or notifications to designated users or administrators when a specific predefined events or any suspicious activities occur.
- Security Controls: Protect the integrity of the audit trail data by implementing security controls, such as encryption and access controls, to prevent unauthorized tampering or deletion.

e. Language Support

The Digital Platform shall comply with all such Applicable Laws and guidelines as issued by the Government of India or any other relevant authority, in respect of language support required in government websites, which shall ensure inclusivity and accessibility for such citizens who speak and read different Indian languages. These

guidelines promote the use of multiple languages, especially the official languages of India, to make government information and services accessible to a diverse population. Here are some key points related to the language support guidelines for government websites in India:

- **Multilingual Content:** The websites are encouraged to provide information and services in multiple languages, especially in the 22 scheduled languages as recognized in the Eighth Schedule of the Indian Constitution, as well as other popular foreign languages.

- **Official Languages:** The websites should prioritize the use of the official languages of India, such as Hindi and English, along with other regional languages relevant to the specific states or regions where ITPO properties exists such as Chennai and Kolkata.

- **Unicode Standard:** To ensure compatibility and consistency across languages, websites should use the unicode standard for text encoding.

- **Accessibility:** Ensure that all content is accessible to users with disabilities, including those utilizing assistive technologies to access information in various languages. It is imperative that such accessibility measures strictly adhere to WCAG compliance standards.

- **Language Selection:** Provide a user-friendly language selection mechanism, such as a dropdown menu or language switcher, to allow users to choose between Hindi and English.

- **Bilingual Documents:** When creating documents, reports, or forms, consider providing bilingual versions in both English and Hindi or other relevant languages.

- **Language Quality:** Maintain high-quality language standards in content creation, including correct grammar, spelling, and translation.

- **Training and Awareness:** Provide training to government employees and content creators in using multiple languages and in providing the best practices for language support.

2.3.3 External Integration

(i)   The Modules shall ensure streamlining the processes of the Digital Platform for interaction with customers, sales, inventory, finance, HR, analytics, events, products, e-commerce, documents, venues, and scheduling. Additionally, the Digital Platform would offer an analytics dashboard with key performance indicators ("**KPIs**") such as website traffic, social media engagement, lead generation, sales, customer retention, event performance, brand awareness, and financial performance.

(ii)   The analytics dashboard would include, *inter alia*, KPIs related to the impact of trade promotion events, covering economic, industry, knowledge, environmental, social, and attendee impact. These KPIs provide insights into the success and impact of the

organization's events and overall performance. Some of the these integration points will enable ITPO to offer a comprehensive range of services to the citizens, businesses, and government employees. Data security and compliance with Applicable Laws, government guidelines and regulations are essential while implementing required integration which shall include, *inter alia*, the following;

a) **Aadhaar Authentication:** Integration with the *Aadhaar* system for identity verification and authentication of citizens for accessing government services.

b) **Payment Gateway:** Integration with a secure payment gateway to facilitate online payments for government fees, taxes, and services.

c) **E-Sign Services:** Integration with e-sign service providers to enable citizens to electronically sign documents and forms.

d) **Service APIs:** Integration with various government departments and agencies through APIs to provide access to a wide range of services and information.

e) **GST Network:** Integration with the GSTN for GST-related services, including tax filing and verification.

f) **Digital Locker:** Integration with the digital locker system to allow citizens to store and access their digital documents securely.

g) **GIS Services:** Integration with GIS services to provide location-based information and services.

h) **E-Office:** Integration with the e-office platform for electronic document management and workflow automation within government departments.

2.4 ARCHITECTURAL REQUIREMENTS

The architectural requirements of the proposed solution are explained below. The proposed solution shall consist of similar layers which are loosely coupled and extendable.

2.4.1 Presentation Layer

The presentation layer will consist of front facing components as mentioned below:

(i) **Mobile Application:** This component represents the mobile application interface through which users can interact with the Digital Platform. It should provide a user-friendly mobile experience with features and functionalities tailored for all mobile devices. The details of mobile application are given in Annexure 8.20.

(ii) **Web Application Platform:** The web application platform serves as the interface for users accessing the Digital Platform through web browsers. The proposed solution shall offer a rich user interface and support a wide range of features and interactions. The details of the web application are given in Annexure 8.19.

(iii) **Analytics Dashboard:** The analytics dashboard will provide users with visual representations of data and insights generated by all Modules. It shall allow users to track key metrics, analyze trends, and make informed decisions. The details of the analytics dashboard are given in Annexure 8.18.

(iv) **Public APIs:** This component exposes a set of APIs to enable integration with external systems or third-party applications. It shall allow developers to interact with the solution platform programmatically and build custom applications or services to extend functionalities.

2.4.2 Application Modules

This layer will consist of all business services that shall fulfill the functional requirements of all the Modules mentioned in the functional requirements. These services will be exposed to presentation layer components as well as other services through REST APIs.

2.4.3 Common Modules

This layer will consist of all common services as mentioned in the functional requirements. These services will be exposed to presentation layer components and other services through REST APIs.

2.4.4 Database Layer

(i) The choice of the database layer for the Digital Platform is critical and it is expected that the modern software architecture chosen encompasses a wide range of data management technologies and strategies to meet the diverse needs of applications. This should serve as a critical component for storing, organizing, and efficiently retrieving data. This layer is important and needs to include several key components, each tailored to specific data requirements and use cases. This database layer is a versatile and essential component of modern software architecture, comprising a mix of storage solutions and database technologies tailored to meet specific data requirements. This plays a pivotal role in ensuring data integrity, scalability, and performance while enabling applications to harness the power of data for analytics, decision-making, and user interactions. Successful Bidder shall choose the right components within the database layer which is a critical decision in architecting robust and efficient software systems.

(ii) Different types of database technologies that should be used are indicated below. Bidders shall provide justification for the choice of technologies used at the database layer:

   (a) File and object storage are fundamental building blocks of the database layer, offering versatile data storage solutions. The choice of the Digital Platform's file storage systems should be ideal for storing and managing the structured and unstructured data, including documents, images, and multimedia files. These systems organize data into hierarchical file structures and are often used for content management and user-generated content. The choice of object storage platform needs to be designed for scalable and distributed data storage. It stores data as objects with unique identifiers and is highly suitable for cloud-based applications, backups, and data archiving. Object storage provides durability, scalability, and easy access via APIs.

   (b) The choice between RDBMS (Transactional Data) and NoSQL (Semi-Structured Data) databases for the Digital Platform need to be align with the application's requirements. Bidder should provide proper justification for the selection made by them.

   (c) The choice of relational databases should excel at managing structured data with well-defined schemas. It should enforce data integrity through relationships and support complex querying using SQL. The RDBMS systems are commonly used for transactional applications, financial systems, and applications requiring strong ACID compliance.

   (d) The choice of NoSQL databases for the Digital Platform should be designed for handling unstructured or semi-structured data. It should offer flexibility in schema design, horizontal scalability, and high availability.

   (e) The selection of data lakes and data warehouses for the Digital Platform shall address the need for storing and processing large volumes of structured and unstructured data for analytics and business intelligence. It is expected the data lake solution chosen is capable of a storage repository which allows to store vast amounts of raw data in its

native format. It should be suitable for collecting diverse data sources, including logs, sensor data, and social media feeds. Data lakes should enable advanced analytics, data exploration, and machine learning.The choice of data warehouses should be optimized for fast query processing and reporting. It needs to consolidate data from various sources into a structured format for business intelligence and decision support. As data warehouses are crucial for historical data analysis, trend identification, and reporting, the Digital Platform shall have in-memory databases to store data entirely in RAM, providing lightning-fast data access and retrieval.

(f) The in-memory caching chosen should be capable of frequently accessing data in RAM to reduce database load and improve application performance. This shall aid in accelerating read-heavy operations and real-time applications. Examples of in-memory databases like Redis and Memcached which provide high-speed data storage and retrieval and make them ideal for use cases that demand low-latency access, such as session management and caching.

2.4.5 Cyber Security Layer

The Digital Platform shall include a software architecture cyber security layer as a crucial component, which shall be responsible for safeguarding the system and the Digital Platform,its data, and users from various cyber threats and vulnerabilities. This layer needs to employ a range of security mechanisms and practices to ensure the confidentiality, integrity, and availability of the system and the Digital Platform. Some of the key elements commonly found in the cybersecurity layer are;

(i) The components in this solution shall include, *inter alia*, Firewalls which should act as a barrier between the internal and external network, potentially untrusted networks, protecting against unauthorized access, DDoS attacks, and filtering out malicious traffic.

(ii) Intrusion Detection and Prevention System (IDPS) for the Digital Platform to be designed in a manner which shall be able to identify and respond to suspicious activities and security breaches in real time. IDPS monitors network traffic and system activities, looking for patterns or behaviours that may indicate a cyber threat.IDPS shall be incorporated in such a manner that it shall generate alerts and take automated actions to block or mitigate threats, detect and prevent unauthorized access, malware, and abnormal behaviour.

(iii) RBAC is essential to ensure that users and system components have such permissionsand access levels based on their assigned roles and responsibilities. The solution shall

ensure to define roles, assign permissions to different roles, including associated users or entities having specific roles. Users can only perform such actions aspermitted to them by their assigned roles. Thus, enforcing least privilege access, reducing the attack surface, and preventing potential unauthorized actions.

(iv) The solution for the Digital Platform needs to ensure that users and systems are authenticated and authorized accurately, before granting access to any resources. This should involve secure user authentication methods (e.g., MFA), strong passwordpolicies, and fine-grained authorization controls. Thus, protecting against unauthorized access and ensuring that users have the appropriate permissions.

(v) The solution shall ensure any sensitive data is encrypted in the such manner which shall prevent any undesired unauthorized access, interception, or tampering. Implementing appropriate encryption mechanisms like SSL/TLS for data in transit, encryption at rest and data masking or tokenization for sensitive data fields.

(vi) SIEM systems should be used in the solution to aggregate, correlate, and analyze security

event data from various sources to identify threats and vulnerabilities. SIEMsystems shall collect and analyze log data, generate alerts, and provide dashboards for security monitoring and incident response. Thus, real-time threat detection, incident investigation, and compliance reporting can be enabled.

2.4.6 Gateway Services Layer

The gateway services layer in application architecture of the Digital Platform shall serve as aninterface between an application and external systems or services, facilitating seamless communication and data exchange. This should include various types of gateways, such as application gateways, payment gateways, and messaging gateways. Together, these gatewayservices shall streamline interactions, enhance security, and optimize the functionality of modern applications:

(i)   An application gateway manages incoming traffic, routing it to the appropriate services or micro services within the application, ensuring efficient resource allocation.

(ii)   Payment gateways handle secure payment processing, enabling e-commerce transactions by securely transmitting payment information to financial institutions.

(iii)   Messaging Gateways enable real-time communication between applications,allowing the exchange of messages, notifications, and data, which is vital for buildingresponsive and interconnected systems.

2.4.7 Infrastructure Layer

The choice of cloud infrastructure components for the Digital Platform shall encompass the foundational elements required to deliver cloud computing services. These components shallinclude, *inter alia*;

(i)   **Compute:** This shall provide scalable virtualized resources for running applications;

(ii)   **Storage:** This shall offer scalable and resilient data storage solutions;

(iii) **Networking:** This shall ensure in enabling connectivity, load balancing, and security within the cloud environment;

(iv)   **Orchestration and Management:** Such tools shall help to automate provisioning and management tasks.

(v)   **Cloud Infrastructure:** The cloud infrastructure provisioned as a service (IaaS) shall offer services such as DBMS, content delivery, and identity and access management thereby enhancing the capabilities and flexibility of cloud environments. Collectively, these components form the backbone of cloud computing, empowering organizations to deploy and scale their applications efficiently while optimizing resource utilization and cost management.

The Successful Bidder can leverage existing on-premises (not mandatory) infrastructure which is currently a strategic approach by ITPO and looking to modernize their IT systems while making the most of its current investments. This involves optimizing and extending the lifespan of existing hardware, software, and data center resources and transitioning to a fullycloud-based model. Thus, leveraging the existing infrastructure include implementing virtualization technologies to improve resource utilization, adopting hybrid cloud solutions that shall integrate on-premises and cloud resources seamlessly, and assist in regular assessment and upgradation of hardware and software to maintain the required efficiency and security.

2.4.8 Adherence to India Stack Alignment

The Successful Bidder is expected to build the Digital Platform by adhering to the architecture principles as proposed or set forth by India stack alignment and should be guided by the following principles. The architecture principles provided below are guidelines and the best practices for designing a robust, scalable, and adaptable system. It is also essential that the Successful Bidder complies with the applicable India Stack architecture principles. India Stack is a set of open APIs and technology components that provide a foundation for building digital infrastructure and services in India. By incorporating the IndiaStack architecture principles, ITPO can ensure compatibility and integration with the larger Indian digital ecosystem. Adherence to the following principles shall aid ITPO to build flexible, interoperable, and secure solutions, which can evolve with the changing requirements and technological advancements.

(i) **Focus on building platforms, not monolithic applications**: This principle suggests development of such platforms which shall provide reusable services and components, enabling the construction of flexible and scalable applications. By building such platforms, ITPO can leverage common functionalities, reduce duplication, and promote modular and decoupled architectures, at any period of time as may be required.

(ii) **Unbundle applications into many microservices**: This principle involves breaking down applications into smaller, independent services known as microservices. Thus,by unbundling applications the architecture promotes loose coupling, flexibility, and scalability. It is expected that the Successful Bidder builds the Digital Platform as microservices, which can be developed, deployed, and scaled independently, facilitating agile development and enabling easier maintenance and updates.

(iii) **Adopting open standards and open source**: ITPO as an organization encourages theuse of open standards and open-source technologies. Open standards ensure interoperability and facilitate integration with other systems, while open-source technologies offer transparency, community support, and the ability to customize

and extend software solutions.

(iv) **Have emphasis on using commodity and heterogeneous computing for building solutions**: This method suggests utilizing commodity hardware and diverse computing resources instead of relying on specialized or proprietary systems. By leveraging commodity hardware and embracing heterogeneity, organizations can achieve cost-effectiveness, scalability, and flexibility in their infrastructure and computing environments.

(v) **Interoperability through open specifications**: This method of solution building emphasizes the adoption of open specifications and interfaces which enable seamless communication and integration between different systems and components. By adhering to open specifications, the solution for ITPO can ensure compatibility, promote interoperability, and avoid vendor lock-in.

(vi) **Privacy and Security by Design**: ITPO management emphasizes incorporating privacyand security considerations from the early stages of system design. This shall be ensured by way of implementing robust security measures, protecting user data, following best practices, and complying with privacy regulations. In order to build trust and protect sensitive information, it is essential that privacy and security is given utmost priority.

(vii) **Build solutions incorporating trust by design through registries, signatures, and**

attestations: This method would focus on establishing trust within a system through mechanisms such as registries, digital signatures, and attestations. By leveraging these techniques, ITPO can verify the authenticity, integrity, and provenance of data,components, and services, fostering trust and mitigating risks.

(viii) **Incorporating Scalability by design**: ITPO expects that the Successful Bidder shall ensure designing the systems which are able to scale seamlessly as demand increases. It encompasses horizontal scalability by adding more instances or nodes tohandle increased load, vertical scalability by upgrading hardware resources, and employing distributed architectures. Scalability by design ensures systems can handle growing workloads effectively.

(ix) **The Solution should incorporate observability through telemetry**: It is expected thatthe Successful Bidder develops solutions for ITPO by the incorporation of observability features into the systems by leveraging telemetry. Observability involves collecting and analysing data from various sources, such as logs, metrics, and distributed tracing, to gain insights into system behaviour, performance, and troubleshooting. It enables in efficient monitoring, debugging, and optimization of systems.

(x) **Failure resilience and isolation by design**: This principle suggests designing systemsto be resilient to failures and faults. It involves employing techniques like redundancy, fault tolerance, and isolation to minimize the impact of failures and ensure system availability. By designing for failure resilience, ITPO solution can improve reliability, minimize downtime, and enhance end user experience.

(xi) **Digital Infrastructure as a Public Good**: ITPO Emphasize the development of digital infrastructure that is accessible to all citizens, businesses, and government entities. This to be done by leveraging India Stack's open APIs and services, wherein

organizations can contribute to the democratization of digital services and enable widespread access.

(xii) **Consent-based Data Sharing**: Successful Bidder shall ensure that all necessary steps are taken to prioritize user consent and control access over personal data sharing. Adhere to the privacy regulations and implement robust consent management mechanisms to ensure that the user data is shared only pursuant to an explicit permission granted in relation thereto.

(xiii) **Paperless and Presence-less**: Digital Platform of ITPO shall promote the transition to paperless and presence-less interactions by leveraging digital identity and authentication mechanisms. Utilize *Aadhaar* based authentication and other components of India Stack to enable seamless, secure, and remote digital transactions.

(xiv) **Interoperability**: The solution developed for ITPO shall foster interoperability by ensuring adherence to standardized data formats, APIs, and protocols. The systemsand services shall be developed in such a manner that they can seamlessly integrateand exchange information with other India Stack-compliant platforms, promoting interoperability across the Indian digital ecosystem.

SECTION 3

PROJECT SCHEDULE

3.1   **Project Duration**

The total Project Duration is sixty (60) months out of which nine (9) months will be used for Project Implementation, i.e. Phase I, and the remaining 51 months for Operations and Maintenance ("**O&M Period**"), i.e. Phase II. The detailed breakup is provided in the table below. Bidder shall provide details of the Project support team (comprising four (04) members) who will be stationed at ITPO's office at New Delhi during the O&M Period.

3.2   Project Schedule

The Project Schedule within which the Successful Bidder shall deliver the project is provided below. In the table below, "T" denotes the date of signing of the Contract.

S. No.	Release	Phase	Milestone	Timelines
1.	Rel 1 ● Event Management	Preparation of the FRS/BRD & HLD document	Submission of the detailed BRD/FRS, HLD document including the scope, dependencies and modules	T + 15 days
2.	● Finance ● Common Utilities	Preparation of the use cases	Detailed SRS, Use Cases, LLD, Sprint Plan & Wireframes demonstration to the client	T + 45 Days
3.	● Website	First cut of all the proposed modules	A live / beta demonstration of the modules to client	T + 60 days
4.		UAT and Signoffs	Undertake UAT and incorporate the suggestions on the modules	T + 75 days
5.		Go Live (Release 1), along with Training	Beta Go-Live of the entire application	T + 90 Days
6.		Incorporating bug fixes post Go-Live	Suggestion and important bug fixes	T + 100 Days
1.	Rel 2 ● HRM ● CRM ● Inventory	Preparation of the BRD/FRS, HLD document	Submission of the detailed BRD/FRS, HLD document including the scope, dependencies and modules	T + 105 days

S. No.	Release	Phase	Milestone	Timelines
2.		Preparation of the use cases	Detailed SRS, Use Cases, Sprint Plan, LLD & Wireframes demonstration to the client	T + 135 Days
3.		First cut of all the proposed modules	A live / beta demonstration of the modules to client	T + 150 days
4.		UAT and Signoffs	Undertake UAT and incorporate the suggestions on the modules	T + 165 days
5.		Go Live (Release 2), along with Training	Beta Go-Live of the entire application	T + 180 Days
6.		Incorporating bug fixes post Go-Live	Suggestions and important bug fixes	T + 190 Days
1.	Rel 3 ● Document Management ● Analytics ● Fixes & Enhancements	Preparation of the BRD/FRS, HLD document	Submission of the detailed BRD document including the scope, dependencies and modules	T + 195 days
2.		Preparation of the use cases	Detailed SRS, Use Cases, Sprint Plan, LLD & Wireframes demonstration to the client	T + 225 Days
3.		First cut of all the proposed modules	A live / beta demonstration of the modules to client	T + 240 days
4.		UAT and Signoffs	Undertake UAT and incorporate the suggestions on the modules	T + 255 days
5.		Go Live (Release 3), along with Training	Beta Go-Live of the entire application	T + 270 Days
6.		Incorporating bug fixes post Go-Live	Suggestions and important bug fixes	T + 280 Days
7	Quarterly Maintenance	Operation & Support	For 17 Quarters	Post Implementation Phase

SECTION 4
PAYMENTS

4.1   PAYMENT MILESTONES

Project Payment Schedule		
Sr. No	**Milestone**	**Payment in percentage terms**
1.	Release 1: Submission and approval of the BRD, HLD	
2.	Release 1: Submission and approval of the Uses cases, SRS, Design Document, Wireframe & Sprint Plan	**10% of overall project cost**
3.	Release 1: UAT	
4.	Release 1: Go Live & User Training (with complete Data Migration)	
5.	Release 2: Submission and Approval of the BRD, HLD	
6.	Release 2: Submission and Approval ofthe Uses cases ,SRS, Design Document, Wireframe & Sprint Plan	**10% of overall project cost**
7.	Release 2: UAT	
8.	Release 2: Go Live & User Training	
9.	Release 3: Submission and Approval of the BRD, HLD	
10.	Release 3: Submission and Approval of the Uses cases, SRS, Design Document, Wireframe & Sprint Plan	**10% of overall project cost**
11.	Release 3: UAT	
12.	Release 3: Go Live & User Training	
13.	Operations & Maintenance Cost (1. Starts Post Implementation) (2. Payable half yearly for 48 months and separately for last one Quarter. Total ie 51 Months)	**59.5% of overall project cost** **(7% half yearly ie every 06 months for 48 months)** **(3.5% last quarter ie 03 months)** **Total 51 months**

13.	Knowledge Transfer, Handover of the Source Code and Project Documentation tothe client **(Payable at the end of the project)**	**10.5% of overall project cost**

Note:

i.   **Cost of Man days (asked separately in Financial Bid) has not been considered against any milestone. As it shall be paid on actual no of days separately and will not be considered for payment against any milestone.**

ii.   **For payment purpose – '1+2+3' (mentioned in Financial Bid Format) shall only be considered.**

Note to Bidders:

All payments will be made as per GFR Rule.

SECTION 5

ELIGIBILITY AND EVALUATION

5.1 PRE-QUALIFICATION CRITERIA

Each Bidder shall ensure that it fulfils the following Pre-Qualification Criteria prior to submitting the Bid. Bids submitted by only eligible Bidders will be considered for further evaluation. The Pre-Qualification Criteria is mentioned herein below:

SR. NO.	CRITERIA	SUPPORTING DOCUMENT
1.	A Bidder may be a single legal entity or a Consortium of legal entities, where each entity should be registered as per the Applicable Laws of India. In case of a Consortium, the Prime Bidder should be registered in India. **Note:** 1. The Consortium should not consist of more than 3 Members (including the Prime Bidder) 2. All Members of the Consortium should be jointly and severally liable for execution of the work. 3. The Consortium should be formed formally by executing necessary documents which should clearly define the detailed roles and responsibilities of each Member of the Consortium and that of the Prime Bidder.	a. Copy of Certificate of Incorporation or equivalent, b. A duly notarized/ registered memorandum of understanding or partnership deed or other such legal document signed between the Members of the Consortium. c. Certificate of Conformity/ Nil Deviation by the Prime Consortium Members as per Annexure 8.17.
2.	The Bidder / Consortium Member should have a minimum of Five (05) years of experience in executing IT Service work. AND The Bidder / Consortium should have successfully completed a project valued at a minimum of Rs. 15 Crores (In a single work order) within the last 3 years related to the following: (i) End to end implementation and	a. Work orders, completion certificate (wherever available) in the name of the Bidder showing work experience of past 10 years (2013 to 2023). b. Work order should clearly state the start date of the project and should be signed by the issuing authority.

SR. NO.	CRITERIA	SUPPORTING DOCUMENT
	maintenance & support of ERP/ CRM application for Central Public Sector undertaking/ Government of India Departments/ State Govts; OR (ii) Implementation of Enterprise application for a large event management organization or convention center which conducts international events/ trade fairs/ exhibitions/ conferences involving global delegates; OR (iii) Built a commercial / Open Source ERP solution for MICE industry and has at least 3 successful deployments of the Solution	

SR. NO.	CRITERIA	SUPPORTING DOCUMENT
3.	The Bidder, and in the case of a Consortium, the Prime Bidder, should have an overall average annual turnover of INR 100 Crore (IT/ITES). OR The Bidder, and in the case of a Consortium, the Prime Bidder, should have a turnover of INR 50 Crores from software operations and services, for the last three (3) financial years (2020-21, 2021-22 and 2022- 23).	a. A duly signed and stamped certificate (on the letter head) issued by a practicing chartered accountant or the statutory auditor of the Bidder, or the Prime Bidder and other Consortium Members, as the case may be, clearly mentioning the annual turnover details for software operations for each of the preceding three financial years (2020-21, 2021-22 and 2022-23). Kindly note that in case of Consortium, the documents have to be submitted for all Members of the Consortium, however, the evaluation will be based only on the Prime Bidder meeting the criteria. b. Copy of the audited Profit and Loss Statement for each of the last three financial years (2020-21, 2021-22 and 2022-23). In case of Consortium, the same shall be submitted for each Member.

SR. NO.	CRITERIA	SUPPORTING DOCUMENT
4.	The Bidder, or in case of a Consortium, the Prime Bidder should have a positive net worth for the financial year end 31st March 2023.	A duly signed and stamped certificate (on the letter head) issued by a practicing chartered accountant or the statutory auditor, clearly mentioning the net worth of the Bidder or each of the Members of the Consortium, as the case may be, for the financial year end 31st March 2023.
5.	The Bidder or the Prime Bidder, as the case may be, should have a valid CMMI Level 5 Certification.	Copy of CMMI Level 5 Certificate

SR. NO.	CRITERIA	SUPPORTING DOCUMENT
6.	The Bidder, or any of the Consortium Members, as the case may be, should **not** have been blacklisted by the Central or any State Government department or agency or authority, as on the Bid Submission Deadline or Extended Bid Submission Deadline, if any.	Self-certified declaration on the letter head, duly signed by the authorized signatory mentioning that the Bidder, or Consortium Member, as the case may be, has not been blacklisted by the Central or any State Government department or agency or authority in India or abroad as on the Bid Submission Deadline. In the event an Extended Bid Submission Deadline is announced, the above declaration shall be furnished for such extended period.
7.	The Bidder or the Prime Bidder, as the case may be, should have at least two hundred (200) software professionals on its payroll as on the Bid Submission Deadline. **Note:** All such professionals should have been on the Bidder/ Prime Bidder's payroll for more than 1 year as on the Bid Submission Deadline	Letter from the head of the Human Resource Department of the Bidder, or the Prime Bidder, as the case may be, mentioning the total number of software professionals who have been on the payrolls of the Bidder/ Prime Bidder for more than a year.

Note to Bidders:

All documents submitted to ITPO should be in English language only. Documents in any language other than English will not be considered for evaluation. In the event any translated copies are submitted, the Bidder shall ensure the correctness and accuracy of such translation. ITPO shall not be liable for any incorrect translations or cost of translation.

5.2   EVALUATION METHODOLOGY

5.2.1   All Bids received in response to this RFP will be evaluated on a combined Quality-cum-Cost Based System (QCBS) as per which the following bids will be allotted weightage as per below:

- Technical Bid: 70%
- Financial Bid: 30%

5.2.2   The Bidder scoring the highest combined score will be declared as the Successful Bidder.

5.2.3   The detailed methodology of evaluation is described below:

(i)   An evaluation committee ("**Evaluation Committee**") comprising ITPO officials will be appointed by the Chief Managing Director of ITPO. The Evaluation Committee will carry out the technical evaluation of Bids based on QCBS prescribed and the weightage system mentioned above. Evaluators of Technical Bids will not have access to the Financial Bids until the technical evaluation is concluded. Each evaluated Bid will be given a technical score.

(a) The minimum eligibility criteria for technical qualification will be as follows:

   i.   Minimum qualifying Technical marks to be obtained: 75 out of 100 (pre-normalised).

(b) Financial Bids of the Bidders qualifying the technical evaluation will be opened for financial assessment. Financial Bids of Bidders who do not qualify the technical evaluation will not be considered.

5.3   Normalization of Technical Bid Score

The Bidder with the highest technical evaluation marks will be taken as the base/ reference for arriving at technical score for each technically qualified Bidder. The technical score for the Bidder with highest technical marks (out of 100) would be taken as 70 and the Technical Score for other technically qualified Bidders will be scaled proportionally.

The following example illustrates the proposed methodology for arriving at technical score of the Bidders:

Proposal	Technical marks (assumed)	Technical Score

A	96/100	70*96/96 = 70
B	90/100	70*90/96 = 65.63
C	70/100	70*70/96 = 51.04

The following methodology will be adopted for evaluation of Financial Bid of Bidders who qualify the Technical Bid evaluation.

5.4 Normalization of Financial Bid Score

The minimum quoted price among the technically qualified Bids will be taken as base/reference rate for arriving at the evaluated marks for each qualified Bidder. The evaluated marks for the lowest priced Bidder in Financial Bid will be 30.

The following example illustrates the proposed methodology for arriving at the Financial Score of the Bidders:

Proposal	Quoted rate (assumed)	Financial Score
A	INR 12 Cr	30*08/12=20
B	INR 10 Cr	30*08/10=24
C	INR 08 Cr	30*08/08=30

Note: Technical score and financial score will be rounded off.

5.5 Total Score

The sum of weighted normalised Technical Score and normalised Financial Score will be the Total Score of the Bidder. The Bidder with the highest Total Score shall be declared Successful Bidder, subject to the terms of this RFP.

Total Score = [(Normalized Technical Score x 0.70) + ((Normalized Financial Score x 0.30)]

5.6 Technical Evaluation Criteria

The Technical Bid will be evaluated based on the following criteria:

No.	Main Criteria	Sub Criteria	Max. Marks
1.	**Number of Years in operations** The Bidder or the Prime Bidder, as the case may be, must be in business for atleast 05 years as on Bid Submission Deadline.	**i.** Minimum 05 years | **5 marks** **ii.** >05 years and <= 08 years | **7marks** **iii.** >08 years | **10 marks**	10
2.	**Turnover** The Bidder, and in the case of a Consortium, the Prime Bidder, should have an overall average annual turnover of INR 100 Crore (IT/ITES). **OR** The Bidder, and in the case of a Consortium, the Prime Bidder, should have a turnover of INR 50 Crores from software operations and services, for the last three (3) financial years (2020-21, 2021-22 and 2022- 23).	**Average Turnover from Overall (IT/ITES) Operations:** ● >=100 Cr. & <150 Cr**.** | **5 Marks** ● >=150 Cr. & <=200 Cr. | **7 Marks** ● >200 Cr. | **10 Marks** **OR Average Turnover from ONLY Software Operations:** ● >=50 Cr. & <80 Cr. | **5 Marks** ● >=80 Cr. & <=120 Cr. | **7 Marks** ● >120 Cr. | **10 Marks** **(Only one of the above condition shall be considered, in whichever the bidder is scoring high marks.)**	10
3.	**Resources** Following resources having relevant experience in handling similar projects in the past 5 years: ● Project Manager ● Solution Architect ● Data Architect ● Technology Lead ● Cloud Architect ● DevOps Expert ● Product Manager ● UI / UX Expert	● Project Manager | **3 marks** ● Solution Architect | **2 Marks** ● Data Architect | **3 Marks** ● Cloud Architect | **2 marks** ● Analytics | **3 Marks** ● Graphics / UI / UX developer |**2 marks**	15
4.	**Certifications** The Bidder or any Consortium Membermust have the following certifications as on the Bid Submission Deadline: ● ISO 27001 ● ISO/IEC 27017 ● CMMI Level 5	● ISO 27001 – 1.5 Marks ● ISO/IEC 27017 – 1.5 Marks ● CMMI Level 5 – 2 Marks The bidder possessing all three (3) certifications mentioned above will be awarded a total of 5 marks.	5

No.	Main Criteria	Sub Criteria	Max. Marks
5.	**Experience** The Bidder or any Consortium Member, as the case may be, should have, in the last three years, undertaken work related to the following as on the Bid Submission Deadline with minimum work order of Rs.15 Crore (in a single work order): (i) End to end implementation and maintenance & support of ERP/ CRM application for Central Public Sector undertaking/ Government of India Departments/ State Govts; OR (ii) Implementation of Enterprise application for a large event management organization/ or convention center which conducts international events/ trade fairs/ exhibitions/ conferences involving global delegates; OR (iii) Built a commercial / Open Source ERP solution for MICE industry and has at least 3 successful deployments of the Solution	• 1 Project (of section ii or iii from mentioned experience)- 04 marks • 2 Projects (of section ii or iii from mentioned experience) - 08 marks • 3 or 3+ Projects (of section ii or iii from mentioned experience) - 12 marks OR • 1 Project (of section i from mentioned experience) - 05 marks • 2 Projects (of section i from mentioned experience) - 10 marks • 3 or 3+ Projects (of section i from mentioned experience) - 15 marks **Note: Any one of the above will be evaluated, in whichever the bidder is scoring maximum marks.**	15
6.	Approach and Methodology	The Bidder's presentation would be evaluated on the following criteria. • Understanding of the Project, Scope of Work and all the requirements • Capability and commitment towards the Project including the timelines with supporting examples/ case studies • Overall solution proposed, covering a case study, presentation/ demonstration – the Bidder is expected to showcase the approach, work plan, implementation strategy for the Project, modules specified in the RFP and timelines/ quality assessment/ quality checks and	20

No.	Main Criteria	Sub Criteria	Max. Marks
		adherence to international standards	
		● Transition Strategy: Entry from present system to 'TO BE' system.Exit from 'TO BE' after ● completion of contract.	
7.	Live Demonstration	The Bidder shall present before ITPO a live demonstration of the application as a sample and cover demonstration of one use case against each functionality. Note: List of use cases will be provided by ITPO to shortlisted Bidders. For evaluation and to ensure fair process, same Use Cases shall be provided to each shortlisted Bidder.	25

Note to Bidders:

(i)   The Bidders shall submit documents to substantiate the evaluation criteria. Only work orders and/ or completion certificates or client letters stating satisfactory work will be treated as documentary evidence of delivering similar projects.

(ii)   The Evaluation Committee will evaluate Technical Bids based on the proposal therein, documents submitted and presentations made, to arrive at the Technical Score.

(iii)   The decision of the Evaluation Committee in the evaluation of Bids will be final. The Evaluation Committee will not entertain any correspondence or communication regarding the evaluation process. The Evaluation Committee reserves the right to reject any or all Bids in the event of any deviations/ modifications. Concealment or contradiction of facts will lead to disqualification and may attract strict action. Any such incident will entitle ITPO to reject the Bid at any stage, even after the completion of Bidding Process, without any formal notice.

(iv)   The bidder shall submit an undertaking that all the documents/certificates/information submitted by them are genuine. In case any of the documents/certificates/information submitted by the bidder is found to be false or forged, ITPO shall immediately reject the bid of such bidder(s) or cancel/terminate the contract and forfeit bid security submitted by the bidder and debar bidder and each member of consortium from participation in future EOIs/tender for 2 years.

SECTION 6

INSTRUCTIONS TO BIDDERS AND GENERAL CONDITIONS OF THE RFP

This Section contains instructions to the Bidders for submission of Bids and also the general terms and conditions that will apply to all Bids submitted under this RFP.

6.1 Careful Examination of RFP

(i)   Bidders are advised to study this RFP carefully before submitting their Bids. Submission of a Bid in response to this RFP shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions, and implications.

(ii)   This RFP provides information to enable the Bidders to understand the broad requirements to submit their Bids. The detailed Scope of Work is provided in Section 2 of this RFP.

6.2 Completeness of Response

(i)   Bidders are advised to study all instructions, conditions, requirements and other information and the Tender Documents thoroughly and carefully. It shall be assumed that the Bids have been submitted after careful study and examination of the RFP and with full understanding of its terms, conditions and implications.

(ii)   The Bid Documents should provide complete information in all respects. Failure to furnish any information as required under the RFP or the submission of a Bid not substantially responsive to the RFP in every respect will be at the Bidder's risk and may result in rejection of their Bid.

6.3 Bid Preparation Costs

(i)   The Bidder shall be responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in the conduct of informative and other due diligence exercises, participation in meetings/ discussions/ presentations, preparation of Bid, providing any additional information required by ITPO to facilitate the evaluation, and in negotiating the Definitive Documents and other necessary activities related to the Bidding Process. ITPO will, in no case, be responsible or liable for any costs incurred by the Bidders, regardless of the conduct or outcome of the Bidding Process.

(ii)   This RFP does not commit ITPO to award a contract or to engage in negotiations. No costs incurred by the Bidders in anticipation of award or for preparing their Bid will be reimbursed by ITPO. All materials including information and documents submitted by the Bidders would become the property of ITPO and may be returned by ITPO at its sole discretion.

6.4 Communication with ITPO

All communications to ITPO, including this RFP and the Bid Documents shall be signed on each page

by the authorized representative or constituted attorney of the Bidder and the authorization/ power of attorney. In case the authority to sign is granted by way of a power of attorney, it should be in the format prescribed in Annexure 8.1. **All the pages of the Bid Documents and any communication with ITPO shall be numbered, signed by authorized representative and shall bear the stamp of the Bidder.**

6.5   Amendment of the RFP

(i)   At any time prior to the Submission Deadline , ITPO may, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP through an amendment. The amendment will be published on the official website of ITPO (https://www.indiatradefair.com/) and the e-Procurement Website (https://eprocure.gov.in/eprocure/app).

(ii)   The Bidders are expected to be vigilant about the updates uploaded by ITPO. Publication of any updates or amendments or clarifications in relation to the RFP will be deemed as intimation of the same to all Bidders.

(iii)   In order to accord reasonable time to the Bidders to take the amendment, if any, into account for preparing their Bids, ITPO may, at its discretion, extend the Submission Deadline for submission of Bids ("Extended Submission Deadline"). The Bidders who have submitted their Bids prior to any such amendments being notified, will be permitted to resubmit their Bid, if required, within the Submission Deadline or Extended Submission Deadline, as the case may be.

(iv)   If ITPO deems it appropriate to revise any part of this RFP or to issue additional data to clarify any provision of this RFP, it may issue a supplement/ amendment/ corrigendum to this RFP. Any such corrigendum shall be deemed to be incorporated into the RFP by this reference.

6.6   ITPO's right to modify Submission Deadline

ITPO may, in exceptional circumstances and at its sole discretion, extend the Submission Deadline by issuing a corrigendum on the ITPO website (https://www.indiatradefair.com/) and the e-Procurement Website (https://eprocure.gov.in/eprocure/app). In such a scenario, other relevant timelines under this RFP may be extended accordingly.

6.7   ITPO's right to terminate the Bidding Process

ITPO may withdraw the RFP and/ or terminate the Bidding process at any time without assigning any reason to any party. ITPO makes no commitment, express or implied, that this RFP and the ensuing Bidding Process will result in a business transaction with anyone. This RFP does not constitute an offer by ITPO.

6.8   Submission of Bid

(i)   Bids shall be submitted online only at the e-Procurement Website (https://eprocure.gov.in/eprocure/app) in accordance with the Special Instructions. To reduce the file size, Bid Documents may be scanned at 100 dpi in black and white.

(ii)   Each Bidder, whether individually or in a consortium, shall submit only one Bid. Under no circumstance will an entity and its group companies/ controlling shareholders/ directors/ key managerial personnel/ partners, as the case may be, and/ or an individual and his heirs,

blood relations or other close relations, be allowed submit the Bid as separate Bidders. Any such Bids submitted under this RFP shall be liable to be rejected.

(iii)   Bidders who have downloaded the Tender Documents from ITPO's website (www.indiatradefair.com)   and   e-Procurement   Website

(https://eprocure.gov.in/eprocure/app) shall not modify the Tender Documents, including the Financial Bid Template, in any manner. In the event it is observed that any of the Tender Documents have been tampered with or modified in any manner, the Bid containing such tampered or modified documents will be rejected immediately and the EMD submitted by the Bidder shall be forfeited in full and the Bidder will be blacklisted by ITPO for all business purposes for a period of 2 years and prohibited from engaging with ITPO in any form or manner for period which may vary from …… to ……. months/years proportional to the nature of violation/misdemeanor .

(iv)   All Bids, complete in all respects, must be submitted solely through the e-Procurement Website in due compliance with this RFP.

(v)   Bidders may be requested to submit original documents for verification during evaluation of the Bids, as and when required.

(vi)   The Bids shall be submitted in strict compliance with the formats provided as annexures in this RFP, without any modification thereto.

6.9 Conflict of Interest

(i)   The Successful Bidder shall provide professional, objective, and impartial advice and services to ITPO and shall, at all times, hold ITPO's interests paramount and shall strictly avoid conflicts with other assignment/ jobs or their own corporate interests.

(ii)   Any Bidder found to have a Conflict of Interest shall be disqualified. Without prejudice to any right or remedy that may be available to ITPO under this RFP, in the event of such disqualification, ITPO shall forfeit and appropriate the EMD and/ or the Performance Security, as the case may be, which shall be considered as a genuine pre-estimate of loss and damage, likely to be suffered and incurred by ITPO and not as a penalty

(iii)   for, *inter alia*, the time, cost and effort of ITPO, including consideration of such a Bid. Without limiting the generality of the above, a Bidder shall be deemed to have a Conflict of Interest affecting theBid/ Bidding Process, if:

(i)   The Bidder and/ or any of its members or associates (or any constituent thereof), and any other Bidder and/ or its members or any associate (or any constituent thereof) have common controlling shareholders or other ownership interests, provided that this disqualification shall not apply in cases where the direct or indirect shareholding of a Bidder, its member or associates (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, member or associate, as the case may be) in the other Bidder, its Member or Associate, is less than 5% (five per cent) of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by abank, insurance company, pension fund or a public financial institution referred to in sub-section (72) of section 2 of the Companies Act, 2013. For the purposes of this Section, indirect shareholding held through one or more intermediate persons shall be computed as follows:

- Where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person ("**Subject Person**") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and

- Subject always to Sub-section above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-Section if the shareholding of such person in the intermediary is less than 26% of the subscribed and paid up equity shareholding of such intermediary; or

(ii) A constituent of such a Bidder is also a constituent of another Bidder; or

(iii) Such Bidder and/ or its members or any Associates receive or have received any direct or indirect subsidy, grant, concessional loan or subordinated debt from any other Bidder and/ or its members or Associates, or has provided any such subsidy, grant, concessional loan or subordinated debt to any other Bidder and/ or its members or any Associates; or

(iv) Such Bidder has the same authorized representatives, for purpose of this Bid, as any other Bidder; or

(v) Such Bidder, and/or its Associate, have a relationship with another Bidder, and/ or any of its Associate, directly or through common third party/parties, that puts either or both of them in a position to have access to each other's information about, or to influence the Bid of either or each other; or

(vi) Such Bidder or any Associate thereof has participated as a consultant to ITPO in the preparation of any documents, design, or technical specifications of the proposed Scope of Work.

(vii) If any legal, financial or technical adviser of ITPO in relation to the Project is engaged by the Bidder, its members or any associate, as the case may be, in any manner for any matters related to or incidental to the Scope of Work under this RFP.

6.10   Cost of Bidding

The Bidders shall bear all costs associated with the preparation and submission of their Bids including but not limited to documentation charges, bank charges, all courier charges, translation changes, authentication charges and any associated charges including taxes and duties thereon, and their participation in the Bidding Process. ITPO will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

6.11 Site visit and verification of information

Bidders are encouraged to submit their respective Bids after visiting, with prior permission, the ITPO premises in Delhi where the work is proposed to be carried out. Bidders may, at their own expense, visit the site and ascertain for themselves the site conditions, location, surroundings, climate, availability of power, water and other utilities for carrying out the said work, access to the site, handling and storage of materials, applicable laws and regulations, and any other matter considered relevant by them. It shall be deemed that by submitting a Bid, the Bidder has:

(i)   Made a complete and careful examination of the Tender Documents and the project site;

(ii)   Received all relevant information as requested from ITPO;

(iii)   Accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of ITPO relating to any of the matters referred herein;

(iv)   Satisfied itself about all matters, things and information including matters referred hereinabove, necessary and required for submitting an informed Bid, execution of the Project in accordance with the RFP and performance of all of its obligations thereunder;

(v)   Acknowledged and agreed that inadequacy, lack of completeness or incorrectness of information provided in the RFP or ignorance of any of the matters referred to hereinabove shall not be a basis for any claim for compensation, damages, extension of time for submission of Bid or performance of its obligations, loss of profits etc. from ITPO;

(vi)   Acknowledged that it does not have a Conflict of Interest; and

(vii)   Agreed to be bound by the undertakings provided by it under and in terms hereof;

(viii) ITPO shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to this RFP, or the Bidding Process, including any error or mistake in any information or data provided under this RFP.

6.12 Verification and Disqualification

(i)   ITPO reserves the right to verify all statements, information and documents submitted by the Bidder and forming part of the Bid and the Bidder shall, as and when required by ITPO, make available all such information, evidence and documents which may be necessary for such verification. Any such verification, or absence of such verification, by ITPO shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of ITPO hereunder.

(ii)   ITPO reserves the right to reject any Bid and forfeit the EMD or the Performance Security and blacklist, as the case may be, if:
(a)   At any time, a material misrepresentation is made or uncovered, or
(b)   The Bidder does not provide, within the time specified by ITPO, the supplemental information sought by ITPO for evaluation of the Bid.
(c)   Such misrepresentation/ improper response shall lead to the disqualification of the Bidder. If the Bidder is a Consortium, then the entire Consortium and each member

thereof will be disqualified. If such disqualification/ rejection occurs after the Bids have been opened and the Successful Bidder gets disqualified/ rejected, ITPO reserves the right to take appropriate action and select another Bidder as per Government procedure.

6.13 Pre-bid Conference

(i) A pre-bid conference shall be convened for the Bidders ("**Pre-Bid Conference**") at the designated date, time and place as mentioned in the Data Sheet provided in Section 2.1. A Bidder may participate and be represented in the Pre-Bid Conference by a maximum of two (2) representatives, duly authorized in this behalf.

(ii) The said authorization shall be submitted prior to the Pre-Bid Conference by emailing it to ITPO. The original authorization shall be submitted immediately prior to the commencement of the Pre-Bid Conference.

(iii) The interested Bidders shall submit their queries on the email – info@itpo.gov.in on or prior to the Query Submission Date as mentioned in Data Sheet. Any queries submitted after the Query Submission Date may not be considered by ITPO.

6.14 Clarifications

Bidders may request clarifications on this RFP by sending their queries to ITPO by e-mail as per the correspondence details provided in the Data Sheet in Section 2.1 of this RFP, on or before the Query Submission Date.

(i) ITPO shall endeavor to respond to the queries raised or clarifications sought by the Bidders. However, ITPO reserves the right to not respond to any question or provide any clarification, at its sole discretion, and nothing in this RFP shall be taken or read as compelling or requiring ITPO to respond to any question or to provide any clarification.

(ii) ITPO may also on its own accord, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by ITPO shall be deemed to be part of this RFP. Verbal clarifications and information given by ITPO or its employees or representatives shall not, in any way or manner be binding on ITPO.

6.15 Preparation of Bids

(i) The Bidder shall provide all the information sought under this RFP. ITPO will evaluate only those Bids that are received in the required format and are complete in all respects.

(ii) All the supporting documents (as required by ITPO) shall be typed or written in indelible ink and shall bear signatures, digital or handwritten, of the authorized signatory at each page.

6.16 Bid Submission

(i) No single Bidder/ a member of the Consortium shall submit more than one Bid for the Project. A Bidder bidding individually or as a member of a Consortium shall not be entitled to submit another bid either individually or as a member of any Consortium, as the case may be.

(ii) Each Bid shall be accompanied by an authorization of the board (in case of a company) or a power of attorney, prepared in the format at Annexure 8.1 or 8.2 as may be applicable, authorizing the signatory to submit the Bid or any relevant documents, agreements,

correspondence, etc. In case the Bidder is a Consortium, the Power of Attorney in favour of the Prime Bidder should be signed by each of the members of the Consortium.

(iii) This RFP and any Tender Documents or other documents in relation thereto published or provided by ITPO are and shall remain the property of ITPO and are transmitted to the Bidders solely for the purpose of preparation and the submission of Bid in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for the preparation and submission of their Bid.

6.17 Late Bids

Bids received by ITPO after the specified time on the Submission Date shall not be eligible for consideration and shall be summarily rejected.

6.18 Modifications/ Substitution/ Withdrawal of Bids

(i) A Bidder may modify, substitute or withdraw its Bid after submission, provided that a written notice of the modification, substitution or withdrawal is received by ITPO prior to the Submission Deadline. No Bid shall be modified, substituted, or withdrawn by the Bidder on or after the Submission Date and time.

(ii) The modification, substitution or withdrawal notice shall be prepared, sealed, marked, and delivered in writing to ITPO with the envelopes being additionally marked as "MODIFICATION", "SUBSTITUTION" or "WITHDRAWAL", as appropriate.

(iii) Any alteration/ modification in the Bid or additional information supplied subsequent to the Submission Date, unless the same has been expressly sought by ITPO, shall be disregarded.

6.19 Bid Opening

ITPO shall open the Bids on the Bid Opening Date at the time mentioned in the Data Sheet provided in Section 2.1, in the presence of the Bidders who choose to attend the Bid Opening. The Bids submitted by the Bidders shall be evaluated on the basis of the pre-qualification criteria as mentioned in Section 5.1. The Bids failing to meet the same shall be summarily rejected.

6.20 Bid Validity

The Bid shall be valid for a minimum period of 180 days from the Bid Opening Date.

6.21 Incomplete Bids

An initial scrutiny of the Bids shall be conducted and any Bids, falling under any of the below categories, shall be treated as incomplete and shall be liable to be rejected:
(i) Bid not submitted as per the format specified in the RFP document;
(ii) Bid received without the letter of authorization/ power of attorneys;
(iii) Bid found to suppress any details;

(iv)   Bid submitted with incomplete information, subjective, conditional and/or partial offer;

(v)   Bid submitted without all the documents requested in this RFP;

(vi)   Bid being non-compliant with any of the Sections or conditions stipulated in the RFP;

(vii)   Bid submitted without payment of Tender Fee and EMD.

6.22 Right to Accept Any Bid and To Reject Any or All Bid(s):

ITPO reserves the right to accept or reject any Bid and to annul the Bidding Process and reject all Bids at any time prior to the Notification of Award, without incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds of any action taken by ITPO.

6.23 Notification of Award

(i) Prior to the expiration of the validity period, ITPO will notify the Successful Bidder in writing or by fax or email of the acceptance of their Bid ("**Notification of Award**")

(ii) In case the Bidding Process is not completed within the stipulated period, ITPO may request the Bidders to extend the validity period of the Bid. ITPO shall not, in any manner, be liable to any Bidder if the Bidding Process is not completed and/ or is extended beyond the stipulated time.

(iii) The Notification of Award will be followed by the execution of the Definitive Documents. Upon the successful Bidder furnishing the Performance Bank Guarantee, ITPO will notify each unsuccessful Bidder and return their EMD, without interest.

6.24 Finalization of Award and Contract

ITPO reserves the right to negotiate the Bid with the Bidders whose Bids have been ranked best on the basis of technical and commercial evaluation, prior to the Notification of Award, as per the guidance provided by Central Vigilance Commission. The Contract will be finalized for execution based on such negotiations.

6.25 Earnest Money Deposit (EMD)

(i) Bidders shall submit, along with their Bids, the EMD as mentioned in the Data Sheet, in the form of a bank guarantee (in the format specified in Annexure 8.3) issued by any Scheduled Bank in favour of "*India Trade Promotion Organisation*", payable at New Delhi, which should be valid for a period of 6 months from the date of submission of the Bid.

(ii) EMD of all unsuccessful Bidders will be refunded by ITPO within 30 Business Days of the Bidder being notified as being unsuccessful. The EMD of the Successful Bidder will be returned upon the submission of the Performance Bank Guarantee.

(iii) The EMD is an interest-free deposit and will be refundable to the unsuccessful Bidders without any interest, subject to the terms of this RFP.

(iv) Any Bid submitted without EMD will be summarily rejected.

(v) The EMD of a Bidder/ Successful Bidder, as the case may be, shall be forfeited if:

    (a) it withdraws the Bid while the Bid was still valid;

    (b) if the Successful Bidder fails to sign the Contract in accordance with this RFP.

6.26 Performance Bank Guarantee

(i) The Successful Bidder shall furnish a Performance Bank Guarantee ("**PBG**") to ITPO in accordance with the specifications provided in the Data Sheet. The PBG shall remain valid and enforceable for the entire duration of the Project.

(ii) The Successful Bidder shall be responsible for renewing the PBG at least 2 months before its expiry. In case the Successful Bidder fails to submit the renewed PBG at least 20 days prior to its expiry, ITPO, at its discretion, shall invoke the PBG without giving any notice whatsoever to the Successful Bidder.

(iii) In case the Successful Bidder fails to discharge its contractual obligations or ITPO incurs any loss due to the Successful Bidder's negligence or default or delay in implementing the Project

in accordance with the agreed terms and conditions, ITPO may, at its sole discretion, invoke the PBG.

(iv)   In case the Contract is terminated due to default on the part of the Successful Bidder, the '*Mobilization Advance*', if applicable (as defined in the Contract) shall be deemed as an interest bearing advance with an interest rate of 10% to be compounded quarterly, which, if applicable, shallbe recoverable from the Bidder.

6.27 Signing of Contract

(i)   Pursuant to Notification of Award and submission of PBG, ITPO and the Successful Bidder shall enter into a Contract within 30 days, unless extended ITPO in writing, from the date of Notification of Award, incorporating all clauses, Pre-Bid Clarifications and the Bid of the Successful Bidder.

(ii)   The Contract will be in a standard form followed by ITPO, prepared after due legal consultation, and for the benefit of the Project, which shall be binding on the Successful Bidder.

6.28 Failure of the Successful Bidder to Execute the Contract

Upon failure of the Successful Bidder to execute the Contract for any reason whatsoever, including without limitation resistance to or non-acceptance of any terms of the Contract:

(i)   the Notification of Award shall stand annulled;

(ii)   the EMD and/ or the PBG furnished by the Successful Bidder will stand invoked and appropriated; and

(iii)   ITPO shall become entitled to award the Contract to the next best value Bidder or call for fresh Bids from any interested Bidders.

6.29 Project Duration

(i)   Phase – I of the Scope of Work shall be completed in accordance with the specifications and prescribed standards within 280 days from the date of Contract ("**Date of Implementation**"), unless otherwise specified therein.

(ii)   Phase – II of the Scope of Work shall be undertaken during a course of 51 months from the Date of Implementation.

(iii)   The Bidder shall deploy sufficient professionals and trained resources to complete the work per the Project Schedule, ensuring proper quality checks as per international standards. In order to ensure timely completion of the Project, the Successful Bidder shall deploy/ install requisite equipment, in good working condition, within 30 days of Notification of Award.

6.30 Force Majeure

An event which is beyond the reasonable control of the Bidder, is not foreseeable, is unavoidable and not brought about by or at the instance of the Bidder claiming to be affected by such events and

which has caused the non-performance or delay in performance, and which makes a bidder's performance of any requirements of this RFP or any obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Bidder invoking Force Majeure to prevent), confiscation or any other action by Government agencies shall be termed as Force Majeure. Force Majeure shall not include:

(i) Any event which is caused by the negligence or intentional action of the Bidder/ Consortium member or by such their sub agencies (if any) or agents or employees,

(ii) Any event which a Bidder/ Consortium member could have taken into account before it occurred and avoid or overcome while carrying out its obligations.

(iii) Insufficiency of funds or inability to make any payment to fulfill any of its obligations for execution of the Scope of Work unless such inability arises from an event of Force Majeure, provided that the Bidder/ Consortium member affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the Scope of Work as mentioned in this RFP.

6.31   Fraud and Corrupt Practices

(i) The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained in this RFP, ITPO shall be entitled to reject a Bid, without being liable in any manner whatsoever to the Bidder, if it is of the opinion that the Bidder has, directly or indirectly or through an agent, engaged in any corrupt, fraudulent, coercive, or an undesirable or restrictive practice (collectively the "**Prohibited Practices**") in the Bidding Process. In such an event, ITPO may, without prejudice to any of the rights or remedies available to it, forfeit, invoke and appropriate the EMD or PBG, as the case may be, as compensation towards the genuine pre-estimated loss and damages payable to the Authority for, *inter alia*, time, cost and effort of ITPO, including consideration and evaluation of such Bidder's Bid.

(ii) Without prejudice to any rights available to ITPO, including those mentioned in Section6.31(i)above and the rights that may become available under the Contract, if a Bidder is found to have directly or indirectly or through any third party, engaged or indulged in any Prohibited Practices during or after the Bidding Process, issue of the Notification of Award or the execution of the Contract, such Bidder shall be debarred from participating in any tender or RFP issued by ITPO for a period upto two (2) years from the date such Bidder is found by ITPO to have been involved in Prohibited Practices and in case of a Successful Bidder, the Contract shall also be terminated.

For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:

   a. "**corrupt practice**" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of ITPO who is or has been associated in any manner, directly or indirectly with the Bidding Process or

has dealt with matters concerning the Contract or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of ITPO, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Bidding Process or after the Notification of Award or after the execution of the Contract, as the case may be, any person in respect of any matter relating to the Project or the Notification of Award or the Contract, who at any time has been or is alegal, financial or technical consultant/ adviser of ITPO in relation to any matter concerning the Project;

b. "**Fraudulent practice**" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Bidding Process;

c. "**Coercive practice**" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person's participation or action in the Bidding Process;

d. "**Undesirable practice**" means (i) establishing contact with any person connected with or employed or engaged by a Bidder with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and

e. "**Restrictive practice**" means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

6.32 Extension of Operations and Maintenance Services

(i) Phase – II of the Scope of Work, pertaining to the operations and maintenance services, shall be valid for a period of five (5) years. In other words, the Successful Bidder shall provide operations and maintenance services to ITPO, in relation to the Project, for a period of five (5) years from the Project Implementation Date, extendable at the option and discretion of ITPO.

(ii) The extension of operations and maintenance services shall be granted at an increment of not more than 10% (one time 10% increase, based on performance) of the cost of the operations and maintenance services rendered during first five (5) years, calculated yearly.

6.33 Intellectual Property Rights

The Project and all related documents, softwares, programs, codes, and any property developed by the Successful Bidder pursuant to this RFP shall be and remain the property of ITPO. ITPO shall own and have a right in perpetuity to use all intellectual property rights in relation to the Project, which may solely have arisen out of or have been developed solely during execution of the Scope of Work, including but not limited to all processes, products, specifications, reports, drawings and other documents which shall been newly created and developed by Successful Bidder solely during the performance of the Scope of Work. The Successful Bidder hereby undertakes to disclose all such intellectual property rights arising in performance of the Scope of Works in respect of the Project.

6.34   Variation Orders

(i)   ITPO may, at its discretion, request Variation in the Project/ Scope of Work any time during or after the Project Implementation, by writing to the Successful Bidder and setting out in detail the Variations required and the rationale for such Variations, which, in ITPO's opinion, if adopted, may (a) accelerate completion of the Project, or (b) reduce the cost to ITPO of executing, maintaining or operating the Project, (c) improve the efficiency or value of the Project, or (d) otherwise be of benefit to ITPO.

(ii)   Such Variation may be initiated by issuing instructions or seeking a request for proposal for such Variations.

(iii)   Pursuant thereto, the Successful Bidder shall promptly, in writing, intimate the timelines for completion and additional costs, if any, and furnish such information as may be requested by ITPO ("**Response to Instructed Variation**"), for executing the Variation desired by ITPO;

(iv)   Upon receipt of the Response to Instructed Variation and scrutiny thereof, ITPO shall, in its sole discretion, decide whether to proceed with the Variation or not. In the event ITPO decides to proceed with the Variation, ITPO shall issue a Variation Order;

(v)   The Successful Bidder shall execute the Variation in accordance with the Variation Order and shall be bound by the terms thereof.

6.35   Exit of the Successful Bidder

(i)   Close to completion of the Project or expiry of the Contract or non-extension of the O&M Period the Successful Bidder shall plan an exhaustive exit and pursuant to its approval by ITPO and shall provide to ITPO an exit management plan ("**Exit Management Plan**") which shall deal with at least the following aspects of exit:

(a) management in relation to the Contract as a whole and in relation to the Project,

(b) a detailed program of the transfer process that could be used by ITPO directly or together with or indirectly through an agency nominated by ITPO, whether as a replacement of the Successful Bidder or otherwise,

(c) details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer,

(d) plans for provision of contingent support to ITPO for a reasonable period (minimum one month) after transfer,

(ii)   The Successful Bidder shall redraft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.

(iii)   The Exit Management Plan presented by the Successful Bidder shall be approved by ITPO and/ or its nominated agencies.

(iv)   All Project related documents and information, including for operation, with latest updates, shall be provided by the Successful Bidder to ITPO

(v)   During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.

(vi)   Payments during the Exit Management period shall be made in accordance with the terms of Payment Schedule.

(vii)   The Exit Management Plan shall be furnished in writing to ITPO or its nominated agencies within 15 days from the receipt of notice of termination or three month prior to the expiry the Contract.

(viii) The Successful Bidder shall ensure knowledge transfer exercise which shall enable ITPO or its nominated agencies to operate the Project going forward and provide services to different departments of ITPO.

6.36 Discretionary Rights and Powers of ITPO

(i)   ITPO shall have full-undisputed discretionary rights to add or reduce the Scope of Work, accept or instruct any change, price variation in relation to the Project, and any and all aspects pertaining to this Project.

(ii)   In the event of a deadlock between the Parties in relation to any processes, specifications or requirement, variation, etc. ITPO's decision shall be final and binding on the Successful Bidder.

(iii)   Anytime during the Project Duration, ITPO may modify it business process/ workflow as per its requirements and the Successful Bidder shall have to comply with it, without any adverse commercial implications.

6.37 Governing Law and Jurisdiction

This RFP and any works undertaken pursuant to this RFP shall be governed by the laws of India.

In the event of any dispute arising of or in relation to this RFP, courts at New Delhi shall have exclusive jurisdiction.

6.38 Dispute Resolution

(a)   Any dispute, difference or controversy arising out of or in connection with the present RFP between the parties thereto and/or parties to the MSA and so notified by either party to the other party shall be, firstly resolved through mutual amicable resolution by way of an internal conciliation.

(b)   Any dispute not resolved by and between the parties in terms of sub-clause (a) above, may be referred to arbitration which shall be governed by the provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time. Disputes involving Central Public Sector Enterprises,to the extent permitted/ required under Applicable Law, shall be referred to Administrative Mechanism for Resolution of CPSEs Disputes (AMRCD).

(c)   The language of arbitration shall be English and the seat shall be New Delhi.

6.39 Key terms of Contract

The terms and conditions of this RFP and other necessary terms and conditions will be covered in detail in the Contract that will be executed with the Successful Bidder. Pursuant to the Notification of Award, the parties shall enter into the Contract within a period of 30 days, unless extended by ITPO in writing.

Section – 7
Financial Bid Format

S.No.	Item	Total Price	Taxes	Total cost (total price +taxes)
1.	Application Customization / Development, Data Migration and database creation cost. **(Till "Go-Live" of Release 3)**			
2.	User Training Cost **(Till "Go-Live" of Release 3)**			
3.	Operations & Maintenance Cost **(For 51 Months, Post Implementation ie after Go-Live of Release-3. This includes all charges for Operations & Maintenance including Software Licenses & Cloud Infra charges)**			
4.	Manpower Cost per month per proposed position (that will be deployed during Operations & Maintenance Period)	Mention Positions that will be deployed, along with Cost for each position, during this period, Here: (please add no of positions as per requirement during this phase)		
5.	Blended Man rate charges in case of			

S.No.	Item	Total Price	Taxes	Total cost (total price +taxes)
	Change Request **(For evaluation Bidder to quote for 1000 Man Days, shall be paid on actual no of days)**			
6.	Total Project Cost (in figures)	A	B	'C' = A+B
6.	Total Project Cost (in words)	'C' = A+B		

Note:

i. **For evaluation, the overall Financial Bid rates (total cost including GST) shall be compared, as mentioned in the table above.**

ii. **Cost of Man days is for Bid Evaluation purpose only. This will not be considered for payment purpose. As it shall be paid on actual no of days separately and will not be considered for payment against any milestone.**

iii. **Manpower that will be deployed during Implementation and Maintenance & Operations duration needs to be positioned at ITPO at all times. In case of unavailability of a particular resource, it is the responsibility of Bidder to provide replacement of same level. The same needs to be informed to ITPO in written in advance and a written approval needs to be obtained from ITPO for the same. In case of unavailability of any resource, ITPO shall deduct the cost against that particular Milestone as per the cost of that position mentioned in the Financial Proposal.**

iv. **For payment purpose – '1+2+3+4' shall only be considered.**

SECTION 8
ANNEXURES

8.1   POWER OF ATTORNEY FOR AUTHORIZATION OF A REPRESENTATIVE FOR SIGNING OF THE BID

<<On Rs. 500 Stamp paper>>

Know all men by these presents, we, _____(name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr. / Ms. (Name),_____son/ daughter/ wife of and presently residing at_____, who is presently employed with us / the Prime Bidder of our Consortium and holding the position of _ as our true and lawful att orney

(hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things are necessary or required in connection with or incidental to submission of our bid for the _____Project proposed or being developed by India Trade Promotion Organisation ("ITPO") including but not limited to signing and submission of all applications, bids and otherdocuments and writings, participate in bidders' and other conferences and providing information/ responses to ITPO, representing us in all matters before ITPO, signing and execution of all contracts and undertakings consequent to acceptance of our bid, and generally dealing with ITPO in all matters in connection with or relating to or arising out of our bid for the said Project and/or upon award thereof to us.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE-NAMED PRINCIPAL HAVE EXECUTEDTHIS POWER OF ATTORNEY ON THIS___   DAY   OF   _____,   20____

For _____

(Signature, name, designation and address)

Witnesses*:*

1.

2.

       Accepted   Notarized

(Signature, name, designation, and address of the Attorney)

Note:

   (i)   *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure*.

   (ii)   *Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders resolution / power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*

8.2 POWER OF ATTORNEY FOR PRIME BIDDER OF CONSORTIUM

<<On Rs. 500 Stamp paper>>

Whereas the India Trade Promotion Organization ("ITPO") has invited bids from open market for the technically and financially qualified agencies for the Design, Development, Implementation, and Support of Digital Platform (the "Project").

Whereas _____, _____ and _____ (collectively the "**Consortium**") being Members of the Consortium are interested in bidding for the Project in accordance with the terms and conditions of the Request for Proposals and other connected documents in respect of the Project, and whereas it is necessary for the Members of the Consortium to designate one of them as the Prime Bidder with all necessary power and authority to do for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's bid for the Project and its execution. We also understand and accept that all Members of the Consortium shall be jointly and severally liable for the execution of the work.

NOW THEREFORE KNOW ALL MEN BY THESE PRESENTS

We, _____ having our registered office at _____, and M/s _____, having our registered office at _____, and M/s _____, having our registered office at _____, (hereinafter collectively referred to as the "Principals") do hereby irrevocably designate, nominate, constitute, appoint and authorize M/s _____, having its registered office at _____, being one of the Members of the Consortium, as the Prime Bidder and true and lawful attorney of the Consortium (hereinafter referred to as the "Attorney") and hereby irrevocably authorize the Attorney (with power to sub-delegate) to conduct all business for and on behalf of the Consortium and any one of us during the bidding pro- cess and, in the event the Consortium is awarded the Contract, during the execution of the Project, and in this regard, to do on our behalf and on behalf of the Consortium, all or any of such acts, deeds or things as are necessary or required or incidental to the submission of its bid for the Project, including but not limited to signing and submission of all applications, bids and other documents and writings, accept the Letter of Award, participate in bidders' and other conferences, respond to queries, submit information / documents, sign and execute contracts and undertakings consequent to acceptance of the bid of the Consortium and generally to represent the Consortium in all its dealings with the Authority, and / or any other Government Agency or any person, in all matters in connection with or relating to or arising out of the Consortium's bid for the Project and/ or upon award thereof is entered into with ITPO. AND hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us / Consortium.

IN WITNESS WHEREOF WE THE PRINCIPALS ABOVE NAMED HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS _____ DAY OF _____, 20

For _____

(Signature, Name & Title)

For _____
(Signature, Name & Title)

For _____
(Signature, Name & Title)
(Executants)
(To be executed by all the Members of the Consortium)

Witnesses:
1.
2.

Notes:

(i)   *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*

(ii)   *Wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a board or shareholders resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.*

8.3   EARNEST MONEY DEPOSIT (EMD) FORMAT

<<On Rs. 500 Stamp paper>>

To,
General Manager,
India Trade Promotion Organization,
Pragati Bhawan, Pragati Maidan,
New Delhi -110001

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP # <<RFP Number>> dated <<Date>> for <<Name of the assignment>> (hereinafter called "the Bid") to ITPO. Know all Men by these presents that we <<Name of the Bank>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the ITPO (hereinafter called "ITPO") in the sum of Rs.＿＿＿＿＿＿ <<Amount in figures>> (Rupees ＿＿＿＿＿＿<<Amount in words>> only) for which payment well and truly to be made to ITPO, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

- If the Bidder having its bid withdrawn during the period of bid validity specified by ITPO in the RFP #; or
- If the Bidder, having been notified of the acceptance of its bid by ITPO during the period of validity of bid
  a. Withdraws his participation from the bid during the period of validity of Bid Document; or
  b. Fails or refuses to participate in the subsequent Tender process after having been short listed;

We undertake to pay to ITPO up to the above amount upon receipt of its first written demand, without ITPO having to substantiate its demand, provided that in its demand ITPO will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP #>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTHWITHSTANDING ANYTHING CONTAINED HEREIN:

i.   Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

ii.   This Bank Guarantee shall be valid up to <<*insert date*>>)

iii.   It is condition of our liability for payment of the guaranteed amount or any part thereof

arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before *<<insert date>>*) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

8.4 PERFORMANCE BANK GUARANTEE

<<On Rs. 500 Stamp paper>>

To,
General Manager,
India Trade Promotion Organization,
Pragati Bhawan, Pragati Maidan,
New Delhi -110001

Whereas, <<name of the bidder / prime bidder and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated.
<Date> to provide Implementation services for <<name of the assignment>> to ITPO (hereinafter called "ITPO")

And whereas it has been stipulated by in the said contract that the bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract; And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, up to a total of Rs.<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the bidder to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until *<<Insert Date>>*) Notwithstanding
anything contained herein:

     a. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees <<Amount in words>> only)

     b. This Bank Guarantee shall be valid upto *<<insert date>>*)

     c. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before *<<insert date>>*) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)
Seal:

Date:

8.5 DETAILS OF THE BIDDER / PRIME BIDDER

Sr. No	Particulars	Details
1.	Name and address	
2.	Incorporation status of the firm (public limited / private limited, etc.)	
3.	Year of establishment	
4.	ROC reference number	
5.	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

8.6   PROJECT CITATION FORMAT

Relevant projects	
General information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	Name:_____ Contact: _____
Project details	
Description of the project	
Scope of services	
Technologies used	
Outcomes of the project	
Other details	
Total cost of the project	
Duration of the project (no. of months, start date, completion date, current status)	

Note: Please provide following with each project citation

i. Copy of Work Order **or**

ii. Letter from the client to indicate the successful completion of the projects, if any

8.7 PROPOSED WORK PLAN

#	Activity	Calendar Month					
		1	2	3	4	5	6

i. Indicate all main activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.

ii. Duration of activities shall be indicated in the form of a bar chart.

8.8 TEAM COMPOSITION

Qualification of Project Team

Manpower	Minimum Qualifications
Core Team for Project Implementation Phase (Till 'Go-Live' of Release 3)	
Project Manager	*Educational Qualification: Masters/Bache'or's degree in a relevant field (e.g., Computer Science, Information Technology or eqv) or Masters in Business Administration (Systems or Eqv).* *Professional Certification: Project Management Professional (PMP), Prince 2 or equivalent certification is preferred.* *Overall Experience: 10+ years of project management experience.* *Relevant Experience: Proven track record of successfully managing IT projects, including scope, budget, and timeline.* *Tools & Technologies: Proficiency in project management software (e.g., Microsoft Project), collaboration tools, and Agile/Scrum methodologies.*
Solution Architect	*Educational Qualification: Bachelor's or Master's degree in Computer Science or a related field.* *Professional Certification: TOGAF or AWS Certified Solutions Architect or equivalent is a plus.* *Overall Experience: 10+ years of IT architecture and design experience.* *Relevant Experience: Extensive experience in designing complex IT solutions.* *Tools & Technologies: Proficiency in architecture modelling tools, cloud technologies, and enterprise architecture frameworks.*
Data Architect	*Educational Qualification: Bachelor's or Master's degree in Computer Science, Information Systems, or a related field.* *Professional Certification: Certified Data Management Professional (CDMP) or equivalent is preferred.* *Overall Experience: 10+ years of data architecture and database design experience.* *Relevant Experience: Proven expertise in designing and implementing data solutions.* *Tools & Technologies: Proficiency in database management systems, data modelling tools, and ETL technologies.*
Tech Lead	*Educational Qualification: Bachelor's degree in Computer Science or a related field.* *Professional Certification: Relevant technical certifications (e.g., Microsoft Certified, Cisco Certified) are a plus.* *Overall Experience: 10+ years of software development experience.* *Relevant Experience: Strong leadership skills and experience leading development teams.*

Manpower	Minimum Qualifications
	● *Tools & Technologies: Proficiency in programming languages and development tools relevant to the project.*
Cloud Architect	● *Educational Qualification: Bachelor's or Master's degree in Computer Science or a related field.* ● *Professional Certification: AWS Certified Solutions Architect or equivalent cloud certification is preferred.* ● *Overall Experience: 10+ years of IT architecture and cloud computing experience.* ● *Relevant Experience: Proven track record of designing and implementing cloud solutions.* ● *Tools & Technologies: Proficiency in cloud platforms (e.g., AWS, Azure, GCP or equivalent), containerization technologies, and cloud security.*
DevOps Expert	● *Educational Qualification: Bachelor's degree in a relevant field.* ● *Professional Certification: DevOps-related certifications (e.g., AWS Certified DevOps Engineer or equivalent) are a plus.* ● *Overall Experience: 6+ years of experience in DevOps and CI/CD pipelines.* ● *Relevant Experience: Strong expertise in automating deployment and infrastructure management.* ● *Tools & Technologies: Proficiency in DevOps tools, container orchestration, and version control systems.*
Product Manager	● *Educational Qualification: Bachelor's degree in a relevant field (e.g., Business, Computer Science).* ● *Professional Certification: Product management certification (e.g., Certified Scrum Product Owner/Agile SAFe) is preferred.* ● *Overall Experience: 6+ years of product management experience.* ● *Relevant Experience: Proven track record of successfully managing IT products or projects.* ● *Tools & Technologies: Familiarity with product management tools and methodologies, such as Agile and Scrum.*
UI/UX Expert	● *Educational Qualification: Bachelor's degree in Graphic Design, Interaction Design, Human-Computer Interaction, or a related field.* ● *Professional Certification: UI/UX design certifications (e.g., Nielsen Norman Group UX Certification) are a plus.* ● *Overall Experience: 6+ years of UI/UX design experience.* ● *Relevant Experience: Strong portfolio demonstrating user-centered design for web and mobile applications.* ● *Tools & Technologies: Proficiency in design and prototyping tools (e.g., Adobe Creative Suite, Sketch, Figma) and knowledge of usability testing methodologies.*
Project Team (During Operations & Maintenance Support)	

Manpower	Minimum Qualifications
Team Lead	● *Educational Qualification: Bachelor's degree in Computer Science or a related field.* ● *Professional Certification: Relevant technical certifications (e.g., Microsoft Certified, Cisco Certified) are a plus.* ● *Overall Experience: 5+ years of software development experience.* ● *Relevant Experience: Strong leadership skills and experience leading development teams.* ● *Tools & Technologies: Proficiency in programming languages and development tools relevant to the project.*
DevOps Support	● *Educational Qualification: Bachelor's degree in a relevant field.* ● *Professional Certification: DevOps-related certifications (e.g., AWS Certified DevOps Engineer or equivalent) are a plus.* ● *Overall Experience: 3+ years of experience in DevOps and CI/CD pipelines.* ● *Relevant Experience: Strong expertise in automating deployment and infrastructure management.* ● *Tools & Technologies: Proficiency in DevOps tools, container orchestration, and version control systems.*
Developer (Analytics/ Dashboard)	● *Bachelor's degree in Computer Science, Engineering, or a related field.* ● *3+ years of experience in data analytics and data engineering.* ● *Proficiency in data analysis tools and languages (e.g., Python, SQL).* ● *Strong understanding of data visualization techniques and tools (e.g., Tableau, Power BI).* ● *Experience with ETL processes and data integration.* ● *Familiarity with big data technologies (e.g., Hadoop, Spark) is a plus.* ● *Knowledge of version control systems (e.g., Git).*
Developer (Full Stack)	● *Bachelor's degree in Computer Science, Engineering, or related field.* ● *3+ years of web development experience.* ● *Proficiency in web development technologies such as HTML, CSS, JavaScript, and popular web frameworks (e.g., React, Angular, Vue.js).* ● *Proficiency in server-side technologies and programming languages (e.g., Python, Java, Node.js).* ● *Experience with API design and development.* ● *Familiarity with cloud platforms and services (e.g., AWS, Azure, Google Cloud).* ● *Strong understanding of web architecture and design principles.* ● *Experience with RESTful APIs and server-side scripting (e.g., Node.js, Python).* ● *Familiarity with front-end build tools and package managers.* ● *Knowledge of version control systems (e.g., Git).*
These positions represent a portion of the roles required for the project and do not encompass the entirety of personnel needed. Additional individuals will be required to fulfil the project's staffing requirements and no additional cost shall be incurred by ITPO.	

8.9 PROCESS FLOW

The below mentioned Process Flow is given just for understanding of present system and is very limited; not comprehensive. The Bidder is supposed to do study of the processes and design the system accordingly.

Process Flow

1.	- Web based software for booking of exhibitor space in fairs organized by ITPO. - The option for booking space online shall be available on home page of the corporate website of the ITPO. As soon as the user clicks on the button "Bookings Domestic Fairs", he will be redirected to the home page of the space booking website. - The new user will select "Register Now" button to proceed for one-time generic registration of the company. The user will furnish general details like company name, country, email, contact number. This one-time generic registration is mandatory for participating in all domestic fairs in ITPO. - Subsequently, the user will fill in other relevant details required by ITPO such as personal details, company details, compliance details, GST, PAN, TAN, etc. User will also upload the scanned copies of all the necessary documents as per requirement. - After, successful company registration, the user move to event specific registration upon clicking "Registration For Event Now" button, wherein the company will see all the upcoming events open for booking. - The user will select category of participation from the drop-down list and furnish other details like bank account details, etc. - In between the user receives notification through SMS and Emails for successful registrations at each step. Further, all the details related to registrations made by the user shall be available on the personal dashboard of the user. - Once the user has successfully completed event specific registrations, the participant will be able to participate in online stall booking process, as and when the bookings open. The user shall be intimated well in time regarding stall booking opening through SMS and Email notification. - On the dashboard, the user will see the Button for Stall Booking for the event or can navigate to reach the Book Stall Menu from the left-hand menu bar. (Exhibitions --> Registered Exhibitions) - During stall booking process, the user will select product category, hall number, stall type from the drop-down list.

Process Flow

- The user will select stall number from the digitized layout and accordingly the price/cost of the selected stall shall be displayed at the right panel on the same page. During some events, multiple stall can be booked by single company and accordingly the user shall be able to add multiple stalls in the cart.

- Subsequently, the user can proceed towards payments after agreeing to the terms and conditions on ITPO and clicking on the checkout button.

- After successful deposit of payment and successful submission, an acknowledgement shall be issued by the software to the applicant through email and SMS.

ITPO will screen the form based upon the criterias decided by ITPO to check the eligibility and correctness of the data submitted by the applicant. The criteria may include first-come-first-serve or any other method defined by the Competent Authority/GM concerned from time to time and event to event basis.

Verification of the application will be done, which will involve two-step process:-

- Verification of payment by Finance Division

- Verification of Application by the concerned Fair Officer.
    a. Finance Division within 10 days will verify the payment made by the party. This verification will be done in the software itself.

- The Manager concerned will have authorization check-point in the software and will confirm "YES" or "NO" in the software by his secured login and password strictly within 10 working days from the date of online submission of the form (Preferably through Digital Signature)

- If the applicant makes the full payment, all the documents are in place and the Fair Officer verifies the application, the system will automatically make the Final Allotment.

    - A Unique Booking ID will be generated against the application.

    - Final allotment will be confirmed to the applicant via e-mail and SMS.

    - Invoice and other necessary documents will be e-mailed to the applicant automatically by the system in PDF format.

Miscellaneous Provisions:

- 3-D Layout Plans to be provided by the Architecture Division of ITPO.

Process Flow	
	• Detailed Layout with a better GUI for stall selection. • An Audit-Trail will be created for each and every action taken on an application • Halls will be fixed for particular commodity/industry. This will be earmarked when the map is uploaded in the system. User will not be allowed to apply if the product profile does not match the prescribed commodity/industry. • An overwriting power will be bestowed upon GM/DGM level, which will allow them to earmark particular area for a Foreign Participant/ Government Body/ Focus State /Focus Country, etc. • The proposed online booking system will be used by all the domestic fairs. • The Scope of work shall include provision for Change Request related to upgradation of the application with respect to change in allotment process from first-cum-first serve basis to any new policy decided at a later stage by ITPO. This shall form part of the regular annual maintenance job and any extra payment will not be made for this scope. • The Successful Bidder shall use robust algorithms to encrypt the data in the database. Databases whenever required for testing or in development environment should only be used after masking or anonymization.
2.	• Online booking shall be opened/launched only after area from Government Departments/Ministries/State Governments/Foreign participants have been earmarked. This area shall not be available for booking to private individuals/domestic applicants. However, the allotment of space to Government Departments/Ministries/ State Governments / Foreign participants shall also be through Online system only. • Currently five types of exhibitors (a) Domestic Participant (b) Foreign Participant (c) Government Participant (d) Group Participation € New Young Entrepreneurs This may increase/decrease depending on the requirement. • System to apply online for Badges (Badges Submission Form as per eligibility with photograph.) • Catalogue Entry System/Form • Generate report in PDF format of form submitted, consists of (a) Application form (b) Acknowledge List (c) Badges (d) Performa Invoice/Revised invoices (serial numbering to be done as per ITPO's requirement) (e) Layout Plan indicating the name of participants, passage, gates for entry and exit etc.

	Process Flow
	• Availability of print option for report.
	• The work will include generation of all intermediate reports, processing of data from receiving of applications to allotment of booth and generation of final report.
	• There will be different usernames and passwords created with different privileges / rights to modify / validate / added/ process the data as per specifications to be provided by ITPO.
	• All the exhibitors who have been allotted the booths their details need to be displayed in Exhibitor data section.
	• This software will use best practices of developing any module such as single point data capturing etc.
	• Customization of each fair: each fair will require certain degree of customization, for example, lay out plan including frequent changes of layout during marketing / allotment stage etc. and corresponding changes, space rent, premium charges, integrating it with the ITPO website, co-organizer's discount / share and other features which will be required from time to time.
	• To make provision for special situations for rental to be informed by concerned department such as rental of mezzanine floor etc.
	• To make provision for additional facilities and payment for the same such as water, gas , electricity, advertisement space etc.
	Successful Bidder has to provide other value-added services such as Sub-Domain Creation, Database Hosting Coordination, creation and tuning, Backup & Restore Facility, Virus and Spam Removal, System Log Maintenance, Traffic control and Monitoring, Database Management, Visitor Track Management and Analysis and Mail Account Creation.
	• Successful Bidder may have to provide Hosting service. Rate for hosting service has to be quoted in the Financial Bid.
	• If required, for hosting of line space web application, dedicated server space will be provided by Successful Bidder with latest hardware and software specifications.
	• The hardware and software provided must be good enough to handle the peak load during the booking opening days.
	• A detailed analysis of the peak load during opening days has to be done by the Successful Bidder, and accordingly, suitable hardware will be commissioned by the Successful Bidder.
3.	**INVOICE MODULE** Generate following report (a) Invoice/revised invoices (b) Approval Letter (c) Allotment Letter (d) Refund (e) payment History (f) Processing of refunds for unsuccessful applicants (g) Hall wise revenue generation and other required reports.

Process Flow	
4.	**ADMIN MODULE TO SUPPORT REQUIRED REPORTS** General Report ● (a) Application Accepted (b) Application Rejected (c) Hall wise(d) Date wise (e) Product wise (f) Space/Area Booked (hall wise) (g) List of Domestic Participants, foreign Participants, Government Participants and Group Participation with constituents. ● Provision of making booking through co-organizers' including co- organizer's share/discount. ● After the full payment received automatic generation of allotment and possession letters with serial numbers based on the ranking system. ● The nominated officers should be able to change ranking parameters on the basis of supporting documents through their computer. ● If the choices requested by the participants could not be allotted, then a provision of accepting additional new choices should also be added subsequently and the subsequent allotment of stalls should be made on these new choices. ● There should be provision to change layout quickly depending on different circumstances such as, in some fairs, bigger stalls are split into smaller ones and smaller ones are merged into bigger one during marketing or allotment stage etc. ● Bar-Chart Diagram classifying the participant city-wise, state- wise, region-wise, sector-wise and product-wise, hall-wise, foreign & domestic etc. ● Merging of web application data with the financial accounting management software maintained by ITPO's Finance Division. ● A report to be generated for identification bare or shell for all the booked area, hall-wise, open area & vacant area time to time. ● Data transfer to ITPO's server for trade fairs accounts management software for generation of Reports and generation of required reports. ● To provide application database for display through Touch Screens Kiosks and/or LED/LCD screens in desired format (as per requirement). • To provide requisite information for printing of Fair catalogue in desired format. Data captured from application should be transferable to the printer so that catalogue of exhibitors keeps on being compiled without human interference with editing options.

Process Flow	
	● Total hall wise / product wise summary of area sold across private, foreign, government and permanent state pavilion and total revenue generated for the fair. It includes water, gas, electricity and advertising space received from participants. ● Any other report as per requirement of ITPO.
5.	**<u>PAYMENT GATEWAY</u>** The application is integrated with payment gateway for making online payments. The Successful Bidder has to continue integration of the payment gateway(s) with the online space booking application. SSL certificate required to be installed for online payment facilitation has to be purchased by the Successful Bidder for complete contract duration. All other security compliance features are to be ensured by the Successful Bidder for facilitating online payments through the space booking portal.

6.	**<u>MANPOWER SUPPORT</u>**
	
	● The Successful Bidder will provide a team of Four (4) members to be stationed at ITPO Headquarters (On-Site) for ERP maintenance, operations and hand holding support. The team should have regular full time BE/B. Tech/ I.T.(Computer Science/E&C)/MCA degree with at least 5 years experience in software development field.
	
	● The maintenance team need to be stationed on continued basis and company has to make arrangements for substitute in case the regular person goes on leave or otherwise.
	
	● The normal working hours would be 9:30 AM to 6:00 PM on working days. However, if required, the manpower will be extended beyond the office hours and on Saturdays and Sundays without any extra cost, such as special duties during exhibitions/trade fairs etc. This is expected when ITPO officials will also need to be present for extra hours or extra duties.
	
	● The Successful Bidder will bring their own computer/Laptop/internet connection and necessary equipment. The printer/ stationery and consumables are to be provided by the ITPO. ITPO will also provide sitting space, electricity, chair and table etc. to the Successful Bidder.
	
	● ITPO will provide the following documentation and program files related to the software:
	    ➢ System Design Document
	    ➢ User Manuals/Guide
	    ➢ Program Files/Source Code

Process Flow	
7.	**HOSTING SERVICES** • Successful Bidder may be required to provide the dedicated / cloud server space with the latest hardware and software specifications (application to be hosted only on MEITY empaneled Cloud service providers) so that proposed web-based online space booking application may be hosted. The hardware and software provided must be good enough to handle the peak load. Hosting should be in India only. **Note:-** In case ITPO decides to host proposed application on NIC Cloud or on its own servers, then the Successful Bidder will provide its recommendations to ITPO regarding minimum required specs for optimum functioning of the application for provisioning the necessary hosting and storage hardware and support software. However, managing and handling the allocated server for running web-based online space booking application in all respects inter-alia including DBA support on need and maintenance and installation of web-based online space booking software shall be a part of scope of work of the contract at no extra cost to ITPO. • The Successful Bidder should maintain proper system and audit logs of the Application server and the Database server. Complete history of transactions should be maintained of Servers & Data access an corresponding modification patterns in source code or database from backend, if any. The Successful Bidder shall be liable to present anytime the audit trails, log trails, system logs, complete transaction history whenever required by ITPO or any government audit agencies..
8.	**ALERT MODULE** ● **SMS MODULE** Cost for SMS gateway to be borne by the successful bidder. Maximum provision for 2 lakh SMSs per year may be kept. ● **EMAIL MODULE** For correspondence to all employees. Cost for email gateway/ services to be borne by the successful bidder.
9.	**INTEGRATION WITH TALLY ACCOUTING SOFTWARE AND APIDEVELEOPMENT** • Bidder has to create Application Programming Interface (API) of the web- based online space booking application so that at a later stage it can be utilized by ITPO for integration with any other application/mobile apps. All the activities/development work required for such integration with any third party software/mobile app shall be part of the scope of the project during the contract period. • The web based software needs to be integrated with the Tally accounting software in use in ITPO for transfer of data inter alia including party/ exhibitor details, payment receipt data, invoicing data etc.

Note to Bidders:

The "Process Flow" shall be adopted and carried out by the Successful Bidder as part of the Project and shall be subject to change from time to time. If the proposed change does not require the deployment of additional resources (human or computing), the same shall be carried out by the successful Bidder in a prompt manner.

Project team

Name of Staff with qualification and experience	Area of Expertise	Position Assigned	Task Assigned	Time committed for the engagement

8.10 CURRICULUM VITAE FORMAT

<table>
<tr><td rowspan="4">Photo</td><td>Name</td><td colspan="3"></td></tr>
<tr><td>Position:</td><td colspan="3"></td></tr>
<tr><td>Date of Birth</td><td colspan="3"></td></tr>
<tr><td>Education:</td><td colspan="3">⬜</td></tr>
<tr><td rowspan="3">4. Employment Record</td><td>From</td><td>To</td><td>Company</td><td>Position Held</td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td>5. Brief Profile</td><td colspan="4">⬜</td></tr>
<tr><td>8. Countries of Work Experience</td><td colspan="4"></td></tr>
<tr><td>9. Languages</td><td colspan="4">⬜</td></tr>
</table>

10. Work Undertaken that Best Illustrates Capability to Handle the Task Assigned

Nature of Work: Year:

Location:

Company:

Position   Held:

Main features:

⬜

Activities Performed:

⬜

Certification

I, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date _____

_____

Signature of staff member   *Day / Month / Year*

8.11   FINANCIAL BID FORMAT

Date: ,
General Manager,
India Trade Promotion Organization,
Pragati Bhawan, Pragati Maidan,
New Delhi -110001
Subject: Submission of the Financial Bid for Digital Platform at ITPODear

Sir,

We, the undersigned, offer to provide the services for <<Title of Implementation Services>> in accordance with your Request for Proposal dated <<Date>> and our Bid (Technical and Financial Bids). Our attached Financial Bid is for the sum of <<Rs , Amount in words and figures>>. This amount is inclusive of
the all taxes.

i. PRICE AND VALIDITY

All the prices mentioned in our bid response are in accordance with the terms as specified in the RFP documents. We hereby confirm that our prices include all taxes. We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

ii. UNIT RATES

We have indicated in the relevant forms enclosed, the unit rates and total amount for the purpose of account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

iii. COMPLIANCE

We declare that all the services shall be performed strictly in accordance with RFP, all of which have been detailed out exhaustively in the following in our Bid. We accept ITPO can delete any line item of the Financial Bid.
Further we agree that additional conditions, if any, found in the Bid Documents, other than those stated in deviation schedule, shall not be given effect to.

iv. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Scope of Work included in RFP documents

v. QUALIFYING DATA

We confirm having submitted the information as required by you in your Bid Document. In case you require any other further information/documentary proof in this regard before evaluation of our Bid response, we agree to furnish the same in time to your satisfaction

vi. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the

<Refer Section No.>. These prices are indicated in Financial Bid attached with our Tender as part of the Tender.

vii.   PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee (as per Annexure 8.4) of the RFP document.

Our Financial Bid shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the contract period.

We hereby declare that our bid response is made in good faith, without collusion or fraud and the information contained in the bid response is true and correct to the best of our knowledge and belief.

We understand that our bid response is binding on us and that you are not bound to accept bids you receive.

Thanking you,

Yours   Sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of:

Firm:_____

Address:_____

_____

8.12   LICENSE RELATED

S.No	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Version & Release Date	OEM	Features & Functions	O&M Support (Warranty/ATS:as per RFP)	Reference in the Submitted Bid (Please provide page number/section number/ volume)

Bill of Material

S.No	Item	Proposed Solution (Provide the Product Name or fill Custom Built, in case of a new development)	Unit of Measure	Number of Licenses (Development Environment)	Number of Licenses (UAT)	Number of Licenses (Training)

8.13 CONTRACT

The following terms shall, *inter alia*, form part of the Contract:

- This section describes the service levels to be established for the Scope of Work offered by the Successful Bidder to ITPO. The Successful Bidder has to comply with below-mentioned terms and conditions to ensure adherence to quality, security, and availability of service. The Successful Bidder should provide adequate tools required to capture the data for Contract verification and will submit the reports, as may be required under the Contract, on a quarterly basis to ITPO. **Definitions:**
- "Scheduled Maintenance Time" shall mean the time that the System is not in service due to a scheduled activity as defined in the Contract. The scheduled maintenance time would not be during 24x7 timeframe. Further, scheduled maintenance time is planned downtime with prior permission of ITPO.
- "Scheduled operation time" means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications within the on-cloud data center and on cloud disaster recovery center will be 24x7x365.
- "System or Application downtime" means accumulated time during which the System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time ITPO and/or its employees log a call with the Successful Bidder team of the failure, or the failure is known to the Successful Bidder from the availability measurement tools to the time when the System is returned to proper operation.
- "Availability" means the time for which the services and facilities are available for conducting operations on the ITPO system including application and associated infrastructure. Availability is defined as:

  {(Scheduled Operation Time – System Downtime) / (Scheduled Operation Time)} * 100%
- "Incident" refers to any event / abnormalities in the functioning of the any of IT equipment / services that may lead to disruption in normal operations of the cloud, System or Application services.
- "Response time" is the time interval between a cloud service customer-initiated event (e.g., logging of the request) and a cloud service provider-initiated event in response to that stimulus.
- RTO (Recovery Time Objective): RTO designates the amount of "real time" that can pass before the disruption begins to impede the flow of normal business operations seriously and unacceptably. The system should have a maximum RTO of 4 hours.
- RPO (Recovery Point Objective): RPO is the amount of downtime a business can tolerate. RPO designates the variable amount of data that will be lost or will have to be re-entered during network downtime. The system should have a maximum RPO of 2 hours.

Note: The Contract exhibit a high level of complexity. It is imperative to emphasize the necessity for automated tools and reports to be furnished by the Successful Bidder.

Interpretation & General Instructions

- The availability for a service will be the average of availability across the entire functionality of the platform rather than on individual component or functionality. However, noncompliance with

performance parameters for infrastructure and system/service degradation will be considered for downtime calculation.

- Successful Bidder shall provide automated tool to monitor and report all the terms and conditions of the Contract mentioned in the subsequent sections.
- The Contract parameters shall be monitored on a quarterly basis as per the individual Contract parameter requirements. The Successful Bidder is expected to provide the following service levels. In case these service levels cannot be achieved at service levels defined in the tables below, it shall result in a breach of contract and invoke the penalty Section.
- A service level violation will occur if the Successful Bidder fails to meet minimum service levels, as measured on a quarterly basis, for a particular service level. Overall availability and performance measurements will be on a quarterly basis for the purpose of service level reporting. An "Availability and Performance Report" will be provided by the Successful Bidder on quarterly basis to ITPO in an approved format and a review shall be conducted based on this report. A quarterly Availability and performance report shall be provided to the ITPO at the end of every quarter containing the summary of all incidents reported and associated Successful Bidder performance measurement for that period.
- The terms of the Contract will prevail from the start of the operations and maintenance phase. However, the terms of the Contract will be subject to being redefined, to the extent necessitated by field experience at the user units and the developments of technology practices globally. Payments to the Successful Bidder are linked to the compliance with the Contract metrics laid down in the tables below. The penalties will be computed and calculated as per the computation explained in this Section. During the contract period, it is envisaged that there could be changes to the Contract, in terms of addition, alteration or deletion of certain parameters, based on mutual consent of both the parties i.e., ITPO and SI.

Following points outlines the key service level requirements for the system, which needs be ensured by the Successful Bidder during the operations and maintenance period. These requirements shall be strictly imposed, and a third-party audit/ certification agency shall be deployed for certifying the performance of the Successful Bidder against the target performance metrics as outlined in the tables below.

Contract Management

i. The Successful Bidder shall provide proper plan, resources, and escalation procedure to ITPO to report problem case or support request during the warranty and Application maintenance and support periods.

ii. The Successful Bidder shall act as a single point of contact and follow-through with the principals of any third-party providers until the successful resolution of the case.

- The support hours for the website shall be:

  Mondays to Friday 9.30am to 6.30pm

  (For Saturday, Sunday, and Public Holidays at least one technical resource must be available to handle issues)

- The Successful Bidder's key personnel shall always be contactable via phone.
- The Successful Bidder's key personnel shall be on-site to handle severity level 1 problems. As a standard practice it is required to the Successful Bidder to provide a resolution hierarchy and therefore an escalation matrix to department for L1, L2 & L3 support with proper email ID and Contact number to be provided. However wherever required, the Successful Bidder's senior technical/management will be required to visit ITPO Delhi Phase I or Phase II offices for resolving critical issues.

- Upon notification of the problem, the Successful Bidder's personnel must respond within the required time specified in this tender during the support hours of the system.

- The definition of the Priority level is as follows:

Priority Level	Description	Phone/Email Response Time 1	Resolution Time
P1	Causes severe loss of service. Affect the business operation continuity or unable to process critical functions	30 Mins	Within Two (2) hours on report of problem
P2	Causes minor loss of service. Affect a particular work area, but can continue to use for the other work areas using temporary	2 hours	Within one (1) working day on report of problem
P3	Causes no loss of service. The impact is an inconvenience, which may require a workaround to restore the functionality.	4 hours	Within three (3) working days on report of problem

Contract measurement and monitoring for equipment

The users of the system shall report the identified bug / problem/ non-functional component to the Successful Bidder through telephone / email / letter / verbally/ Contract monitoring tool. For Contract monitoring and bug tracking the Successful Bidder is encouraged to opt for vendor agnostic and open-source application for example Trac, Mantis Bug Tracker etc. The cost associated with sourcing of the Contract monitoring tool and Bug tracking tool shall be the sole responsibility of the Successful Bidder. Resolution time expected for various IT components is given in the table below. Penalty shall be considered for the official working hours only (i.e., 9:30am to 6.30 pm). Successful Bidder need to either fully repair or replace the component by temporary substitute (of equivalent configuration) and make it functional (from the entire system perspective) within the expected resolution time. In case of temporary substitute, the original component needs to be replaced within 7 days else the penalty amount shall be considered. In case of major, damage, Successful Bidder needs to replace the component with the brand-new component of same or better specification, configuration, and capacity. The following table defines the Contract requirements for all project components as per the services:

The total outage minutes shall exclude all planned maintenance activities.

Implementation Contract

- **Parameters:** The Contract parameters for the implementation stage would be directly related to the delivery timelines of the deliverables as mentioned in the Timelines, Deliverables and Payment Schedule. This would consist of the entire Financial Bid and the applications system with successful UAT of the same

- **Period:** The Contracts would be applicable until ITPO Signoffs. The deliverables would be measured at every payment milestone as mentioned in the matrix.

- **Penalty Value:** For delay of every week in completion & submission of the deliverable penalty shall be levied as below.

Delay (Weeks)	Penalty % on the respective Payment milestone value
1	1.5%
2	3%
3	4.5%

- **Capping:** The upper limit of penalty would be capped at 15% of the value of the respective milestone. In case the Successful Bidder reaches the upper limit of penalty at any point of time during implementation phase, ITPO reserves the right terminate the contract.

- Delay of every week would also account in increase of additional 2 weeks in the maintenance period which will be over and above the maintenance period of 51 months. This duration would be accounted without incurring any charges to ITPO.

Contract for CSP (Cloud Service Provider)

The key service level objectives that relate to the cloud services and the related aspects are indicated below:

i. The Contract parameters shall be monitored on a quarterly basis as per the individual Contract parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of ITPO, then ITPO will have the right to take appropriate disciplinary actions including termination of the contract.

ii. The full set of service level reports should be available to ITPO on a quarterly basis or based on the project requirements.

iii. The monitoring tools shall play a critical role in monitoring the Contract compliance and hence will have to be customized accordingly. The CSP/Successful Bidder shall make available the monitoring tools for measuring and monitoring the Contract. The CSP/Successful Bidder may deploy additional tools and develop additional scripts (if required) for capturing the required data for Contract report generation in automated way. The tools should generate the Contract monitoring report in the end of every quarter which is to be shared with ITPO on a quarterly basis. ITPO shall have full access to the monitoring tools/portal and any other tools / solutions deployed for Contract measurement and monitoring) to extract data as required during the project.

iv. The measurement methodology / criteria / logic will be reviewed by ITPO.

v. In case of default on any of the service level metric, the CSP/Successful Bidder shall submit performance improvement plan along with the root cause analysis for ITPO approval.

vi. In case these service levels cannot be achieved at service levels defined in the agreement, ITPO shall invoke the performance related penalties. Payments to the Successful Bidder will be linked to the compliance with the Contract metrics laid down in the agreement.

S.No	Service Level Objective	Measurement Methodology /	Target	Penalty
1.	Availability of all provisioned Services which are provided by CSP including VM, Storage, DB, API gateways security services and any other critical services	Availability (as per the definition in the SLA) will be measured for each of the services over all the user types as defined in the RFP and ITPO users irrespective of service	Availability for each of the services over all the Portals and APIs (where applicable) >= 99.9%	Default on any one or more of the services will attract penalty as indicated below. <99.9% and >= 99.5% (1% of the Periodic Payment) <99.5% (2% of the Periodic Payment)

S.No	Service Level Objective	Measurement Methodology /	Target	Penalty
2.	Availability of the links Internet and MPLS	Availability (as per the definition in the SLA) will be measured for each of the network links provisioned in the cloud to access the portal or admin services	Availability for each of the links:	Default on any one or more of the provisioned links will attract penalty as indicated below.
			>= 99.5%	<99.5% & >=99.0% (1%
				of the periodic Payment)
				< 99.0% (2% of the periodic Payment)
3.	Availability of certification of compliance to the Empanelment of MeitY requirements		30 working days from the end of the Empanelment of MeitY	1% of periodic Payment
4.	Response Time			<95% & >=90%
		Average Time taken to acknowledge and respond once a ticket/incident is logged through one of the agreed channels. This is calculated for all tickets/incidents reported within the reporting month.	95% within 15 minutes	(1% of the periodic Payment)
				< 90 (2% of the periodic Payment)
5.	Time to Resolve - Severity 1	Time taken to resolve the reported ticket/incident from the time of logging.	For Severity 1,	<98% & >=90%
			98% of the incidents Shall be resolved within 2 Hours of the reporting	(1% of the periodic Payment)

S.No	Service Level Objective	Measurement Methodology /	Target	Penalty
				< 90% (2% of the periodic Payment)
6.	Time to Resolve - Severity 2	Time taken to resolve the reported ticket/incident from the time of logging.	95% of Severity	<95% & >=90%
			2 within 6 hours of Incident reporting	(1% of the periodic Payment)
				< 90% & (2% of the periodic Payment)
7.	Security breach including Data Theft/Loss/Corruption/ unauthorized access	Any incident where in system compromised or any case wherein data theft occurs (including internal incidents)	No breach	For any security incident detected, penalty will be INR 1 Lakhs for each such incident.
				This penalty is applicable per incident.
8.	Availability of Contract reports covering all parameters required for Contract monitoring within the defined time	10 working days from the end of the quarter	10 working days from the end of the quarter	1% of periodic Payment
9.	Availability of Root Cause Analysis (RCA) ports for Severity 1 & 2		Average within 10 Working days	2% of periodic Payment
10.	Setup of Cloud Environment	36 weeks from PO/Notification of Award	No Delay	0.5% of one-time implementation cost per week delay

Note:

i. Periodic Payment means half yearly Payment for the associated service.

ii. Days: All Working and Non-working days (365 days in a calendar year)

iii. 24*7 means three shifts of 8 hours every day. This is applicable for all seven days of the week without any non-working days.

iv. Severity Levels: Below severity definition, provide indicative scenarios for defining Incident's severity. However, ITPO will define / change severity at the time of the incident or any time before the closure of the ticket based on the business and Compliance impacts.

Severity Level	Description	Examples			
Severity 1	Production Environment is down, or critical malfunction resulting in an inoperative condition or disrupts critical business functions and requires immediate attention.	Non-availability of VM, Storage, API gateway, DB, Internet link and application containers and all security services.			
Severity 2	Loss of performance resulting in users (includes public users) being unable to perform their normal activities, as essential functions and critical programs are partially available, the environment is usable but severely limited.	Intermittent connectivity, environment.	network UAT	and	SIT

Penalty on non-adherence to Contracts for ITPO Website

Any violation in meeting the Contract requirements for incident or resolving bug duringwarranty and maintenance period, ITPO shall impose a penalty of 0.2 % of total value of maintenance & operations for each day delay up to 5 % of website maintenance as maximum penalty. The penalty amount would be calculated and deducted on quarterly (pro rata as per half yearly payment schedule) basis as may be decided by ITPO from time to time.

Post-Implementation Contracts

Contract management and monitoring tool as specified in this RFP shall play a critical role in monitoring the Contract compliance and hence will have to be customized accordingly. The third-party testing and audit of the system shall put sufficient emphasis on ensuring the capability of Contract management and monitoring tool to capture Contract compliance correctly and as specified in this RFP. The Successful Bidder must deploy Contract managementand monitoring tool and provide for capturing the required data for Contract report

generationin automated way. This tool should generate the Contract management and monitoring reportat the end of every month and every quarter which is to be shared with ITPO. ITPO will audit the tool and the scripts on a regular basis.

Where required, some of the service levels will be assessed through audits or reports e.g., utilization reports, measurements reports, etc., as appropriate to be provided by the SuccessfulBidders on a quarterly basis, in the formats as required by ITPO.

S. No	Parameter	Measurement of SLAs
1.	Infrastructure Related Contracts	Contract Management and Monitoring Tool
2.	Application related Contracts	Contract Management and Monitoring Tool

It may be noted that the Successful Bidder has to provision for the required tools to measure the Contract parameters. ITPO reserves the right to appoint Third Party for the audits. Audits will normally be done on regular basis or as required by ITPO and will be performed by ITPO or ITPO appointed third party agencies. Successful Bidder shall make provision when requisite permission is given to the Third-Party Agency for carrying out the audit process on regular basis.

Violations and Associated Penalties

The framework for Penalties, as a result of not meeting the Contract targets is as follows:

i. A quarterly performance evaluation will be conducted using the quarterly reporting periods of that period

ii. The performance will be measured for each of the defined service level metric against the minimum/ target service level requirements and the violations will be calculated accordingly.

iii. The number of violations in the reporting period for each level of severity will be totaled and used for the calculation of penalties.

iv. Penalties applicable for each of the high severity (H) violations are one (1) % of respective quarterly payment to the Successful Bidder.

v. Penalties applicable for each of the medium severity (M) violations is half percentage (0.5%) of respective quarterly payment to the Successful Bidder.

vi. Penalties applicable for each of the low severity (L) violations are Quarter percentage (0.25%) of respective quarterly payment to the Successful Bidder.

vii. Penalties applicable for not meeting a high (H) severity performance target in two consecutive quarters on same criteria shall result in additional deduction of 3% of the respective Quarterly payment to the Successful Bidder. Penalty shall be applicable separately for each such high critical activity.

viii. Penalties applicable for not meeting a medium (M) severity performance target in two consecutive quarterly periods on same criteria shall result in additional deduction of 2% of the respective quarterly payment to the Successful Bidder. Penalty shall be applicable separately for each such medium critical activity.

ix. Penalties applicable for not meeting a low (L) severity performance target in two consecutive Quarterly periods on same criteria shall result in additional deduction of 1% of the respective quarterly payment to the Successful Bidder. Penalty shall be applicable separately for each such low critical activity.

x. It is to be noted that if the overall penalty applicable for any of the review period during the contract exceeds 25% of the quarterly

payment or if the overall penalty applicable for any ofthe successive quarterly periods during the contract is above 15%; then ITPO shall have theright to encash the Performance Bank Guarantee or terminate the contract or both.

xi. Please note payments as mentioned in payment milestones shall be made half yearly, this penalty above shall be calculated on pro rata basis as per quarter.

Operations and Maintenance Systems

1. Production Application

The failure or disruption of Live (in production) Application has a direct impact on the ITPO's ability to service its user units, ability to perform critical ITPO's functions or a direct impact on the organization. This includes but not limited to:

Storage, Compute and Data hosted in cloud and DRWeb, Application, Database, and Backup
Servers Cloud, DR network infrastructure
Cloud, DR security infrastructure
Connectivity and Availability of hosted Solution
The below tables give details on the Service Levels the Successful Bidder should maintain. Theseservice levels will be monitored on a monthly basis and measured on a quarterly basis.

2. Service Availability

Service Level Description	Severity of violation	Measurement	
Composite Service Availability should be minimum 99.95%	High	**Availability over the Quarter**	**No. of Violations to be counted for calculation of penalty**
		< 99.95% & >= 99.5%	1
		< 99.5% & >= 99%	2

Service Level Description	Severity of violation	Measurement
		< 99%
		3 for every percentage drop or part thereof below 99%
		Composite Service Availability means availability and performance of infrastructure and application services for proposed Solution.

Application Performance

a. The Successful Bidder is expected to submit a quarterly report on the availability of ITPO Enterprise Solution (NES). The below tables give details on the Service Levels the Successful Bidders should maintain.

S.No	Service Level	Priority	Response Time and Penalties
1.	Average Application Response Time	Medium	Average Application Response Time during peak usage hours as measured at any of ITPO's location shall not exceed 3 seconds. The list of critical business functions and peak usage hours will be identified by ITPO during the Detail Design phase. This service level will be measured on a quarterly basis. | Average Application Response Time over the Quarter	No. of violations post which penalty will be imposed
---	---
> 3 sec & <= 5 sec	2
> 5 sec & <= 8 sec	4
> 8 sec	5 for every second increase or part thereof exceeding 8 seconds	

S.No	Service Level	Priority	Response Time and Penalties
2	Maximum Time for NES Home Page opening	Low	Maximum Time for NES Home Page opening during peak usage as measured at any of ITPO's location shall not exceed 2 seconds. This service level will be measured on a quarterly basis.
3.	Menu Page Login After user Login	Low	Maximum Time for NES Home Page opening during peak usage as measured at any of ITPO's location shall not exceed 2 seconds. This service level will be measured on a quarterly basis

Table within S.No 2:

Maximum Time for Home Page opening over the Quarter	No. of violations post which penalty will be imposed
> 1.5 sec & <= 3.5 sec	2
> 3.5 sec & <= 5.5 sec	3
> 5.5 sec	2 for every second increase or part thereof exceeding 5.5 seconds

Table within S.No 3:

Maximum Time for Home Page opening over the Quarter	No. of violations post which penalty will be imposed
> 1.5 sec & <= 3.5 sec	2
> 3.5 sec & <= 5.5 sec	3

S.No	Service Level	Priority	Response Time and Penalties	
			> 5.5 sec	2 for every second increase or part thereof exceeding 5.5 seconds
4.	Menu Navigation – To display the menu as per the defined user role and profile	Low	**Menu Navigation – To display the menu as per the defined user role and profile over the Quarter**	**No. of violations to be counted for calculation of penalty**
			> 1.5 sec & <= 3.5 sec	> 1.5 sec & <= 3.5 sec
			> 3.5 sec & <= 5.5 sec	> 3.5 sec & <= 5.5 sec
			> 5.5 sec	> 5.5 sec
5.	Screen Opening – To display the selected data entry screen from the menu chosen	Low	**Screen Opening – To display the selected data entry screen from**	**No. of violations to be counted for calculation of penalty**
			> 1.5 sec & <= 3.5 sec	2
			> 3.5 sec & <= 5.5 sec	3
			> 5.5 sec	2 for every second increase or part thereof exceeding 5.5 seconds
6.	Response time to commit a transaction • Simple Complexity • Medium Complexity • High	High	Response time to commit a transaction during peak usage as measured at any of ITPO's location shall not exceed 4 seconds for Simple transactions, 7 seconds for Medium complexity transactions and 10 seconds for High Complexity transactions. This service level will be measured on a quarterly basis. **Penalty for Simple transaction SLA violation**	

S.No	Service Level	Priority	Response Time and Penalties	
	Complexity (Complexity of the transaction to depend on the complexity of the business logic and stored procedures committed at the database level)		**Penalty for Simple transaction SLA violation**	**No. of violations to be counted for calculation of penalty**
			> 4 sec & <= 6 sec	2
			> 6 sec & <= 8 sec	3
			> 8 sec	4 for every second increase or part thereof exceeding 8 seconds
			Penalty for Medium Complexity transaction SLA violation	
			Response time to commit a Medium Complexity transaction over the Quarter	**No. of violations to be counted calculation of penalty**
			> 7 sec & <= 9 sec	2
			> 9 sec & <= 11 sec	3
			> 11 sec	4 for every second increase or part ther exceeding 11 seconds
			Penalty for High Complexity transaction SLA violation	
			Response time to commit a High Complexity transaction over the Quarter	**No. of violations to be counted calculation of penalty**
			> 10 sec & <= 12 sec	3
			> 12 sec & <= 14 sec	4
			> 14 sec	5 for every second increase or part ther exceeding 14 seconds
7.	Response time for Screen with Query Retrieval	High	Response time for Screen with Query Retrieval during peak usage as measured at any of ITPO's location shall not exceed 4 seconds for Simple Query, 7 seconds for Medium Complexity Query and 10 seconds for High Complexity Query. This service level will be measured on a quarterly basis.	

S.No	Service Level	Priority	Response Time and Penalties
	• Simple Query • Medium Complexity Query • High Complexity Query (Complexity of the query will depend on the business logic, size of tables in databases being searched, indexing of database and the way procedures are written to retrieve information)		**Penalty for Simple Query SLA violation** | Response time for Screen with Query Retrieval for a Simple Query over the Quarter	No. of violations to be counted calculation of penalty | |---|---| | > 4 sec & <= 6 sec | 2 | | > 6 sec & <= 8 sec | 3 | | > 8 sec | 4 for every second increase or part ther exceeding 8 seconds | | Response Time for Screen with Query Retrieval for a Medium Level Transaction over the Quarter	No. of Violations to be counted for calculation of penalty | |---|---| | > 7 sec & <= 9 sec | 2 | | > 9 sec & <= 11 sec | 3 | | > 11 sec | 4 for every second increase or part thereof exceeding 8 seconds | **Penalty for High Complexity Query SLA violation** | Response Time for Screen with Query Retrieval for a Complex Transaction over the Quarter	No. of Violations to be counted for calculation of penalty	

S.No	Service Level	Priority	Response Time and Penalties	
			> 10 sec & <= 12 sec	3
			> 12 sec & <= 14 sec	4
			> 14 sec	5 for every second increase or part thereof exceeding 8 seconds
8.	Reports Generation	Medium	Reports Generation Response Time during peak usage as measured at any of ITPO's location shall not exceed 4 seconds for Simple Query, 7 seconds for Medium	

Handholding Support: Application Support

i. Level 1 (L1) Defects: The failure to fix has an immediate impact on the ITPO's ability to serviceits user units, inability to perform critical ITPO office functions or a direct impact on the organization.

ii. Level 2 (L2) Defects: The failure to fix has an impact on the ITPO's ability to service its user units/ that while not immediate, can cause service to degrade if not resolved within reasonable time frames.

iii. Level 3 (L3) Defects: The failure to fix has no direct impact on the ITPO's ability to serve its userunits or perform critical ITPO's office functions.

iv. The severity of the individual defects will be mutually determined by the ITPO and SI.

v. This service level will be monitored on a monthly basis.

vi. The below tables give details on the Service Levels the Successful Bidder should maintain.

Service Level Description	Severity of Violation	Measurement
Application Support Performance	High	95% of the Level 1 defects shall be resolved within 4 business hours from the time of reporting full details. This service level will be monitored on a monthly basis.
		Performance over the Quarter / **Violations for calculation of penalty**
		< 95% &>= 90% — 1
		< 90% &>= 85% — 2
		< 85% — 3
Application Support Performance	High	95% of the Level 2 defects shall be reolved within 72 hours from the a monthly basis. time of reporting full details. This service level will be monitored on
		Performance over the Quarter / **Violations for calculation of penalty**
		< 95% &>= 90% — 1

Service Level Description	Severity of Violation	Measurement	
		< 90% &>= 85%	2
		< 85%	3
Application Support Performance	High	100% of the Level 3 defects shall be resolved within 120 hours from the time of reporting full details. This service level will be monitored on a monthly basis.	

Performance over the Quarter	Violations for calculation of penalty
< 100% &>= 90%	1
< 90% &>= 80%	2
< 80%	3

Contract SLA Management for Website

i. The Successful Bidder shall provide proper plan, resources, and escalation procedure to ITPOto report problem case or support request during the warranty and Application Maintenanceand Support periods.

ii. The Successful Bidder shall act as a single point of contact and follow-through with the principals of any third-party providers until the successful resolution of the case.

iii. The support hours for the website shall be:

Mondays to Friday 9.30am to 6.30pm

(For Saturday, Sunday, and Public Holidays at least One Technical resource must be available tohandle issues)

iv. The Successful Bidder's key personnel shall always be contactable via phone.

v. The Successful Bidder's key personnel shall be on-site to handle severity level 1 problems. As astandard practice it is required to the Successful Bidder to provide a resolution Hierarchy andtherefore an Escalation matrix to department for L1, L2 & L3 support with proper email ID andContact number to be provided. However wherever required, the Successful Bidder's senior technical/management will be required to visit ITPO Delhi Phase I or Phase II offices for resolving critical issues.

vi. Upon notification of the problem, the successful Bidder's personnel must respond within therequired time specified in this tender during the support hours of the systems.

vii. The definition of the Priority level is as follows:

Priority Level	Description	Phone/Email Response Time 1	Resolution Time
P1	Causes severe loss of service. Affect the business operation continuity or unable to process critical	30 Mins	Within Two (2) hours onreport of problem
P2	Causes minor loss of service. Affect a particular work area, but can continue to use for the other work areas using temporary	2 hours	Within one (1) working dayon report of problem

Priority Level	Description	Phone/Email Response Time 1	Resolution Time
P3	Causes no loss of service. The impact is an inconvenience, which may require a workaround to restore the functionality.	4 hours	Within three (3) workingdays on report of problem

Penalty on non-adherence to SLAs

Any violation in meeting the SLA requirements for incident or resolving bug during warranty and maintenance period, ITPO shall impose a penalty of 0.5 % of total value of maintenance & operations cost for each day delay up to 5 % of maintenance & operations cost as maximum penalty.

- The penalty amount would be calculated and deducted on a quarterly basis as may be decided by ITPO from time to time. This will be pro data basis calculation as per payment schedule, which is half yearly.

8.14 ITPO IT LANDSCAPE DETAILS

ITPO currently has 7 standalone applications catering to different areas of business. They have dedicated Web Applications for each of their business lines. Apart from that there are back office application related to Finance & Accounts and Human Resources. ITPO currently does not any comprehensive Analytics Module. All the applications have dedicated MIS sections. This existing landscape will be replaced by new ERP.

Details of the Solution implemented and its vendors

Details of critical applications and processes are mentioned below

SNo.	Software/Portal	Division	Vendor Looking After AMC
1	**Foreign Fair Space Booking Portal** https://foreignbooking.indiatradefair.com/	FS-I	M/s Freaquer Corporations Pvt. Ltd.
2	Domestic Fair Booking Portal https://venuebooking.indiatradefair.com/	FS-II	M/s Mount Talent Consulting Pvt. Ltd.
3	3rd Party Hall Booking Portal https://venuebooking.indiatradefair.com/	BDD	Developed by: M/s Akal Information System Pvt. Ltd. Maintenance by: r M/s Simartech Co sultants Pvt. Ltd.
4	Corporate Website https://www.indiatradefair.com/	IT-Division	M/s BR Softech Pvt. Ltd.
5	Biometric Attendance Software	HR	M/s Fortuna Impex Pvt. Ltd.

6	Personnel Information System (PIS)	Admin	Vendor yet to be decided
7	Tally Purpose: Tally is an ERP software used by ITPO for Finance and Accounting	Finance & Accounts	

8.14.1   FOREIGN FAIR SPACE BOOKING PORTAL

SNo.	Software/Portal	Division	Vendor Looking After AMC
1	**Foreign Fair Space Booking Portal** https://foreignbooking.indiatradefair.com/	FS-I	M/s Freaquer Corporations Pvt. Ltd.

Application Overview

The software used by trade promotion organizations for overseas events streamlines event planning, exhibitor and attendee management, communication, marketing, business matching, onsite operations, and reporting. Users can search for events, register on the event website, manage profiles, access knowledge resources, and oversee event logistics. The software enables effective communication, facilitates marketing efforts, connects participants for networking and business matching, supports onsite operations, and generates insightful reports.
Purpose: Used by prospective exhibitors to book stalls in Foreign/Overseas fairs organized by ITPO.

Live Since: Aug 22

User Roles:

In an ITPO overseas events management software, there are various user roles assigned to individuals involved in the planning, coordination, and execution of overseas events. These user roles help distribute responsibilities and ensure efficient management of the software. Here are some common user roles that may exist:

i. **Event Manager:** The event manager is responsible for overseeing the overall planning and execution of the overseas event. They have administrative privileges and can access all features and functionalities of the software. The event manager sets up event parameters, manages event timelines, monitors progress, assigns tasks to other team members, and ensures smooth event operations.

ii. **Exhibitor Coordinator:** The exhibitor coordinator role involves managing exhibitor-related tasks and interactions within the software. They assist exhibitors with the registration process, booth selection, and other inquiries. The exhibitor coordinator may also handle

communication with exhibitors, coordinate logistics, and ensure exhibitor satisfaction throughout the event.

iii. **Attendee Coordinator:** The attendee coordinator focuses on managing attendee-related aspects of the overseas event. They oversee attendee registration, handle attendee inquiries, provide support during registration, and ensure a smooth check-in experience at the event. The attendee coordinator may also manage attendee databases and facilitate communication with registered attendees.

iv. **Marketing and Promotion Manager:** This role involves managing marketing and promotional activities for overseas event using the software. The marketing and promotion manager can create and publish event content, manage email campaigns, monitor social media engagement, and track the effectiveness of promotional efforts. They may also analyze marketing data to optimize promotional strategies.

v. **Networking and Business Matching Specialist:** The networking and business matching specialist focuses on facilitating connections and networking opportunities for event participants. They manage online networking platforms within the software, facilitate business matching activities, assist in scheduling meetings between exhibitors and attendees, and foster collaborations and partnerships.

vi. **Finance and Budget Manager:** The finance and budget manager role involves overseeing financial aspects related to the overseas event. They monitor event expenses, track payments from exhibitors and attendees, manage invoices, and ensure financial records are accurate within the software. The finance and budget manager may collaborate with the payment processing system integrated into the software.

vii. **Reporting and Analytics Specialist:** The reporting and analytics specialist role is responsible for generating reports and analyzing event data using the software's reporting and analytics tools. They extract insights from attendee registration data, exhibitor participation, financial records, and other relevant metrics. This information helps evaluate event success, measure ROI, and identify areas for improvement.

These user roles work collaboratively within the ITPO overseas events management software to ensure smooth event operations, effective communication, and efficient use of the software's features and functionalities. The specific roles and responsibilities may vary based on the organization's structure, event requirements, and the software solution implemented by ITPO.

Functional Modules:

i. Search event:

Users can find Search where they can search any event user are interested in using "Eventname", "City", "Country", and "Product categories" in which you deal with.

ii. Upcoming Events:

It is followed by the information below. Users can book to the participate in exhibition using after authentication using login, can show the interest to send the enquiry.

i. Nature of the event

ii. Tentative Participation charges (Bare Scheme)

iii. Tentative Participation charges (Shell Scheme)

iv. Booking amount

v. Booking End Date

vi. Start Date of Event

vii. End Date of Event

viii. Local Currency

iii. Featured Events:

The exhibition to the eligible participants as per rules. Grantee organizations will not be covered under this scheme. Basic information as above in upcoming events in addition of fair team contact information.

iv. Register on the website:

a. Profile management

b. Interested Events management of registered user: User can view events for which user has shown interest

c. Booking events management

d. Booking amount payment management

e. Stall Payment: Once stall payment is open for exhibitor; user will receive notification in email and SMS. Now user can pay for the stall with specifications filled on Booking form. To pay for stall, either click on "Pay Remaining amount" button in My Bookings section or Go to Stall booking section.

f. Payment gateway

g. Seniority List: User can click on "Seniority List" button in Stall Booking section to view seniority list. This list is decided on "First come first serve" on the basis of time at which Booking amount is received by ITPO. Fair officer will allot time to select desired stall to all the exhibitors on the basis of this Seniority List.

h. Visa Recommendation management

i. Apply for Airfare-Reimbursement

j. Feedback

v. Knowledge Management - Fair Services:

In this section user can have knowledge on published circulars under different sections e.g.

Administrative section, Finance division, Fair services, It service division, Trade information , Engineering services, CS division, Estate management division, Cultural division, Food &beverage unit, business development division, Printing division, Security Division, Vigilance division, Publicity & PR Division, Architecture Division, Hindi Division, Law division, Design and Display division, Estate division etc.

vi. Event Planning and Organization:

The software includes tools to streamline the planning and organization of overseas events. This could include features for managing event schedules, coordinating logistics (such as venue booking, transportation, and accommodation), and tracking event budget and expenses.

vii. Exhibitor and Attendee Management:

The software may offer modules to handle exhibitor and attendee registration, including the collection of necessary information, managing participant databases, and issuing registration confirmations. It may also facilitate booth allocation and management, allowing exhibitors to select and reserve exhibition spaces.

viii. Communication and Collaboration:

The software might include communication tools to facilitate collaboration among event organizers, exhibitors, and attendees. This could include features like email notifications, messaging systems, and discussion forums to keep participants informed about event updates, schedule changes, and important announcements.

ix. Marketing and Promotion:

The software may have functionalities to support marketing and promotion efforts for overseas events. This might include features for creating event websites or landing pages, managing digital marketing campaigns, integrating with social media platforms, and tracking the effectiveness of promotional activities.

x. Business Matching and Networking:

Overseas events management software could include tools for business matching and networking, allowing exhibitors and attendees to connect with potential business partners. This might involve features like online business directories, matchmaking algorithms, meeting scheduling, and facilitating networking sessions or events.

xi. Onsite Operations Support:

The software may offer features to support onsite event operations, such as barcode or QR

code scanning for attendee check-ins, badge printing, lead retrieval systems, and real-time analytics for monitoring event attendance and engagement.

xii. Reporting and Analytics:

An essential component of event management software is the ability to generate reports and analyze event data. The software may provide dashboards and analytics tools to track key performance indicators (KPIs), measure event success, and identify areas for improvement in future overseas events. Details are given in Annexure 8.18.
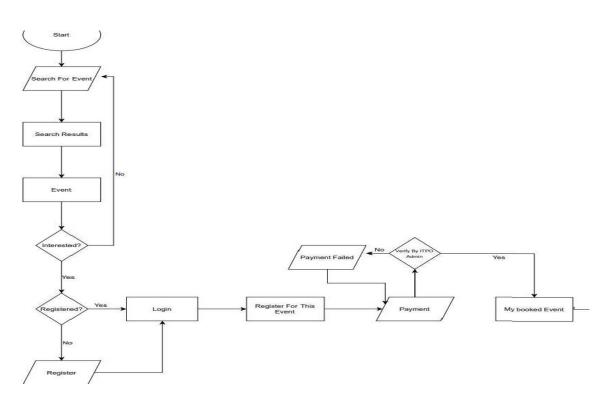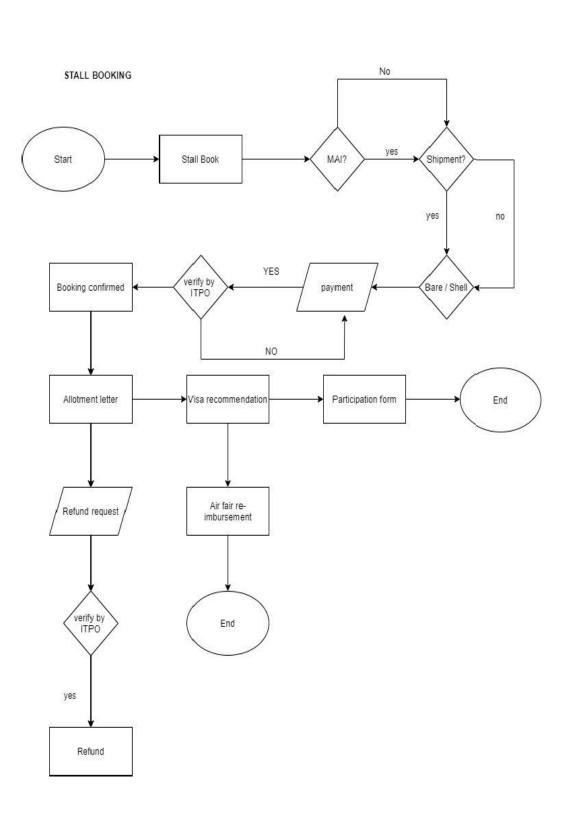
2.34.1.1   Work Flows:

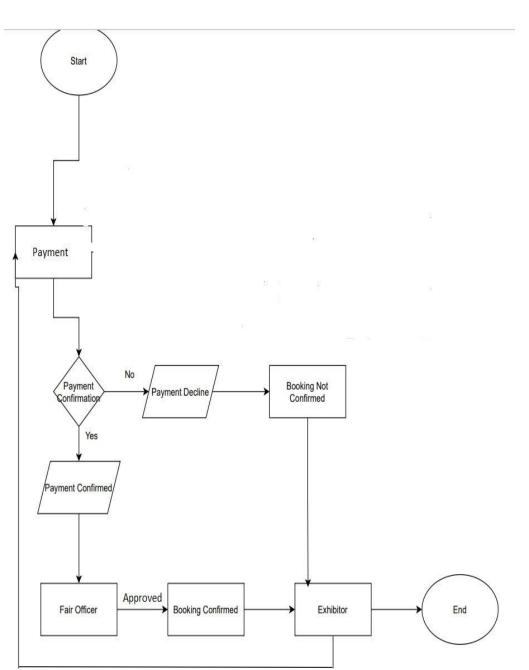Flow chart specifies the flow of data in a single process. Below flow chart is for exhibitor end to end process.
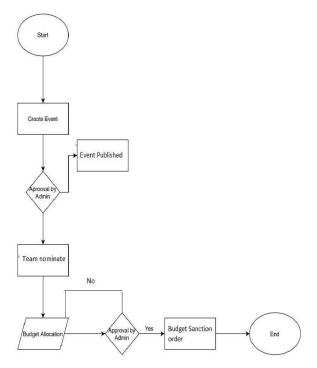
Exhibitor Flow: -

Flow chart of Book event

STALL BOOKING

No

Start → Stall Book → MAI? —yes→ Shipment?

Shipment? —yes→ / —no→

Booking confirmed ← verify by ITPO ←YES— payment ← Bare / Shell

verify by ITPO —NO→ payment

Allotment letter → Visa recommendation → Participation form → End

Allotment letter → Refund request → verify by ITPO —yes→ Refund

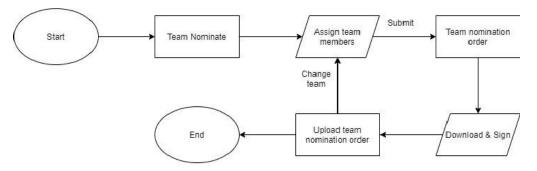Visa recommendation → Air fair re-imbursement → End

Payment Flow:

Event Publishing/Budget Allocation:

Team Nomination:

Team nomination

ITPO Workflow:

i.   Events are created by Event manager in Event Master

ii.   Team can be nominated by Event manager. Event manager can upload nomination order.

iii.   After team is nominated, respective events will be displayed to fair team dashboard.

      Nomination order file can be downloaded by fair team

iv.   Now Fair team can assign work among themselves using Work distribution module.

v.   All the team members can view this work distribution order in Work distribution module.

vi.   Fair team can edit event in event master and update remaining date. Now fair team can open this event for Booking by clicking Status button in Event Master.

vii.   Booking details can be viewed in Booking module by fair team. Here fair team can verify or decline user payment.

viii.   Fair team can create budget proforma as well as budget sanction order in Budget Master.

ix.   After the budget has been created Man days order can be generated by Event manager in Man days order module. These orders can be viewed by fair team in Man days module.

x.   After the Budget is prepared and approved, Fair team can open stall payment by adding this event in Stall Booking module and by enabling status button.

xi.   After the stall payment has been done by all the exhibitors. Stall payment can be closed by fair team by disabling status button in Stall Booking section.

xii.   When stall booking is complete, fair team can upload layout date in Stall Booking module by editing the already added event.

xiii.   Here fair team can assign times to each exhibitor to select stall by filling date, start time and intervals in Stall Booking sections.

xiv.   Fair team can issue allotment letter to exhibitor after all the above steps have been completed in Allotment letter module.

xv.   Fair team can issue visa recommendation letter to exhibitors after the allotment letter is issued in Visa recommendation module.

xvi.   Fair team can view cancelled bookings in Cancelled Booking section.

xvii.   Remittance order can be generated by fair team in remittance order module.

xviii.   Fair team can create vendor work order in vendor management module

xix. After completion of event, landing report can be filled by fair team in Landing Report module.

xx. After completion of event, submitted feedback forms can be viewed by fair team in Feedback forms module

xxi. Fair team can generate circulars in Circular module.

xxii. Admin and Event manager can verify account of exhibitors in Exhibitor master module

xxiii. Admin and Event manager can view interested exhibitors

xxiv. Admin and event manager can create notices to be shown on home page and ITPO Dashboards.

xxv. All the images to be shown on Home can be added by admin or event manager

Critical Data Stores and Entities

The ITPO overseas events management software would involve the storage and management of critical data related to the planning, organization, and execution of overseas events. Here are some key data stores and entities that would likely be included:

i. Event Data Store:

This data store would contain information about each overseas event, such as event names, dates, locations, themes, and event-specific details. It serves as a central repository for all event-related data.

ii. Exhibitor Data Store:

This data store would store information about exhibitors participating in the overseas events. It would include details like exhibitor names, company information, contact details, booth allocations, and any additional information specific to the exhibitors.

iii. Attendee Data Store:

This data store would store data about the attendees of overseas events. It would include attendee names, contact details, registration information, preferences, and other relevant details to facilitate attendee management and communication.

iv. Event Schedule and Agenda:

This entity would contain the schedule and agenda of each overseas event, including session timings, speaker details, session topics, and any updates or changes to the schedule.

v. Booth Allocation and Floor Plan:

This entity would manage the allocation of exhibition booths to exhibitors. It would store booth availability, floor plans, booth assignments, and any changes or updates to booth allocations.

vi. Communication Logs:

This entity would track communication between event organizers, exhibitors, and attendees. It

would include email communications, messages, and any relevant notes or comments to ensure effective communication and collaboration.

vii. Financial Data Store:

This data store would handle financial information related to the overseas events. It would store details about payments received from exhibitors and attendees, invoices, expenses, and any financial records associated with the events.

viii. Reporting and Analytics Data:

This entity would store data generated from reporting and analytics tools within the software. It would include event metrics, attendee engagement data, exhibitor performance, and other data points used to measure the success and impact of the overseas events.

These critical data stores and entities form the foundation of the ITPO overseas events management software, enabling efficient data management, effective communication, and comprehensive reporting and analytics capabilities. They ensure that essential information related to events, exhibitors, attendees, and financial aspects is properly stored, organized, and utilized for successful overseas event management.

Tech Stack

i. Applications being used along with versions: PHP 7.2, CodeIgniter 3.1.5
ii. Server Details:
    a. AWS Cloud Service
    b. 150 GB Storage
    c. RAM – 8 GB Ram
    d. 4 CPUs

iii. Information on Database management:
    a. AWS Cloud Service
    b. MYSQL 8.0
iv. Schema Diagram for Workflow: Attached #(File: FS-1 Workflow)

8.14.3 DOMESTIC FAIR BOOKING PORTAL

SNo.	Software/Portal	Division	Vendor Looking After AMC
2	Domestic Fair Booking Portal https://venuebooking.indiatradefair.com/	FS-II	M/s Mount Talent Consulting Pvt. Ltd.

Application Overview:

This software dealt with Online Space Booking of domestic events being organized by ITPO. It is a digital solution that simplifies the process of reserving exhibition booths or spaces for businesses interested in participating in these events.

This software would likely provide a user-friendly interface where exhibitors can browse through available booth options, view floor plans, and select their preferred space. It may also offer real-time updates on the availability and pricing of different booths, allowing exhibitors to make informed decisions based on their specific requirements and budget.

India Trade Promotion Organisation (ITPO), a premier trade promotion organization, manages India's premier trade fair complex, Pragati Maidan in New Delhi. The major domestic events organised by ITPO are as under:-1. India International Trade Fair, Delhi 2. Aahar International Food Fair, Delhi 3. India International Leather Fair, Delhi/Bangalore/Chennai 4. India International Leather Fair, Chennai 5. International Leather Goods Fair, Kolkata 6. Delhi Book Fair, Delhi 7. Stationery Fair, Delhi 8. India International Security Fair, Delhi.

Currently five types of exhibitors (a) Domestic Participant (b) Foreign Participant (c) Government Participant (d) Group Participation and (e) New Young Entrepreneurs

Purpose: Used by prospective exhibitors to book stalls in domestic fairs organized by ITPO like IITF, AAHAR etc

Live Since: 2020

User Roles:

In ITPO's Domestic Fair Online Space booking software, there are different user roles assigned to individuals involved in the booking process. Each user role has specific permissions and responsibilities within the system. Here are some of the common user roles:

Exhibitor:

The exhibitor role is assigned to businesses or individuals who wish to participate in the trade fair and book exhibition spaces. Exhibitors have access to the online platform to register, browse available booths, select their preferred space, make payments, and communicate with ITPO officials regarding their bookings. They can view their booking status, update their information, and access confirmation documents and invoices.

ITPO Administrator:

The ITPO administrator has overall control and management of the booking software. They have administrative privileges to configure system settings, manage user accounts, monitor the

booking process, and generate reports. Administrators handle tasks such as adding new trade fair events, updating booth inventory, resolving technical issues, and ensuring the smooth operation of the software.

ITPO Staff:

The ITPO staff members are responsible for handling various tasks related to trade fair management. They have access to the system to assist exhibitors and provide support during the booking process. ITPO staff can view exhibitor information, update booth availability, resolve exhibitor queries, communicate with exhibitors, and manage the overall coordination of the trade fair event.

Payment Manager:

The payment manager role is assigned to individuals responsible for managing the financial transactions related to booth bookings. They handle payment reconciliation, monitor payment gateways, ensure secure online transactions, and address any payment-related issues faced by exhibitors. Payment managers work closely with the ITPO staff and exhibitors to ensure a smooth payment process.

Support Staff:

Support staff members provide assistance to exhibitors and users of the booking software. They handle customer queries, provide technical support, troubleshoot issues, and guide users through the booking process. Support staff may communicate with users via chat, email, or a dedicated helpline, ensuring a positive user experience and timely resolution of concerns.

These user roles help to streamline the booking process, allocate responsibilities, and ensure that each user has the necessary access and permissions within the ITPO Domestic Fair Online Space booking software. The roles are designed to facilitate efficient communication, coordination, and management of trade fair events while providing a user-friendly experience to exhibitors.

Functional Modules:

i. **Online Registration:** Exhibitors can register themselves online, providing necessary details such as company information, contact person details, and product categories.

ii. **Booth Selection:** The software would enable exhibitors to browse and select available booth options, including different sizes, locations, and pricing. It may also display additional information about each booth, such as amenities or nearby facilities.

iii. **Floor Plans:** The software may provide interactive floor plans or maps of the exhibition venue, allowing exhibitors to visualize the location and layout of available booths. This helps them make informed decisions about their preferred placement.

iv. **Online Payments:** The software may integrate secure online payment gateways to facilitate booth reservation payments. Exhibitors can make payments using various methods like credit/debit cards, net banking, or other electronic payment options.

V. **Documentation and Confirmation:** Once the booth selection and payment process is complete, the software may generate confirmation documents and invoices for the exhibitors. These documents serve as proof of booking and provide important information for the exhibitors' reference.

vi. **Communication and Support:** The software might include features for exhibitors to communicate with ITPO officials or seek support regarding their booth bookings. This could include email notifications, chat support, or a helpline number.

By providing a user-friendly and efficient online platform, ITPO's Domestic Fair Online Space booking software aims to streamline the process of reserving exhibition spaces, saving time and effort for both exhibitors and organizers. It allows businesses to participate in domestic trade fairs conveniently and showcases India's diverse range of products and services to a larger audience.

Work Flows

i. Web based software for booking of exhibitor space in fairs organized by ITPO.

ii. The option for booking space online shall be available on home page of all the fair websites.

iii. As soon as the applicant clicks on the button "Book Exhibition Space" he will get an online form.

iv. The user will select the drop-down list of exhibition for which he wants to book the space.

v. After selecting the product category in the next step the user will get the details of layout of the Halls available for that particular product category.

vi. The user will select Stall number from the layout and shall proceed towards booking by keying in other relevant details required by ITPO such as personal details, company details, compliance details, GST, PAN, TAN, etc.

vii. User will also upload the scanned copies of all the necessary documents. a. Booking amount will be decided on the run-time by the software based on the number of days left to start the event:-

viii. After completing the process of filling up Form the user will be redirected to payment gateway of the respective Bank and will deposit the payment.

ix. After successful deposit of payment user will be able to submit the form and after successful submission an acknowledgement shall be issued by the software to the applicant. The software will screen the form based upon the criteria's decided by ITPO to check the eligibility and correctness of the data submitted by the applicant. The criteria may include first-come-first-serve or any other method defined by the Competent Authority/GM concerned from time to time and event to event basis.

x. Verification of the application will be done, which will involve two- step process:-

xi. Verification of payment by Finance Division.

xii. Verification of Application by the concerned Fair Officer.

xiii. Finance Division within 10 days will verify the payment made by the party. This verification will be done in the software itself.

xiv. The Manager concerned will have authorization check-point in the software and will confirm "YES" or "NO" in the software by his secured login and password strictly within 10 working days from the date of online submission of the form. (Preferably through Digital Signature)

xv. If the applicant makes the full payment, all the documents are in place and the Fair Officer verifies the application, the system will automatically make the Final Allotment.

xvi.A Unique Booking ID will be generated against the application.

xvii.   Final allotment will be confirmed to the applicant via e-mail and SMS.

xviii. Invoice and other necessary documents will be e-mailed to the applicant automatically by the system in PDF format.

Miscellaneous Provisions:

i.   3-D Layout Plans to be provided by the Architecture Division of ITPO.

ii.   Detailed layout with a better GUI for stall selection.

iii.   An audit-trail will be created for each and every action taken on an application.

iv.   Halls will be fixed for particular commodity/industry. This will be earmarked when the map is uploaded in the system. User will not be allowed to apply if the product profile does not match the prescribed commodity/industry.

v.   An overwriting power will be bestowed upon GM/DGM level, which will allow them to earmark particular area for a Foreign Participant/ Government Body/ Focus State /Focus Country, etc.

vi.   The proposed online booking system will be used by all the domestic fairs.

vii.   The scope of work shall include provision for change request related to upgradation of the application with respect to change in allotment process from first-cum-first serve basis to any new policy decided at a later stage by ITPO. This shall form part of the regular annual maintenance job and any extra payment will not be made for this scope.

viii.   The vendor shall use robust algorithms to encrypt the data in the database. Databases whenever required for testing or in development environment should only be used after masking or anonymization.

ix.   Online booking shall be opened/launched only after area from Government Departments/ Ministries/ State Governments/ Foreign participants have been earmarked. This area shall not be available for booking to private individuals/ domestic applicants. However, the allotment of space to Government Departments/ Ministries/ State Governments/ Foreign participants shall also be through Online system only.

x.   Currently five types of exhibitors (a) Domestic Participant (b) Foreign Participant (c) Government Participant (d) Group Participation and (e) New Young Entrepreneurs This may increase/decrease depending on the requirement

xi.   System to apply online for Badges (Badges Submission Form as per eligibility with photograph.)

xii.   Catalogue Entry system/form.

xiii.   Generate report in PDF format of form submitted, consists of (a) Application form (b) Acknowledge List (c) Badges (d) Performa Invoice/revised invoices (serial numbering to be done as per ITPO's requirement) (e) Layout Plan indicating the name of participants, passage, gates for entry and exit etc. · Availability of print option for report

xiv.   The work will include generation of all intermediate reports, processing of data from receiving of applications to allotment of booth and generation of final report.

xv.   There will be different user names and passwords created with different privileges / rights to modify/ validate/ added/ process the data as per specifications to be provided by ITPO.

xvi.   All the exhibitors who have been allotted the booths their details need to be displayed in Exhibitor data section

xvii.   This software will use best practices of developing any module such as single point data

capturing etc.

xviii. Customization for each fair: each fair will require certain degree of customization, for example, lay out plan including frequent changes of layout during marketing/ allotment stage etc and corresponding changes, space rent, premium charges, integrating it with the ITPO website, co-organizer's discount/share and other features which will be required from time to time.

xix. To make provision for special situations of rental to be informed by concerned department such as rental of mezzanine floor etc.

xx. To make Provision for additional facilities and payment for the same such as water, gas, electricity, advertisement space etc.

xxi. Vendor has to provide other value added services such as Sub-Domain Creation, Database Hosting Coordination, creation and tuning, Backup & Restore Facility, Virus and Spam Removal, System Log Maintenance, Traffic control & Monitoring, Database Management, Visitor Track Management and Analysis and Mail Account Creation.

xxii. Vendor may have to provide Hosting service. Rate for hosting service has to be quoted in the Financial Bid.

xxiii. If required, for hosting of online space web application, dedicated server space will be provided by vendor with latest hardware and software specifications.

xxiv. The hardware and software provided must be good enough to handle the peak load during the booking opening days.

xxv. A detailed analysis of the peak load during the opening days has to be done by the vendor, and accordingly, suitable hardware will be commissioned by the vendor.

INVOICE MODULE

Generate following report (a) Invoice/revised invoices (b) Approval Letter (c) Allotment Letter (d) Refund (e) payment History (f) Processing of refunds for unsuccessful applicants (g) Hall wise revenue generation and other required reports.

ADMIN MODULE TO SUPPORT REQUIRED REPORTS

General Report

(a) Application Accepted

(b) Application Rejected

(c) Hall wise

(d) Date wise

(e) Product wise

(f) Space/Area Booked (hall wise)

(g) List of Domestic Participants, foreign Participants, Government Participants and Group Participation with constituents.

xxvi. Provision of making booking through co-organizers' including coorganiser's share/discount.

xxvii. After the full payment received automatic generation of allotment and possession letters with serial numbers based on the ranking system.

xxviii. The nominated officers should be able to change ranking parameters on the basis of supporting documents through their computer.

xxix. If the choices requested by the participants could not be allotted, then a provision of accepting additional new choices should also be added subsequently and the subsequent allotment of stalls should be made on these new choices.

xxx. There should be provision to change layout quickly depending on different circumstances

such as, in some fairs, bigger stalls are split into smaller ones and smaller ones are merged into bigger one during marketing or allotment stage etc.

xxxi. Bar-Chart Diagram classifying the participant city-wise, state wise, region-wise, sector-wise and product-wise, hall-wise, foreign & domestic etc.

xxxii. Merging of web application data with the financial accounting management software maintained by ITPO's Finance Division.

xxxiii. A report to be generated for identification bare or shell for all the booked area, hall-wise, open area & vacant area time to time.

xxxiv. Data transfer to ITPO's server for trade fairs accounts management software for generation of Reports and generation of required reports.

xxxv. To provide application database for display through Touch Screens Kiosks and/or LED/LCD screens in desired format (as per requirement).

xxxvi. To provide requisite information for printing of Fair catalogue in desired format. Data captured from application should be transferable to the printer so that catalogue of exhibitors keeps on being compiled without human interference with editing options.

xxxvii. Total hall wise / product wise summary of area sold across private, foreign, government and permanent state pavilion and total revenue generated for the fair. It includes water, gas, electricity and advertising space received from participants.

xxxviii. Any other report as per requirement of ITPO.

Updating of Badges

i. Submission of badges information as per eligibility with photograph.

ii. To provide Exhibitor Badges database & processing of Bar Coded Exhibitor Badges, Complementary Invitation & Car Parking Stickers (as per requirement).

iii. Report of exhibitor badges, complimentary passes and parking labels etc. issued to each participant. The Report to be classified under government sector, private sector, domestic participants, foreign participants and permanent pavilions (wherever applicable) etc.

Map & Layout Plans

● Digital map of Pragati Maidan will be prepared and for each fair depending upon number of halls. This map will be customized to show the location of the hall, routes from the entry gates for each hall. There should be facility to print the fair specific map for carrying during visit to the fair.

● Layout plans of the hall arranged for various products and codify each stall with color indicator for availability (vacant/ filled/ blocked for allotment).

● Periodical updating of layout plans and display the same on the internet with full visibility within 24 hours.

● All the stalls should be properly classified with single side, two side and three side and the island area and report should be generated by keeping in view these premium areas for covered area of halls and open areas.

Allotment Report

● Ranking Application(Ranking the applications by allotting the grade system applied on various parameters given on application form).

● Allotment report indicating the stall numbers, area, dimensions, layout plan showing entry and exit points.

- A Report for additional requirements like water, electricity and other items need to be generated based on the online ordering and another copy need to be generated and linked to Engineering division.
- Revenue generated by party for bare space, covered space, shell scheme across private, government, foreign companies.
- Violation Report
- Exit Permit Report
- The violation report of participants based on the violation slip for identifying the violations done by the participant need to be generated with proper number and these need to be flagged in the Exit Permit Report. Exit Permit report need to be generated Hall-wise.

PAYMENT GATEWAY

The application is integrated with payment gateway for making online payments. The successful vendor has to continue integration of the payment gateway(s) with the online space booking application. SSL certificate required to be installed for online payment facilitation has to be purchased by the vendor for complete contract duration. All other security compliance features are to be ensured by the vendor for facilitating online payments through the space booking portal.

MANPOWER SUPPORT

- The vendor will provide a team of Four (4) members on-site to be stationed at ITPO Headquarters for application maintenance and hand holding support. The Team should have regular full time BE/B. Tech/ I.T.(Computer Science/E&C)/MCA degree with at least 5 years experience in software development field.
- The maintenance Team needs to be stationed on continued basis and company has to make arrangements for substitute in case the regular person goes on leave or otherwise. The engineer will be doing customization as well as provide operational maintenance support of these services. It is clarified, that since marketing of each fair starts 8-10 months in advance, so customization and software preparedness is required that time and it will be responsibility of the vendor team to get it ready. At most of times more than one fair is being marketed so vendor is advised to do due diligence on this accounts and quotes accordingly. Since organization of fair is time bound activity so for all fairs, timelines will be decided accordingly by ITPO.
- The normal working hours would be 9:30 AM to 6:00 PM on working days. However, if required, the manpower will be extended beyond the office hours and on Saturdays and Sundays without any extra cost, such as special duties during exhibitions/trade fairs etc. This is expected when ITPO officials will also need to be present for extra hours or extra duties.
- The engineer will bring their own computer/Laptop/internet connection. The printer/ stationery and consumables are to be provided by the ITPO. ITPO will also provide sitting space, electricity, chair and table etc. to the vendor.
- In addition, ITPO may require extra manpower close to fair dates, for this, rates are also required. ITPO at its discretion will decide the extra manpower required. This manpower will be generally in the form of Data Entry Operators who can help ITPO in filling the application on behalf of the exhibitors who cannot fill online application form and provide various statements o ITPO as per requirement. The data entry operator must be well conversant in MS office, MS word, Excel etc. and should know how to do processing of applications/generation of reports etc.

- ITPO will provide the following documentation and program files related to the software:
- System Design Document
- User Manuals/Guide
- Program Files/Source Code
- The agency so selected shall use these documents, source code/program files etc. And run the system as per the requirements of ITPO. The agency so selected will have too handover the system to ITPO along with the aforementioned documentation (Latest Updated Versions) and program files/source codes etc. One month before completion of the contractual period.

INTEGRATION WITH TALLY ACCOUTING SOFTWARE AND API DEVELEOPMENT

Integration with Tally covers the following:

Note:

- All the other and intermediate activities which are required for smooth functioning of the project are treated as part of the scope of work. Use of open source technologies should be made by the vendor as much as possible.
- At the end of the contract, the agency will ensure a smooth and comprehensive handing over of software code, passwords, instruction manuals and any other related resource.
- The successful bidder shall maintain the existing Web Portal without any additional cost to ITPO till roll out of the new Web Portal in live environment.

Critical Data Stores and Entities

In the context of ITPO's Domestic Fair Online Space booking software, there are several critical data stores and entities involved. These data stores and entities play a crucial role in managing the information and facilitating the booking process. Here are some of the key ones:

- **Exhibitor Database:** This database stores information about the exhibitors participating in the trade fair. It includes details such as company name, contact information, product categories, and registration status. It helps ITPO keep track of the exhibitors and their requirements.
- **Booth Inventory:** The booth inventory database stores information about the available booths or exhibition spaces at the trade fair venue. It includes details like booth number, size, location, amenities, and pricing. This data helps exhibitors browse and select their preferred booth options.
- **Floor Plan Database:** The floor plan database contains the layout or map of the exhibition venue, including the placement of booths, aisles, entrances, and other relevant areas. It provides a visual representation of the available spaces, allowing exhibitors to make informed decisions about their booth selections.
- **Booking Information:** This data store maintains the records of booth bookings made by exhibitors. It includes information such as the exhibitor's name, selected booth, booking status, payment details, and any additional services or requirements requested. It helps ITPO manage the booking process and track the status of each reservation.
- **Payment Gateway:** The payment gateway is an external entity that securely processes online payments made by exhibitors for booth reservations. It handles sensitive financial information and ensures that transactions are completed securely and efficiently.
- **Confirmation Documents:** This entity generates and stores confirmation documents and invoices for exhibitors after successful booth bookings. These documents contain essential information such as the exhibitor's details, booth number, booking dates, payment information, and terms and conditions. Exhibitors can refer to these documents as proof of

their booth reservations.

- **Communication Logs:** This data store keeps track of communication between exhibitors and ITPO officials. It includes email communications, chat logs, or any other form of interaction related to booth bookings. It helps in maintaining a record of discussions, resolving queries, and providing support to exhibitors.

These critical data stores and entities work together to ensure a smooth and efficient process for exhibitors to book exhibition spaces for ITPO's domestic trade fairs. They facilitate the management of exhibitor information, booth inventory, floor plans, bookings, payments, and communication, enabling a seamless experience for all stakeholders involved.

External Integration

Payment gateway

Tally

Tech Stack

  i. Applications being used along with versions : PHP 7.2, Codeigniter 3.1.5

  ii. Server Details:

     a.

     b. AWS Cloud Service Instance type- t3a.xlarge

     c. Volume size(GB) – 60GB

     d. RAM – 16 GB RAM

     e. CPU – 4 Core

     f. OS – Ubuntu 18.04

     g. Apache – 2.4.29

  iii. Any integration with other Applications?

     a. We have created an API to push data in tally for receipt and invoice

  iv. Integration Documentation: Attached Sample Invoice

     a. #(File: FS-II Provisional Invoice)

  v. Information on Database management:

     a. AWS Cloud Service

     b. MYSQL 8.0

     c. Volume size(GB) - 60GB

     d. RAM – 16GB

     e. CPU – 4 Core

     f. OS – Ubuntu 18.04

  vi. Schema Diagram for Database Structure: Attached

     a. #(File:FS-II Db_schema)

  vii. Database Backup - Using AWS s3 Bucket, it is automated for 2 times

  viii. Source Code Management Tool - GITLAB, deployment done through Jenkins tool.

  ix. User Manual : Attached#(File - FSII User Manual)

8.14.4 Third Party Events Online Hall Booking Portal

SNo.	Software/Portal	Division	Vendor Looking After AMC
3	3rd Party Hall Booking Portal https://venuebooking.indiatradefair.com/	BDD	Developed by: M/s Akal Information System Pvt. Ltd. Maintenance by: M/s Simartech Consultants Pvt. Ltd.

Application Overview

The ITPO 3rd Party Events Online Hall Booking software application is designed to facilitate the online booking of exhibition halls for third-party events organized by external entities in collaboration with the India Trade Promotion Organization (ITPO). This application provides a user-friendly platform for event organizers to reserve exhibition spaces, manage bookings, and coordinate logistics related to hall rentals. It streamlines the entire process, from hall availability and booking to payment processing, booth allocation, and communication between ITPO and event organizers. The software application aims to simplify the hall booking experience for third-party events, ensuring efficient management of exhibition spaces and enhancing the overall event planning process.

ITPO hosts around 80-90 3rd party exhibitions by various organization.

Purpose: Used by third party fair organizers for booking/renting halls and space in Pragati Maidan

Live Since: 2017

User Roles:

The ITPO 3rd Party Events Online Hall Booking software application involves different user roles, each with specific responsibilities and access privileges. Here are the key user roles typically associated with this application:

• Event Organizer:

The event organizer is the primary user of the software application. They have the authority to initiate hall bookings, manage event details, and coordinate logistics for their third-party events. Event organizers can search for available exhibition halls, make reservations, allocate booth spaces, and communicate with ITPO regarding their specific requirements.

• ITPO Administrator:

The ITPO administrator is responsible for managing and overseeing the overall operation of the software application. They have administrative rights to monitor hall bookings, update hall availability, handle modifications or cancellations, and ensure the smooth functioning of the

application. The administrator also manages user accounts and resolves any technical issues or inquiries.

• Financial Manager:

The financial manager role is responsible for handling financial aspects related to the hall bookings. They oversee payment processing, manage invoices and receipts, and ensure that payments from event organizers are properly recorded and reconciled. The financial manager may also generate financial reports and assist in financial analysis related to the hall bookings.

• Booth Allocator:

The booth allocator is responsible for managing the allocation of booth spaces within the exhibition halls. They ensure that booth assignments are accurately made based on event organizer preferences or predefined allocation criteria. The booth allocator may also handle changes or adjustments in booth assignments as requested by event organizers.

• Communication Manager:

The communication manager is in charge of facilitating communication between ITPO and event organizers. They ensure timely and effective communication regarding hall bookings, updates, confirmations, and any changes or cancellations. The communication manager may use messaging systems, email, or other communication channels to keep all parties informed and address any queries or concerns.

These user roles collaborate within the ITPO 3rd Party Events Online Hall Booking software application to streamline the process of hall bookings and ensure effective coordination between ITPO and event organizers. Each role has specific responsibilities to fulfill, contributing to the smooth operation of the software and the successful management of third-party events.

Functional Modules:

The ITPO 3rd Party Events Online Hall Booking software application consists of several functional modules that work together to facilitate the seamless management of exhibition hall bookings for third-party events. Here is an elaboration on some of the key functional modules of the software:

• 3rd Party Events Online Hall Booking:

The application enables third-party event organizers to book exhibition halls online. It provides a user-friendly interface where organizers can browse through available halls, view their specifications and availability, and make bookings based on their event requirements.

• Organization Management System:

Registration of new organizer by providing the information – Type of organization, Firm details & address of correspondence, upload the documents GST, TAN, CIN, PAN, Bank Details, Login dashboard, Profile, Acknowledgment Alert Messaging

• Hall Availability and Specifications:

The software provides real-time information on the availability of exhibition halls within ITPO venues. It includes details about the sizes, configurations, amenities, and capacity of each hall, allowing event organizers to choose the most suitable option for their specific needs.

• Hall Booking Management:

Request for new Exhibition by providing required information. Once a hall is selected, the application facilitates the management of the booking process. It allows event organizers to input event details, select dates and duration, and specify any additional requirements or services needed for the event. Based on the booking items **cost estimation** can be realized.

• Logistics Coordination:

The software assists with logistics coordination related to hall bookings. It may provide options to request additional services such as electrical connections, internet access, audio visual equipment, and other necessary facilities. Event organizers can communicate their specific requirements and coordinate logistics seamlessly through the application.

• Payment Processing:

The application may include integrated payment processing capabilities, allowing event organizers to make secure online payments for hall bookings. This feature streamlines the financial transactions and provides a convenient and efficient payment process.

• Communication and Notifications:

The software facilitates communication between ITPO and event organizers. It may include messaging features or notifications to confirm bookings, provide updates on booking status, and communicate any changes or important information related to the hall reservations.

- **Administrative Tools Module:** This module equips ITPO staff with administrative features to

manage the entire hall booking process. It allows them to monitor bookings, update hall availability, handle modifications or cancellations, and ensure smooth operations of the software application.

● **Reporting and Analytics:** The application generates reports and provides analytics tools to track and analyze hall bookings for third-party events. These reports can include details such as booking history, revenue generated, occupancy rates, and other key metrics that assist in evaluating the utilization and success of the exhibition halls.

Overall, the ITPO 3rd Party Events Online Hall Booking software application simplifies the process of reserving exhibition halls for third-party events hosted within ITPO venues. It offers a user-friendly platform for event organizers to browse, book, and manage their hall reservations, while providing ITPO with an efficient system to coordinate logistics and track bookings.

Workflows

Home Page > Online Booking module > Registration (for new Organization) > Fill Organiser/Firm Details and address of correspondence > upload the documents GST, TAN, CIN, PAN > Bank Detail> Accept Term & conditions.

Login > Login Dashboard > Profile > Request for new Exhibition > Tenancy period Start date And Tenancy period end date> Check Availability >Add Cart > Estimated cost > Payment using payment gateway.

Dashboard >

Exhibition Details > Testing > Generate Proforma Invoice

Critical Data Stores and Entities

The ITPO 3rd Party Events Online Hall Booking software application manages and stores critical data related to the booking and management of exhibition halls for third-party events. Here are the key data stores and entities involved in the application:

1. User (Organizer) Data Store:

This date store information about Firm details & address of correspondence, upload the documents GST, TAN, CIN, PAN, Bank Details, Login dashboard, Profile. Login data and password.

2. Hall Data Store:

This data store contains information about the exhibition halls managed by ITPO. It includes details such as hall names, capacities, layouts, amenities, and availability status. This data helps event organizers in making informed decisions while selecting the appropriate hall for their events.

3. Booking Data Store:

This data store stores information about hall bookings made by event organizers. It includes details such as event dates, duration, booked halls, booth allocations, and any additional services requested. It enables efficient tracking and management of hall reservations.

4. Event Organizer Data Store:

This data store contains information about event organizers who utilize the software application. It includes organizer names, contact details, organization information, and past booking history. This data helps ITPO in maintaining a database of event organizers and their associated events.

5. Financial Data Store:

This data store handles financial information related to hall bookings. It includes details such as payment records, invoices, transaction history, and financial reports. This data enables accurate financial tracking and reconciliation for hall bookings.

6. Communication Logs:

This entity stores communication records between ITPO and event organizers. It includes messages, emails, notifications, and any other correspondence related to hall bookings. This data helps in maintaining a communication history and resolving any queries or issues.

7. Reporting and Analytics Data:

This entity collects data for reporting and analytics purposes. It includes data on hall occupancy rates, revenue generated from bookings, event performance metrics, and other key performance indicators. This data helps in evaluating the success of events, identifying trends, and making data-driven decisions.

8. Administrative Logs:

This entity stores administrative logs related to the software application. It includes information about user activities, system updates, access logs, and any modifications made by ITPO administrators. This data ensures the security and integrity of the application.

These critical data stores and entities are integral to the ITPO 3rd Party Events Online Hall Booking software application. They allow for efficient management of hall bookings, financial tracking, communication, reporting, and overall administration. The proper storage and management of these data elements ensure the smooth functioning of the application and enable effective collaboration between ITPO and event organizers.

External Integration

Payment gateway
Tech Stack

i.   Applications being used along with versions: PHP Version 5.5.37
ii.   Server Details:
    cloud server-OS release 6.8(Final), Ram 8gb
iii.   Any integration with other Applications:
    yii2(Tally Integration)
iv.   Information on Database management:
    MySQL Database

Schema Diagram for Application Structure: Attached#(File: BDD Application Structure)

8.14.5 Corporate Website

SNo.	Software/Portal	Division	Vendor Looking After AMC
4	Corporate Website https://www.indiatradefair.com/	IT-Division	M/s BR Softech Pvt. Ltd.

The platform might be one of the best options for scheduling/attending the specified TRADE EXHIBITIONS and leads, and it enjoys the respect of being in the business for a long time.

However, the design standard and other helpful criteria are not met by this interface. The website's user interface has to be as organised as feasible because the existing one is so messy and unclear. It will make the user more appealing visually and simpler to use.

List of Functionalities

Home: The homepage serves as the starting point, providing an introduction and overview of the ITPO and its activities.

About ITPO: This section provides detailed information about the ITPO, including its profile, logo history, board of directors, board-level committees, and messages from the Chairman and Executive Directors. It also includes details about key executives in the head office and regional offices.

Activities & Services: Here, visitors can learn about the various activities and services offered by the ITPO, such as trade fairs, exhibitions, and conferences. It highlights the role of ITPO in promoting trade and business opportunities.

ITPO Telephone Directory: This section provides a directory of contact information for the ITPO's head office and regional offices, enabling users to easily get in touch.

ITPO Membership: Information about ITPO membership, its benefits, and how to become a member can be found in this section.

Citizen Charter: The ITPO's citizen charter outlines its commitments and standards of service to the public, emphasizing transparency and efficiency.

CSR Initiatives: This section highlights the Corporate Social Responsibility (CSR) initiatives undertaken by the ITPO to contribute to social welfare and sustainable development.

Contact Us: Visitors can find contact details for the ITPO's head office, regional offices, and a dedicated section for suggestions and feedback.

How to reach Pragati Maidan: This subsection provides directions and information on how to reach Pragati Maidan, a prominent exhibition venue.

Exhibitions: This section focuses on exhibitions organized by the ITPO. It provides details about upcoming and past exhibitions held at Pragati Maidan, ITPO, and other centres in India, as well as exhibitions organized abroad.

Exhibition Complex: This subsection offers comprehensive information about the facilities and

services available at the exhibition complex. It includes guidelines for licensing, rental information, seminar and conference facilities, as well as details about hotels in Delhi.

New Initiatives: This section highlights any recent initiatives or developments undertaken by the ITPO. Visitors can find information on refund status and provide suggestions or feedback.

Notifications: Information regarding public notices, press releases, knowledge management, circulars, and membership/MoUs is available in this section.

Tenders: Details about current tenders are provided here, allowing interested parties to participate in ITPO procurement processes.

Careers: Job seekers can explore current job openings, recruitment results, and archived information about past job opportunities in this section.

Help: This section provides assistance to users through frequently asked questions (FAQs) and a contact form to raise queries.

Observations from UI/UX Perspective

- The top Navigation and information's area is not as per Government of India Website Guidelines. All links should be visible clearly, there should be no patterned background, arrangement of the navigations is totally wrong. The two CTA button doesn't have maintain constancy. List of other microsites can be placed nicely somewhere in bottom part.

- Promotions Banner images should cover full screen so that all the content and information inside the images are readable.

- This title part doesn't adhere to GIGW guidelines fully. Backgrounds should only use solid colours; a diagonal pattern is unattractive.

- This content area looks so cluttered since the content and bullet points don't have enough breathing space and alignment.

- Sections for international and domestic events must to be kept apart to make navigation easier for users. Currently, the title was merged with the photos and should be plainly apparent.

- The icons and shapes should all be organized and consistent with one another. There is not enough space between the elements in this section.

- Elements of the footer sections is not alignment. Footer sections is not organized as per GIGW guideline.

The existing user interface is poorly responsive to mobile devices; all of the items overlap when viewed on a phone, and colour accessibility is poor.

Tech Stack

i. Applications being used along with versions :
   a. PHP version: 5.3
   b. MySQL Version: 5.5
   c. Apache Version: 2.2
   d. Cl_Version: 2.2.0

ii.   Prerequisites for opening the Website:
- OS Compatibility: Windows 7 and Above
- Browser Compatibility: Latest Internet Explorer, Firefox, Google Chrome
- Minimum System Requirements: Best viewed in 1024 x 768 pixels resolution

iii.   Server Details:
Operating System: LinuxInvoice

iv.   Information on Database management:
Mysql Version: 5.5

v.   Schema Diagram of workflow: Attached#(File-Corporate Website Workflow)
Website Schema: Attached#(File-Corporate Website Schema)

8.14.6   Biometric Attendance Software

SNo.	Software/Portal	Division	Vendor Looking After AMC
5	Biometric Attendance Software	HR	M/s Fortuna Impex Pvt. Ltd.

Application Overview

Purpose: Software for maintaining attendance /leave data of ITPO employees.
Live Since: 2021

Tech Stack
  i. Applications being used along with versions : eZeeHRlite 1.13
  ii. Server Details:
      a. APP Server: 2.89 Ghz CPU, 16 GB RAM, 200GB SSD, Win Server 2019
      b. DB Server: 2.89 Ghz CPU, 16 GB RAM, 200GB SSD, Win Server 2019, SQL-Server 2016
  iii. Information on Database management: SQL-Server 2016
  iv. Data Security Strategies:
      a. Secure Development Practices.
      b. Authentication and Authorization.
      c. SSL Configured.
      d. SQL Server Security and DB server kept separately which is not accessible from outside.
      e. Logging and Monitoring
  v. Any Data retention Policy being used?

Daily auto back system for full database scheduled at 2.00 AM every day. We keep the backup database for 7 days.

8.14.7   Personal Information System (PIS)

SNo.	Software/Portal	Division	Vendor Looking After AMC
6	Personnel Information System (PIS)	Admin	M/s Renovision Automation Services Pvt. Ltd.

Application Overview

Purpose :

  i. Directory Creation
  ii. Manpower & Roster
  iii. Recruitments
  iv. Transfer & posting
  v. Promotion

vi. LIC Benefits

vii. ACP Scheme

viii. System Maintenance

ix. Reports

x. 50 years Review

xi. Backup

Live Since: 2002

Tech Stack

i. Software to be developed on client-server architecture using Visual Basic 6.0, D2K 6i as a front end and Oracle 9i as back end.

ii. Report generation is as crystal report, oracle report 6i and DOS reports.

Sr. No.	Software/Portal	Division	Vendor Looking After AMC	Details
7	Tally	Finance	2018	

8.14.8 TALLY

Sr. No.	Software/Portal	Division	Vendor Looking After AMC
7	Tally Purpose: Tally is an ERP software used by ITPO for Finance and Accounting	Finance	M/s Logictech Solutions Private Limited

Application Overview Purpose :

i. Standard Financial Accounting

ii. Data Exchange with core applications

iii. Data Exchange with PFMS, e-Invoice

Live Since: 2018

Annexure 3 ITPO Landscape – Suggested solution layout

The New IT Platform of ITPO needs to incorporate a more holistic approach and to be hosted on the cloud, the solution should be integrated, scalable, observable, and loosely coupled. A total of nine core modules, three back-office modules and four common services

The indented solution landscape have been suggested, as follows:

Core Module	Core Module	Core Module	Core Module	Core Modules
Customer Relationship Management (CRM) module	Event Management Module	Corporate Website	Document Management Module	Inventory and Supply Chain Management module

Back Office Module	Back Office Module	Back Office Module
Financial Management Module	Human Resource Management Module	Analytics Module

Identity & Access	Notification/alerts	Search & indexing	Audit trail	Language support
•Role Based Access •User Management	•SMS based transaction alerts •Email notifications	•Text search for documents •Near realtime index	•Login audit trails •Workflow audit trails	•On the go language translation •Language recognition

Annexure 4 existing hardware details

1. **Server Details**

Sr. No	Tower Server's	Server Model	Service Tag NO	RAM	HDD	CPU	OS
1	FTS Server	Power Edge 2600	9BNZ61S	2 GB DDR	73.4 GB SCSI	Intel Xeon 1.8 GHz	Windows Server 2003 R2 Standard
2	Savior Server	Power Edge 2600	DBNZ61S	4 GB DDR	73.4 GB SCSI	Intel Xeon 1.8 GHz	Windows Server 2003 R2
3	Oracle Test Server	Power Edge 2600	3CNZ61S	2 GB DDR	73.4 GB SCSI	Intel Xeon 1.8 GHz	Windows Server 2003 R2 Standard
4	Stand By Server	Power Edge 2600	8BNZ61S	2 GB DDR	73.4*2 GB SCSI	Intel Xeon 1.8 GHz	
5	Oracle Database Server **(Backup Server)**	Power Edge T710	FPLK5BS	4 GB DDR 3	500*3 SATA	Intel Xeon E5504 2 GHz	Windows Server 2003 R2 Standard
6	SAN Storage	TS-432XU-RP	Q186I11897				
7	Netgear Storage	NAS Storage	4MD572ED00061				
8	Axis CD Server	Axis Store Point	00408C5DF879				
9	Oracle Database Server **(RASPL Stand By Server)**	HP Proliant ML350 G5	INI8250065	4 GB DDR 2	146*3 GB SAS	Intel Xeon E5310 1.6 GHz	Windows Server 2003 R2 Standard
10	HP Proliant ML110 G7	HP Proliant ML110 G7	SGH237C3T4	8 GB DDR 3	500 GB SATA	Intel Xeon E31220 3.10 GHz	Windows Server 2008 R2
	HP Blade Server's						
Sr. No	**HP BLc7000 CTO 3 IN LCD Plat Enclosure**		**SGH402AMYY**				

1	Service Tax Module (ITPO-FMS) + E-scan Antivirus		HP Gen8	BL460c	SGH402AMYX	16 GB DDR 3	300*2 GB SAS	Intel Xeon 2665 GHZ	E5-2.4	Windows Server 2008 R2 Enterprise
2	Tally Server	ERP9	HP Gen8	BL460c	SGH402AMYW	16 GB DDR 3	300*2 GB SAS	Intel Xeon 2665 GHZ	E5-2.4	Windows Server 2012 R2 Standard
3	Empty		HP Gen8	BL460c	SGH518YOF6	16 GB DDR 3	300*2 GB SAS	Intel Xeon 2665 GHZ	E5-2.4	
4	Empty		HP Gen8	BL460c	SGH402AMYT	16 GB DDR 3	300*2 GB SAS	Intel Xeon 2665 GHZ	E5-2.4	

8.15 EXIT CRITERIA

To guarantee a smooth transition and facilitate a seamless exit at the end of the engagement term, the Successful Bidder is required to adhere to the following guidelines, among other responsibilities:

i. The service provider will ensure that the transition from present system to new ERP system is smooth.

ii. The new holistic system will be incorporated for at least five years and may be extended as per the satisfaction level of services provided by the SI.

iii. The Successful Bidder will ensure the following, but not limited to, to ensure smooth transition for exit at the end of engagement term:

   a. Successful Bidder will provide all the customized source codes to ITPO (Mobile App, Front End, Dashboards, Data ware etc.).

   b. Successful Bidder will hand over all the Design documents to ITPO.

   c. Successful Bidder will provide the data in open form like JSON, CSV to ITPO.

   d. API design specifications will be handed over to ITPO.

   e. Successful Bidder will transfer complete cloud architecture and design with detailed data catalogue to ITPO.

   f. Knowledge transfer to ITPO/ ITPO authorized entity.

POST IMPLEMENTATION CHANGE REQUEST TEMPLATE:

Project Name/ ID:
  i. Change Request Number:
  ii. Date of Submission:
  iii. Requester Name:
  iv. Requester Position/ Title:
  v. Contract Information:
  vi. Change Details:
      a. Description of Change:
      b. Rationale for Change:
      c. Anticipated Benefits:
      d. Technical Details (If Applicable)
  vii. Review and approval:

_____

1. Response:

2. Efforts (Role wise):

Use case	Activity	Role	Mandays	Blended Rate
[●]	[●]	[●]	[●]	[●]

3. Technical Implications:

4. Cost Implications:

5. Review and approval:

_____

Approval from ITPO and Successful Bidder:

(Sign ITPO)   (Sign SI)

8.16 AFFIDAVIT, TO BE SUBMITTED BY THE PRIME BIDDER & CONSORTIUM MEMBERS, FOR CONFORMITY / NO DEVIATION

<<Date>>
<<Authority Name>>
<<Authority Address>>

This is to certify that, the specifications I/We have mentioned in the Pre-qualification and Technical Bid, and which I/We shall supply if I/We am/are awarded with the work, are in conformity with the minimum specifications of the Tender/ bidding document and that there are no deviations of any kind from the requirement specifications.

Also, I/We have thoroughly read the tender / bidding document and I/We hereby solemnly affirm and verify that the contents of our response to this tender are true and correct.

Also, I/We have thoroughly read the tender/ bidding document and by signing this certificate, I/We hereby submit our token of acceptance to all the tender terms & conditions without any deviations.

I/We also certify that the price I/We have quoted is inclusive of all the cost factors involved in the end-to-end implementation and execution of the project, to meet the desired Standards set out in the Tender/ bidding document.

I/We also confirm that payment to the engaged employees shall be made in consonance with the Minimum Wages Act in vogue and their duty hours will also be as per applicable labor laws of the country.

I/We above named tenderer do hereby solemnly affirm and verify that the contents of my above affidavit are true and correct. Nothing has been concealed and no part of it is false.

Thanking you,

Name of the Bidders (Specify Prime Bidder and other members of Consortium): -

Authorized Signatory: -

Seal of the Organization: -

Date:

Place:

8.17 Annexure: Analytics Requirement for the Dashboard

The Analytics Dashboard will have the following but will not be limited only to these.

1. CRM (Customer Relationship Management):

- Out-of-the-Box Reports:
  - Customer contact history
  - Lead conversion rates
  - Customer interaction summaries
- Dashboards:
  - Sales pipeline dashboard
  - Customer engagement dashboard
- KPIs:
  - Customer acquisition cost (CAC)
  - Customer retention rate
  - Sales conversion rate
- Predictive Analytics: Lead scoring for prioritizing potential customers

2. Event Management:

- Out-of-the-Box Reports:
  - Event attendee lists
  - Event registration summaries
  - Post-event surveys and feedback
- Dashboards:
  - Event performance dashboard
  - Attendee engagement dashboard
- KPIs:
  - Event ROI
  - Attendance rate
  - Sponsorship revenue
- Predictive Analytics: Attendance prediction for future events

3. Venue Management:

- Out-of-the-Box Reports:
  - Venue booking history
  - Venue availability reports
  - Maintenance schedules
- Dashboards:
  - Venue occupancy dashboard
  - Maintenance status dashboard
- KPIs:
  - Venue utilization rate
  - Maintenance efficiency
- Predictive Analytics: Predictive maintenance for venues

4. Booking & Scheduling Management:

- Out-of-the-Box Reports:
o Booking history
  - o Resource scheduling reports
  - Dashboards:
    - o Real-time booking status
    - o Resource utilization dashboard
  - KPIs:
    - o Booking conversion rate
    - o Resource availability rate
  - Predictive Analytics: Demand forecasting for bookings

5. Product Management:

- Out-of-the-Box Reports:
  - o Product inventory reports
  - o Product sales history
- Dashboards:
  - o Product sales dashboard
  - o Inventory status dashboard
- KPIs:
  - o Inventory turnover rate
  - o Product sales growth
- Predictive Analytics: Inventory optimization

6. Finance Management:

- Out-of-the-Box Reports:
  - o Financial statements (income, balance sheet, cash flow)
  - o Budget vs. actual reports
- Dashboards:
  - o Financial performance dashboard
  - o Budget tracking dashboard
- KPIs:
  - o Revenue growth
  - o Profit margin
- Predictive Analytics: Financial forecasting

7. HRM Management:

- Out-of-the-Box Reports:
  - o Employee attendance reports
  - o Performance appraisals
- Dashboards:
  - o HR analytics dashboard
  - o Employee engagement dashboard
- KPIs:
  - o Employee turnover rate
  - o Training effectiveness
- Predictive Analytics: Employee attrition prediction

8. Inventory & Supply Chain Management:

- Out-of-the-Box Reports:
    - Inventory levels and trends
    - Supplier performance reports
- Dashboards:
    - Inventory optimization dashboard
    - Supply chain visibility dashboard
- KPIs:
    - Inventory turnover
    - On-time delivery rate
- Predictive Analytics: Demand forecasting for inventory management

9. Sales Management:

- Out-of-the-Box Reports:
    - Sales performance reports
    - Sales pipeline reports
- Dashboards:
    - Sales pipeline dashboard
    - Sales revenue dashboard
- KPIs:
    - Sales conversion rate
    - Sales growth rate
- Predictive Analytics: Sales revenue forecasting

10. Analytics Module:

- Out-of-the-Box Reports: Customizable ad-hoc reporting
- Dashboards: Customizable dashboard builder
- KPIs: Customizable key performance indicators
- Predictive Analytics: Customizable predictive modelling and analysis tools

8.18 Annexure: For Web Application, to have the following but will not be only limited to these:
Performance:

1. **Responsiveness:** The web app must offer a responsive user interface, guaranteeing smooth interactions and prompt load times on various screen sizes and browsers.
2. **Scalability:** The web app should be capable of handling a significant increase in users and data without a considerable degradation in performance.
3. **Load Balancing:** Implement load balancing mechanisms to distribute incoming traffic evenly across servers to avoid overloading any specific component.
4. **Resource Efficiency:** Optimize the use of resources such as CPU, memory, and network to ensure efficient performance.

Security:

5. **Data Encryption:** The App should be designed to ensure that all data transmissions between the web app and the server must be encrypted using secure protocols, like HTTPS, to safeguard user data.
6. **Authentication:** The App should be designed to Implement robust user authentication methods to deter unauthorized access.
7. **Authorization:** The design should ensure the platform enforces robust access control measures, ensuring that users can only access the data and features they're permitted to use.
8. **Data Privacy:** The App should be built in adherence to all relevant data protection laws and regulations to ensure user privacy and data security.
9. **Session Management:** The App should be designed to Implement secure user session management, including session timeouts and logout capabilities.
10. **Security Updates:** The platform should be regularly updated with respect to all security components and libraries to mitigate vulnerabilities.

Reliability:

11. **Availability:** The web app should be consistently available, aiming to minimize downtime, **whether** due to maintenance or unexpected disruptions.
12. **Error Handling:** Incorporate solid error handling and reporting mechanisms to offer users clear error messages and log issues for subsequent review.
13. **Fault Tolerance:** The web app should be designed to cope with system failures gracefully, offering swift recovery from disruptions and preventing data loss.

Usability and Accessibility:

14. **Usability:** The proposed web app should be user-centric, intuitive, and coherent and

consistent interface.

15. **Accessibility:** Design of the web app should ensure adherence to accessibility standards like WCAG to ensure its usability by individuals with disabilities.

Browser and Device Compatibility:

16. **Browser Compatibility:** The proposed web app must be compatible with the latest versions(including 3 earlier versions) of popular browsers such as Chrome, Firefox, Safari, and Edge.
17. **Cross-Device Compatibility:** The web app must work seamlessly across various devices, including desktops, laptops, and tablets.

Scalable Hosting and Backend:

18. **Scalable Backend:** The backend infrastructure must be equipped to handle spikes in usageor traffic.
19. **Data Backup and Recovery:** Establish routine data backup protocols and recovery mechanisms to prevent data loss.

Compliance:

20. **Legal Compliance:** The web app should comply with all pertinent laws and regulations, covering areas like data privacy and copyright.
21. **Data Security:** Dedicate resources to bolster data security measures, safeguarding user information and transactions.

Support and Maintenance:

22. **Support:** Make provisions for continuous support to address issues, deploy updates, and offer customer assistance as required.

Monitoring and Reporting:

23. **Monitoring:** Integrate monitoring tools to oversee web app performance, detect potential issues, and generate reports for in-depth analysis.
24. **Reporting:** Establish channels for users to report problems, bugs, or inappropriate content.

Emergency Response:

25. **Emergency Response Plan:** Craft a strategy to deal with emergencies, be it server outages, security breaches, or other unforeseen challenges.

Documentation:

26. **Documentation:** Draft detailed documentation outlining the web app's features, underlying architecture, and upkeep procedures.

Feedback and Improvement:

27. **Feedback Mechanism:** Facilitate a system within the web app that allows users to provide feedback, report issues, and suggest enhancements.

28. **Continuous Improvement:** Harness user feedback and data-driven insights to make ongoing refinements to the web app.

Annexure: For Mobile Application, to have the following but will not be only limited tothese:
Performance:

29. **Responsiveness:** The mobile app must provide a responsive user interface, ensuring smooth interactions and quick load times, even during peak usage.
30. **Scalability:** The app should be capable of handling a significant increase in users and data without a significant degradation in performance.
31. **Load Balancing:** Implement load balancing mechanisms to distribute traffic evenly across servers or resources to avoid overloading any specific component.
32. **Resource Efficiency:** Optimize resource usage (CPU, memory, network) to ensure efficient performance and minimize battery drain.

Security:

33. **Data Encryption:** The App should be designed to ensure that all data transmissions between the web app and the server must be encrypted using secure protocols, like HTTPS, to safeguard user data.
34. **Authentication:** The App should be designed to Implement robust user authentication methods to deter unauthorized access.
35. **Authorization:** The design should ensure the platform enforces robust access control measures, ensuring that users can only access the data and features they're permitted to use.
36. **Data Privacy:** The App should be built in adherence to all relevant data protection laws and regulations to ensure user privacy and data security.
37. **Session Management:** The App should be designed to Implement secure user session management, including session timeouts and logout capabilities.
38. **Security Updates:** The platform should be regularly updated with respect to all security components and libraries to mitigate vulnerabilities.

Reliability:

39. **Availability:** The app must be architected for high availability, minimizing downtime during **maintenance** or unforeseen outages.
40. **Error Handling:** The proposed platform must have robust error handling and reporting mechanisms to provide meaningful error messages to users and log errors for analysis.
41. **Fault Tolerance:** The proposed app must be designed to gracefully handle system failures, recover from errors, and prevent data loss.

Usability and Accessibility:

42. **Usability:** The proposed mobile app must be user-friendly and intuitive, with a clear and consistent user interface.
43. **Accessibility:** The proposed Mobile App must adhere to accessibility standards (e.g.,WCAG) to make the app usable by individuals with disabilities.
44. **Performance Optimization:** Necessary tools and processes must be used to continuously monitor and optimize the app's performance to ensure a smooth user experience.

OS Support:

45. **Operating System Compatibility:** The proposed Mobile App must be compatible with the latest versions of Android and iOS, as well as popular older versions(at least 3 previous versions) to maximize user reach.
46. **Cross-Device Compatibility:** The proposed Mobile App must be compatible to various

devices, including smartphones and tablets, to ensure consistent performance and usability.

Scalable Hosting and Backend:

47. **Scalable Backend:** Ensure that the backend infrastructure can scale with increased usage during events.
48. **Data Backup and Recovery:** Implement regular data backup and recovery procedures to prevent data loss.

Compliance:

49. **Legal Compliance:** Ensure that the app complies with all relevant laws and regulations, including data privacy and copyright laws.
50. **Data Security:** Implement strong data security measures to protect user information and transactions.

Support and Maintenance:

51. **Support and Maintenance:** Plan for ongoing support and maintenance to address issues, release updates, and provide customer support during and after events.

Monitoring and Reporting:

52. **Monitoring:** Set up monitoring tools to track app performance, detect issues, and generate reports for analysis.
53. **Reporting:** Provide mechanisms for users to report issues, bugs, and inappropriate content within the app.

Emergency Response:

54. **Emergency Response Plan:** Develop a plan for handling emergencies, such as serverfailures or security breaches, during the event.

Documentation:

55. **Documentation:** Create comprehensive documentation for the app's features, architecture, and maintenance procedures.

Feedback and Improvement:

56. **Feedback Mechanism:** Implement a feedback mechanism within the app for users to report issues and suggest improvements.
57. **Continuous Improvement:** Use feedback and data analysis to make continuous improvements to the app.

These non-functional requirements, including OS support, are critical to ensuring that the ITPO mobile app not only meets the functional needs of users but also delivers a reliable, secure, and high-performance experience across different devices and operating systems. It's essential to clearly document and prioritize these requirements throughout the development process.

8.19 Annexure: Functional Requirements (Finance and Accounts Division)

Accounts division is one of the main divisions of ITPO that looks into the financial aspects of all the transactions, contracts, approvals etc. in ITPO. It interacts regularly with all the other divisions and is the biggest division in terms of the quantity of work and the number of processes.

The organizational authorities are exercised as per 'Delegation of Financial & Administrative Powers' subject to the rules, regulations and policies laid down by the Memorandum and Articles of Association, the Board of Directors from time to time, the provisions of the Companies Act, Income Tax Act, general standards of financial propriety and any other legislation applicable.

Key functions of the Division have been divided into various sections as explained below:

- **Revenue Section**- creation party, area type masters; feeding of event-wise rentals; All income matters of all ITPO offices (including abroad); responsible for concurrence of pricing, invoicing and recording entries for all the operational income and GST; Penalty Calculation for delayed payment, incentive calculations etc; Barter deal adjustments; Debit/ Credit note; refunds to participants; recording of TDS received and its reconciliation with Form 26AS; GST payments, returns and audit; Input Tax Credit (ITC) reconciliation, GST reversals on refunds / cancelations of payments; GST reconciliations; TDS payments and reports; reports related to each participants and each event; Report for Ledger balances, Aging and credit analysis of Debtors & Advances, Security Deposit balances, Dues related to Court Cases, Incomes not recognized and kept out of Books amount; Reports of capacity (area-days) utilization; SSI/ MSME/ SC/ST/OBC reports; Related party reports; and Reports for Tax audit and Annual Financial Statements; reply to the audit observations; etc.

All periodic GST Compliances for HO and all the regional offices including compliances for GST Casual Registration obtained time to time on need basis.

- **Foreign Fair (adjustment) Section–**creation party masters; remittance of payments abroad for foreign events; TA/ DA claims of employees for foreign events; recording entries for expenditures in respect of the events abroad and within India outside Pragati Maidan on the basis of verification of bills; Adjustments regarding event-wise grant received in advance, yet to be received; MAI/Airfare and other modes of grant; Reports related to grant due, grant received and grant received in advance; Preparation of event-wise Income & expenditure (Receipt and payment account) to be submitted by the fair officer/team member; Utilisation Certificate; Debit/ Credit note; TDS payments and reports; reports of difference in Exchange rates; reports related to each participant, each event, each Fair officer and each team member; foreign currency reporting; SSI/ MSME/ SC/ST/OBC reports; Related party reports; and Reports for Annual Financial Statements; reply to the audit observations; etc.

- ## Bill checking Section –

(Works):creation party masters; award of Contract, Bill Tracking system, verification and payments of bills relating to Engineering Division- electrical, horticulture, civil, deposit work (advance related to capital projects and adjustment thereof); Credit note; imprest to Engg. Division; Preparation and filing of Property tax return; payments of Builders' and Workers' Welfare Cess; GST (reverse charge, TDS on GST, input GST, etc.) payments and reports; TDS payments and Returns (26Q); Aging and credit analysis of Vendors & Advances, SSI/ MSME/ Women/ SC/ST/OBC reports; Related party reports; reports related to Tax audit, Annual Financial Statements; reply to the audit observations; etc.

(Non-works) - creation party masters; award of Contract, Bill Tracking system, All bills in Indian currency relating to foreign events, events organized by ITPO in Pragati Maidan, other bills of office expenses, procurement of goods, CISF bills, medical bills of CISF; Credit note; imprest to employees; Local tour TA/ DA claims, transfer allowance and other reimbursements to employees; GST (reverse charge, TDS on GST, input GST, etc.) payments and reports; TDS payments and reports; Aging and credit analysis of Vendors & Advances, SSI/ MSME/ Women/ SC/ST/OBC reports; Related party reports; reports related to Tax audit, Annual Financial Statements; reply to the audit observations; etc.

- **Ticket Sale Unit** – Arrangements for sale of tickets for entry in to Pragati Maidan, GST reports, TDS payments and reports; reports related to Tax audit, Annual Financial Statements; reply to the audit observations; etc.

- **Salary Section**- creation employee masters; Processing and payments of monthly salaries to all employees, last pay in case of retirements/ death/ resignation; leave encashment; recoveries from employees on various accounts; payments to EPFO, PF trust, NPS trust, Gratuity Trust, etc.; Arrear calculations, Annual increments; DA & HRA increase; other adjustments; Report related to Deputationist officials, payment of CDA pattern officials as per order received from their organisations; interest bearing loans and interest free advance to employees; Valuation (present value) of loans/advances and deferred payroll expenses; Actuarial Valuation of Gratuity and Leave encashment; GST reports; TDS payments and Returns (24Q); reports related to Tax audit, Annual Financial Statements; reply to the audit observations; etc.

- **Medical Section**- creation party masters; Claims of employees pertaining to medical at Head office, payments to hospitals; Credit note; medical reimbursements to employees, GST reports, TDS payments and reports; reports related to Tax audit, Annual Financial Statements; reply to the audit observations; etc.

- **Cash and Banking Section**- Cash operations at Head Office; investment of surplus funds; optimizing the returns on surplus funds; processing of receipts and payments vouchers received from all Sections of Finance Division and other Executive Divisions; payments through electronic modes and cheques; processing of receipts details from online booking applications; Bank Reconciliation Statements; reports related to Tax audit, Annual Financial Statements; reply to the audit observations; etc.

- **Regional Offices –** All above functions are performed at Regional Offices also.

- **Management Accounts Section**- creation groups, ledgers, activity, event masters;

Depreciation calculations and accounting; Contingent Liability and assets reports; Reconciliation of balances with Related parties (subsidiaries and Joint Ventures/ Associates); Physical Verification & reconciliation of assets, Impairment analysis; Verification of Books of Accounts of Regional Offices; Reconciliation of balances with Regional offices; Preparation of Annual Financial Statements (standalone & consolidated) in accordance with Indian Accounting Standards; Segment Reporting; MIS (activity wise reports); Cash Flow Statement; detailed Receivables & Payables reporting (event-wise, division-wise, date wise, year wise, segment-wise, country-wise, state-wise, related party, MSME/ SC/ ST/ OBC/ women/ PSU/ Ministries); Various financial ratios reports; budgeting for the organisation; budget variations; MoU with Department of Public Enterprises (DPE); Income Tax computations (as exempt & taxable entity) and returns; Tax Audit [44AB & 10(23C)(iv)]; Internal Audit; Internal Control over Financial Reporting; Statutory Audit; CAG Audit; Transaction/ Compliance audit, Audit paras replies & reporting; Reports for Department of Commerce (DoC) and DPE; and other corporate matters; reply to the audit observations, RTI queries, Parliament queries; Income Tax Assessment reportings, etc.

- **CPF Trust**– The Trust manages the Provident Funds of all ITPO employees; investment of funds; Investment Pattern study (Analysis of New Investment, investment reports: state-wise, sector-wise, maturity-wise, rating-wise reports, date of investment wise), amortisation of discounts/ premium on purchase of securities; refundable and non-refundable advances to employees; full and final payment to employees at the time of retirement/ death/ resignation; employee-wise statements of NPS; TDS calculations (employee's contribution exceeding 2.5 Lacs or as amended from time to time), payments, reports & Returns; Access to employees to Advance application, Loan status, Loan eligibility, nominee details, transfer in details, KYC upload option, view PF Annual slip, grievance submission/ tracking etc); Asset Liability Management (ALM) study; Preparation Annual Financial Statements of Trust; Financial Audit; Income Tax return, Reports to EPFO, PF audit by EPFO, reports related to Tax audit, Annual Financial Statements; reply to the audit observations; periodic Cash Flow Statements etc.

- **Gratuity Trust** - The Trust manages the Gratuity Fund of ITPO; investment of funds; gratuity calculations at the time of retirement/ death/ resignation; full and final payment to employees at the time of retirement/ death/ resignation; Preparation Annual Financial Statements of Trust; Financial Audit; Income Tax return, reports related to Tax audit, Annual Financial Statements; reply to the audit observations; etc.

- **NPS Trust**-The Trust manages the Pension Funds of all ITPO employees; transfer of funds to NPS accounts of employees through an intermediary; assistance to employees/ nominee/ legal heir for full and final settlement at the time of retirement/ death/ resignation; employee-wise statements of NPS; Preparation Annual Financial Statements of Trust; reports related to Tax audit, Annual Financial Statements; Financial Audit; Income Tax return, reply to the audit observations; etc.

- **Audit**- Audit trails as per Govt. guidelines & notifications issued from time to time. All reports & details for all above Sections should be exportable in pdf, txt and excel formats. Bulk reports will also be required semi-annually and annually.