TENDER DOCUMENT

For

Design, Development and Maintenance of an Android based Mobile App for TTDCL regarding e-tourist guide through audio commentary of tourist places

TRIPURA TOURISM DEVELOPMENT CORPORATION Ltd

(A GOVT OF TRIPURA UNDERTAKING)

SWETMAHAL, PALACE COMPOUND AGARTALA, TRIPURA

TELEPHONE: 0381-231-7878, TELE FAX: 0381-230 0496.

EMAIL ID: tripuratourism09@rediffmail.com

Web: http://tripuratourism.gov.in
Tripura Tourism Development Corporation Limited  
(A Government of Tripura undertaking)  
Head Office: - Swetmahal, Palace Compound,  
Agartala-799001, Tripura (W)

**Short Notice Inviting RFP**

No.F.6(21)-TT/IT/2019/  
Date: 25-09-2019.

The Managing Director, Tripura Tourism Development Corporation Ltd. (TTDCL) invites single stage two cover RFP from eligible, bonafide & resourceful Contractors / Firms / company /Society/ Agencies Design, Development and Maintenance of an Android based Mobile App for TTDCL regarding e-tourist guide through audio commentary of tourist places and experienced in similar nature of work. The details of the same are mentioned in the website [www.tripuratourism.gov.in](http://www.tripuratourism.gov.in) as follows:-

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Name of Articles</th>
<th>Estimated Cost</th>
<th>Earnest Money (in INR)</th>
<th>Tender Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Development and Maintenance of an Android based Mobile App for TTDCL regarding e-tourist guide through audio commentary of tourist places SNIQ No.F.6(21)-TT/IT/2019 Dt. 25-09-2019.</td>
<td>Rs.1,00,000.00</td>
<td>Rs.10,000.00</td>
<td>16-10-2019</td>
</tr>
</tbody>
</table>

Eligible bidders shall participate in bidding through submission of bids in the tender box at the chamber of Managing Director, Tripura Tourism Development Corporation Ltd, Swetmahal, Agartala, Tripura.

**Earnest Money** are to be drawn separately on State Bank of India or any other scheduled Bank guaranteed by the RBI, in the shape of "Demand Draft" in favour of the Managing Director, Tripura Tourism Development Corporation Ltd, Swetmahal, Agartala, Tripura. For any enquiry, please contact through e-mail to tripuratourism09@rediffmail.com.

Managing Director, TTDCL,  
Agartala, Tripura
DEVELOPMENT OF AN ANDROID BASED MOBILE APP FOR TTDCL

Terms of Reference

1. OBJECTIVE

Tripura Tourism Development Corporation Ltd

Tripura Tourism Development Corporation Ltd (TTDCL) was established on 3rd June, 2009 under the Companies Act 1956. It works on the development of Tourism Infrastructure in the State. TTDCL is the nodal agency for the development of Tourism facilities in Tripura in order to realize its full potentials.

With the proliferation of smart phones, TTDCL is keen to further promote Tripura Tourism through a audio tour or audio guide which will provide a recorded spoken commentary, normally through a handheld device, to a visitor. A tourist will get everything related to a tourist destination with such mobile Application.

2. EXPECTED FUNCTIONALITY OF THE MOBILE APPLICATION

The audio tour or audio guide provides a recorded spoken commentary, normally through a handheld device, to a visitor. They are also available for self-guided tours of outdoor locations, or as a part of an organized tour. It provides background, context, and information on the things being viewed. Audio guides are often in multilingual versions and can be made available in different ways. Therefore, it is required to develop a mobile based application and linked with recorded multilingual voice notes in the same.

a) The mobile app shall be available in the android mobile operating systems.

b) The bidder shall design and develop the necessary web services and database for the same as a part of this mobile application. TTDCL will facilitate necessary inputs of the existing IT systems of TTDCL handling assistance schemes and host the web service in its servers.

3. Scope of Work for the Bidder

The broad scope of work for the bidder shall include, but not limited to

a) Design and Development of android Mobile Application;
   I) Conception
   II) Design and
   III) Development
b) Design and Development of Web Services
   I. To extract data from TTDCL's existing IT systems for status tracking
   II. To keep provision for inserting audio commentary in 03 (three) languages (English, Hindi and Bengali) at least for 10 destinations.

c) User Acceptance Testing
d) Training to TTDCL data updation
e) Maintenance and troubleshooting support through AMC contract
f) Compatible to run offline mode.

4. Expected Technical Features of the Mobile App

A. Mobile Platform Requirement:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Platform Support (OS)</th>
<th>OS Version</th>
<th>Display Orientation</th>
<th>Display Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Android</td>
<td>2.3 and Above</td>
<td>Portrait or landscape both</td>
<td>Small (426dp x 320dp) Normal (470dp x 320dp) Large (640dp x 480dp) X-Large (960dp x 720dp)</td>
</tr>
</tbody>
</table>

B. User Interface Requirements
i. All icons must be crisp, clean, and distinguishable and should be as per guidelines of mobile application platform.
ii. All buttons and objects must be reactive to touch and work as intended.
iii. All functions must stay within the mobile platform boundaries.
iv. All data must be easily viewable on different Mobile platform matrix of section A.

C. Technology and Server Requirements
i. Mobile App development should be in English languages.
ii. Web Services shall be developed using .NET with MS-SQL server Database / PHP with MySQL database etc.
ii. Vendor has to ensure the development of mobile application as per guidelines issued by Application stores. For ex: Google play, iTunes etc.

D. Testing

i. Vendor is expected to perform comprehensive ICSI mobile application testing as part of the project scope.

ii. The test plans, test cases and results for each of the phases will be shared by vendor with TTDCL.

iii. Vendor has to facilitate User acceptance testing environment for TTDCL.

5. Timeline and Deliverables

I. Vendor has to share the Design Documents based on the TTDCL Requirement document for TTDCL Review & Sign-off.


III. Application Code, Web API's.

IV. Deployment document

6. Eligibility Criteria

a) The bidder shall be registered entity in India, with the necessary Income Tax, GST registrations.

b) The bidder shall be in existence for the past three years and shall have at least a minimum business turnover of Rs.10 lakhs average per year from Software services.

c) The bidder shall have proven track record in developing mobile applications.

d) The bidder shall submit at least 2 references of mobile application developed for Government/Private Customers, obtaining successful completion certificate from the customers.

7. Proposal Submission

a) The tenders should comprise technical bid as well as financial bids in two separate sealed covers, which shall be enclosed in another sealed cover super scribing on it “Proposal for Mobile based application for TTDCL Schemes”

b) The technical proposal shall contain supporting documents towards fulfillment of eligibility criteria and the technical solution for the proposed mobile app.

c) The financial bid shall be submitted in the following table format mentioned in Annexure - A.
8. Selection method and criteria

The Bidding process shall be a two-stage process. Prior to the detailed evaluation of the Technical Bids, TTDCL shall determine whether each bid is

a) Complete
b) Is accompanied by the required information and documents towards Eligibility Criteria and
c) Is substantially responsive to the requirements set forth in the tender document.

The Internal Technical Committee will be evaluated the technical and financial evaluation of the bid documents. The lowest quote to be emerged from the financial bids of all technically qualified bidders shall be selected as successful bidder.

9. The other terms and conditions

a) The bidder will have to submit an interest free, refundable Earnest Money Deposit (E.M.D.) of Rs. 10,000/- (Rupees ten thousand only) in the form of a Bank Draft / Pay Order of Scheduled Commercial Bank drawn in favour of “Managing Director, Tripura Tourism Development Corporation Ltd, payable at Agartala. The DD should be kept in a separate envelope.

b) The EMD of successful bidder shall be retained as performance security and will be refunded only after successful execution of the work.

c) TTDCL reserves the right to reject the application software if found unsuitable and/or not conforming to the approved specifications at any point of time. The rejected software, if any, shall have to be taken back and replaced forthwith at the cost to be solely and exclusively borne by the vendor.

d) During warranty period service/maintenance of applications, all driver software upgrade, installing patches and related services shall also be performed at no extra cost to TTDCL.

e) TTDCL may terminate the Tender process at any time and without assigning any reason.

f) The Agency shall not sublet whole or part of the work to any other agency.

g) The Internal Technical Committee may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the Internal Technical Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the parties.
h) Any effort by a Bidder to influence the Tender Evaluation Committee’s processing of Bids or award decisions may result in the rejection of the Bid.

i) All cases/proceedings relating to any dispute or claim arising out of or any case of performance of this contract shall be falling in proper court having jurisdiction in Agartala, Tripura.

j) Failure of the Bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

k) In case of default on the part of the agency in carrying out any order, TTDCL shall be entitled to get the work done by any other persons and all expenses consequent thereon or incidental thereto shall be borne by TTDCL and will be deducted by TTDCL from any money due or it may become due to the agency.

l) Please note:
   - There should be no mention of prices in any part of the bid other than the financial bids.
   - Unit prices for each component of the financial proposal should be mentioned. Any spelling mistakes or incomplete information furnished would invite for a disqualification of the bid.
   - In the commercial bid if there is any discrepancy between the prices mentioned in figures and in words, the prices mentioned in words/figures whichever is lower will prevail.
   - Substantially Responsible Bids: A substantially responsive Bid is one, which conforms to all the requirements, terms, conditions and specifications of the Request for Proposal.

[Signature]
Abhijit Chakraborthy
TCS, Gr.-II
Deputy Managing Director
# Financial Proposal for Mobile App for TTDCL

## Payments

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount*</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. One time</strong> Designing &amp; Development with 12 month free support</td>
<td>INR</td>
</tr>
<tr>
<td><strong>2. Recurring (Per Year) after 12 months</strong> Maintenance &amp; Support**</td>
<td>INR</td>
</tr>
<tr>
<td><strong>3. Optional (for Future Enhancements)</strong> Man-hour Rate for a Programmer</td>
<td>INR INR</td>
</tr>
<tr>
<td>a. Android</td>
<td></td>
</tr>
<tr>
<td>b. .NET, PHP etc</td>
<td></td>
</tr>
</tbody>
</table>

### Total amount

<table>
<thead>
<tr>
<th>GST (%)</th>
<th>Total</th>
<th>Amount in figure</th>
</tr>
</thead>
</table>

*Excluding any taxes which may be applicable

**For up to 60 hours of support per month

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d) During the tender opening, Technical bids will be opened first and evaluated by a committee constituted by the TTDCL.

e) Financial bids of only those parties who qualify the technical bid will be opened for further shortlisting of supplier for award of tender on the basis lowest bidder agency.

f) The proposal in sealed covers shall be sent to:

**Managing Director,**

**Tripura Tourism Development Corporation Ltd, Swetmahal, Agartala, West Tripura – 799001, TRIPURA**

Note: Last date for receipt of proposal in the tender box at the above address is **16-10-2019 (1200 hrs)**. Proposal received after the due date will not be considered and TTDCL will have the right to accept or reject any offers without assigning any reason at any stage.