

GOVERNMENT OF ARUNACHAL PRADESH
OFFICE OF THE DIRECTOR GENERAL OF POLICE
ITANAGAR

No. PHQ/AMRIT APPS/53/2022

Dated Itanagar, the 1st Oct, 2022.

TENDER NOTICE

On behalf of the Governor of Arunachal Pradesh, Director General of Police, Arunachal Pradesh, Itanagar invites Sealed Tenders under two Bid systems (Technical & Financial Bid) from the manufacturers, authorized agents/ dealers/suppliers of reputed firms for entering into contract for preparation of Mobile APP for Arunachal Pradesh Police. For details please visit **our web site - www.arunpol.nic.in.** and **website - arunachaltenders.gov.in.**

sd -
Director General of Police
Arunachal Pradesh
Itanagar

Memo NoPHQ/AMRIT APPS/53/2022.

Dated Itanagar, the 06th Oct, 2022.

Copy to :-

1. The In-charge Computer Cell, PHQ, Itanagar. The tender notice along with lists of equipments with specifications may be uploaded in the website of Arunachal Pradesh Police and website - arunachaltenders.gov.in.
2. Office copy

13/11/22
Asstt. Inspector General of Police (E),
Arunachal Pradesh
Itanagar.

GOVERNMENT T OF ARUNACHAL PRADESH
OFFICE OF THE DIRECTOR GENERAL OF POLICE
ITANAGAR

No. PHQ/AMRIT APPS/53/2022

Dated Itanagar, the 6th Oct, 2022.

TENDER NOTICE – CUM – TERMS AND CONDITIONS

On behalf of the Governor of Arunachal Pradesh, Director General of Police, Arunachal Pradesh invites Sealed Tender under two Bid systems (Technical Bid & Financial Bid) from the manufacturers, authorized agents/dealers/suppliers of reputed firms for entering contract for preparation of Mobile APP for Arunachal Pradesh Police. For details please visit our web site-www. arunpol.nic.in. and website - arunachaltenders.gov.in.

1.

Sl.	Description of items to be procured	Earnest money required	Tender Fee (Non refundable)
1	Proposal for Mobile App for Arunachal Pradesh Police.	Rs. 1,00,000/-	Rs. 1,000/-

1. a) EARNEST MONEY DEPOSIT (EMD):

The bid must be accompanied with an earnest money **of Rs 1,00,000/- (Rupees One Lakhs Only)**. Bid Guarantee/EMD shall be submitted in the form of crossed Demand Draft/ Bankers Cheque payable at **AIGP (E)** from any Scheduled Commercial Bank approved by RBI and drawn in favour of "**AIGP (E)**", (*other mode of payment shall not be accepted*). Bids APP received without Bid Guarantee/EMD shall be rejected. The Bid Guarantee/EMD will be refunded to the successful Bidder, after signing of the Contract Agreement and submission & verification of Contract Performance Guarantee (CPG). If the successful bidder failed to fulfill its obligations, the EMD retained as bid security shall be forfeited.

- 1.1. Any bid not accompanied with the requisite bid guarantee/EMD in a separate sealed cover shall not be opened and shall be returned to the bidder without being opened.
- 1.2. The Bid Guarantee/EMD submitted by the bidder shall be returned to the unsuccessful bidders without any interest within Forty-Five (45) days, upon placement of award and signing of contract agreement by the successful bidder.

1. b) The tender fee will remain same i.e Rs. 1000/-.

2. Critical date sheet:-

Sl.	Particulars	Date	Time
1	Date of publication of Tender	07 /10/2022	0800
2	Bid submission start date	From the date of publication	



		onward	
3	Bid submission end date	28 th Oct 2022	1100 hrs
4.	Pre Bid meeting	20 th Oct 2022	1100 hrs
5	Physical submission of earnest Money deposit/Bid Money and cost of Tender Documents (Tender fee).	With technical bids. However, the tenderer who want to obtain tender document from PHQ, Itanagar, tender fee (Bank Draft in favour of AIGP/E, PHQ, Itanagar payable at SBI, Itanagar) may be furnished at the time of obtaining the tender documents.	
6	Date of Technical bid opening	28 th Oct 2022	1400 hrs

Financial bids will be opened after detailed scrutiny of technical bids. The technically qualified firms will be informed about date & time of opening of financial bids in due course of time.

3- The Tender documents must be provided in two (02) covers:-

1. **Cover-1:-** It shall contain scanned copies of eligibility information as under.

- a) Technical bid along with its specification leaflets, brochure, catalogue/literature, if any, of each tendered item as per scope of work. It should elaborate the details of the software and algorithm as per the scope of work.
- b) Tender documents duly completed and signed BUT without indication of the rates "Quoted".
- c) Earnest Money must be attached in form of TDR/FDR/Demand Draft/NSC/KVP etc. of Nationalized Bank/Post offices duly pledged in favour of Asstt. Inspector General of Police (E), PHQ, Itanagar.
- d) Attested copy of firm GST Registration.
- e) Technical Qualification requirement as per **Annexure- A**.
- f) Financially soundness certificate/documents of the firm/C.A Certificate.
- g) Attested copy of last three years Income tax return of the firms. Experience of the firm (Purchase orders/ work completion letters)
- h) Any other relevant document which the firm wishes to submit.

2. **Cover-2:-** It shall contain documents on "Financial Bid". Financial bids shall be opened only of those bidders who have been declared technically qualified by the committee. The criteria for eligibility and qualifications is to be met by the bidders such as minimum level of experience, past performance, facilities and financial position etc. as per **Annexure- B**.

GENERAL INSTRUCTION:-

2. Rates must be clearly written in figures as well as in words.
3. There should not be any cutting/over writing.
4. The Tenderer/Firms who fail to fulfill the eligibility conditions will be summarily rejected.
5. The firms will have to submit all original documents (as mentioned in cover-1) including EMD, cost of Tender documents in the office of Assistant Inspector General of Police (E), Police Head Quarter, Itanagar, Arunachal Pradesh on **28/10/2022 at 1100 hrs.**
6. In case tender opening day is declared as holiday or bandh call at Itanagar, the tenders shall be received upto next working day till 1100 hrs and opened on the same day at 1130 hrs.
 - a) The bidders should keep checking the website for any added/corrigenda to the notice/bidding documents till the date of submission of bids and the bidder should incorporate the same in his bid documents.
 - b) Conditional bids and the bids not meeting the qualifying criteria on the date of receipt of bids shall be summarily rejected.
 - c) Bids will be opened as per time & schedule mentioned.
 - d) Before submission of bids, bidders must ensure that scanned copy of all the necessary documents have been attached with bid.
 - e) The department will not be responsible for delay in submission due to any reason(s).
 - f) All the required information for the bid must be filled and submitted.
 - g) The details of EMD and other documents specified in the tender documents should be same as submitted (scanned copies) otherwise tender will summarily be rejected.
 - h) Technical compliance statement should be enclosed alongwith technical bid clearly specifying deviation, if any for all specifications mentioned in the tender.
7. The tender papers containing full details with specifications and terms and conditions can be obtained from Dy. Superintendent of Police (Provisioning), PHQ Itanagar, on payment of tender fee of Rs. 1000/- (Nonrefundable through a bank draft in favour of the Asstt. Inspector General of Police (E), Arunachal Pradesh, Itanagar payable at S.B.I. Itanagar on any working day from 0930 hrs to 1600 hrs w.e.f. **07/10/2022 to 28/10/2022**. The tender documents may also be download from our website. The tenderers downloading the documents from website are also required to submit a Bank Draft of Rs. 1000/- as tender fees. No other mode of payment will be accepted.
8. All firms have to submit earnest money as mentioned above along with their Technical Bid.
9. Successful tenderers will be required to deposit 5% of the total value of the articles to be supplied as performance security money within 10 days from the date of issue of letter of



AGREEMENT” stipulating the Terms and Conditions of the contract. Security deposit will be subject to forfeiture in case of non-fulfillment of any or all the Terms and Conditions of contract. Earnest Money of the successful tenderers will be forfeited to the Government in case of failure to furnish security money and execution of “DEED OF AGREEMENT”.

10. Rate should be quoted F.O.R preparation of Mobile APP for Arunachal Pradesh Police, PHQ, Itanagar. Rates quoted other than F.O.R Mobile APP, PHQ, Itanagar shall not be accepted. No packing or forwarding charges will be allowed. The rate of GST (as applicable) may be charged/quoted by the tenderers and the amount be clearly mentioned for all items. The rate should be quoted in Indian currency both in figure and words clearly. Tenders must be eligible and clear in all respect else the tenders shall be liable to be rejected.
11. Tenders should be addressed to the undersigned by designation and not by name. The separate sealed envelope containing the tender should be subscribed as “Tender for preparation of Mobile APP for Arunachal Pradesh Police” and sent by Registered Post/Speed Post/Courier Service or put in the Tender Box kept in the office of the undersigned (Provisioning Branch) on any working day from 0900 hrs to 1600 hours. ***The tenders received after scheduled date & time will not be entertained.***
12. Any breakage or loss of any item will be at the supplier’s risk.
13. Delivery of the stores will have to be completed within 60 days from the date of issue of firm order. In case of failure to supply the items in time, violation of any provision of Deed of Agreement, the firm is liable to be blacklisted.
14. If any item is found damaged or otherwise unacceptable at the time of delivery/inspection, the supplier will be required to remove the same from Mobile APP, PHQ, Itanagar, Arunachal Pradesh at their own cost within 15 days.
15. Payment will be made to the supplier directly on completion of proposal of Mobile APP for Arunachal Pradesh Police and on receipt of stores. Documents/vouchers/R.R.S bill etc. routed through bank will not be accepted.
16. The Director General of Police, Arunachal Pradesh, Itanagar reserves the right to reject the lowest or all or any of the tenders without assigning any reason thereof.
17. The Director General of Police of Arunachal Pradesh, Itanagar shall have the right to ask the firms to demonstrate their items before the items are accepted.
18. Scope of work with description & specification is enclosed at Annexure- A. The quantities mentioned in the enclosure are all approximation and subject to variation as per actual availability of funds.
19. Tenders will remain valid up to /10/2022.
20. All items to be supplied shall be on warranty for a period as mentioned against them in the enclosed list. Where the warranty period has not been mentioned, the minimum warranty period shall be for one year (except consumable items).



20. All items to be supplied shall be on warranty for a period as mentioned against them in the enclosed list. Where the warranty period has not been mentioned, the minimum warranty period shall be for one year (except consumable items).
21. The vendor/ firm shall submit undertaking to provide after sale services of items / parts to be supplied for minimum period of 5 (five) years from the date of supply of items.
22. In case of any dispute, legal jurisdiction will be at Itanagar, Arunachal Pradesh.
23. In case of any query tenderers may contact at following phone no./mail ID.

Officers	Telephone	E-mail ID
Asstt. Inspector General of Police (E), PHQ, Itanagar	0360 – 2215518 (Office) 9811677739 (Mobile)	arpolice@rediffmail.com.
Dy. Superintendent of Police (Prov), PHQ, Itanagar	7085327618 (Mobile)	arpolice@rediffmail.com.


Asstt. Inspector General of Police (E)
Police Head Quarter
Itanagar

Mobile Application to be used by Citizens and Tourists in Arunachal Pradesh

Scope of Work

12

1. **SCOPE OF WORK:**

The new application will be a mobile based app that will provide a platform to various stakeholders/users like supplier/manufacturer, State DISCOMs/Power Departments, APP, PGCIL etc to feed and fetch real- time data of the project(s) for which they have been enrolled. The purpose of developing this app is to track the mobilization of materials of any project in real-time. The app will use geo- tagging and live images to authenticate the information. The app will also act as a bridge to pass on important information from the central office to the stakeholders and register their reports/feedbacks in real- time through this application. There are five high value major materials covered under the scope. Individual item will have further segregation depending on their rating, capacity and type. A list of possible types of equipment is enclosed at Annexure-I. The supplier/manufacturers for major high value materials shall be finalized according to their ratings and States wherein material is to be supplied. The process of finalization of rate contracts with suppliers/manufacturers for State-wise and rating/size-wise materials is in progress. The details of successful suppliers/manufactures for State-wise and rating/size-wise materials shall be provided later-on.

The application shall be used by multiple officials of supplier/manufactures, State DISCOMs/Power Departments, Project Implementing Agency, APP, PGCIL etc. The users shall be provided with different rights to access/enter the information in the application. A limited view rights may also be given to general public.

The scope of works includes following:

- 1.1. System Study, Design, Development, Installation, deployment, Configuration and Commissioning of Mobile application and Web Platform
- 1.2. Successful deployment in production environment with 5-year warranty maintenance for Web & Mobile Application Development with license as per Technical specification which will meet the objectives. The Web & Mobile Development application services are required for both development and implementation.
- 1.3. The server and hosting shall be provided by APP. However, the bidder has to provide hardware Server requirements, Memory, Storage Disk space, backup space, platform, network bandwidth etc and other any software required for the proposed Application. The bidder shall be responsible for testing and successful deployment in production environment and to resolve all integration issues.



1.4. Requirements:-

- i. Design, Develop, Implement, Install, test, publish and rollout of the developed Web based and mobile based applications
- ii. The platform should support the following application types: Hybrid Applications/Native Applications/ Web Applications (HTML5).
- iii. Providing onsite support engineer/s for development, maintenance, testing of mobile applications as per requirement of APP. An Engineer having similar experience of minimum 3 years shall be available.
- iv. Design the User Interface and User Experience to ensure that the service is user friendly.
- v. Structure overall content to make it screen reader friendly.
- vi. Design of consistent visual elements and Mobile Apps architecture that is scalable and expandable.
- vii. Resolution independent Mobile Apps that will automatically expand/compress itself as per the device screen resolution.
- viii. Having some way for users to provide feedback on the mobile apps, a quick way to report bugs or errors.
- ix. Delivery should be in the form of a published mobile application on each platform in the market place (Play store and Apple store) and will be under the APP accounts of these stores, Each Mobile applications source code will be the property of APP.
- x. The developed Mobile application should consider the performance measures in terms of memory, CPU consumption etc.
- xi. Integration with any existing applications through SOA (service oriented architecture) - Web services/API/ JSON, Social Media platform etc.
- xii. The solution architecture should be able to address the future scalability requirements, in terms of both application (to add new services) and infrastructure and backend (adding more users).
- xiii. Vendor should provide Security Audit vulnerability clearance certificate from Cert-In empaneled agency before hosting a Web and Mobile Application without any extra cost to APP. The bidder shall be responsible for closing all audit observations, including if so done by APP, without any extra cost, after the development is over & Go-live.
- xiv. The application should be hosted in SSL environment (https).
- xv. Supply, Install and Configure the SSL certificate for the application by the vendor without any extra cost to APP.
- xvi. The platform should support offline storage and authentication of the application.
- xvii. The platform should support HTTPS communication channel to prevent data leakage and maintain information integrity and privacy.
- xviii. The platform should support predefined security configuration to protect web and mobile applications resources against XSRF attacks.
- xix. The platform should support user certificate provisioning for client-side authentication.
- xx. The solution should enforce network level security, traffic to be encrypted using secured connectivity.
- xxi. The Apps should provide an update feature in case of newly published version.
- xxii. The mobile applications will be hosted on mobile applications platforms (App store, Play store, etc.) whereas the web application and services and related APIs will be hosted on servers provided by APP
- xxiii. The bidder should give any required assistant to publish the applications.



- xxiv. Provide a detailed requirements specifications document.
- xxv. Provide a detailed functional design documents together with detailed functional, nonfunctional and technical specifications of the proposed solution; use case and workflow/activity diagrams considering the integration with backend systems and the integration with any other services.
- xxvi. Provide technical documentation: requirements, design, architecture, installation, configuration, etc.
- xxvii. Design wireframe for the required Mobile Apps and conduct meetings with APP team to analyze the requirements and agree on the Mobile App UI and user interaction.
- xxviii. Integrate with the backend systems (user profile and registration, authentication, application processing, push notifications, etc.).
- xxix. Deliver and handover the source code and any additional software components that are developed to fulfill the project requirements.
- xxx. Provide high-level solution architecture describing the Mobile App architecture, used components, frameworks, technologies, backend architecture and integration architecture with backend systems.
- xxxi. Provide low-level technical architecture describing connectivity, high availability and security.
- xxxii. Provide the list of deliverables for the System Implementation including the needed documentation.
- xxxiii. The App must provide interface to difference users with differential rights to enter the information pertaining to them
- xxxiv. Technical advisory services including but not limited to: final requirements, including non- functional requirements; measurement plan; creative design; application architecture and technical design; security approach; publishing and hosting approach; mobile application management approach.
- xxxv. Providing support for enhancements in the mobile application w.r.t latest advancements and troubleshooting during the contract period.
- xxxvi. Mobile applications developed on development platform provided by the bidder should run on all types of handsets/TAB/Smart phone existing as well as new handsets coming in the market. The bidder shall provide upgrades/patches etc. required for the same without any additional cost.
- xxxvii. The solution should be designed with redundancy in mind to ensure NIL impact by failure of one or more components / servers or software.
- xliv. If any changes are required in the application, Service provider to initiate change request to be provide the same in form of the document to get it approval from APP. Accordingly the support/development team will update the contents in the application with proper testing.
- xlv. The vendor will provide support for troubleshooting and enhancements in the services till the warranty period. Enhancement would include inclusion of all new browser/handset/devices/mobile platform OS coming in the market within 1 month of their launch and also new market/industry related functionalities.
- xlvi. All required support & services for implementation, smooth operation and maintenance of all the components of the Web Platform and Mobile Application developed/to be developed will be part of the Project.



- xlvi. The vendor will have to include version upgrade and enhancements in services on account of industry dynamics as a part of the Annual Maintenance. Any development work of such type will be carried out by the technical team of vendor at no extra cost.
- xlvi. Training to be provided by the bidder to user department on the overall workflow of the developed application and backend administration at no extra cost as per APPL requirement.
- xlix. The bidder has to ensure that all interface / license required to connect to iPad, Android etc. will be procured by the vendor
1. The Bidder should have necessary arrangement / agreement / certification with Google / Apple / Windows etc. for uploading the application on the respective stores. Bidder has to register the application with apple, android etc. in the name of APP
 - li. The bidder has to integrate with any APP/Govt. of India various applications in coordination with applications vendor.
 - lii. Development of consistent visual elements and Mobile Apps architecture that is scalable and expandable and W3 compliant.
 - liii. Should provide feedback and change request mechanism on the mobile apps, a quick way to report bugs, and provide suggestions or criticisms
 - liv. Incorporate analytics into mobile app, to track and identify users experience and actions. iv. App should be easily customizable and easy to administer the Database.
 - lvi. Continuity Measures, risk management plan for the continuity of services, application & data backup policy, business continuity plan.
 - lvii. App Installation guide, App Administration guide and App User Operation document to be provided.
 - lviii. Identify Risks if any post App implementation along with mitigation plan.
 - lix. List out the assumptions related to load & infrastructure (such as mobile specifications, internet bandwidth etc.)
 - lx. Delivery should be in the form of a published app in the respective market place and will be the property of the APP.
 - lxi. Real time information via GPS availability
 - lxii. Should follow Change Management/Change Request process.



lxiii. Must provide customer support availability 24/7/365 via phone, email, or online support portal. lxiv. Should support Asynchronous processing, Diagnostics, Data services, Custom Reporting /

analytic services, Offline data retention on mobile and Sync to central govt. portal datasets.

lxv. Proposed Dashboard should support each of the following browsers i.e. Internet explorer, Chrome, Firefox & Safari and mobile devices.

lxvi. The complete solution proposed must be SOA compliant open source standard

lxvii. APP may designate contact person for the project to coordinate with the Solution Provider and to provide the required scope of work and any other information as required.

lxxii.

1.5. The application to be implemented through following standard implementation procedure viz:

- a. AS-IS process study
- b. TO-BE design process
- c. Functional Design Document – Identifying Customization Requirements
- d. Design and Development and post production support i.e. changes/suggestion as per requirement of RCE.
- e. User Acceptance Testing
- f. Final Data Migration etc. if required
- g. Go-Live
- h. Stabilization

1.6. The Mobile Application shall have following minimum features, and can be changed as per discretion of APP:

Sr No	Features	End User
	Citizen Services	
1	PCC (Police Clearance Certificate)	Citizen
2	Lost Report	Citizen
3	Domestic Help Verification	Citizen
4	Tenant Verification	Citizen
5	Complaint Lodging	Citizen
	Traffic Services	
5	Towed Vehicles	Police /Citizen
7	Traffic Signal Jump	Police /Citizen
8	Traffic guidelines	Police

13

		/Citizen
9	Speed limits in A.P.	Police /Citizen
	Information	
10	Online Cyber Safety Information	Citizen
11	Laws & Acts.	Citizen
12	Advisory.	Citizen
13	Important Contact Numbers.	Citizen
14	Help line Numbers.	Citizen
15	Download forms.	Citizen
16	NOC of Fire & Emergency Services.	Citizen
17	Martyrs of A.P.P.	Citizen
	Additional Services	
18	Anonymous information against drugs.	Citizen
19	Grievances of Women & Children.	Citizen
20	Anonymous information against drugs.	Citizen
21	Unidentified Dead Bodies	Citizen
22	Unidentified Person Found	Citizen
23	Feedback and Suggestions	Citizen
24	Tourism Related	Citizen
25	Grievances against Police.	Citizen
26	Emergency SOS	Citizen
	Police Officer Dashboard	
27	Web portal to login	Police
28	Add /Edit/Delete police stations	Police
29	Add /Edit/Delete Users	Police
30	Admin Panel to manage various functions	Police

The above features are representative only.

TECHNICAL QUALIFICATION REQUIREMENTS

1. Name of Registered entity:

Describe entity

(Provide documentary evidence)

2. Manpower Available with Bidder

(Provide in detail including their Qualification & experience)

Name	Qualification	Post Qualification experience- years	Nature of experience

3. Nature of business & Activities- Provide details

4. Details of works completed/experience profile

S. No.	Name of the works	Scope & description of works completed successfully	During the Period	Customer	Value of works completed

5. Structure of Mobile and Web application development Division in the Bidder's company – provide Organization structure with details of executives engaged in the concerned Division.

* Signature & Stamp of the Authorized Signatory

Place:

Date:

Name:

Designation:

Name of the Bidder

Address of the Bidder

FORMAT FOR PRICE BID**Name of bidder:**

<u>S. No.</u>	<u>Description</u>	<u>Amount (in Rs)</u>
1	Complete design, development, deployment, go-live etc. of mobile application and web application and completion of work as per Scope of works	
2	Deployment of support engineer at Arunachal Pradesh Police Office (Year 1)	
3	AMC (Annual Maintenance Contract) 5 Years from 2 nd year of the successful launch of the applications in the App Store, Play Store etc.	
Total Amount (S.No. 1 + S.No. 2 + S.No. 3)		
Man-day charge (Rs)		

