

REQUEST FOR PROPOSAL

for

**Selection of System Integrator for Digitalization, Authentication &
Implementation of Traceability in Handloom Sector of North East**

Under

North Eastern Handicrafts & Handlooms Development Corporation Ltd.

Request for Proposal (RFP)

RFP No.: NEHHDC/A&C/Projects/Handloom Digitalisation/2022-23/35/01

Dated:24/08/2023

Issued By

North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC)

NEHHDC Craft Promotion & Experience Center,

Garchuk, Pamohi Road, Guwahati-781035

Website: - <https://nehhdc.com/>

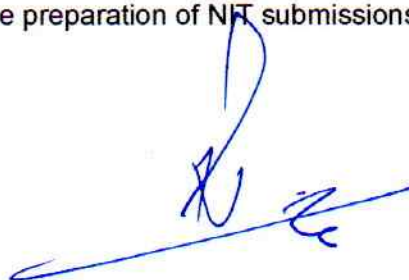
Disclaimer

This Notice Inviting e-Tender (NIT) contains brief information about the project, qualification requirements and the selection process for the successful applicant (Bidder). The purpose of this NIT document is to provide applicants (Bidders) with information to assist the formulation of their bid application (the "application").

Whilst the information in this NIT has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC), nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the NIT, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this NIT is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information ('Information') contained in this NIT document or subsequently provided to interested parties (the "applicant(s)), in writing by or on behalf of NEHHDC is provided to applicant(s) on the terms and conditions set out in this NIT documents and any other terms and conditions subject to which such information is provided.

This NIT document is not an agreement and is not an offer or invitation by NEHHDC to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements contained herein. NEHHDC reserves the right to accept or reject any or all applications without giving any reasons thereof. NEHHDC will not entertain any claim for expenses in relation to the preparation of NIT submissions.

A handwritten signature in blue ink, consisting of a large, stylized initial 'D' followed by a series of loops and a long horizontal stroke extending to the right.

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

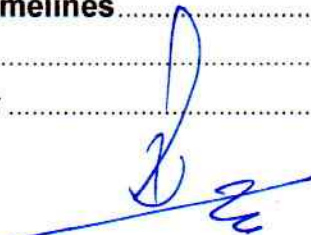
Abbreviation

Abbreviations	Descriptions
BG	Bank Guarantee
CMS	Content Management System
CPU	Central Processing Unit
CAPEX	Capital expenditure
DSC	Digital Signature Certificate
GST	Goods & Service Tax
HR	Human Resource
ISO	International Organization for Standardization
MSE	Micro & Small Enterprise
MSME	Ministry of Micro, Small and Medium Enterprise
NEHHDC	North Eastern Handicrafts & Handlooms Development Corporation Ltd.
OPEX	Operational Expenditure
PAN	Permanent Account Number
PBG	Performance Bank Guarantee
PSU	Public Sector Unit
RAM	Random Access Memory
SI	System Integrator
TEC	Tender Evaluation Committee



Table of Contents

1. Bid Data Sheet	7
2. Definition	9
3. Project Introduction	10
3.1. Project Background	10
3.2. Project Objective	10
3.3. Key Stakeholders	10
4. Instruction to Bidders	11
5. Evaluation Criteria	18
5.1. Eligibility Criteria	18
5.2. Technical Criteria	20
5.3. Commercial Bid Evaluation Criteria	22
6. Scope of Work	23
6.1. Project Kick-Off and Requirement Gathering	23
6.2. Hardware Installation & Commissioning	23
6.3. Design of Web Application	24
6.4. Development of Web Application	24
6.5. Testing of application	24
6.6. Certification from CERT-in empaneled security auditor	25
6.7. Hosting the application	25
6.8. Development of Mobile Application	25
6.9. Network Connectivity	26
6.10. Project Documentation	26
6.11. Cloud Infrastructure Setup	26
6.12. Pilot on Handicraft /Lion Looms	28
6.13. Handholding & Post Implementation Support	28
6.13.1. Maintenance of Software Application	28
6.13.2. Warranty Support of all hardware components –	29
6.14. Capacity Building	29
6.15. Project Closure	29
7. Indicative Project Deliverables and Timelines	29
8. Payment Schedule	37
9. Service Level Agreement and Penalty	38



10. Annexures	40
10.1. Annexure-I: Covering Letter for submission of Proposal	40
10.2. Annexure-II: Details of the Responding Bidder	41
10.3. Annexure-III: Compliance Sheet	43
10.4. Annexure IV: Bidder's Annual turnover & net worth over last 3 FY	47
10.5. Annexure-V: Project Citation Format	49
10.6. Annexure-VI: Declaration for not being blacklisted	50
10.7. Annexure-VII: Power of Attorney	51
10.8. Annexure-VIII: Format of Performance Bank Guarantee	53
10.9. Annexure – X: Financial Proposal – Standard Forms	56
10.9.1. Annexure-X(A): Financial Proposal Submission Letter	56
10.9.2. Annexure-X(B): Details of Financial Bid	58
11. Appendix	60
11.1. Appendix-I : Indicative Functional Requirements	60
11.2. Appendix-II: Indicative Bill of Materials	69
11.3. Appendix-III: Minimum Technical specifications of IoT device	70
11.4. Appendix-IV: State wise Allocation of Hardware Items	71



Notice Inviting RFP

The Managing Director (MD), NEHDC on behalf of North Eastern Handicrafts & Handlooms Development Corporation Ltd (also referred as "NEHDC" in this document) invites proposal for "Selection of System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East under NEHDC". The bid will be evaluated through Least Cost Based Selection (L1) method.

The tender document will be available on e-Tendering website (<https://eprocure.gov.in/eprocure/app>). The bidders are requested to submit the requisite Tender Fee and EMD along with the proposal through online (<https://eprocure.gov.in/eprocure/app>) on or before the last date of bid submission. The tender fee shall be non-refundable.

NEHDC reserves the right to accept or reject or cancel any bid or relax any part of the tender document without assigning any reason thereof.

Dated: 24/08/2023



Managing Director

North Eastern Handicrafts & Handlooms
Development Corporation Ltd (NEHDC)

प्रबंध निर्देशक
Managing Director
पूर्वोत्तर हस्तशिल्प और हथकरघा विकास निगम लिमिटेड
North Eastern Handicrafts & Handlooms
Development Corporation Ltd.
(भारत सरकार का उद्यम)
(A Govt. of India Enterprise)
डोनर मंत्रालय, भारत सरकार के अधीन
Under the Ministry of DoNER, Government of India

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

1. Bid Data Sheet

S. No.	Information	Details
1.	Tender No. & Date	NEHHDC/A&C/Projects/Handloom Digitalisation /2022-23/35/01 & 24/08/2023
2.	Brief description of the project/ assignment	Bids are invited from the reputed System Integrators for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East under NEHHDC
3.	Tender issuing entity	Managing Director, North Eastern Handicrafts & Handlooms Development Corporation Ltd
4.	Tender Type	Open
4.	Tender Document Cost in INR (Non-Refundable)	Rs 10,000/- (Rupees Ten Thousand only) to be submitted through net banking or through RTGS/ NEFT in the eProcurement portal: (https://eprocure.gov.in/eprocure/app). Tender cost will be exempted for Micro and Small Enterprises (MSEs) as per Section-10 of the Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012; dated 23-12-2012 from Ministry of Micro, Small & Medium Enterprises (MSMEs), Government of India.
5.	Earnest Money Deposit (EMD) (Refundable)	The bidder shall pay EMD of ₹ 12,00,000/- (Rupees Twelve Lakhs only) through net banking or through RTGS/ NEFT in the eProcurement portal (https://eprocure.gov.in/eprocure/app). EMD Fee will be exempted for Micro and Small Enterprises (MSEs) as per Rule 170 of GFR 2017 from MeitY, Government of India.
6.	Bid validity	180 days from the last Date of submission of Technical and Financial proposal
7.	Selection Process	The method of selection is Least Cost Based Selection (L1)

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

S. No.	Information	Details
8.	Date of uploading of N.I.T. & other Documents (online) (Date of Publication)	24/08/2023 (Thursday)
9.	RFP download Start Date (online) and Time	24/08/2023 (Thursday) & 03:00pm
10.	Last Date and Time of sending the Pre-bid queries/ Clarifications (only through e-mail)	01/09/2023 (Friday) & 03:00pm
11.	Date of Pre-bid Meeting (offline/ online)	05/09/2023 (Tuesday) & 03:00pm
12.	Last Date & Time of submission of proposals	15/09/2023 (Friday) & 12:00pm
13.	Date & Time of opening Technical proposal(s) (online) for the technically qualified bidders	16/09/2023 (Saturday) & 12:00pm
14.	Opening of Financial proposals (online) and declaration of result	To be notified later
15.	Contact person	Mr. Jyotirmoy Choudhury, Manager, DoAC&P, NEHHDC
16.	Address	North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC), Craft Promotion Center, Garchuk, Pamohi Road, Guwahati-781035. Mail ID: - hr.nehhdc@gmail.com cs.nehhdcl@yahoo.com Phone: - 6000903412, 9830266499



2. Definition

In this document, the following terms shall have following respective meanings:

"Similar Works" shall comprise of Implementation of IoT based device for authenticity, traceability of product along with development of Web/ Mobile application for any organizations in India for last 10 years.

"Agreement" means the Agreement to be signed between the successful Bidder and North Eastern Handicrafts & Handlooms Development Corporation Ltd.

"Bidder" means any firm offering the solution(s)/ service(s) mentioned in the RFP.

"Bid/ Proposal" means offer by the Bidder to fulfil the requirement of NEHHDC under the RFP.

"System Integrator (SI)/ Vendor/ Agency" means the bidder who is expected to formulate and implement the desired solution as per the scope of work of the tender.

"Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence of public officials in contract execution

"Fraudulent Practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the NEHHDC of the benefits of free and open competition.

"Project" means "Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North Eastern India under NEHHDC".

"Project Plan" implies a detailed description of tasks to be performed by the System Integrator along with associated timelines in close concurrence with NEHHDC based on the requirements of the Contract and the Preliminary Project Plan included in the System Integrator's bid.

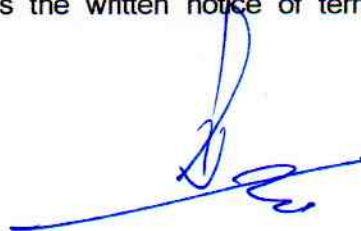
"Services" means the work to be performed by the Successful Bidder pursuant to this RFP, as described in detailed under Section 6: Detailed Scope of Work of this document.

"Law" shall mean any Acts, notifications, by-laws, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government or any other Government or regulatory authority or political subdivision of government agency.

"Selected Agency" means the most responsive bidder/firm that would be providing the services under Agreement.

"Period of Agreement" means 30 Months from the date of Signing of Contract.

"Termination Notice" means the written notice of termination of the Agreement issued by NEHHDC.



3. Project Introduction

3.1. Project Background

NEHHDC decided to implement authenticity and traceability of product by leveraging cutting edge technologies aimed at overall improvement of the market of handloom products. The project has been conceptualized under three phases –

- Phase-I:- Waivers enrollment, technology development and implementation of Hardware
- Phase-II:- Technology implementation and capacity development
- Phase-III:- Impact Assessment

NEHHDC intends to engage competent agency for implementation of IoT device which will be mounted on the loom and will capture the loom movement signals during loom operation. The selected agency will also develop web & mobile application which will collect all relevant information related to traceability and authenticity of the product and will be integrated to other eCommerce sites. The application will be hosted under cloud environment for easy access to every citizen. Lastly the agency will impart training to the trainers who will ultimately develop IT skills amongst the weavers/ artisans through various capacity development program.

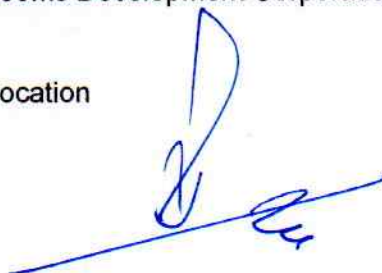
3.2. Project Objective

The prime objective of the project may be envisaged as follows:

- Digitalization of 10,000 weavers
- Traceability & authenticity of 7 Lakh (approximate) handloom products
- Enhancement of customer trust by providing authenticity of the products
- To get more access to national & international market and thus empower artisans
- To promote economic growth in the weaker section

3.3. Key Stakeholders

- North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC)
- North Eastern Council (NEC)
- Weavers & Artisans in North East location



4. Instruction to Bidders

4.1. Mode of Submission

All the requisite documents and corresponding evidence should be submitted through the e-Tendering process only. Details of the e-Tendering process can be obtained from the e-Procurement portal of Government of India (<https://eprocure.gov.in/eprocure/app>). Please refer to the guidelines of e-procurement portal and ensure the requirements of usage of Digital Signature Certificate (DSC), in advance, prior to the last Date & Time of the submission of the Technical and Financial bids.

4.2. Pre-Bid Meeting

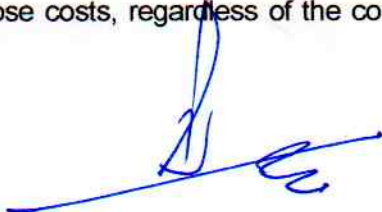
Pre-Bid Meeting will be held at premises of North Eastern Handicraft & Handloom Development Corporation Ltd (NEHHDC), Craft Promotion Center, Garchuk, Pamohi Road, Guwahati-781035. Bidder has to send their queries as per format mentioned below to the Email Id: acpdepartment.nehhdc@gmail.com on or before the Last Date and Time of sending the Pre-bid queries/ clarifications as mentioned under Bid Data sheet.

Only the queries received within the stipulated date and time prior to the Pre-Bid Meeting will be addressed. In case of a physical pre-bid meeting, the participation will be limited to two authorized personnel per bidder, the representatives being employees of the bidding entity.

S. No.	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification
1.				
2.				
n.				

4.3. Proposal Preparation Cost

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by NEHHDC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. NEHHDC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.



RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

4.4. Language of Bid & Correspondence

The Proposal (including brochures if required) should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern. Any critical correspondence by e-mail must be subsequently confirmed by a duly signed formal copy.

4.5. Bid Forms

The bidder shall complete the Bid Form and provide the relevant documents. The Technical and Commercial Bids shall be furnished as per the format mentioned under the Section-10: Annexures of this document. All forms and corresponding information need to be uploaded in the e-Tendering portal (<https://eprocure.gov.in/eprocure/app>).

4.6. Amendment of Bid Document

At any time prior to the deadline for submission of proposals, NEHHDC reserves the right to add/ modify/ delete any portion of this document by issuance of Corrigendum, which would be published on the website. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

4.7. Bid Currency

Prices shall be quoted in **Indian National Rupees Only**

4.8. Price

Price should be quoted in the Financial Bid format only under the Section-10.9: Annexure-X of this document. No deviation in any form in the Financial Bid is acceptable. The bid price should include all taxes and levies and shall be in Indian Rupees and should be mentioned separately

4.9. Earnest Money Deposit (EMD)

The Bidders are required to submit an Earnest Money Deposit (EMD) amounting to **₹12,00,000/-** (Rupees Twelve Lakhs only) through online (<https://eprocure.gov.in/eprocure/app>).

EMD of all unsuccessful bidders would be returned by NEHHDC within 45 working days after the Notification of Award.

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided under the Section-10: Annexure-VIII of this document

The EMD amount is interest free and will be refundable to the bidders without any accrued interest on it.

4.10. Forfeiture of EMD

The EMD may be forfeited for the following cases:

- If a bidder withdraws its bid during the period of bid validity.
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

4.11. Project Duration

The project needs to be completed within 30 Months from the date of signing of the contract

4.12. Liquidated Damage

In the event of failure to provide the Services by the selected agency in accordance with the Scope of Work mentioned under Section-6 of this RFP document, Liquidated Damage will be imposed on the agency as per the terms and conditions mentioned under Service Level Agreements (SLAs). If the selected agency is not executing the contract to the satisfaction of the NEHHDC, then any or all of the following clauses may be invoked by NEHHDC:

- Forfeiture of the Performance Guarantee amount **OR**
- Imposition of a penalty of 10% of the total contract value **OR**
- Termination of the contract with 30 days' notice period

4.13. Penalty

It should be noted that suitable penalty, mentioned under Section-9 of this document would be charged to the agency/ System Integrator in case of delay from their end and would be finalized in the contract.

4.14. Corrupt or Fraudulent Practices

NEHHDC requires that the Bidders bidding for this Bid should observe the highest standards of ethics during the procurement and execution of such contracts. NEHHDC will reject a proposal

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

for award if it determines that the bidder recommended for award has engaged in corrupt practices or fraudulent practices or coercive practices or undesirable practices or restrictive practices in competing for the contract in question.

In pursuance of this principle, NEHHDC defines the terms set forth as follows: "**Corrupt practice**" means (i) the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in award of the tender. or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Evaluation and Selection Process or after the issue of the Lol/Contract 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 Award or the Contract, who at any time has been or is a legal, financial or technical consultant / adviser of the NEHHDC in relation to any matter concerning the Project;

"**Fraudulent practice**" means a misrepresentation of facts in order to influence award of contract to the detriment of NEHHDC, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive level and to deprive NEHHDC of the benefits of the free and open competition; "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 Selection Process; "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by NEHHDC 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; and "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 Selection Process.

4.15. Sub-Contracting & Consortium

NEHHDC does not allow subcontracting under the project and the System Integrator's responsibilities aligned with the specified scope of work are not transferable. Consortium of any form is also not allowed for his project.

4.16. Termination for Default

The NEHHDC without prejudice to any other remedy for breach of this Service Agreement, by written notice of default sent to the selected agency, may terminate the Agreement fully, or in part:

- a) If the Operator fails to deliver any or all contracted services as per service standards

specified in the Agreement or

- b) If the agency fails to perform any other obligation(s) under the Agreement, or
- c) If the agency in the judgment of the NEHHDC has engaged in corrupt or fraudulent practices in competing for or in executing the Agreement.
- d) Violation of any other terms of the Agreement.

4.17. Termination for Insolvency

NEHHDC may at any time in the interest of public service, terminate the Contract by giving written notice to selected Agency if selected Agency becomes bankrupt or otherwise insolvent. In this event, termination shall be without compensation to the selected Agency, provided that such termination shall not prejudice or affect any right of action or remedy which has accrued or shall accrue thereafter to the NEHHDC against the selected agency, in the interest of public service.

4.18. Force Majeure

- Force Majeure shall not include any events caused due to acts/omissions of such Party or result from a breach/contravention of any of the terms of the Contract, Bid and/or the Tender. It shall also not include any default on the part of a Party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the Contract.
- The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a Force Majeure event only where such failure or delay could not have reasonably been foreseen, or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing within five days of the occurrence of such event. NEHHDC will make the payments due for Services rendered till the occurrence of Force Majeure. However, any failure or lapse on the part of the selected agency in performing any obligation as is necessary and proper, to negate the damage due to projected Force Majeure events or to mitigate the damage that may be caused due to the abovementioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.
- In case of a Force Majeure, all Parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

obligations of a party under the Contract and to minimize any adverse consequences of Force Majeure.

- The selected agency shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure.
- For purposes of this Clause, "Force Majeure" means an event beyond the control of the selected agency and not involving the agency's fault or negligence and not foreseeable.
- Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, acts of terrorism, either in fires, floods, strikes, lock-outs and freight embargoes
- If a Force Majeure situation arises, the selected Agency shall promptly notify the NEHHDC in writing of such condition and the cause thereof. Unless otherwise directed by NEHHDC in writing, the selected Agency shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

4.19. Performance Bank Guarantee (PBG)

- The selected agency will have to submit, within fifteen (15) days of issuance of Lol, 10% of the negotiated amount as performance security in the form of Performance Bank Guarantee from any nationalized/ scheduled bank which will be valid till the end of six months from the date of expiry of contract period.
- The PBG may be returned by NEHHDC upon being satisfied that the selected agency has performed all the work satisfactorily mentioned under the contract.
- In the event of the selected Agency being unable to provide the services mentioned under the contract for whatever reason, NEHHDC reserves the right to invoke the PBG.
- NEHHDC shall also be entitled to make recoveries from the selected Agency's bills, Performance Bank Guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

4.20. Right to Terminate the Process

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

- i. NEHHDC reserves the Right to Terminate the entire RFP process at any time and without assigning any reason.
- ii. NEHHDC doesn't make any commitments, express or implied, that this process will result in a business transaction with anyone.
- iii. This RFP does not constitute an offer by NEHHDC. The Bidder's participation in this process may result NEHHDC selecting the Bidder to engage towards execution of the contract.

4.21. Preparation of Proposal

Proposals shall be submitted in English language. The Technical and Financial Proposals shall be submitted online in the e-procurement system under three separate folders:

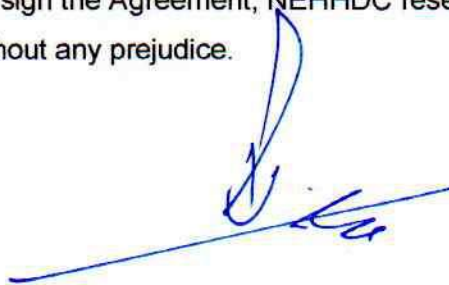
- i. Folder-I: Copy of EMD & Tender Fee and Compliance Checklist.
- ii. Folder-II: Technical Proposal
- iii. Folder-III: Financial Proposal

4.22. Negotiations with Successful Bidder

NEHHDC reserves the right to negotiate with the bidder whose proposal has been evaluated as "Successful/ most successful" on the basis of Technical and Commercial Evaluation. The date & time of negotiations with the successful bidder will be intimated later by NEHHDC.

4.23. Notification of Award

Prior to the expiration of the period of bid validity, NEHHDC will notify the Successful Bidder that its bid has been accepted. The Successful Bidder shall submit the Performance Bank Guarantee (PBG) within 15 days of issuance of Letter of Intent and subsequently sign the Agreement. In case of failure to submit the PBG or sign the Agreement, NEHHDC reserves the right to take any action (including disqualification) without any prejudice.



5. Evaluation Criteria

5.1. Eligibility Criteria

Table 1: Eligibility Criteria

Sl. No.	Basic Requirement	Eligibility Criteria	Supportive Document to be submitted
1	Legal Entity	The bidder must be a registered legal entity like registered under Companies Act 1956 or Partnership firm or Registered Proprietorship Firm or similar legal entities incorporated in India.	Valid documentary proof for:- <ul style="list-style-type: none"> • Certificate of Incorporation/ Registration • GST Identification number (GSTIN) • PAN number
2	Financial Strength	<ul style="list-style-type: none"> • The bidder must have an average annual turnover of Rs.10 Crores or above for three financial years (2019-2020, 2020-2021 and 2021-2022) from IT/ITES services. • The bidder must have positive net worth for the financial years 2019-2020, 2020-2021 and 2021-2022 	A certificate from the Chartered Accountant on their letter head confirming annual turnover and positive net worth during the mentioned period as per format given in Annexure-IV.
3	Project Experience with IoT Solution	The Bidder must have undertaken (completed/ongoing) projects related to implementation of IoT solution for Central/ State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	LoA/ Lol/ Agreement/ Work Completion Certificates on the client's letter head confirming the scope of work. The Project Citation should be as per format mentioned in Annexure-V of this document.
4	Project Experience on Technology Platform (Web / Mobile	The Bidder must have undertaken (completed/ongoing) projects related to implementation of web / mobile application for any Central / State Government Organization / Public	LoA/ Lol/ Agreement/ Work Completion Certificates on the client's letter head confirming the scope of work. The Project Citation should be

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Basic Requirement	Eligibility Criteria	Supportive Document to be submitted
	application) implementation	Sector Unit (PSU) / any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	as per format mentioned in Annexure-V of this document.
5	Certifications	The Bidder must have any one of the following valid certificates: <ul style="list-style-type: none"> • ISO 9001:2015 or • ISO 20000 or • ISO 27001: 2013 	Copy of this certificate which should be valid as on the last date of bid submission.
6	Blacklisting	The Bidder must not be blacklisted/ debarred by any Central / State Government / Public Sector Unit (PSU)/any Government organisation in India at the time of bid submission	Applicant shall submit a declaration on Non-Judicial Stamp paper (format as per Annexure-VI) of Rs. 10/-
7	Power of Attorney	The bidder must submit the Power of Attorney (on Non-Judicial e-Stamp paper of Rs.1000/-) for signing and submitting the bid.	Power of Attorney needs to be submitted in Non-Judicial e-Stamp paper (format as per Annexure-VII) of Rs. 1000/-.

Note:

- i. In absence of any of the above, the bid shall be treated as non-responsive and shall be liable for rejection without any prejudice.
- ii. NEHHDC reserves the right to check authenticity of the documents.
- iii. This tender has provision for relaxation of turnover & previous experience criteria for MSEs including Start-ups based on the guidelines issued by Department of Expenditure (Procurement Policy Division), Ministry of Finance, Government of India.



5.2. Technical Criteria

The bidders who will satisfy all Eligibility criteria (as mentioned above), will be eligible for technical evaluation. The evaluation of proposals will be done on the basis of the following criteria.

Table 2: Technical Criteria

#	Evaluation Criteria	Description	Max Marks	Supporting Document
A	Past Experience of the Bidder		50	
A1	Experience of Bidder in IoT Implementation – Relevant project experience for implementation of IoT devices for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years (ended on 31.03.2023).	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks • 3 Projects = 8 Marks • >3 Projects = 10 Marks 	10	LoA/ Lol/ Agreement/ Contract document/ Work Completion Certificates on the client's letter head confirming the scope of work.
A2	Experience of Bidder in Web / Mobile App design & development - Relevant Project experience (ongoing/ completed) related to design & development of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation in India during last 10 years (ended on 31.03.2023).	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks • 3 Projects = 8 Marks • >3 Projects = 10 Marks 	10	LoA/ Lol/ Agreement/ Contract document/ Work Completion Certificates on the client's letter head confirming the scope of work.
A3	Experience of Bidder in Cloud Hosting &	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks 	10	LOA/ LOI/ Agreement/ Contract document/

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

#	Evaluation Criteria	Description	Max Marks	Supporting Document
	maintenance of application- Relevant Project experience (ongoing/ completed) related to hosting and maintenance of application under cloud environment for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation in India during last 10 years (ended on 31.03.2023).	<ul style="list-style-type: none"> • 3 Projects = 8 Marks • >3 Projects = 10 Marks 		Work Completion Certificates on the client's letter head confirming the scope of work.
A4	Experience of Bidder in Textile Industry/ Handloom Sector - Project Experience in Textile Industry/ Handloom Sector for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation in India during last 10 years (ended on 31.03.2023).	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks • 3 Projects = 8 Marks • >3 Projects = 10 Marks 	10	LOA/ LOI/ Agreement/ Contract document/ Work Completion Certificates on the client's letter head confirming the scope of work.
A5	Experience of Bidder in North East Location - Experience in Project experience (ongoing/ completed) related to implementation of any IT solution in North Eastern region of India in last 10 years (ended on 31.03.2023).	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks • 3 Projects = 8 Marks • >3 Projects = 10 Marks 	10	LOA/ LOI/ Agreement/ Contract document/ Work Completion Certificates on the client's letter head confirming the scope of work.



B: Proof of Concept (PoC): (50 Marks)

Live Demonstration:

The bidder will be invited for demonstrating their solution through a Proof of Concept (PoC). The PoC must be in line with the scope of work defined in this RFP.

The schedule of POC will be communicated to bidders at later stage of the process. The demo must focus on the following (but not limited to):

- i. Login method, integrated user interface of the solution for all components, end-to-end flow of the solution & ease of navigation – 10 marks
- ii. Implementation of Trace & Track mechanism for product authentication & traceability. Compliance with minimum Functional Requirements of the solution as mentioned under Section-11: Appendix-I of this document – 10 marks
- iii. Use of cloud infrastructure for hosting and maintenance of application – 10 marks
- iv. Report builder for ad-hoc reporting, MIS reporting & Dashboard for Workflow status – 10 marks
- v. Brief solution overview with architecture adhere to scope of work as mentioned under Section-6 of this document along with proposed Delivery Plan /Work Plan – 10 marks.

Note: The cost for PoC needs to be borne by the bidder, NEHHDC will not be responsible for any cost incurred due to conducting this PoC.

5.3. Commercial Bid Evaluation Criteria

- i. The bidders who will score **60 marks or above** will be eligible for opening of their Financial Bid.
- ii. In the event, if there are 2 or more Bidders have offered the same (lowest) Price, the Bidder securing the higher technical score will be adjudicated as the Lowest Price (L1) bidder.
- iii. Lowest Price (L1) will be called for Financial Negotiation.
- iv. After Negotiation, NEHHDC will issue the Letter of Intent (LoI) to the Lowest Price (L1) Bidder
- v. In case if the Lowest Price (L1) bidder fails to accept the LoI and or fails to sign the agreement within 21 days from issuance of the LoI, NEHHDC reserves the right to award the project to the next eligible bidder.
- vi. Any discrepancies (in Financial Bid) between number and words, the amount mentioned in word will prevail over the number.



6. Scope of Work

The tentative scope of work that a selected bidder needs to perform are mentioned below:

6.1. Project Kick-Off and Requirement Gathering

SI should prepare a Project Inception Report which will serve as the primary document for all type of project related activities including Delivery Plan, Roles and Responsibility of Project Team etc.

SI is expected to undertake an in-depth study of the processes involved and collect exact requirements that need to be addressed through the proposed solution. All the business processes including any exceptions or deviations should also be studied thoroughly. To collect the information, the requirement gathering team should interact with the SPOC of NEHHDC. SI should analyze the requirements, find out any gaps and design the application based on the current need as well as best industry practices adopted. SI must provide a detailed Functional Requirement Specification (FRS) document at the end of this phase. NEHHDC approval is mandatory on this document for the SI to proceed to the next step.

6.2. Hardware Installation & Commissioning

The SI need to perform following activities (but not limited to) at this stage-

- Procurement of IoT devices along with other accessories as per the Bill of Material mentioned under Appendix-II of this document.
- The proposed IoT Device should comply all the functional requirements mentioned under Appendix-I of this document.
- SI need to install/ fix the device on the loom at each location as per state wise allocation list mentioned under Appendix-IV.
- Configuration of the IoT device to ensure that the IoT device captures accurate loom movement signals during loom operation.
- Updation of firmware Over the Air (OTA) to keep the device up to date.
- The IoT device should be capable enough to capture the movement of the loom from start to finish of the manufacturing cycle of a handloom product, photographs and videos.

Note:

- Deployment & commissioning of IoT devices on the 10,000 looms will be done simultaneous in all seven states (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland & Tripura) and need to be completed within a period of 12 months from date of signing of Contract by the SI. The details of site location shall be shared later.

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

- The minimum technical specifications of the IoT device to be used under the project has been provided under Appendix-III of this document.
- The final location list of 10,000 looms/ artisans will be shared with SI. The location list may change during the execution of the project as per the decision taken by NEHHDC.

6.3. Design of Web Application

- After analysis of the requirements, SI will prepare System Design Document covering all the requirements of the stakeholders.
- The design and development of application software will be as per the functional requirements as mentioned under Appendix-I of this document.
- The output of this phase will be the detailed System Requirement Specification (SRS) document for the proposed application.

6.4. Development of Web Application

- The application development will be based on the detailed functional requirements, SRS and other relevant design documents.
- The code must be well documented, defining all the critical functionalities and should be maintained with proper version control.
- The application should be developed in a well-structured industrial pattern.
- Unit test cases need to be prepared and executed for all the logical code units.
- At the end of development & implementation phase, the entire source code (after proper encryption) need to be handed over to NEHHDC with proper documentation.

6.5. Testing of application

- Agency will provide plans and support for User Acceptance Tests (UAT) and System Integration Tests (SIT) including Performance Tests (PT) to NEHHDC and make the necessary changes to the configuration to optimize performance as per the testing reports
- To ensure the smooth operation and quality of an application, it is essential to have two distinct environments, production and testing environment.
- Agency will be responsible for conducting the user load testing during this phase.
- Agency will have to submit detail plan for the Go-Live of the system.
- NEHHDC reserves the right to undertake Test Implementation of the application before placing it in production environment.

6.6. Certification from CERT-in empaneled security auditor

- Upon successful UAT and prior to the Go Live, the agency shall undertake testing and appropriate certification of the software by any CERT-in empaneled security auditor.
- Agency will provide necessary support to the certification agency and carry out necessary updates to the system to meet the compliance requirements. The cost for obtaining the certification from CERT-in empaneled security auditor will be borne by the agency.

6.7. Hosting the application

Agency will host the application in a private cloud environment after proper clearance from the CERT-in empaneled security auditor. In case of any non-compliance, the agency has to comply the issue and necessary clearance needs to be taken from the security auditor. NEHHDC will provide the Go-live certificate after successful hosting of the solution. SI will provide technical support to include cloud data integrity during the entire contract period. After expiry of the contract period, up to next 6 months. SI will submit invoices only for "Cloud Service Charges for Production Environment" for this period.

6.8. Development of Mobile Application

A robust, secure and user-friendly mobile application is also suggested to be developed as a part of the proposed solution.

- The App shall allow users to login to their profile and perform activities as per the defined roles.
- The App shall have a simple but informative home screens with menu bar, Mobile offline store & Go-Ability for system to work offline in case of failure of internet connectivity or no cellular coverage. The system can automatically re-sync when connectivity will be restored.
- The App should also have an admin panel to perform administrative activities like defining roles and responsibility of the users. These panels will be accessed by the authorized officers of the NEHHDC.
- The App should have the features for capturing production event details including time & location (Geo-tagging) and artisan details.
- The App should enable wireless communication with the IoT device to collect data related loom movement.



RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

- The App should have the feature of proximity authentication to ensure that production tracking events are captured only when the smartphone is in close proximity to the loom or device.
- The App should provide user authentication using phone numbers as user IDs and dynamic PIN generation.
- The App should enable users to set preferences, such as language and working hours.
- The App should have options for displaying messages and notifications in the official languages of States in North East India.
- The App should ensure offline mode functionality for the app to allow data capture in areas with unreliable internet connections.

6.9. Network Connectivity

SI need to provide uninterrupted internet connectivity to mobile devices for capturing data from the IoT device and upload it to the main server in a secured manner without any data loss. The proposed solution must ensure a stable & continuous connectivity between the mobile devices and the main server.

6.10. Project Documentation

SI has to prepare the project documentation and has to update the same based on the reviews, feedbacks and suggestions received from various stakeholders. The documents will range from (but not limited to) -

- Training Manuals
- Standard Operating Procedure
- H/W, S/W documents/ Brochures
- Exit Management Document

6.11. Cloud Infrastructure Setup

SI will provide the required cloud infrastructure to host the backend components. The proposed Cloud Service Provider should be complied with the following criteria:

- i. CSP should be under MeITY empanelment. Copy of empanelment certificate need to be provided at the time of bidding.
- ii. CSP should have valid ISO 9001:2015, ISO 27001:2013 & ISO 27018 certificates. Copy of valid certificates need to be provided at the time of bidding.

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

- iii. CSP should have successfully implemented minimum 3 projects related to Cloud Services for any for any Central / State Government Organization / Public Sector Unit (PSU) in India in last 5 years. Copy of work completion certificate need to be provided at the time of bidding.

The required IT infrastructure should be hosted in Private Cloud. The cloud should have following capabilities:

- i. All the VMs should be auto scalable in terms of RAM & CPU as and when required
- ii. Should provide auto-scalable, redundant, dynamic computing capabilities
- iii. The cloud platform should be intelligent enough to predict incoming load and assign resources to virtual machines dynamically without rebooting system
- iv. Cloud platform should be capable enough to allocate automatically resources against running load to handle sudden spikes.
- v. The cloud platform should provide high availability across VMs so that even if any host goes down, all guest VMs should be migrated to another host automatically. This provides the ability to maintain business continuity / DR without incurring additional costs.
- vi. Cloud platform should support horizontal load balancing along with vertical
- vii. Cloud provider should give a dashboard of all VMs to monitor allocated and used resources by the portal application

SI need to provide the following services (but not limited to) at this stage -

- Create and manage databases to store production event details, user information and other relevant information.
- Setup storage solutions for handling of images, videos or other media files.
- Provide All required licenses for cloud related services
- Implementation of machine learning algorithms for loom signal analysis and classification.
- Develop APIs for integration with online markets, websites, and other external applications.
- Create a web user interface application for accessing and managing the backend system.
- Integration with ecommerce site <https://purbashree.com> with an API.
- Providing services on a highly secure and controlled platform and providing a wide array of security features that can be used.
- Should maintain Availability/Uptime of cloud services more than 99.95%.
- Should provide business continuity and disaster recovery services to meet the RPO and RTO as per the service levels mentioned below. In case the primary environment goes

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

down, the SI shall scale up the DR environment for the services to be delivered without any effect on the performance. The following should be followed by the SI:

Sl. No.	Criteria	Description	Target
1	Recovery Time Objective (RTO)	Measured during the regular planned or unplanned (outage) change over from DC to DR or vice versa.	RTO <= 2 hours
2	Recovery Point Objective (RPO)	Measured during the regular planned or unplanned (outage) change over from DC to DR or vice versa.	RPO <= 1 hours

- Provide relevant tools and services for backup, migration and replication of applications / data
- Provide operations and maintenance of the infrastructure including host operating system and virtualization layer down to the physical security of the facilities in which the service operates

6.12. Pilot on Handicraft /Lion Looms

SI will conduct a Pilot Project on handicraft /lion looms covering about 50 artisans at the final 6 month period under Phase-2. The list of the 50 artisan will be provided by NEHHDC. The success parameter of the pilot run will be the complete demo of Authentication of Lion Looms. SI need to take completion certificate from NEHHDC before proceeding to the next step.

6.13. Handholding & Post Implementation Support

Under Post implementation phase, SI need to provide handholding support to the stakeholders for a period of 12 months for operational & functional issues. The support will include (but not limited to):

6.13.1. Maintenance of Software Application

- SI should provide a Helpdesk support from Monday to Saturday (9 AM to 7 PM) at NEHHDC office during the contract period.
- The Helpdesk will serve as a single point of contact for application related incidents and service requests.
- The Helpdesk will be managed by efficient personnel of the SI having sufficient knowledge in Helpdesk Management.

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

- SI will implement a call logging system either through telephone or through portal as in line with the severity levels as per the SLAs.
- SI has to provide Helpdesk services to track and route requests for service and to assist end users in answering questions and resolving problems related to the solution.
- SI will provide the latest updates, patches, version upgrades relevant for the software components used to develop applications.

6.13.2. Warranty Support of all hardware components –

All devices deployed will be provided a warranty for the duration of project of 18 months. If the device is not working due to manufacturing defects, it will be replaced within a week. The operation of device should be as per the process mentioned in the training material.

Above all, at this stage the SI need to provide necessary Training/ Capacity Building support to the relevant stakeholders under the project

6.14. Capacity Building

SI will only be responsible in imparting technical knowledge related to usage of the application/software to the project stakeholders; any other training related to the development of handloom sector i.e. skill development would fall under the purview of NEHHDC. SI must provide necessary training material as a part of the training program.

6.15. Project Closure

At the end of the support period, the SI will enter the project closure phase, in which the agency has to perform the following activities (but not limited to) –

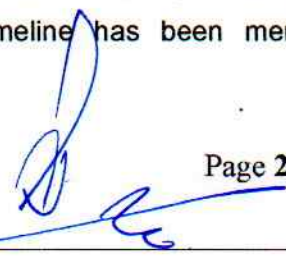
- i. Prepare a Knowledge Transfer Plan
- ii. Update and finalize of all the project related documents.
- iii. Complete Knowledge Transfer Process
- iv. Handover of all project related documents
- v. Take the Project Closure Clearance/ Certificate from NEHHDC

7. Indicative Project Deliverables and Timelines

The entire duration of the project will be for **30 Months** from the date of signing of the service agreement with the successful bidder. A tentative Project Timeline has been mentioned hereunder:

Table 3: Deliverables & Timelines

Page 29 of 71



RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Activities/ Task	Deliverables	Timelines
Phase-I: Implementation Phase (12 Months)			
1	Project Kick-Off	i. Kick-off presentation ii. Project Inception Report iii. Detailed Project Delivery Plan and approach for the project	T+1 week
2	Requirement Gathering and study of the existing processes	Submission of: i. Functional Requirement Specifications document (FRS) ii. Software Requirement Specification document (SRS)	T+3 Weeks
3	Development / Customization of Technology Platform (Web and Mobile Application)	i. Development/ customization of Web application based on requirements ii. Development/ customization of Mobile app	T+16 weeks
4	Testing of Technology Platform (Web and Mobile Application)	i. Completion of UAT and submission of UAT Report ii. Security Certification	T+20 weeks
5	Hosting of Technology Platform (Web and Mobile application) under cloud infrastructure	i. Partial "Go-Live" of Technology Platform (Web & Mobile application) with 3000 looms	T+24 weeks
6	Capacity Building of NEHHDC Officials & artisans	ii. Training Manual	T+ 20 Weeks
7	Supply, Installation & Commissioning- Procurement, Installation & Commissioning of Hardware component in all 10,000 locations	i. Installation & Commissioning Report covering first notified list of 1500 looms	T+16 Weeks
		ii. Installation & Commissioning Report covering Second notified list of 1500 looms	T+24 Weeks
		iii. Installation & Commissioning Report covering Third notified list of 1500 looms	T+32 Weeks

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Activities/ Task	Deliverables	Timelines
		iv. Installation & Commissioning Report covering Fourth and Final notified list of 5500 looms	T+48 Weeks=T1
Final Go-Live with 10,000 looms in 12 months (T1= T+48 Weeks)			
Phase-II: Maintenance Phase (18 Months)			
8	Maintenance of Technology Platform (Web & Mobile Application)	i. Enhancement/ modification of the solution ii. Support Services iii. Any pending integration as per scope of work needs to be done after Go Live iv. Monthly SLA reports	Between T1 and (T1+72 Weeks)
9	Maintenance of Hardware (IoT Devices)	i. SoP for O&M (Operation & Maintenance) ii. Support Services iii. Monthly SLA reports	i. T+24 Weeks ii & iii. Between T1 and (T1+72 Weeks)
10	Warranty Support of all hardware components	i. Warranty support and replacement of defective devices.	18 Months (T1 and T1 + 72 Weeks) from the date of installation & commissioning
11	Exit Management	i. Exit Management Plan & Handover	Between (T1+ 68 Weeks) and (T1+ 72 Weeks)

Note:

- T is the date of signing of contract and mobilization of resources.
- The O&M phase will start after installation and commissioning of all 10,000 looms.
- The tentative phase wise Go-Live Plan is as follows.

Phase-I: Go-live with 3000 looms by T+ 24 weeks

Phase-II: Go-live with 4500 looms (cumulative) by T+ 32 weeks

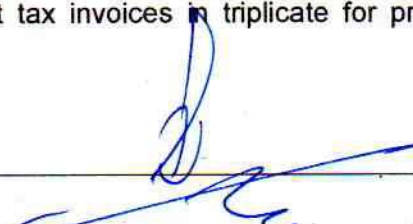
Phase-III: Go-live with 10000 looms (cumulative) by T+ 48 weeks

8. Payment Schedule

Phase	Category	Description	Payment Milestone
OPTIONAL	Mobilization Advance	10% of the quoted value	Upon submission PBG (15% of the quoted value- i.e 5% extra against Mobilization Advance)
A	T+24 Weeks	Go-Live of the solution with 3000 looms	i. 75% of Solution cost ii. 60% of supplied hardware cost (for 3000 looms) Less: 25% of Mobilization Advance Amount
B	T+32 Weeks	Go-Live of the solution with 4500 (cumulative) looms	i. 10% of Solution cost ii. 60% of supplied hardware cost (for 1500 looms) Less: 25% of Mobilization Advance Amount
C	T+48 Weeks	Go-Live of the solution with 10000 (cumulative) looms	i. 15% of Solution cost ii. 60% of supplied hardware cost (for 5500 looms) Less: 20% of Mobilization Advance Amount
D	Quarterly Payments between T1 & T1+72 Weeks	Operation & Maintenance Support	i. 1/6th of O& M cost (every quarter) ii. 7% of hardware cost (10000 looms) every quarter (during first 5 quarters) and 5% on last quarter Less 5% Mobilization advance amount every quarter

Note:

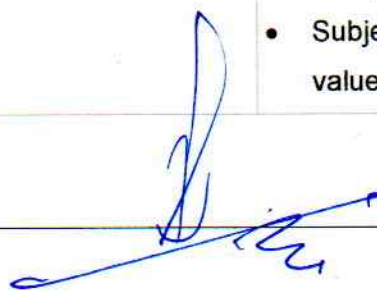
- All payments are linked with SLA as mentioned in the Section-9
- Successful Bidder must submit all the required documents with invoice for processing of payment. Successful Bidder needs to submit tax invoices in triplicate for processing of payment.



9. Service Level Agreement and Penalty

- i. The Service Levels mentioned in this section define the levels of service which need to be delivered by the System Integrator for the entire duration of the project and shall be applicable from the date of signing of contract. The penalties on individual service parameters would be applied individually.
- ii. Penalties shall not be levied on the System Integrator in case of "Beyond the Control of System Integrator". "Beyond the Control of System Integrator" means which is not attributable to System Integrator.
- iii. If the penalty reaches 10% of the payment value in two consecutive months, NEHHDC may have the rights to invoke termination clause as mentioned in the RFP under Section-4: Instruction to Bidders.

S No.	Service Levels	Target	Penalty
1	Partial "Go-Live" of Technology Platform (Web & Mobile application) with 3000 looms	<ul style="list-style-type: none"> • Within 24 weeks from the date of signing of contract • > 24 weeks 	<ul style="list-style-type: none"> • No charges • 1% of the quoted cost for each week delay. Maximum upto 10% of the quoted value.
2	Application Availability. (Availability reports needs to be produced by the agency).	<ul style="list-style-type: none"> • $\geq 99.95\%$ • $\geq 99.95\%$ and $< 98\%$ • $< 98\%$ 	<ul style="list-style-type: none"> • Nil • 2% of QGR amount <p>For every 0.5% drop from target up to 94%, 1% of penalty of invoice amount for every incidents.</p> <p>Subject to a ceiling of 10% of the value of the payment given to SI for a particular quarter</p>
3	*Resolution of all critical bugs/ complaint	<ul style="list-style-type: none"> • Within 1 day • > 1 day 	<ul style="list-style-type: none"> • Nil • 1% of QGR bill per day delay max to 10 days. • Subject to a ceiling of 10% of the value of the payment given to

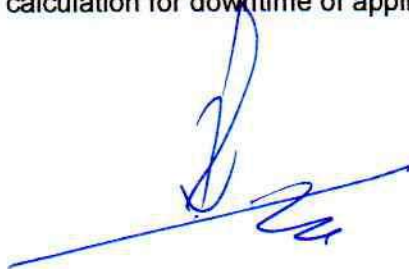


RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

S No.	Service Levels	Target	Penalty
			agency for a particular quarter
4	**Resolution of non-critical bugs/ complaints	<ul style="list-style-type: none"> • Within 3 days • > 3 days 	<ul style="list-style-type: none"> • Nil • 1% of QGR bill per day delay max to 10 days. • Subject to a ceiling of 10% of the value of the payment given to agency for a particular quarter
5	Failures related to usability of the IOT System.	<ul style="list-style-type: none"> • Within 3 days • > 3 days 	<ul style="list-style-type: none"> • No Penalty • INR 500 for each day for each device of delay up to a maximum 10% of the contract value.

Note:

- **/ Critical and non-critical bugs/complained shall be based on nature of the work defined by the NEHHDC
- Exclusion of Downtime - Down time due to non-availability of internet link will not be considered for the purpose of penalty calculation for downtime of application



10. Annexures

10.1. Annexure-I: Covering Letter for submission of Proposal

(To be submitted on the letterhead of the bidder)

(Date)

To

The Managing Director

North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC),

Craft Promotion Center,

Garchuk, Pamohi Road,

Guwahati-781035.

Ref: RFP No.dated:....

Sub: Submission of RFP for “Selection of System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of Northeast Under North Eastern Handicrafts & Handlooms Development Corporation Ltd.”

Dear Sir,

We have examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP no. _____ dated _____ for “Selection of System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of Northeast Under North Eastern Handicrafts & Handlooms Development Corporation Ltd.”, in full conformity with the said RFP document.

- i. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
- ii. We agree to abide by this RFP, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of submission of the bid.
- iii. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
- iv. We hereby declare that all the information and statements made in this RFP are true and accept that any misrepresentation contained in it may lead to our disqualification.

Sincerely,

Signature of Authorized Signatory of the bidder

Name:

Designation:

Date:

10.2. Annexure-II: Details of the Responding Bidder

To, (Date)
 The Managing Director
 North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC),
 Craft Promotion Center,
 Garchuk, Pamohi Road,
 Guwahati-781035.

Bidder information Format

#	Description	Details (to be filled by the bidder)
1.	Name of the company	
2.	Official address	
3.	Phone No. and Fax No.	
4.	Corporate Headquarters Address	
5.	Phone No. and Fax No.	
6.	Email and Web Site Address	
7.	Details of Company's Registration (Please enclose copy of the company registration document)	
8.	Name of Registration Authority	
9.	Registration Number and Year of Registration	
10.	Quality Certificates and its validity	
11.	GST registration No.	
12.	Permanent Account Number	

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Details	Authorized Signatory	Secondary Contact
Mobile		
Fax		
Email Id		

Yours Sincerely,

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Address :

Telephone& Fax :

10.3. Annexure-III: Compliance Sheet**10.3.1. Eligibility Criteria (Stage-1)**

#	Eligibility Criteria	Document Proof	Compliance (Yes/No)	Page reference (Doc. name and Pg. no.)
1	The bidder must be a registered legal entity like registered under Companies Act 1956 or Partnership firm or Registered Proprietorship Firm or similar legal entities incorporated in India.	Valid documentary proof for:- <ul style="list-style-type: none"> • Certificate of Incorporation/ Registration • GST Identification number (GSTIN) • PAN number 		
2	<ul style="list-style-type: none"> • The bidder must have an average annual turnover of Rs.10 Crores or above for three financial years (2019-2020, 2020-2021 and 2021-2022) from IT/ITES services . • The bidder must have positive net worth for the financial years 2019-2020, 2020-2021 and 2021-2022 	A certificate from the Chartered Accountant on their letter head confirming annual turnover and positive net worth during the mentioned period as per format given in Annexure-IV.		
3	The Bidder must have undertaken (completed/ongoing) projects related to implementation of IoT solution for Central/ State Government Organization / Public Sector Unit (PSU))/ any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	LoA/ Lol/ Agreement/ Work Completion Certificates on the client's letter head confirming the scope of work. The Project Citation should be as per format mentioned in Annexure-V of this document.		
4	The Bidder must have undertaken (completed/ongoing) projects related to implementation of web /	LoA/ Lol/ Agreement/ Work Completion Certificates on the client's letter head confirming		

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

#	Eligibility Criteria	Document Proof	Compliance (Yes/No)	Page reference (Doc. name and Pg. no.)
	mobile application for any Central / State Government Organization / Public Sector Unit (PSU) / any Government organisation in India during last 10 years ended on 31.03.2023 (the project must have been initiated during the period).	the scope of work. The Project Citation should be as per format mentioned in Annexure-V of this document.		
5	The Bidder must have any one of the following valid certificate: <ul style="list-style-type: none"> • ISO 9001:2015 or • ISO 20000 or • ISO 27001: 2013 	Copy of this certificate which should be valid as on the last date of bid submission.		
6	The Bidder must not be blacklisted/ deburred by any Central / State Government / Public Sector Unit (PSU)/any Government organisation in India at the time of bid submission	Applicant shall submit a declaration on Non-Judicial Stamp paper (format as per Annexure-VI) of Rs. 10/-		
7	The bidder must submit the Power of Attorney (on Non-Judicial e-Stamp paper of Rs.1000/-) for signing and submitting the bid.	Power of Attorney needs to be submitted in Non-Judicial e-Stamp paper (format as per Annexure-VII) of Rs. 1000/-.		

10.3.2.Evaluation Criteria (Stage-2)

#	Technical Evaluation Criteria	Document Proof	Compliance (Yes/No)	Page reference (Doc. name & Pg. no.)
1	Experience of Bidder in IoT Implementation – Relevant project experience for implementation of IoT devices for	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks • 3 Projects = 8 Marks • >3 Projects = 10 Marks 		

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

#	Technical Evaluation Criteria	Document Proof	Compliance (Yes/No)	Page reference (Doc. name & Pg. no.)
	any Central / State Government Organization / Public Sector Unit (PSU))/ any Govt. organisation in India during last 10 years (ended on 31.03.2023).			
2	<p>Experience of Bidder in Web / Mobile App design & development -</p> <p>Relevant Project experience (ongoing/ completed) related to design & development of web / mobile application for any Central / State Government Organization / Public Sector Unit (PSU))/any Govt. organisation in India during last 10 years (ended on 31.03.2023).</p>	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks • 3 Projects = 8 Marks • >3 Projects = 10 Marks 		
3	<p>Experience of Bidder in Cloud Hosting & maintenance of application-</p> <p>Relevant Project experience (ongoing/ completed) related to hosting and maintenance of application under cloud environment for any Central / State Government Organization / Public Sector Unit (PSU))/any Government organisation in India during last 10 years (ended on 31.03.2023).</p>	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks • 3 Projects = 8 Marks • >3 Projects = 10 Marks 		

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

#	Technical Evaluation Criteria	Document Proof	Compliance (Yes/No)	Page reference (Doc. name & Pg. no.)
4	Experience of Bidder in Textile Industry/ Handloom Sector - Project Experience in Textile Industry/ Handloom Sector for any Central / State Government Organization / Public Sector Unit (PSU) /any Government organisation in India during last 10 years (ended on 31.03.2023).	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks • 3 Projects = 8 Marks • >3 Projects = 10 Marks 		
5	Experience of Bidder in North East Location - Experience in Project experience (ongoing/ completed) related to implementation of any IT solution in North Eastern region of India in last 10 years (ended on 31.03.2023).	<ul style="list-style-type: none"> • 1 Project = 4 Marks • 2 Projects = 6 Marks • 3 Projects = 8 Marks • >3 Projects = 10 Marks 		

10.4. Annexure IV: Bidder's Annual turnover & net worth over last 3 FY

<<To be printed on bidder company's letterhead and signed by Authorized signatory>>

To

The Managing Director

North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC),

Craft Promotion Center,

Garchuk, Pamohi Road,

Guwahati-781035.

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document for Selection of System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East Under North Eastern Handicrafts & Handlooms Development Corporation Ltd. I hereby declare that below are the details regarding Annual Turnover over for 3 financial years (i.e. 2019-2020, 2020-2021 and 2021-2022) from IT/ITES services for our organization and positive net worth for the financial years mentioned above.

#	Details	FY 2019-20 (in Crores) (a)	FY 2020-21 (in Crores) (b)	FY 2021-22 (in Crores) (c)	Average Turnover [(a+b+c)/3]
1	The bidder have more than Rs.10 Crores of average annual turnover for 3 financial years (i.e. 2019-2020, 2020-2021 and 2021-2022) from IT/ITES services				

#	Details	FY 2019-20 (in Crores)	FY 2020-21 (in Crores)	FY 2021-22 (in Crores)
1	The bidder have positive net worth for the financial years 2019-2020, 2020-2021 and 2021-2022			

Yours Sincerely,

Signature of Statutory Auditor (with official seal)

Name :

Designation :

Address :

Telephone & Fax :

E-mail address :

10.5. Annexure-V: Project Citation Format

Assignment Name:	Approx. Value of the Contract (in INR):
Country:	Duration of Assignment (months): -
Location within country:	
Name of Client:	Total No of Staff-Months of the assignment:
Address of Client:	No of professional staff-months provided by the firm:
Start date: (Month/Year):	Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and
Completion date (Month/Year):	Functions Performed:
Description of Project:	
Description of actual services provided by your staff within the assignment:	

10.6. Annexure-VI: Declaration for not being blacklisted

(On Non-Judicial Stamp paper)

To

The Managing Director

North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC),

Craft Promotion Center,

Garchuk, Pamohi Road,

Guwahati-781035.

Ref: RFP No. <.....>; dated: <.....>.

Dear Sir/Madam,

In response to the above mentioned RFP, I/We, _____,as _____ <Designation> of M/s _____, hereby declare that we are having unblemished past record and are not declared blacklisted or ineligible to participate for bidding by any Central / State Government Organization / Public Sector Unit (PSU) as on date of bid submission.

Sincerely,

Signature of Authorized Signatory and Seal of the bidder

Name:

Designation:

10.7. Annexure–VII: Power of Attorney

(On Non-Judicial e-Stamp paper of Rs.1000/-)

To

The Managing Director

North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC),

Craft Promotion Center,

Garchuk, Pamohi Road,

Guwahati-781035.

Ref: RFP no <xxxx> dated <dd/mm/yyyy>

Subject: Power of Attorney in response to the RFP for “Selection of System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East Under North Eastern Handicrafts & Handlooms Development Corporation Ltd.”.

Dear Sir,

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. / Ms. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal document for ‘Selection of System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East Under North Eastern Handicrafts & Handlooms Development Corporation Ltd.’, in response to the RFP invited by North Eastern Handicraft & Handloom Development Corporation Ltd. (referred to as NEHHDC), including signing and submission of all documents and providing information / responses to NEHHDC in all matters in connection with our bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this _____ day of _____ 2023

For _____

(Signature)

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

10.8. Annexure–VIII: Format of Performance Bank Guarantee

To

The Managing Director

North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC),

Craft Promotion Center,

Garchuk, Pamohi Road,

Guwahati-781035.

Dear Sir,

- i. Against the letter of award no. _____ dated _____ for the “Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East Under North Eastern Handicrafts & Handlooms Development Corporation Ltd.” (hereinafter termed as the "said Contract") entered into between Managing Director, North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC) and M/s _____ having its registered office at _____ (herein after called the "Successful Bidder"), this is to certify that at the request of the Successful Bidder, we _____ **Bank** having its Registered/Head office at and branch at are holding in trust, in favor of the Purchaser, the amount of ₹ to indemnify and keep indemnified the MD,NEHHDC against any loss or damage that may be caused to or suffered by MD,NEHHDC by reason of any breach by the Successful Bidder of any of the terms and conditions of the said contract/and/or in the performance thereof. We, the Bank, agree that the decision of MD,NEHHDC, whether any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Successful Bidder and the amount of loss or damage that has been caused to or suffered by the MD,NEHHDC shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on receipt of a written demand received by the **Bank** on or before _____, and without demur to the MD,NEHHDC.
- ii. We, the **Bank**, further agree that the guarantee herein contained shall remain in full force and effect during the period that shall be taken for satisfactory performance and fulfillment in all respects of the said contract by the Successful Bidder i.e. till _____ years (minimum 2 years) from the date of the signing of the agreement, _____, hereinafter termed as the said date, and that if any claim accrues or arises against us, we the Bank by virtue of this irrevocable and unconditional performance guarantee before the said date, the same shall be enforceable against us. Payment under this letter of guarantee shall be made promptly upon

receipt of written notice received by the Bank on or before _____ to that effect from MD,NEHHDC.

- iii. It is fully understood that this guarantee is effective from the date of the said contract and that we the Bank undertake that no change or addition or modification of the terms of the contract or the work to be performed there under or any of the contract documents which may be made between MD,NEHHDC and the Successful 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. However, it shall not be necessary for the authority (NEHHDC) to move against the selected Agency first and the guarantor (Bank) shall be treated as the principal debtor for the purpose.
- iv. We, the Bank, undertake to pay to MD,NEHHDC any money so demanded not exceeding a sum of **Rupees**, notwithstanding any dispute or disputes raised by the Successful Bidder in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal.
- v. We, the Bank, further agree that MD,NEHHDC shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time for performance by the Successful Bidder from time to time or to postpone for any time any of the power exercisable by MD,NEHHDC against the said Successful Bidder and the Bank shall not be released from its liability under this guarantee by reason of any such variation or extension being granted to the said Successful Bidder or for any forbearance by MD,NEHHDC or any other matter or thing what-so-ever, which under the law relating to sureties would, but for this provision have the effect of so releasing us from liability under this guarantee.
- vi. This guarantee shall not be discharged due to the change in the constitution of the Bank or Successful Bidder.
- vii. We, the Bank declare that it has the power to issue this Guarantee and discharge the obligations contemplated. The Manager is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank.
- viii. The Guarantee amount is payable at Guwahati.

Notwithstanding anything contained hereinbefore:

- a) Our liability under this bank guarantee shall not exceed Rupees ₹ (Rupees).
- b) This bank guarantee shall be valid for ____ years (minimum 2 years) from the signing of the agreement, till _____; and

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

- c) We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if we receive a written claim or demand on or before the date of expiry of validity of this bank guarantee.

Date:

For and on behalf of the _____ Guarantor Bank,

(Signature)

Designation

(Address and Common Seal of the Bank)

10.9. Annexure – X: Financial Proposal – Standard Forms

10.9.1. Annexure-X(A): Financial Proposal Submission Letter

(To be submitted on the letterhead of the bidder)

[Date]

To

The Managing Director
North Eastern Handicrafts & Handlooms Development Corporation Ltd (NEHHDC),
Craft Promotion Center,
Garchuk, Pamohi Road,
Guwahati-781035.

Subject: RFP for “Selection of System Integrator for Digitalization, Authentication & Implementation of Traceability in Handloom Sector of North East Under North Eastern Handicrafts & Handlooms Development Corporation Ltd.”.

Dear Sir,

We, the undersigned, offer to provide the services as mentioned in the scope of work of the RFP dated (date). Our Financial Proposal shall be binding upon us subject to the modifications resulting from arithmetic correction, if any, up to expiration of the validity period of the Proposal, i.e. [date]. Our attached Financial Proposal is for the sum of <Amount in words and figures>. This amount is inclusive of all applicable taxes.

All the prices mentioned in our proposal are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of <days> calendar days from the date of opening of the Bid.

We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under Details of Financial Bid Form. We understand that the actual payment would be made as per the existing tax rates during the time of payment.

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the Annexure-VIII of this RFP document. Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date]. We understand you are not bound to accept any Proposal you receive.

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

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

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking You,

We remain,

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

(To be submitted on the letterhead of the bidder)

10.9.2. Annexure-X(B): Details of Financial Bid

Part-A: Infrastructure & Application Cost								
S / N	Components	UoM	Qty	Unit Rate	Amount (Unit Rate x Qty) (A)	GST (in %) (B)	Total GST Amount (C=A*B%)	Total Amount
1								
2								
...								
N								
	Miscellaneous (Any other items)	Lumps um						
Total Infrastructure & Application Cost (TIAC)								

Part-B: Bandwidth Cost								
S / N	Components	UoM	Qty	Unit Rate	Amount (Unit Rate x Qty) (A)	GST (in %) (B)	Total GST Amount (C=A*B%)	Total Amount
1								
Total Bandwidth Cost (TBC)								

Part-C: Operation & Maintenance Cost								
S/ N	Description	Rate (A)	No. of Qtr (B)	Amount (C =A * B)	Amount(Unit Rate x Qty) (D)	GST (in %) (E)	Total GST Amount (F=D*E%)	Total Amount (G)
1	O&M Support							
Total Support Cost (TSC)								

Total cost of the project will be calculated as (TIAC+ TBC+ TSC)

Note:

- i. Bids quoting zero will be rejected.
- ii. The bidder is advised to keep a maximum ratio of 2/3 : 1/3 for CAPEX & OPEX respectively. In case if the bidder quotes the CAPEX more than 2/3 of the total bid value, the same will be rejected.
- iii. Prices should be quoted in Indian Rupee only and indicated both in figures and words. The amount mentioned in words will prevail.

(Signature of Authorized Signatory of the bidder)

Name:

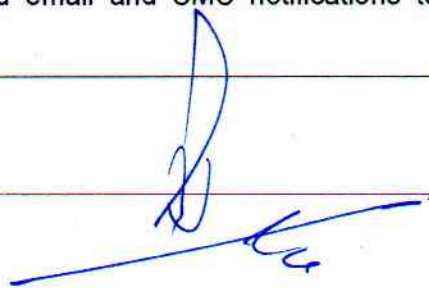
Designation:

Date:

11. Appendix

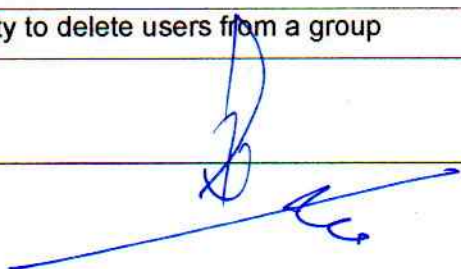
11.1. Appendix-I : Indicative Functional Requirements

Sl. No.	Features
Web Application	
General Conditions	
1.	System should be easy to navigate and should have user friendly interface.
2.	System should have ability to support all standard latest version of web browsers such as Microsoft Edge, Firebox, Chrome, Opera, Safari etc.
3.	System should be capable enough to host under cloud environment.
4.	The application should be responsive and compatible with various devices, including desktops, tablets, and mobile phones.
5.	System should support multilingual options (primarily support three languages - English, Hindi and Assamese), specifically the official languages of the states in North Eastern States, to display content in users' preferred languages.
6.	The system should be platform-neutral, flexible, and compatible so that the organization is not restricted to a particular manufacturer or brand.
7.	The system should follow the GIGW guidelines.(2.0/3.0)
8.	The system should support open-source RDBMS
9.	Scalability should be high. The systems shall be designed for 24x7 operations.
10.	Integration with ecommerce site purbashree.com to get the authenticity and traceability information.
11.	Implement a search feature to enable users to search for specific content, users, or topics within the application.
12.	System should send automated notifications to users regarding order updates, new product releases or important announcements.
Rules & Workflow Configuration	
13.	The system should allow an authorized user to modify/ update/ delete the workflow configuration of the registered application.
14.	The system should retain a log for business rule and workflow changes in the system including author, type, IP Address, date and time of change(s).
15.	The system should the ability to send email and SMS notifications to internal and external users of the application.



RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Features
16.	The system should allow super users/ admin to configure user notification settings
17.	The system should be able to send out bulk email and SMS.
18.	The system should provide "Contact Us" links with strong captcha authentication so that the user can send messages to NEHHDC
19.	The system should provide searching and advanced searching option.
20.	The system should provide appropriate online help features that can be accessible by user
21.	The system should have password management facility
System Architectural Considerations	
22.	System should include a CMS to manage and update the website content, such as news, events, blog posts, and promotional banners, to keep the web application informative and engaging
23.	System should be designed in such a manner that the proposed solution should have high availability with no single point of failure. Sizing of the IT infrastructure needs to be done by the bidder to ensure high availability. The system availability must be greater than or equal to 99.99% during normal office hours and aligned to the SLA parameter mentioned under Section-9 of this document.
24.	The system must integrate seamlessly with the existing applications and shall support interface with other open-standard systems. The systems should be based on open standards and have API support for data import & export facility
User Registration and Login	
25.	System should allow user for registration through the portal with certain mandatory information
26.	System should allow the user to upload copies of necessary documents like Aadhar card, PAN card, Voter ID Card, etc.
27.	System should provide the user with Userid and password for login to the system and also allow him/ her to change his/her password at first time login to the system.
Administrator Functions	
28.	System should allow creation/ modification of user groups and allocation to user groups
29.	System should display all the user groups available in the system
30.	System should display all users available in the system
31.	System should provide functionality to delete users from a group



RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

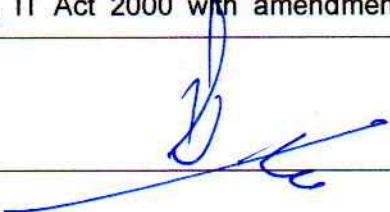
Sl. No.	Features
32.	All deletes should be soft delete and history of the same should be stored in the system
33.	System should have functionality to search users based on combination of First Name, Last Name and/or Username
34.	System should allow sorting of records based on First Name, Last Name and Username
35.	Username should be unique across the system
36.	System should allow assigning and editing of privileges for a user group
37.	Privileges can be at a Group level as well as Individual Level, system should clearly indicate the "Inherited Privileges" and the "Individual Privileges".
38.	System should have provision to assign users to multiple groups
39.	System should have functionality to activate/deactivate any user
40.	Admin should be able to regenerate password (system generated) for the user and send it via Email/SMS
41.	Admin should be able to maintain list of master data as needed by the system
42.	System should have functionality to export the records to pdf, excel etc.
43.	System should check for duplicate entry and throw error message when a master data is added/ edited
44.	The Admin module shall provide facility to take complete and incremental backups.
45.	In case of any security breach scenario, the system should be capable of raising alert messages through email and mobile number of the designated authority of the NEHHDC and the Project Manager of SI. The log of security breach should be generated and periodic audit of the same should be done. It will be the responsibility of the SI to conduct such audits and resolve the issue and submit the report to NEHHDC.
46.	System should maintain the profile management for users. The profile management for weavers/ artisans initially to be created by the field support team and subsequently maintained by the operations team.
47.	System should have the facility for creation and maintenance of profile management for the organizations/ Business Partners
48.	System should have the facility for Asset Management. Creation/ Updation of assets should be possible through the system. Any sort of patch updation can be done through the system.
49.	System should have the facility to configure & updates the IoT devices remotely.

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Features
Product Management	
50.	System should allow Admin to manage and update the product catalog, including adding new products, updating product details and removing of discontinued items.
51.	System should allow user to search for the product based on various criteria such as type, region, material, price, weaving technique etc. and should provide filtering options to refine search results.
Order Management	
52.	System should facilitate the option for management of orders placed by buyers, including order tracking, confirmation, and cancellation processes.
53.	System should allow Admin to view and manage order details, generate invoices, and update order status based on the payment status.
Online Payment	
54.	System should have online payment facility.
55.	System should capable enough to integrate with payment gateways to enable online transactions for buyers.
56.	System should support various payment options such as through Credit/Debit cards, Net banking, and Digital wallets
Dashboard	
57.	System should provide dedicated dashboard for weavers to manage their profiles, showcase their handloom products, track orders, access relevant resources and information from NEHHDC.
58.	Dashboard should provide a status of Devices , Artisans, Product & Orders
Reports	
59.	System should allow users to add/bookmark reports to their personalized dashboards.
60.	Types of reports available to a user will be based on the role and privileges assigned to that user.
61.	User should be able to generate reports based on criteria provided.
62.	User should be able to save the criteria used to generate a report. The saved criteria should be accessible to users to generate one click reports later on.
63.	System should provide a calendar to select date ranges for a report generation criteria

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Features
64.	Users should have option to export, print or send reports as pdf attachment through email
65.	System should provide an option to select the number of records to be displayed per screen
66.	System should have pagination feature to access reports displayed in multiple pages
67.	User should be able to sort the report data based on the column headers
68.	Users should be able to export reports to various formats like pdf, excel, word, CSV etc.
69.	User should be able to generate reports in all standard graphical formats like Line Chart, Bar Chart, Pie Chart, Area Chart, X Y Scatter Chart etc.
70.	Users should be able to generate reports using controls like date, =, >, <, and, or etc.
71.	System should be able to perform trend analysis, forecast data based on time, season
72.	System should have a drill-down action that allows exploring the data from high-level view (aggregate data) to low-level view (detailed/transactional data)
73.	System should generate following type of Reports (tentative) <ul style="list-style-type: none"> • Category wise Product Information • State wise Weavers/ Artisans information • Production Status • Product Details • Device Reports • Order Details • Sales Report • Inventory Report • POS Reports by artisans, clusters and class • Customized reports as per requirements from NEHHDC
Security	
74.	System should provide the capability to support public/ private key encryption.
75.	System need to comply with OWASP (Open Web Application Security Project) Top 10 Application Security Risks-2010, ISO / IEC 27001:2013 Information Security Management System requirements, IT Act 2000 with amendments 2008 and other



RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Features
	guidelines recommended by MeitY
76.	System should have the facility to update frequently based on the new vulnerabilities discovered in the web application cyber security world.
77.	The system shall provide support for HTTP/SSL for secured data transfer.
Audit Trail	
78.	System should record all changes made to the data/records against the username
79.	System should record the timestamp when the changes are made
80.	System should record both the original and updated value when changes are made
81.	The audit trail recorder will record any change that is committed to the database. If the user make changes but doesn't save them to the database, the audit trail recorder will not record them
82.	System should provide a reporting screen so that all changes made to the system can be viewed
83.	System should provide search functionality to search the audit trail records
84.	Audit trail reporting screen should be only accessible to users having the necessary privileges
85.	By default, all audit trail records should be displayed in a grid format, arranged with respect to timestamp in descending order
86.	User should be able to search audit trail records for a particular date range
87.	System should provide pagination feature to display the audit trail records
88.	User should be able to export the data in various formats like pdf, excel, word, CSV etc.
89.	User should be able to print the audit trail data
90.	The system should record the IP address of the client machine/device in the audit trail
Backup and Recovery	
91.	The proposed solution should allow administrators to set parameters for backup policy
92.	The proposed solution should have the ability to provide periodic backup for all data.

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Features
93.	The proposed solution should allow the administrator to recover backed up data.
Mobile Application	
General Conditions	
94.	The app should support the android and iOS platform.
95.	The app should work in all type of networks irrespective of the mobile device make & model.
96.	The app must check for updates if any and alert the users to download the same.
97.	The app GUI should be user friendly, readable, and support multilingual options (primarily support three languages - English, Hindi and Assamese) for providing higher user satisfaction.
98.	The graphics, widgets and colors used in the app should be best in class.
99.	The mobile application installed in the smart phones should be able to access the device database securely.
100.	The data communication between downloadable mobile application and various subsystems like SMS gateway, application server or any other third-party authentication server should be in encrypted form.
101.	The mobile app should have the embedded map facility to track the IoT devices at user end location
102.	The mobile APP should have the ability to upgrade services / add new services and mode to access these services effectively in a cost-effective manner without affecting other services with a commitment for backward compatibility as per the policy guidelines of that mobile platform.
103.	The mobile application needs to integrate and interoperate with various other external entities.
104.	The mobile APP should support role-based access to different functionalities.
105.	NEHHDC may undertake the periodic Audit/ Vulnerability Assessment and penetration testing of the solution by third party/independent auditors as per requirement of the authorities. Consequence to any observation, if any changes are required in the solution, same must be carried out by the vendor without any additional cost to NEHHDC.

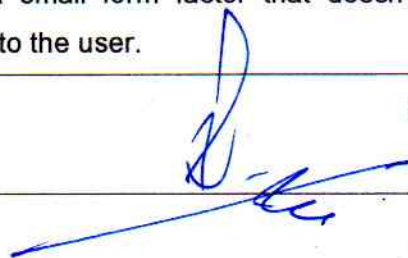
RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Features
106.	The app should be designed as per the GIGW guidelines and any other guidelines as prescribed by the Government of India.
107.	The app should have the facility to track the balance power backup of batteries when it comes to the close proximity of the concerned IoT device and generate an alert message to the user through the mobile app.
Authentication and User Management	
108.	System should have the following features: <ul style="list-style-type: none"> • Enable user registration and authentication using phone numbers as user IDs. • Generate and share a dynamic PIN via text message for user verification. • Mapping of products with product ID with the user ID of the product creator. • Allow users to set preferences, including language preference and working hours, within the app
Proximity-based Production Event Capturing	
109.	System should utilize wireless communication facility to capture loom movement signals from IoT devices
110.	System should be capable enough to capture the production tracking events when it comes to the close proximity to the device or loom to maintain authenticity
Production Event Details	
111.	System should capture and record production event details, including time, location, time taken to produce/weave certain product and also artisan details.
112.	System should enable users to enter and store this information through the mobile application.
Product Label Authentication	
113.	System should tag each product with a unique printed taffeta label during the weaving process.
114.	System should ensure that the label cannot be applied after the product is completed to maintain authenticity.
115.	System should include a QR code on the label that can be scanned using a smartphone for verification.
IOT Device	
116.	The sensor should be capable enough to communicate its data by using wireless



RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Features
	technology.
117.	The device should be able to function with portable battery and capable of working for long time, more than 6 months.
118.	The device should have a configuration Over-The-Air feature through which all the operational settings will be configured.
119.	The device should be capable for continuous working for 24 hours every day.
120.	The device should have auto recover feature in case of device / network hanging
121.	The device should have auto restart feature with built-in watchdog timers and intelligence
122.	The data captured by the device should include timestamps to accurately record the timing of each activity.
123.	The device should have sufficient internal memory to store volume of data. Once the data is successfully transferred to the mobile app, it should be erased from the device's memory to free up storage space for new activity data
124.	The device should not include any audio /Video sensors or functionalities that could compromise their privacy. Ideally, the device should only have a motion detection sensor to capture the necessary activity data without intruding on personal or sensitive information.
125.	The device should have Program Over The Air (POTA) feature which will update the new features automatically.
126.	The device should be able to reconfigure parameters related to data collection through the API of mobile app. This includes settings or any other relevant parameters. The mobile app provides a user-friendly way to configure these parameters according to the specific requirements of the loom activity monitoring.
127.	The IoT device should be specifically designed for easy mounting on a loom. It should have mounting straps or brackets that allow secure attachment to different types of looms. The mounting mechanism should be robust to withstand the vibrations and movements associated with loom activity.
128.	The device should be compact and lightweight to minimize its impact on the loom and the artisan's workflow. It should have a small form factor that doesn't hinder the operation of the loom or cause discomfort to the user.



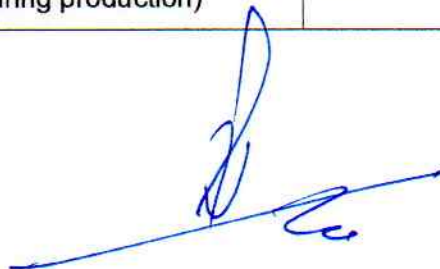
RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

Sl. No.	Features
129.	Considering the nature of the craft industry and the working conditions of looms, the IoT device should be built to be durable and strong so that it could be able to withstand the rigors of the loom environment, including mechanical shocks and occasional impacts
130.	The device should be capable of working over large range of temperature and humidity conditions across North Eastern locations.
131.	The device should conform in all aspects to the relevant International Standard Specifications with latest amendments.

It is desirable that System Integrator adopts agile methodology while implementing the project. The above functional requirements will be discussed in detail at the time of preparation of SRS document by the selected agency.

11.2. Appendix-II: Indicative Bill of Materials

S. No.	Items	Quantity (in Nos.)
1	Core IOT Device	10,000
2	Typical Accessories	
2a	Power Adapter/Data Cable (if any)	
2b	Extra Batteries for ensuring uninterrupted loom operation for the entire project duration (in case the IOT device is solely battery operated)	
3	Strap & Casing/ adjustable stand for loom mounting	
4	Others (if any)	10,00,000
5	QR/ Barcode based Labels (Should allow weaving into the product during production)	



11.3. Appendix-III: Minimum Technical specifications of IoT device

- I. **Motion Sensors**
 - i. Accelerometers or gyroscopes to detect hand motion (Both Horizontal and Angular) and track the movement of the loom. These sensors can provide data on the weaving process and help to analyze patterns.
- II. **Communication with Mobile App**
 - i. Support wireless communication with the mobile app using Bluetooth Low Energy (BLE) or other suitable wireless protocols. This allows seamless data transfer between the device and the mobile app. The mobile app should support concurrent connectivity with at least 20 IOT devices.
- III. **Power**
 - i. A power source, either from battery or operated via a DC power source
 - ii. In case of battery driven it should be a rechargeable battery
 - iii. Power optimization features to extend the battery life or reduce power consumption when the weaving process is paused allowing for longer operation periods without frequent recharging or power supply interruptions
- IV. **Storage**
 - i. Sufficient onboard storage to store the data from the motion sensors for at least 30 days
 - ii. Ability to expand the onboard memory using Micro SD cards, Mini SD cards, etc.
- V. **Data Compression & Security**
 - i. Efficient video and audio compression algorithms to minimize the amount of data transmitted or stored, optimizing bandwidth usage and storage. The video compression standards such as H.264, MPEG4, VP9 Codec etc. to be followed.
 - ii. Incorporation of encryption protocols and secure data transmission mechanisms to protect the captured data from unauthorized access or interception during transmission
- VI. **Robust Enclosure**
 - i. A rugged and durable enclosure that can withstand the operating conditions of a handloom environment, including protection against dust, vibrations, and potential impacts

RFP for selection of System Integrator for Digitalization in Handloom Sector under NEHHDC

- ii. The device should be compact and lightweight to minimize its impact on the loom and the artisan's workflow

VII. Certification Standards for Wireless Communication

IoT device should meet the certification requirements set by the Wireless Planning & Coordination (WPC) authority in India or an equivalent certification such as Federal Communications Commission (FCC) in the United States

VIII. Video/ Image Resolution

The IOT device should support capturing videos of at least HD/ Ultra HD quality through its in built camera or with the help from the mobile connected through it through mobile app. It should support a minimum image resolution of 2 Megapixel.

11.4. Appendix-IV: State wise Allocation of Hardware Items

Sl. No.	State Name	Reqd. Qty.
1	Arunachal Pradesh	1250
2	Assam	5000
3	Manipur	1000
4	Meghalaya	500
5	Mizoram	1250
6	Nagaland	750
7	Tripura	250
	Total	10000

