



**Har Ghar Jal
Jal Jeevan Mission**

Government of India
Ministry of Jal Shakti
Department of Drinking Water and Sanitation
(National Jal Jeevan Mission)

Expression of Interest
For
**Development and Maintenance of Mobile & Web Applications and Analytical Tool for
Jal Jeevan Mission**

Important dates

S.No.	Particulars	Details
1.	Issue of EOI notice	02.03.2021
2.	Pre-bid meeting	08.03.2021, 1500 hrs.
3.	Last date for EOI submission	23.03.2021, 1500 hrs.

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W-11011/3/2021-JJM.IV-DDWS
Government of India
Department of Drinking Water and Sanitation
Ministry of Jal Shakti
(National Jal Jeevan Mission)

4th Floor,
Pt. Deendayal 'Antyodaya Bhawan',
CGO Complex, Lodhi Road,
New Delhi - 110 003
Dated: 01st March 2021

NOTICE FOR INVITING EXPRESSION OF INTEREST (EoI)

Subject: Inviting EoI for engagement of agency for **Development and Maintenance of Mobile & Web Applications and Analytical Tool for Jal Jeevan Mission**

1. Department of Drinking Water and Sanitation (DDWS), Ministry of Jal Shakti invites Expression of Interest (EoI) from Agency/ Firm/ Organization/ institution to develop mobile application for supporting implementation of Jal Jeevan Mission. An Agency may express interest for the Mobile Application Development subject to fulfillment of required eligibility criteria.
2. The terms of reference (ToR) is attached at **Annex 1**. The Declaration/ Undertaking and other forms are available at **Annex 2-7** with the EoI.
3. The EoI and ToR with Annexures can be downloaded from the website <https://jalshakti-ddws.gov.in/tender> and also from CPP portal www.eprocure.gov.in.

4. Earnest Money Deposit (EMD)

- i.) Agencies shall submit, along with their Proposals, EMD of INR 2,00,000 (Rupees Two Lakh Only), in the form of a Demand Draft/ BG/ FDRs/ Banker's cheque in favour of Pay and Accounts Officer, Department of Drinking Water and Sanitation, payable at New Delhi, and should be valid for forty five days (45) beyond final bid validity period.
- ii.) The EMD amount is interest free and will be refundable to the unsuccessful Agencies without any accrued interest on it.
- iii.) The Proposal submitted without EMD, mentioned above, will be summarily rejected.
- iv.) EMD of all unsuccessful Agencies would be refunded by DDWS within 30 days after the award of the contract. The EMD, for the amount mentioned above, of successful Agency would be returned after signing of Contract and submission of Performance Guarantee/Security.

- v.) The EMD may be forfeited:
- If Agency withdraws its Proposal during the period of Proposal validity.
 - In case of a successful Agency, if the Agency fails to sign the contract in accordance with this RFP.
 - If case of qualified Agency at EOI stage fails to submit its proposal during RFP stage.

4.1 Who can submit Expression of Interest (Eoi)

DDWS seeks expression of interest from Organizations/ Institution/ Agencies fulfilling the following mandatory eligibility requirements:

- The Agency/ Firm/ Organization/ institution should be registered and non-political in nature and, also should not be blacklisted by any central/ state government department/ PSU/ Agency;
- It should be a legal entity eligible to enter into an agreement / contract with DDWS to undertake work contract in India;
- The agency should have 03 years of experience of providing similar services in the context of professional IT service provider.
- It should have sufficiently qualified personnel (at least 40 full-time permanent employees) and resources (refer Annex 1, section 6) to accomplish all the elements mentioned in the Scope of Work (refer Annex 1, section 5);
- It must have average annual turnover of at least Rs. 2 Crore for last 3 financial years from IT services. (2017-18, 2018-19, 2019-20, provisional audited statement for 2020-21 till December 2020 is also admissible);

5. List of documents that applicant agency/ organization needs to submit along with the application :

- Application format;
- Copy of the registration/ Memorandum of Association of the organization;
- Complete address of the organization with contact details;
- Copy of PAN, GSTIN/ Service Tax Registration Certificate;
- Copy of the audited financial statements for last three years (2017-18, 2018-19, 2019-20) and the provisional audited statement for 2020-21 till December 2020 is also admissible;
- Affidavit that the organization is currently not black-listed by any government department or agency;
- An undertaking as per the enclosed formats;

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- ix.) List of all IT projects provided and under execution (with a service fee of Rs. 50 Lakh or more) in the last 3 years. Detailed sheet along with relevant documents with proper referencing for each project may be attached giving information as per table below on the following apart from any other information which may be considered essential (max. 2 pages per project):

S. No.	Name of the Project	Year of the IT services project	Client/ funding Agency details	Sector of Project along with the classification	Development fee for the Project (in Rupees lakhs)	Brief of services provided under the project
		Year				

Note:

- i.) The agency shall furnish details of completed projects and on-going projects in separate sheets;
- ii.) The chronology of the projects should be as per their date of commencement of the project;
- iii.) Documents i.e. letter for award of work/ contract, mentioning the duration of services and service cost of mobile app development as well as completion certificate from the client, if project already completed, should be enclosed after the list.

6. Shortlisting of Agencies

The Department would evaluate the EoI of only those agencies which shall fulfill the mandatory eligibility requirements mentioned at para 4.1 above. The EoI proposals would be evaluated on the following criteria having weightage as mentioned against them:

Sr No	Criteria	Sub -Criteria	Max Marks	Evidence to be submitted
1.	Work experience of the agency	<p>Number and size of past IT Application Development and IT enabled Services</p> <p>5 mark for each client with a Work Order and Fulfilment/Billing of 50 lacs to <1 cr</p> <p>10 marks for each client with a Work Order and Fulfilment/Billing of 1cr to <1.5cr</p>	50	Copy of work order, payment proof etc.

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Sr No	Criteria	Sub -Criteria	Max Marks	Evidence to be submitted
		<p>15 marks for each client with a Work Order and Fulfilment/Billing of 1.5 Cr to <2 cr</p> <p>20 marks for each client with a Work Order and Fulfilment/Billing of 2 CR to <2.5 cr</p> <p>25 marks for each client with a Work Order and Fulfilment/Billing of 2.5 cr or above</p> <p>Note: Only eligible projects in last 3 years (1st Jan 2018 to 31st Dec 2020) shall be submitted</p>		
2.	Agency capacity	<p>10 marks for 40 to <50 Full -time employees on rolls out of which 25 are software engineers.</p> <p>15 marks for 50 to <60 Full -time employees on rolls out of which 30 are software engineers</p> <p>20 marks for 60 plus Full -time employees on rolls out of which 35 are software engineers</p>	20	HR Certificate to be provided
3.	Quality Control Team	Declaration of availability of Quality Control team resources as per section 6 of Annex-1 of EOI	5	Declaration to be provided.
4.	Turnover for last three years (2017-18, 2018-19, 2019-20) and the provisional audited statement for 2020-21 till December 2020 is also admissible	<p>15 marks for annual average turnover between 2 cr and <3 cr</p> <p>20 marks for annual average turnover between 3 cr and < 4 cr</p> <p>25 marks for annual average turnover more than 4 Cr</p>	25	Turnover certificate signed by CA

Signature

Note: The agency securing minimum 60 (Sixty) marks will be short listed for next stage.

It may, however, be noted that RFP shall be issued only when at least 3 or maximum 8 numbers of applicants are shortlisted. The selection of the firm (in RFP Stage) shall follow the method of **Quality and Cost Based Selections (QCBS).**

7. How to apply/ Application process

- i.) The Expression of Interest (EoI) with all relevant information and documents must be submitted online at Central Procurement Portal <https://eprocure.gov.in> on or before the **21 days from the date of publication of this EoI latest by 3:00 PM on CPP portal.**

Note: The EoI proposal should not be more than 60 pages including all documents/ information, etc. Therefore, precise information/ details should be furnished.

- ii.) Applicants shall be responsible for registering themselves at Central Public Procurement Portal for uploading of their proposals and ensure that the proposals are uploaded in time on the Central Public Procurement Portal on or before the date prescribed above.

8. Contact Details

Further details, if any, may be obtained by writing to the above-mentioned address or at e-mail: subodh.mudgil@nic.in or at telephone no. 011-24364259.

(Pradeep Singh)

Director

Email.: pradeep.singh78@gov.in

Note: DDWS reserves the right to cancel this request for EoI and/ or invite afresh with or without amendments, without liability or any obligation for such request for EoI and without assigning any reason. Information provided at this stage is indicative and DDWS reserves the right to amend/ add further details in the EoI. **The amendments, if any, shall be notified on DDWS web site/ CPP portal only and these amendments will be binding on all the Bidders/ Applicants.**

Terms of Reference (ToR) for hiring agency to develop mobile application for Jal Jeevan Mission

1. Description of Assignment

Department of Drinking Water and Sanitation, Ministry of Jal Shakti is implementing Jal Jeevan Mission (JJM) with the objective to provide Functional Household Tap Connection (FHTC) to every rural household of the country by 2024.

The Department of Drinking Water and Sanitation, hereafter DDWS intends to engage an Agency/ Firm/ Organization/ Institution (herein after called the Agency) which will work closely with Government of India and State Governments to achieve the objectives of JJM.

The agency will gather requirements, design user interface and user experience, design solution architecture, develop mobile and web applications codebase, integrate with external services/interfaces, quality test and resolve issues, deploy application on production server, and maintain live application by incorporating feature enhancements and ensuring quality and performance. The agency will also support DDWS in ensuring adoption of the mobile and web applications across States by collecting user feedback and incorporating enhancements and iteratively improving the applications. The Agency shall also provide analytical tool for analysis of the data captured.

After development of mobile app and related web application, the same will be maintained as per service level agreement till the contract period.

2. Organization Background

DDWS is the nodal Department for overall policy formulation, planning, financing and coordination for two flagship programmes of Government of India, namely Swachh Bharat Mission (Gramin) [SBM-(G)] for rural sanitation and Jal Jeevan Mission (JJM) which is a Centrally Sponsored Scheme and aims at providing Functional Household Tap Connection (FHTC) to each rural household by 2024.

2.1 Jal Jeevan Mission

Government of India has been supplementing the efforts of the States/ UTs for rural water supply, which began in 1972 with the launch of Accelerated Rural Water Supply Programme. It was renamed as NRDWP in 2009. Under the NRDWP, one of the objectives was to enable all households to have access to and use safe & adequate drinking water within premises to the extent possible. Government of India has now restructured the ongoing National Rural Drinking Water Programme (NRDWP) into a new mission i.e. Jal Jeevan Mission (JJM). The

objective of JJM is to provide Functional Household Tap Connection (FHTC) to every rural household by 2024 at service level of min 55 liters per capita per day (lpcd).

The key components of JJM are: i.) in-village piped water supply infrastructure for tap water connection to every household; ii.) developing reliable drinking water sources/ augmentation of existing sources; iii.) retrofitting of completed and ongoing PWS schemes to provide FHTCs; iv.) transfer of water for those villages where quantity and/ or quality issues exist in local sources; v.) technological intervention where quality is an issue; vi.) grey water management; vii.) support activities & capacity building of communities; and viii.) measures to tackle unforeseen challenges caused due to natural calamities/ disasters.

3. Statement of Purpose/ Objectives

The specific objectives of the Jal Jeevan Mission mobile and web applications are to enable the following:

i. For implementation workforce of Jal Jeevan Mission

- a. **Capacity building:** Educate local on-ground workforce and officials about Jal Jeevan Mission guidelines, best practices, tutorials and provide a platform for knowledge sharing;
- b. **Progress tracking:** Provide a digitized workflow for capturing and tracking mission implementation progress and milestones;
- c. **Decision support:** Improve “ease of working” by providing consolidated information to Jal Jeevan Mission workforce for data-driven decisioning;
- d. **Digitized data entry:** Enable on-the-go digitized data entry for on the field work (e.g. geo-tagging and photos of water assets);
- e. **Two-way communication:** Enable collaboration across levels among multiple parties responsible for developing water supply infrastructure via two-way communication mechanism including feedback, clarifications and grievances;
- f. Function as utility;

ii. For citizens / general public

- a. **Awareness generation:** Create awareness about Jal Jeevan Mission; create bottom-up demand from villages to utilize Jal Jeevan Mission and its funds for receiving functional tap connection for all households;
- b. **Education on WASH sector:** Educate citizens to develop an understanding of Water Sanitation and Hygiene;

- c. **Instil ownership:** Instil interest among citizens in water infrastructure development and take over responsibility for Operations and Maintenance (O&M) in villages;
- d. **Information on mission progress:** Empower citizens and promote transparency, make information available regarding implementation progress (including coverage and quality);
- e. **Gather public support:** Provide option to donate funds for development of piped water supply projects in villages;
- f. **Two-way communication:** Provide option to raise complaints/ grievances, provide feedback, provide/ validate information etc.;

iii. **Analytical tool engine**

An analytical tool engine to support data analysis, predictive analytics, monitoring and preparation of dashboards is needed.

4. **Statement of Assignments Outcomes**

The successful implementation and adoption of the mobile and web application will help achieve the following outcomes:

- A. **Higher success rate of water supply projects:** Information dissemination (in the form of tutorials, best practices and manuals) and process monitoring (for adherence to guidelines) to would improve design and quality of maintenance; ; thereby reducing the number of non-functional / defunct schemes;
- B. **Improved speed of execution and lower cost overruns:** Online data entry and workflows for Jal Jeevan Mission workforce would help to track dependencies, improve coordination across roles and allow officials to monitor and resolve bottle necks (which result in resulting schedule and cost overruns);
- C. **Improved transparency:** Dashboards and reports covering physical and financial progress across state States with drill-down functionality (up to village/habitation level) to provide public scrutiny through granular progress status tracking;

5. **Details of Scope of Work**

5.1 **Detailed Scope of Work for Mobile and Web Applications for Jal Jeevan Mission**

It is expected that a core team (including a Project Manager and team of experts) will work closely with DDWS to conceptualize, design, develop, deploy and maintain a suite of mobile and web applications to achieve several JJM related objectives. The agency will provide the requisite managerial and technical capacity to DDWS to facilitate a smooth implementation and adoption across intended user base.

The indicative scope of work involves the development of two mobile and web applications, and revamp of JJM website and dashboards.

- i.) JJM utility Mobile and Web App: For workforce responsible for water supply in a village;
- ii.) JJM Citizen's Mobile App and Public Website: For citizens/ public;
- iii.) JJM Analytical Tool Engine;

The above mention Mobile & web application and data analytical tool should be able to serve the following purpose:

- i.) To enable data collection at village level Paani Samiti/VWSC, Gram Panchayat and officials using mobile or laptop. The data will be regarding financial collection, progress of work, maintenance etc. of water pipes, water assets and other water related information at the village block level.
- ii.) To enable work-flow management and complete tracking of work and assets by developing a new mobile/web application for members of Paani Samiti/VWSCs, engineers, district officials across ~7 lac villages. An indicative work-flow management can be found at <https://tinyurl.com/yynqj9ek>, <https://tinyurl.com/yyq9oe3b>
- iii.) The mobile app(s) should allow work-flow management, entering data through data forms, geo-tagging of assets, tracking of water infrastructure development, grievance redressal, linking of Aadhar data with household tap connections.
- iv.) To store the newly collected village data in a database and run data analytics for better usage and optimisation of resources, better decision making. To also display thus collected data using graphs and infographics on dashboards. The dashboard should have the capability of being updated in real-time if required.
- v.) To revamp the current Jal Jeevan Mission Website - <https://jaljeevanmission.gov.in/> - to make it more appealing to a larger set of audience – common public, NGOs, researchers, Key Resource Centres (KRCs), Implementation Support Agencies (ISAs), government officials and international agencies.
- vi.) To build data analytics, using Machine Learning /Artificial Intelligence, on the current data of roughly ~700,000 villages spread across India. The database is currently hosted by NIC on their servers and some of the tables can be accessed at <https://ejalshakti.gov.in/imisreports/> .
- vii.) To add interactive dashboards on the JJM website which can intuitively display current data regarding water supply, quality, connections, expenses etc. for the above-mentioned audience.

- viii.) To integrate and create dashboards based on Analytics on data from Twitter, Facebook and other social media channels.
- ix.) Quick and easy creation of data-tables and graphs and infographics on all the databases by Ministry Officials without going through the entire procedure of sending data request to software programmers and then querying the database. Given that there can be multiple databases – existing NIC, Mobile Database, and Paani Samiti/VWSC here should be a mechanism to use all these databases together and view collective analytics of all these together at one place.
- x.) To create awareness about water infrastructure, water usage, water quality, articles, videos, infographics to be disseminating through JJM website and app. The mobile app should have capability to host the content made available.

The Mobile versions of the two Applications will be hosted on both Android and iOS platforms. Both Apps will be built in several Indian regional languages. The Mobile and Web Applications will be used for Jal Jeevan Mission in 6-7 lac villages in India. The entire suite of JJM related digital applications will be consumed by workforce, administration, officials and public.

The indicative features and functionalities for the mobile and web applications to be developed are as follows:

A. JJM Implementation Mobile and Web App

a. Workflow and data-entry

- i. Enable Workflow based task assignment in line with JJM guidelines and milestone tracking from planning to implementation to monitoring;
- ii. Provide forms for data entry to capture status and geo-tag photos in addition to text fields with maker checker rule; including tap connection commissioning with Aadhar integration, photo capture and geo-tagging;

b. Dashboard

- i. Display information on physical progress, financial progress, IEC activities, water quality status etc. as part of Jal Jeevan Mission;
- ii. Allow drill-down functionality from India to Village and habitation level (where applicable); enable integration with existing IMIS tools and external databases;

c. Information dissemination

- i. Ensure information dissemination to JJM workforce by providing a feed of SOPs, manuals, guidelines, notifications, news feed, FAQs, training and tutorial videos;

including a content management system. The content will be accessible through mobile app as well as website;

- ii. Enable upload of content via admin console (web application) with ability to provide responses to queries, allow universal search functionality and download option for all content shared on the platform;
- iii. Allow two-way communication between Jal Jeevan Mission officials at Central and State level with on-ground workforce / officials and citizens;

d. Decision Support

- e. Provide local level and granular information (e.g. water source location, supply vs. demand modelling etc.) to enable JJM workforce to take data driven decisions for implementation of piped water supply schemes.;

f. Grievance redressal

- i. Allow users to view open complaints, track status via notifications, update status and view feedback of citizens/ originator of complaint;
- ii. Enable automated work order assignment to designated person for resolution, allow work order updates and monitoring of open and closed complaints;

g. Other requirements

- i. Integrations: Interface with applicable DDWS databases (e.g. IMIS) and other APIs (e.g. SMS gateway for notifications and OTP verification, Aadhar for verification of beneficiaries, IoT based monitoring, GIS / map-based service, analytics, and crash reports). Two-way data flow from mobile App database(s) to IMIS database and vice-versa, to be ensured, through APIs;
- ii. Multi-lingual: Support multiple Indian regional languages;
- iii. Offline functionality: Support offline functionality for low connectivity areas by caching user entered/captured data in device and upload upon regaining connectivity;
- iv. Advanced visualizations and analytics leveraging data from workflow module, IMIS and other interfaces;
- v. Universal search functionality for villages, queries and content;
- vi. Communication tools like in-app video calling, messaging, and chatbots;

B. JJM Citizen's Mobile App and Public Website:

- a. **Apply for connection**

- i. Provide option to apply for connection sharing personal details and authenticate the request using Aadhaar. Request should also capture the geo-location and photo of user;
 - ii. App should provide status of the application including status of JJM in state, district and village as applicable;
- b. Grievance redressal**
- i. Provide option to raise grievances/ complaints, track status and provide feedback on resolution;
- c. Dashboard**
- i. Display information on JJM progress e.g. number of FHTC, fund allocation & utilization, social metrics improved etc.;
 - ii. Allow drill-down functionality from India to Village and habitation level (where applicable); enable integration with existing IMIS tools and external databases;
- d. Information dissemination**
- i. Ensure information dissemination to citizens/ general public by providing a feed of news, success stories in various formats e.g. text, video etc.; including a content management system;
 - ii. Enable upload of content via admin console (web application) with ability to tag water archetype / geographies, allow universal search functionality and download option for all content shared on the platform;
- e. Other requirements**
- i. Integrations: Interface with applicable government databases (e.g. IMIS) and external APIs (e.g. SMS gateway for notifications and OTP verification, Aadhar for verification of beneficiaries, GIS / map-based service, payments for donations, analytics and crash reports). Two-way Data flow from mobile App database(s) to IMIS database and vice versa, to be ensured, through APIs;
 - ii. Multi-lingual: Support multiple Indian regional languages;
 - iii. Offline functionality: Support offline functionality for low connectivity areas by caching user entered/captured data in device and upload upon regaining connectivity;
 - iv. Advanced visualizations and analytics leveraging data from workflow module, IMIS and other interfaces;
 - v. Universal search functionality for villages, queries, and content;

C. Data Analytics Engine and Dashboards

JJM-IMIS is one of the most robust data information system in the country which is being hosted by NIC. SQL queries have been written by developers to retrieve this data and to run more calculations on them. The resultant tables and data are published on the JJM website and mainly available on <https://ejalshakti.gov.in/imisreports/>.

The Analytical tool should identify and understand the features capabilities which are a must or are good to have and should generate dashboard. An objective evaluation should be done of any Analytics Engine before its selection. Since all the Analytics Engines have these capabilities in full or limited way it is important to establish the extent of their capabilities.

a. Deployment

- i. The solution should be deployable both on-premise and any public or private cloud. Solution should ensure that Data residency of the ministry data shall remain in the geographical/electronic boundary of ministry control;
- ii. Solution should have support for granular RBAC (Role Based Access Control), based on specific roles like Jal Shakti Administrators/Report Administrators, Report Viewers etc. It should Access/Restrict publishing, self-service and viewing of reports based on user role;
- iii. Solution should have ability to restrict data at the row and column level for users/groups;
- iv. Solution should ensure High Availability (99.9%), Redundancy and Fault Tolerance;

b. Authentication

- i. Solution should integrate with a portal with SSO Authentication;

c. Data Search

- i. Solution should have ability to do Google-like (keyword based) search on all the underlying data and multiple fields at the same time to filter the data if required;

d. Global Filter

- i. Solution should have default global Filter where users can see all the fields in the application and correspondingly select those fields as filters if required;

e. Environment

- i. Must provide a browser-based tool which would be a single user interface for end-to-end analytics functions - from data connection data discovery, preparation, ad-hoc analysis, visualization, reporting, dashboarding;

f. Related and Unrelated Values

- i. Solution should provide the mechanism through which if the user selects some values, user should be able to see what values have been selected and corresponding to the selection what all field values are related and not related to the selection done. Solution should not hide the non-related data values in filters;

g. Data Points Compression

- i. Cluttered scatter chart should not be shown when millions of data points are visualized. Data points should be grouped indicating patterns and highlights which user should be able to zoom to view individual data points;

h. Build Once deploy anywhere

- i. Solution should be accessible through any device through browser. Should allow for 'build once deploy anywhere' approach to support various sizes. Meaning, no multiple application for different devices and additional development effort;

i. Portal Integration & Extensibility

- i. Solution should have the ability to combine data from multiple applications / dashboards into a mashup to create a portal. Solution should be able to extend the product using an open API across all aspects of the BI tools / platform. The solution should have ability to control publish/promotion/demotion of content within a portal;

j. NLP & Insights

- i. Solution should provide NLP platform for all types of users irrespective of type of user license. The NLP produced charts can be added back to existing dashboard by power users;
- ii. The Solution should produce chart insights for users based on their dashboard activities;

k. Geo Analytics

- i. Support for drill-down on map with different levels and perform various operations like Geometric operations – Within, Intersects, Dissolve Aggregating operations - Binning, Cluster, Spatial index; Route operations –Routes, Travel Areas, Closest Solution should support filtering locations based on Range. E.g. Filtering/Selecting all towns within 5 KM radius from a point;

I. Publishing

- i. Solution should have ability to add different charts, dashboard and any analytics to a common whiteboard and convert the same to PowerPoint, PDF;

D. Compatibility with existing IMIS

All mobile and web applications and analytical tool should be interoperable and compatible with existing IMIS. IMIS related web applications will continue to be developed and maintained by NIC team at DDWS. NIC team will develop APIs/ Web services to be consumed for the purpose of JJM mobile app. The mobile app should also provide relevant data through APIs / web services to existing IMIS software platform;

E. Hosting

The hosting services will be offered by NIC and all the products must be hosted over the server provided by NIC;

F. Analytical Engine - Artificial Intelligence and Machine Learning Tool

The analytical engine should incorporate the following use-cases using relevant statistical and/or artificial intelligence / machine-learning (AI/ML) based models:

- i.) **Recommendation engine:** Recommended stories, trainings, metrics as per role and user-usage characteristics on mobile/web app;
- ii.) **Project management and decision support:** Water supply scheme effort/time/cost estimation and budget allocation for optimization of expenditure based on data entered on mobile/web app and IMIS;
- iii.) **Fraud detection:** Image recognition-based validation of on-field mobile-app based photographs of site progress to determine discrepancies and predict percentage completion over a period; data-entry fraud identification co-relating geo-location, time stamp, data entered, actual photographs (if available), and validations by ISA/VWSC/PHED;
- iv.) **Risk assessment – scheme failure:** Predict scheme failure probability during implementation phase by using metrics such as milestone completion, data-entry, VAP completion/correctness, community contribution and other data entered in mobile/web app and IMIS; predict scheme failure probability for functional-schemes (O&M or Utility operations phase) by using metrics such as tariff collection percentage, financial health, water source levels, extraction levels, outage instances (pump, pipe, pressure) and grievance history collected from mobile/web app, IoT platform, IMIS, WQMIS;

- v.) **Water-quality based healthcare warnings:** Water-borne / contamination related disease prediction by using quality-testing reports (WQMIS) across contaminants (e.g., arsenic, fluoride, iron) and IoT-sensor based data on disinfection/chlorination (free-chlorine) for E-coli based health hazards and combining with public healthcare data (e.g., diarrhea case rate);
 - vi.) **IoT sensor based:** Use data from IoT-sensors for multiple use-cases such as aggregated supply and demand estimation, source sustainability (depletion rate and remaining life of ground-water level estimation) at State/District/Block level on availability of such data post integration with DDWS's IoT platform;
- I. Above implementation of analytical engine should leverage appropriate and relevant techniques (traditional or AI/ML) depending on the nature of the use-case / problem statement. Efficacy of such models shall be defined after a data-collection and beta testing period of 3-months and completion of integrates/interfaces with IMIS, WQMIS, IoT Platform etc.

5.1.2 Timelines for features and functionalities

- i) The features and functionality of all each version shall be decided in the finalisation of the SRS document;
- ii) For the 1st version of the applications, agency will be required to use the designed prototype including UI/UX elements with refinements, as required. For subsequent versions, agency will be required to undertake prototyping and UI/UX designing;

5.1.3 Services to be provided

The indicative services to be provided by the mobile development agency are listed below:

A. Planning and Design

- i. Conduct user research and develop user persona; determine optimal workflows to develop user journey for different roles;
- ii. Develop wireframes to develop information flow, receive feedback from DDWS stakeholders and end users to refine features and functionalities;
- iii. Create low fidelity UI/UX screens for producing clickable prototypes for usability testing with end users;
- iv. Create high fidelity UI/UX screens for frontend application development;

B. Product Management

- i. Gather requirements from DDWS stakeholders and insights from user research to develop a product roadmap; prioritize features based on consultations with DDWS team;
- ii. Define key app components and their functionalities by defining business and technical requirements for agile product development (Themes / Features / EPIC / User Stories);
- iii. Conduct sprint planning sessions to determine targeted features for development, bugs for resolution, and deployment scope and schedule;
- iv. Host daily scrum calls to allocate tasks, track progress and discuss risks;
- v. Conduct A/B testing and usability testing to determine design and functionality adoption by end users; refine mobile application functionality;

C. Development

- i. Define solution architecture by designing database schema, defining data model and interfaces and define server architecture for hosting;
- ii. Develop programming codebase for frontend application and backend processing to ensure desired functionalities of the mobile and web applications;
- iii. Develop APIs/microservices required for mobile and web application services and develop interfaces with external APIs for integration (e.g. Aadhar, map, payments, SMS, crash reports);
- iv. Follow data standards prescribed by DDWS and MeitY (e.g. LG directory);
- v. Fix bugs and resolve performance issues to ensure quality of mobile application and ease of use for end users;

Note:

- i.) Application development may require interfacing for ingesting external data or pushing data to other platforms. The agency must have the flexibility to work with multiple agencies/departments for developing these external interfaces, as specified by the scope of work, and as determined by the DDWS;
- ii.) Agency is expected to ensure security and compliance and follow data standards related to drinking water domain which are maintained by DDWS, security and data standards notified by MeitY, compliance to LGD, in addition to other standard frameworks like India Enterprise Architecture (IndEA). Technical documentation produced by the agency, should include the compliance methodology adopted for ensuring this;

D. Quality Testing

- i. Develop test strategy documents, build test plans and define test cases;

- ii. Develop testing scripts for automation testing and integrate with application;
- iii. Conduct Alpha, Beta and UAT testing to ensure quality release of new builds;
- iv. Carry out device and browser compatibility testing to ensure the mobile application works smoothly across multiple devices across a large user base;

E. Deployment

- i. Deploy mobile applications on App store and Play store for iOS as well as Android deployment;
- ii. Ensure continuous integration and continuous deployment (CI/CD) of enhancements and bug fixes;
- iii. Setup infrastructure for load testing, continuous monitoring, configuration management, self-healing and security of the mobile and web applications;
- iv. Host the app and standard maintenance (upgrades, system compatibility);
- v. Automate and orchestrate workloads across servers, analyse crash reports, and monitor alerts / logging for smooth operations of the applications;
- vi. Monitor performance of applications, environment and ensure security;

F. Maintenance

- i. Fix bugs and resolve performance issues to ensure quality of mobile application and ease of use for end users;
- ii. Implement minor enhancements to mobile and web application through front-end and back-end development;
- iii. Ensure continuous integration and continuous deployment (CI/CD) of enhancements and bug fixes;
- iv. Automate and orchestrate workloads across servers, analyse crash reports, and monitor alerts / logging for smooth operations of the applications;
- v. Monitor performance of applications, environment and ensure security;

G. Training

For the effective uses of the supplied software/application licenses and their functionalities, the selected agency must compulsorily provide face-to-face and virtual/ online training for DDWS (including technical and non-technical teams) at Delhi/NCR Locations. Following training are to be provided by Agency as part of the scope:

- i.) Content management training;
- ii.) Deployment and hosting training;
- iii.) Application submission training;
- iv.) Application code maintenance, editing and backend maintenance training;
- v.) Configuration and set-up training;
- vi.) Creation of necessary material for user training and technical training (e.g. user manuals, SOP, guides etc.);

H. Security Audit

The agency is required to perform Security audit on quarterly or earlier (in cases where major update/major Build change etc.) basis including the following activity

- a. Have the audit report identify the Mobile app/ web application level vulnerabilities and provide recommendations for remediations of identified vulnerabilities;
- b. Submit the detailed report on the vulnerabilities and the remediations to DDWS;
- c. Responsible for fixing issues raised by third party security Auditor, if nominated, by DDWS so that security audit clearance certificate can be issued as per Government of India requirements;
- d. Any other activity concerning security audit related aspects, not essentially covered by work areas outlined as above;

I. Milestones for Development of Mobile App/ JJM Website and Analytics Engine

JJM Mobile application Milestones

- i.) Requirement gathering and closure of UI/UX design;
- ii.) High level Architecture and Selection of Technologies – Backend, Frontend, Databases;
- iii.) Functioning of Minimum Viable Product with key functionalities for Stakeholder 1 say Engineer;
- iv.) Functioning of Minimum Viable Product with key functionalities for Stakeholder 2 say Panchayat Head;
- v.) Functioning of Minimum Viable Product with key functionalities for Stakeholder 3;
- vi.) Pilot Testing across some villages;
- vii.) Integration with Analytics Engine;

viii.) Full roll-out;

JJM Website Milestones

- i.) Requirement gathering and closure of UI/UX design;
- ii.) Selection of Technologies – WordPress/Drupal etc.;
- iii.) Parallel deployment of new website and testing;
- iv.) Going Live and removing the old website from public domain;

Analytics Engine Milestones

- i.) Selection of Analytics Engine;
- ii.) Requirement gathering for different stakeholders;
- iii.) Integration with existing databases;
- iv.) Access management;
- v.) Creation of dashboards;
- vi.) Integration of dashboards with app and website;
- vii.) Going Live;
- viii.) Enabling Notifications and alerts based on dashboard;
- ix.) Continuous creation of new dashboards based on new requirements;
- x.) Integration with new databases and creation of new databases;

The bidder has to provide timeline for each component in the SRS document keeping in mind the overall timeline of the EOI.

5.2 Reporting

The core team as per section 6 of EOI shall be responsible for development of above-mentioned products, coordination and minor modifications shall be deployed at client office after the development phase on one year. The core team shall be working remotely but will have to report to client office as and when required and weekly through Video conferencing during the development phase of one year.

Agency shall appoint a Project Manager (Nodal Person) will be responsible for overall coordination of project and shall work closely with designated officer(s) of DDWS.

5.3 Duration

Total project duration will be of 04 years (extendable up to 1 more year). The first year is termed as development phase and three years are termed as maintenance phase.

5.4 Office Space/ Logistics/ services provided

- i.) Agency should ensure 01 nodal person shall be deployed at DDWS assigned office in Delhi NCR region. Seating arrangement/ space along with Internet/ Wi-Fi and telephone/ intercom would be provided at the premises of DDWS during the contract period. However, office stationeries, computers, printers, other IT equipment, local conveyance, etc., should be arranged by the Agency themselves.

The rest of the team required to furnish the job mentioned in the scope of work can be deployed at the agency's office.

- ii.) Agency to provide all software tools and technologies required for design, development, testing, deployment, maintenance, analytics, and collaboration (including code and version management, and project management).
- iii.) Development, QA, Staging, and Production server and environment to be provided by agency; cost for production hosting will be reimbursed to agency by DDWS (on actuals and be handed over and transferred to DDWS upon completion of contract period).
- iv.) The essential procurement of analytical engine (like Qlik, Tableau, PowerBI) shall be within the scope of the bidder. The cost for the same should be included in the financial bid. No additional payment for the same will be done at any stage. Minimum number of licensed users shall be 100 once the project goes live.

5.5 Deliverables

The mobile development agency will submit the following deliverables / project artefacts in the desired format in order to cover all the required aspects and all technical documents should be complying to IEEE standard templates:

- i.) **Inception Report:** To be submitted within three (3) weeks of the commencement of services. The report will be based on work and staffing schedules agreed during contract negotiations, will include the Consultants detailed work program and initial requirements for the mobile and web applications.
- ii.) **UI/UX Design Documents:** User persona, user journey, wireframes, illustrations, low fidelity and high-fidelity UI/UX screens.
- iii.) **Detailed Requirements Document:** Business functionality and technical requirements using agile product development methodology; in the form of

Themes/Features/EPICs/User Stories/Tasks, including acceptance criteria. Non-functional requirements for the mobile and web application.

- iv.) **Solution Architecture:** Database schema diagrams, server architecture design, information flow, microservices/API architecture, data model, data dictionary and external interfaces
- v.) **Source Code:** Codebase for all programming required to deliver the desired functionalities (including frontend, backend, database, analytics, APIs, automated testing scripts and licences)
- vi.) **Quality Assurance Documents:** Testing strategy and test case document, weekly list of bugs / performance issues and their resolution status
- vii.) **Deployment Documents:** Continuous integration and Continuous deployment documents, including load testing, monitoring, alerts, security, and self-healing. Documentation required for App Store and Play Store upload and updates
- viii.) **Project Management:** Weekly sprint planning documents and feature / user story backlog, release management documents, training documents for handover.
- ix.) **Milestone Progress Report:** as per the timeline, the agency shall submit MPR to CMC covering deliverables.
- x.) **Launch Mobile & Web Application and Analytical Tool:** Live and working version on App Store / Play Store of mobile and web applications

5.6 Intellectual Property

- i.) All Intellectual Property rights conceived or made by the agency in the course of providing the Services (including pre-work and source code) will belong to DDWS and the agency hereby agrees to assign DDWS or its nominee, with full title guarantee, all rights in and to any Intellectual Property resulting from the provision of the Services for the full duration of such rights, wherever in the world enforceable.
- ii.) DDWS to own APIs along with source code and other relevant artefacts such as documentation etc. developed for them by the Partner Agency.
- iii.) By submitting the proposal in response to this EOI, the supplier confirms that DDWS shall have all rights of development, manufacture, promotion, distribution and exploitation in relation to the assignment undertaken and products developed in the course of the provisions of the Services and the Intellectual Property created or arising from the provision of the Services.

5.7 Security

The mobile application should be designed with high security standards to avoid being compromised, data being stolen, content being changed without approval, etc. In addition to general security provisions, the following should be covered:

- i.) Source code security: Obfuscation and industry-standard standard techniques should be setup to prevent attackers from understanding or reverse-engineering it
- ii.) Files and database security: If data resides on the device, it should be encrypted to prevent leakage
- iii.) Secure communications: Data should be properly secured when in transit, industry-standard encryption should be used to prevent packet-sniffing and man-in-the-middle threats. User logins /user profiles/user tokens should be secured and comply with GDPR regulations
- iv.) Server-side security: Server part of the application should be protected against all common threats like DDOS attacks, site hijacking, FTP access, data thefts, unapproved postings etc.
- v.) Application validation: Ensuring that data input is validated to prevent malformed data.
- vi.) The mobile application and the server-side application, including APIs should undergo the complete security audit process. This includes the static analysis of the APK as well as the dynamic testing of the server application and the mobile application, and necessary code hardening for mitigating vulnerabilities. The guidelines for this issued by the Open Web Application Security Project (OWASP) community can be accessed at: 1) OWASP Standard for Mobile AppSec Verification: https://www.owasp.org/images/6/61/MASVS_v0.9.4.pdf 2) OWASP Ten Most Critical Web Application Security Risks: https://www.owasp.org/images/7/72/OWASP_Top_10-2017_%28en%29.pdf

5.8 GDPR Compliance

All processing, storing and use of personal data through the app and its interfaces with other systems must be in full compliance with GDPR and the Data privacy policy and Personal Data Protection as per Section 43A and Section 72A of the amended IT Act, 2000

5.9 Exit Management

- i.) Exit Management Plan shall become effective after the completion of the contract period; from the next day of contract expiry or termination. The objective is to smoothly

- handover all the managed activities such as Operations & Maintenance, development & enhancements and services on-boarding to the new agency or DDWS with proper knowledge transfer (KT), all documentations updated to the latest, Platform/ operational solution code (software) deployed in production environment at that point in time, all licenses/ keys, all account & passwords, up to date database backup etc.
- ii.) The agency shall provide full knowledge transfer and back stopping support at no additional cost to DDWS except as specified explicitly in this schedule, regarding the complete scope as per the contract that may continue until 3-months after the expiry or termination.
 - iii.) The agency shall provide access to and copies of all information held or controlled by them, which they have prepared or maintained in accordance with this contract relating to any material aspect of the services (whether provided by the agency or sub-contractors appointed by the agency). DDWS shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data. The agency shall permit DDWS or its nominated agencies to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the agency and to assist appropriate knowledge transfer;
 - iv.) Before the expiry of the exit management period, the Agency shall deliver to DDWS or its nominated agency all new or up-dated materials (i.e. software codes, documents etc.) and shall not retain any copies thereof unless permitted.
 - v.) Agency shall effect assignments, transfers, licenses and sub-licenses, as may be required, in the name of DDWS or its replacement agency in relation to any cloud lease, maintenance or service provision contract between agency and third party licensor, vendors, and which are related to the services and reasonably necessary for the functioning/ operation of the Platform and/or applications/ services hosted on it and/or for services delivery and/or for carrying on operations and management by DDWS or its nominated agency or its Replacement Partner Agency. Any cost borne with respect to this transfer will be borne by the agency.
 - vi.) The Exit Management Plan shall contain the detailed action plan for proper handover of all applications and platforms, transition of O&M and other on-boarding/development activities, handover of updated code, all applicable licenses, access-control credentials, updated documentations, all archives/ logs/ reports, customer and performance data, documentation to intellectual property rights etc. This shall list out all the activities to be handed over, full details of the live and operational inventory, details of software

(including applications, middleware, tools, scripts etc.), associated licenses with their validity & relevant keys, up-to-date full solution code in approved repository, list of all documents that need to be updated just before the transition, methodology for knowledge transfer during transition, team structure with skills/experience details that shall be responsible for the transition, time-table etc. It should also cover the following:

- a) A detailed program of the transfer process that could be used in conjunction with replacement agency including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
- b) Plans for communication with agency's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on operations of Applications because of undertaking the transfer;
- c) As applicable, propose arrangements for the segregation of the agency's networks from the networks employed by DDWS and identification of specific security tasks necessary at termination;

Note: This Exit Management plan shall be furnished in writing to DDWS or its nominated agencies within 90 days from the Effective Date of the contract.

5.10 Service Level Agreements

The Agency will adhere to the following service level agreement:

- i.) Share reports like security testing, performance testing and load testing, analytics, user detail reports and reports related to mobile Application like spams, performance monthly or as agreed;
- ii.) The agency will undertake the software upgrades to the mobile application at no cost to DDWS. The agency shall implement security of mobile application and data against all threats.
- iii.) The agency is permitted to perform periodic maintenance on the application or hosting environment for purposes of system upgrades, maintenance, and backup procedures.
- iv.) The agency is required to provide periodic source code for the entire application. In addition to above, agency will inform DDWS about any minor or major changes being done in the source code with complete documentation.
- v.) The agency and its experts will not share mobile Application, code or data in any way with anyone, without written prior consent of DDWS. Agency and its experts will hold the Confidential Information in confidence.

vi.) Incident Management: The agency will operate an incident management process which will:

- a) Allow for the prioritization of incidents into discrete groups, based on importance
- b) Be able to acknowledge formal acceptance of incidents
- c) Be able to record progress updates
- d) Be able to time constrain incident resolution

vii.) The following table is indicative of the incident prioritization and response and resolution required from the agency

Priority Level	Description	Response Time	Fix Time
1=Urgent	An incident which has caused the service to fail completely or to be severely degraded. This category may include an incident which, although otherwise Priority 2 or below has the potential to cause critical damage to DDWS reputation or incur legal implications.	30 minutes	4 hours
2=High	A loss of one or more services with limited business impact meaning DDWS can still operate with a degraded or reduced set of services.	1 hour	6 hours
3=Medium	A minor loss of service which has little End Consumer or business impact.	5 hours	24 hours
4=Low	An incident which is cosmetic with no impact to the meaning or functionality of the service area	24 hours	56 hours
5=Information/ Change Request	A new request for information, guidance or a change request. DDWS will require indicative timings for a number of	24 hours	TBA based on request.

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Priority Level	Description	Response Time	Fix Time
	standard changes.		

- Any request requiring less than 7 man days shall not be considered as change request.

viii.) Service Availability: The table below indicates the availability of the application services

Applicable Instances	Support Hours	Availability
PRODUCTION	24 x 7	99.98%
TRAINING, UAT	Mon – Sat 08:00–18:00	99.5%
PRE-PRODUCTION, DEV, SIT	Mon – Sat 08:00–18:00	99.0%

ix.) RPO [Recovery Point Objective] & RTO [Recovery Time Objective]: No loss of data is expected for the Production and UAT instances. The Selected Agency will however be expected to provide infrastructure recovery to a point as defined in the RTO as below:

Applicable Instances	RTO
PRODUCTION	2 hours or less
TRAINING, UAT	4 hours or less
PRE-PRODUCTION, DEV, SIT	1 day or less

x.) The service level agreement shall commence from the date mobile app or related web application goes live till the contract period.

5.11 Timeline

Milestone	Timeline of submission
Inception Report	T0 + 03 weeks
Software Requirement Specification and freezing of deliverables, features and boundaries	T0 + 08 weeks

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of Mobile & Web App for implementation for Phase 1,2 and 3.	
Launch of revamped JJM Public Website with new design and dashboards from Analytical Tool.	T0 + 12 weeks
Functional Analytical Tool Engine along with one-week training	T0 + 12 weeks
Mobile & Web App for implementation and Citizens • Go Live – Version 1	T0 + 24 weeks
Mobile & Web App for implementation and Citizen Go Live – Version 2	T0 + 36 weeks
Mobile & Web App for implementation and citizen Go Live –Final Version	T0 + 48 weeks

The approval of the milestone shall be done within 03 weeks from the date of completion of milestone as informed by the firm/agency. The O&M payment shall be done on monthly basis on submission of MPR during the O&M phase after one year. (During the development phase no O&M payment shall be done)

6. Team composition and qualification requirement of key experts

The mobile application development team will include a Team Leader, a team of multi-disciplinary experts who are able to design, develop, deploy and maintain multi feature suite of mobile and web applications for enabling several aspects of Jal Jeevan Mission.

Team composition of Mobile Development Agency for JJM

Key Experts	No.	Education Qualification	Experience Qualification
Project Manager	1	B. Tech or B.E., in any engineering discipline or M.C.A	<ul style="list-style-type: none"> • Experience of 10+ years • Experience in leading and managing development of mobile and web apps • Hands-on Programming Experience • Experience in Statistics/Analytics in any field • Experience in gathering business requirements, product conceptualization,

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Key Experts	No.	Education Qualification	Experience Qualification
			<p>agile product development, wireframing, defining requirements (features, user stories, acceptance criteria etc.), product analytics, and A/B testing</p> <ul style="list-style-type: none"> • Experience in analysing and understanding service requirements in public sector setting
Senior Solution Architect	2	B. Tech or B.E., in any engineering discipline or M.C.A	<ul style="list-style-type: none"> • 8 years or more experience in developing mobile and web applications including 3 years or more as a Senior Solution Architect or Tech Lead • Experience in backend development, database design (architecture, schema, cloud hosting) • Experience in multiple backend frameworks like Node/.Net/ C#/ PHP/Python • Experience in multiple database tools like MySQL/Mongo/Postgres or similar • Experience in developing APIs (REST) and versioning
Senior ML/AI Solution Architect	1	B.Tech/BE in Any engineering	<ul style="list-style-type: none"> • 10+ years of business experience • Fundamental understanding of Maths and Analytics • Experience in developing at least one application involving ML/AI
Senior UI/ UX Designer	1	B.Design or BFA or B.Arch or PG diploma in Web Design or B.Tech / B.E/BCA/MCA	<ul style="list-style-type: none"> • 5 years or more experience in UI/ UX design • Experience in designing UI/ UX for 3 or more mobile apps and 2 or more web apps using following tools: Photoshop / Sketch/ Figma / Invision
Non- Core team to be deployed at client location			

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Key Experts	No.	Education Qualification	Experience Qualification
Nodal Person	1	B. Tech or B.E., in any engineering discipline or M.C.A	<ul style="list-style-type: none">• 3 years or more experience in mobile or web app development as a product manager or project manager• Ability to act as a Single Point of Contact with the Client• Experience in gathering business requirements, product conceptualization, agile product development, wireframing, defining requirements (features, user stories, acceptance criteria etc.), product analytics, and A/B testing

** The no. of experts/ specialist mentioned in the list is only the indicative team for quality control and further team composition shall be according to the bidder.*



(Eol submission cover letter format)

Eol for engagement of agency for Development and Maintenance of Mobile & Web Applications and Analytical Tool for Jal Jeevan Mission

Certificate

I, _____, working as _____ in this organization and is authorized to issue this certificate, certifying that:

- i.) We have gone through the contents of advertisement for this eligibility criterion and fulfil all the eligibility criteria as per eligibility criteria mentioned in Eol.
- ii.) All relevant documents are enclosed with our eligibility criteria.
- iii.) The details and contents of our eligibility criteria are authenticated and based on actual work carried out by our agency, as per record.
- iv.) We have understood that if, in case, it is found that our agency is not fulfilling any of the laid down criteria, or relevant details/ supporting documents are not found to be enclosed, we will not be given any opportunity for any clarifications and our eligibility criteria will be evaluated based on available documents in eligibility criteria.

Dated:.....

Signature of authorized signatory

Name:

Designation:

[Please affix rubber stamp]

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Checklist for the eligibility for this assignment

S. No.	PARAMETERS	Yes or No {details along with relevant documents are required to be provided with proper page referencing}	Remark/ justifications.
(A)			
i.)	Minimum of Three (3) years of experience in the context of professional IT service provider		
ii.)	successfully done a minimum of 3 similar projects during the last 3 years of fees 50 lakhs or more		
iii.)	At least twenty (40) qualified personnel (full-time and permanent employees) and resources to accomplish all the elements of the Scope of Work.		
iv.)	Average annual turnover of at least Rs. 2 Crore in last 3 financial year.		

Date:

Signature of Authorized Signatory

Name:

Designation:

[Please affix rubber stamp]

Name of Agency



Information sheet from agency

(the documents should be enclosed in the same sequence.)

S. No.	Particulars	Details	Remarks, If any	Page No.
(a) AGENCY GENERAL DETAILS				
1	Name of bidding Agency/ Firm/ Organization			
2	Type of Organization			
3	Date & Place of incorporation / registered agency (enclose copy of relevant document)			
4	Headquarter address			
5	Main areas of business			
6	Addresses for correspondence			
7	Name and Designation of Nodal contact person			
8	Contact number			
9	Email ID			
10	Tender ID of the agency used for uploading EoI in CPPP			
11	Whether the firm has been blacklisted by any Central Govt./ State Govt./ PSU/ Govt. Bodies/ Autonomous? If yes, details thereof			
12	Location of offices in other parts of India			
13	Whether copy of the registration/ Memorandum of Association of the organization enclosed?			
14	Whether copies of PAN, GSTIN/ Service Tax Registration Certificate enclosed?			
15	Whether copy of the audited financial statements for last three financial years (2017-18, 2018-19, 2019-20) and the provisional audited statement for 2020-21 till December 2020 is also admissible, enclosed?			

Sumit

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(B) Experience of Agency/ Firm/ Organization					
1	<p>A. Overall Experience:</p> <p>Overall numbers of years of experience in mobile application development</p> <p>B. Number of mobile app development projects carried out in the last 3 years (having minimum service fee of Rs. 50 Lakh)</p>				
(C) Human Resource Capacity of the Agency					
1	<p>Number and details of qualification/ Experience of key experts (permanent and full-time employees) in areas of specializations mentioned in the Scope of Work.</p> <p>The information may be given in the proforma attached under.</p> <p>(No CV/ Certificate required to be enclosed at this stage)</p>				
Name of Key Experts	Educational Qualification	Expertise	Year of Experience	Working with Agency since.	Remarks, if any
(D) Annual Financial strength of agency:					
1	<p>Average Annual Turnover figure (Rs. in Crore) for last three years (2017-18, 2018-19, 2019-20) and the provisional audited statement for 2020-21 till December 2020 is also admissible, (for consultancy part), to be certified by the registered Chartered Accounts/ Auditor, as per format at Annex-5</p>				

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Engagement of agency for Development and Maintenance of Mobile & Web Applications and Analytical Tool for Jal Jeevan Mission



*No box in the above table should be left blank without mentioning the proper justification in Remarks column

Date:

Signature of Authorized Signatory

Name:

Designation:

[Please affix rubber stamp]

S. Vaidya

Financial capability of the agency

(Rs. in Crore)					
S. No.	Financial Year	Whether profitable Yes/ No	Annual net profit	Overall annual turnover	Annual turnover from IT services only
1.					
2.					
3.					
Average of the above					
Note: Agencies are required to enclose auditor's certificate in support of their claim.					

Date:

Signature of Authorized Signatory

Name

Designation:

[Please affix rubber stamp]

Name of Agency:

Counter signed by Auditor



Format for Affidavit Certifying that Entity is not Blacklisted / barred

(On a Stamp Paper of relevant value)

Affidavit

I M/s., (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter(s)/ director(s) are not barred or blacklisted by central government or any state government/ department/ agency/ PSU in India from participating in Project/ either individually or as member of a Consortium as on _____.

2. We further confirm that we are aware that, our bids for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the short listing/ selection process dated this day of 20....

Name of the Agency:

Signature of the Authorized Person

Name of the Authorized Person

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Format for Anti-Collusion Certificate

(On the letter head of the Agency)

We hereby certify and confirm that in the preparation and submission of our proposal for the Assignment "Mobile/ web Application Development for Jal Jeevan Mission" under JJM of Department of Drinking Water and Sanitation (DDWS)", we have not acted in concert or in collusion with any other Agency or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant proposal.

Date:

Signature of Authorized Signatory

Name:

Designation:

[Please affix rubber stamp]

Name of Agency

