

# **Haryana State Rural Livelihood Mission (HSRLM)**

## **Request for Proposal**

**For Selection of Vendor to undertake the  
Setting up, Operation and Management (O&M) of  
SARAS Portal (SP) for various Artisans**

**HSRLM,  
SCO No 19,  
Sector 16, Panchkula  
0172-2587590**

**March 2018**

## Table of Contents

Key Events and Dates .....	3
1. Introduction .....	4
2. Scope of Work.....	5
I. Broad Requirements .....	5
a. The Head of Department (HOD) User .....	6
b. The SPM User .....	7
c. The DPM User .....	7
d. The Admin User.....	8
e. Special Business Rules for Stall Allotment .....	9
II. Hosting, Operation and Management of Centralized IT Infrastructure incl Server required for SARAS Portal (SP) .....	9
III. Scope of Activities as per Empanelment.....	10
3. Terms and Conditions .....	11
3.1 Bid Submission .....	11
3.2 QCBS Evaluation Process .....	12
3.3 IT Infrastructure, Stationery and Consumables .....	13
3.4 Operational Manpower .....	13
3.5 Delivery Period .....	13
3.6 Payment Terms .....	14
3.7 Discipline .....	15
3.8 Agreement and Nature of Agreement.....	15
3.9 Term .....	15
3.10 Composition and Address of Vendor .....	16
3.11 Validity of Proposals .....	16
3.12 Right to accept or reject Proposal(s).....	17
3.13 Clarifications and amendments of RFP .....	17
3.14 Disqualifications.....	17
3.15 Award of Contract.....	18
3.16 Confidentiality .....	18
Form-1: Covering Letter.....	19
Form 2: Financial Bid Format .....	22

## Key Events and Dates

Sr. No	Particular	Details
1.	Document Reference Number	HSRLM/2018-19/01
2	Start Date of Issue of RFP	17/04/2018
3.	Pre Bid Meet	15-05-2018 & 11 A.M.
	Date & Time	
	Venue	HARYANA STATE RURAL LIVELIHOODS MISSION, HARYANA SCO 19, (First & Second Floor), Sector -16, Panchkula
4.	Last date /Time for receipt of proposals	10 <sup>th</sup> Jun 2018/ 5 P.M.
5.	Date & Time for opening of Technical Bid	11 <sup>th</sup> Jun 2018 / 11 A.M.
6.	Date & Time for opening of Presentation	11 <sup>th</sup> Jun 2018 / 2:30 P.M.
7.	Date & Time for opening of Financial Bid	Will be notified later
8.	Venue of opening of Bids.	HARYANA STATE RURAL LIVELIHOODS MISSION, HARYANA SCO 19, (First & Second Floor), Sector -16, Panchkula
9.	Cost of RFP Documents.	Rs. 1000/-
10.	Earnest Money Deposit(EMD)	Rs. 50,000/-
11.	Bank Details.	Shape of cheque: Banker's cheque/ Pay Order or Demand Draft. In favour of "Chief Executive Officer, Haryana State Rural Livelihoods Mission, Haryana," Payable at Panchkula
12.	Office and correspondence Address	Chief Executive Officer, HARYANA STATE RURAL LIVELIHOODS MISSION, HARYANA SCO 19, (First & Second Floor), Sector -16, Panchkula
13.	Phone/ Fax / Mobile No.	0172-2587590, 9872816518
14.	E-mail	<a href="mailto:hsrlmddugky@gmail.com">hsrlmddugky@gmail.com</a> , <a href="mailto:hsrlm.spm.mis@gmail.com">hsrlm.spm.mis@gmail.com</a>
15.	Website.	<a href="http://www.hsrlm.gov.in">www.hsrlm.gov.in</a>

### Note:

1. This document is non-transferable and non-refundable.
2. In case a Holiday is declared on any day, the event will be held on the next working day at same time and same venue.

## **1. Introduction**

The Govt. of Haryana has decided to implement NRLM through autonomous society. Accordingly, 'The Haryana State Rural Livelihoods Mission' was established as a society. The Society was registered under The Societies Registration Act – 1860 on 24th May, 2011(Memorandum of Association and Rules and Regulations). The Society will work for the empowerment of the poor and for poverty reduction by focusing on Livelihoods of the poor and vulnerable sections of the society in rural areas. The poor household shall be empowered to overcome all social, economic, cultural and psychological barriers by promoting institutions of poor at various levels. An environment conducive for the realization of full potential and inherent capacities of the poor will be created through social mobilization – awakening and promoting opportunities for the poor. The society is to work to enable the poor people perceive the possibilities of change and bring about desired change by collective action and participation of the poor in implementation.

One of the visions of HSRLM is to help the artisans in the State of Haryana through extensive use of Information Technology. For promoting the artisans community, HSRLM assists the artisans in participating in the SARAS Melas organized at various locations in the country. Therefore, HSRLM envisages a scenario wherein every artisan shall be able to access the benefits of Information technology through its Portal. For the same, HSRLM is now inviting bids to take up the work of Setting Up, Operation and Management (O&M) of the SARAS Portal (RP) for the artisans and officials/ officers of HSRLM to monitor the Events and the progress of various artisans effectively.

## 2. Scope of Work

The scope of work includes the setting up, operation and management of the **SARAS Portal (SP) for artisans for HSRLM** covering the following requirements:

### I. Broad Requirements

The SARAS portal is an integrated solution that aims a unique initiative of Ministry of Rural Development, Govt. of India which aims to provide a platform to the rural artisans to showcase their skills & products and also develop a market for themselves. It provides an opportunity to artisans/Members of SHGs promoted under Deendayal Antyodaya Yojna-National Rural Livelihood Mission (DAY-NRLM) to sell their products directly in major markets, to interact with the buyers, to study and comprehend the latter's tastes, preferences and choices. Besides, the craftsman and the local buyers come in direct contact with each other in the SARAS fair, thus increase in the profit margins of artisan is ensured and element of middleman is ruled out. The Portal should be hosted online with the following provisions:-

- i. The portal provides a registration process in which a Applicant (The Artisan) needs to fill his/her complete details to get a login to the portal to become a member for further processing.
- ii. The Applicant can register himself/herself with a unique email address and mobile no.
- iii. The Applicant can change or recover his user password at any time.
- iv. The Applicant can view his full profile with all details at any time with profile percentage.
- v. The Applicant needs to forward his/her profile to DPM (District Program Manager) for verification and approval to view the details of events.

- vi. The Applicant can apply for maximum up to 4 events in a year (1st April to 31st March). The Applicant can check the status of applied application for events and could also cancel the applied application after approval.
- vii. Registered Applicants need the approval of DPM each time when they update their profile details.
- viii. The Applicant has to give details about last 5 years participations.
- ix. If applicant is married than he/she has to give Aadhaar No of spouse also.
- x. The Applicant has to give details about his/her products with max 4 photos. The Applicant can also be able to modify this list.
- xi. The Applicant can view his all applications at any time
- xii. The Applicant can track status of his application and also print it.
- xiii. A provision to notify with Email and SMS on different events must be provided for which the gateway shall be provided by HSRLM.
- xiv. The officers of HSRLM should be able to see the details –project wise, year wise, period wise, category of FPO wise, amount of subsidy wise etc.
- xv. The system should generate MIS based on the important fields filled by the FPO/HSRLM as per the requirement of HSRLM from time to time.

#### **a. The Head of Department (HOD) User**

The HOD user must have the following functionalities:

- i. **Dashboard:** The Head of HSRLM user should be able to see summary of the Applicants immediately on applying by the Applicant in his Dashboard. The Dashboard should provide the summary – event wise, category of Applicant wise, district wise etc.

- ii. **MIS:** The system should generate MIS based on the important fields filled by the Applicant/ HSRLM as per the requirement of HSRLM from time to time.
- iii. **Search:** The system should generate search based on the important fields filled by the Applicant/ HSRLM as per the requirement of HSRLM from time to time.

#### b. The SPM User

The SPM user will have the following functionalities:

- i. **Dashboard:** SPM can also able to see the status of registration verification in dashboard in the fields like Total Applications, Pending at DPM, Verified by DPM, Back for Correction, Pending for decision, Approved and Rejected etc.
- ii. **Lists of Applicants:** The officers of HSRLM should be able to see the lists – Event wise, category of Applicant wise, district wise etc.
- iii. **Entry/ Uploading of Verification Reports:** The system should be capable of providing the facility of entry/ uploading of the verification reports to the SPM as per the requirement of HSRLM from time to time.
- iv. **MIS Reports:** The system should generate MIS based on the important fields filled by the Applicant/ HSRLM as per the requirement of HSRLM from time to time.
- v. **Search:** SPM will be able to search registered member and can also able to search the applications applied by the member for events.

#### c. The DPM User

The DPM user will have the following functionalities:

- vi. **Dashboard:** DPM can also able to see the status of registration verification in dashboard in the fields like Total Applications, , Verified, Back for Correction, Pending for decision, Approved and Rejected etc.

- vii. **Lists of Applicants:** The officers of HSRLM should be able to see the lists – Event wise, category of Applicant wise, district wise etc.
- viii. **Entry/ Uploading of Verification Reports:** The system should be capable of providing the facility of entry/ uploading of the verification reports to the DPM as per the requirement of HSRLM from time to time.
- ix. **MIS Reports:** The system should generate MIS based on the important fields filled by the Applicant/ HSRLM as per the requirement of HSRLM from time to time.
- x. **Search:** DPM will be able to search registered member and can also able to search the applications applied by the member for events.

#### d. The Admin User

The Admin user will have the following functionalities:

- i. **Maintenance of Master Data:** The Master data will comprise of the codification of the Categories, Districts, etc. The System should have the provision for the masters.
- ii. **User Management:** The system should be capable of managing users that are a) SPM (State Program Manager) b) DPM (District Program Manager). Admin will create, delete, update SPM & DPM and assign the roles to SPM & DPM for approval/rejection of the new member.
- iii. **Events Management:** Admin will create or update the Event list that will going to be conducted by the HSRLM in the future. Admin will be able to allot the stalls for the registered members.
- iv. **Data Maintenance:** Admin can access the gallery section of the portal by uploading/deleting the pictures of the multiple events. Admin section is also responsible for uploading all the information provided by the HSRLM on the portal.



## e. Special Business Rules for Stall Allotment

The following rules should be specially assigned:

- i. **Automatic Application Approval Rules:** There are some predefined rules to identify approved application such as:
  - a. New Member has highest priority.
  - b. One Applicant gets decreased rank when the Applicant is applying for same location (i.e. where the Applicant participated in last two years) .
  - c. In case of tie the Female First rule can be used.
  - d. In other cases, First Come First Serve rule will be applied.
  - e. There will be 5 stalls when in other than Haryana state
  - f. There will be 100 stalls in case of Haryana state.
- ii. **Manual Application Seat Allotment Rules:** There are manual rules to be applied such as:
  - a. There must a provision for manual allotment of stall in case of stall exceeded (in Haryana 100, in other than Haryana 5 stall)
  - b. There is a provision to add more stall manually. Which can use later on to allot manually?
  - c. Allotment can be done by authorized person at State Level.

## II. Hosting, Operation and Management of Centralized IT Infrastructure incl Server required for SARAS Portal (SP)

The HSRLM shall provide the requisite centralized IT infrastructure for hosting, operation and management of the SARAS Portal. The details of the same will be provided separately to the selected vendor only.

**NOTE:** The Vendor shall have to carry out the study of various processes of the SARAS Events of HSRLM at its own cost and understanding.

### **III. Scope of Activities as per Empanelment**

The selected vendor shall have to carry out the following activities for the above mentioned scope of work:

- a. Requirement study/ analysis of processes to be computerized
- b. Preparation of SRS
- c. Preparation of BPR (Business Process Reengineering) Document
- d. Report on Hardware and Network Capacity Planning and Sizing
- e. Development and Deployment of various software modules including mobile application development
- f. Integration with Legacy Software (if required)
- g. Performing all forms of testing
- h. User Acceptance Test of all modules
- i. Data migration including planning
- j. Comprehensive Training of Employees for Developed Software
- k. Final User Acceptance Test of Integrated Application Software
- l. Security Audit of the Software
- m. Implementation Support Task
- n. Handing over of Project related documents including Source Code with Documentation for the Software Developed, Software Executables, Project Plans, Project Status Reports, Test Plans, Test Specifications and Results, User Manuals, Training Materials, Technical Manual etc
- o. Final Sign Off
- p. Change Management/ Change Request
- q. Annual Maintenance and Operation Support Contract, if required etc

## 3. Terms and Conditions

### 3.1 Bid Submission

- a) The bids will be submitted in two parts, Technical Bid and Financial Bid in two separate sealed envelopes and both these sealed envelopes will be sealed in a single envelop. The outer envelope should have 'BID FOR SETTING UP OF SARAS PORTAL' and the Technical and Financial Bids should have 'TECHNICAL BID FOR SETTING UP OF SARAS PORTAL' and 'FINANCIAL BID FOR SETTING UP OF SARAS PORTAL' written on the envelopes.
- b) The Technical Bid must accompany the following documents:
  - i. Covering Letter in the Prescribed Format Form-1
  - ii. The Offers are invited from the Haryana Government Empanelled Companies only as per the instructions of the Government.
  - iii. The company may have minimum 5 years of experience in handling State wide Central/ State Organizations Portal for any State in India. Proof of having minimum 5 years of experience for the same must be attached.
  - iv. The company must have an office in TriCity of Chandigarh, Mohali and Panchkula for regular liaison with the HSRLM.
  - v. The company will have to submit a detailed Presentation about the Scope of Work, their understanding and the execution plan for the Portal.
  - vi. The company may have an already developed solution for handling various Events for SARAS to curtail the software development time and to ensure timely delivery. HSRLM will ascertain the suitability of the same for identifying the customization needs so that the customized solution can be implemented within given time frame. The said solution must be demonstrated on the scheduled date and time, which shall be intimated to all the companies.

- c) The Financial Bid must be submitted in prescribed format Form-2 only
- d) The bids not submitted in prescribed formats shall be rejected summarily.

***The Bids will be evaluated on Quality and Cost Based System (QCBS) as per the Guidelines of the State Government for the Empanelled Vendors. The QCBS Criteria has been given below.***

### **3.2 QCBS Evaluation Process**

The evaluation of the bids will be done on the basis of QCBS criteria of 70 Marks for Technical and 30 Marks for Financial Bids. The Technical Marks shall be awarded on the basis of the following parameters:

#### **Technical Marks (TM)**

<b>Serial#</b>	<b>Parameter</b>	<b>Category Points</b>
1	Minimum 5 years of experience in handling Portal for any Central/ State Government Organization in India	10
2	The Company Office in TriCity in Chandigarh, Mohali and Panchkula	5
3	Detailed Presentation on the Project Understanding and Execution Plan	15
4	Demonstration of Developed Solution for handling Projects/ Schemes which can be customized	40
	<b>Total</b>	<b>70</b>

#### **Financial Marks (FM)**

The remaining 30 marks will be for the Financial Bids which will be allotted on the basis of the following:

$$FM=30 \times \text{Minimum Quote} / \text{Quote of the Company}$$

## Total Marks

The Bids shall be evaluated on the basis of Total Marks obtained by the company by adding the Technical Marks and Financial Marks (TM+FM).

### 3.3 IT Infrastructure, Stationery and Consumables

The Centralized IT Infrastructure for the hosting, operation and management of the Portal shall be provided by the HSRLM as mentioned in the scope document. The entire IT infrastructure (servers, desktops/ laptops, printers, networking etc), stationery, tonners and other consumables for implementation shall also be provided by the HSRLM.

### 3.4 Operational Manpower

The operational manpower for the State Projects process shall be provided by the HSRLM. The vendor will ensure smooth functioning of the Portal Operations by providing required application software, technical supervision, data management, reporting and other necessary technical support for managing the operations of the Portal in a proper manner.

### 3.5 Delivery Period

The project shall be executed as per the following schedule:

<b>Setting up of the SARAS PORTAL</b>		
1	Requirement study/ analysis of processes to be computerized, Preparation of SRS, Preparation of BPR (Business Process Reengineering) Document, Report on Hardware and Network Capacity Planning and Sizing	Within a Week of the purchase order
2	Approval of SRS and BPR Document	With a week of submission of the document
3	Development and Deployment of various software modules on Staging Environment provided by the HSRLM, Performing all forms of testing and Final User Acceptance Test (UAT) of all modules	Within 2 weeks of the finalization of SRS & BPR Documents
4	Security Audit of the Software, Implementation Support Task, Handing over of Project related documents including Source Code with Documentation for the Software Developed,	Within 3 weeks of the Final UAT

	Software Executables, Project Plans, Project Status Reports, Test Plans, Test Specifications and Results, User Manuals, Training Materials, Technical Manual etc	
5	Final Sign Off and Launching of SARAS PORTAL	Within a week of the Security Audit and Hand over
<b>Updation, Maintenance, Data Management and Project Management</b>		
1	Customization for the Projects for various Components, Updation, Maintenance and Data Management of the SARAS PORTAL	As per need.

### 3.6 Payment Terms

The selected bidder shall be made the payments as per the following schedule:

<b>Setting up of the SARAS PORTAL (One Time Cost)</b>		
1	Requirement study/ analysis of processes to be computerized, Preparation of SRS, Preparation of BPR (Business Process Reengineering) Document, Report on Hardware and Network Capacity Planning and Sizing and Approval of SRS and BPR Document	30% of the One Time cost
2	Development and Deployment of various software modules on Staging Environment provided by the HSRLM, Performing all forms of testing and Final User Acceptance Test (UAT) of all modules	50% of the One Time cost
3	Security Audit of the Software, Implementation Support Task, Handing over of Project related documents including Source Code with Documentation for the Software Developed, Software Executables, Project Plans, Project Status Reports, Test Plans, Test Specifications and Results, User Manuals, Training Materials, Technical Manual etc and Final Sign Off and Launching of SARAS PORTAL	20% of the One Time cost
<b>Updation, Maintenance, Data Management and Project Management</b>		
1	Customization for each Scheme Component, Updation, Maintenance and Data Management of the SARAS PORTAL (Per Event)	100% on acceptance of each customization

### **3.7 Discipline**

- A. The Vendor shall make sure that all the services being delivered by Vendor are as per rules & regulations of HSRLM conveyed by HSRLM from time to time.
- B. HSRLM shall always have the right and liberty to do random inspection at its site through any of its officer.
- C. The Services rendered by the Vendor under this Agreement shall be under close supervision, co-ordination and guidance of the HSRLM. The Vendor shall frame appropriate procedure for taking immediate actions as may be advised by the CEO, HSRLM from time to time.

### **3.8 Agreement and Nature of Agreement**

An agreement shall have to be signed between the two parties strictly as per the provisions of the RFP Document of the Empanelment of the Companies by the State Government/ Hartron.

### **3.9 Term**

- A. The Agreement shall be effective for a period of 2 years and can be extended further on such terms and conditions as may be deemed fit and proper by HSRLM and mutually agreed by both the parties on the written request of the Vendor. The Agreement shall be extendable on annual basis as per the mutually agreed charges.
- B. The Agreement shall be renewable at the end of the current term for a successive term of 1 year unless either party gives written notice of its intention not to renew at least 1 month before expiration of the current term.
- C. In the event that either party believes that the other party materially breached any obligations under this Agreement, such party shall so notify the breaching party in writing. The breaching

party shall have 20 days from the receipt of notice to cure the alleged breach and to notify the non-breaching party in writing that cure has been effective. If the breach is not cured within the 20 days, the non-breaching party shall have the right to terminate the Agreement without further notice.

D. In the event of early termination permitted by this Agreement, the Vendor shall be entitled to a payment of any remaining period of the Agreement.

E. This Agreement is subject to termination by either party upon at least 2 months notice prior to the end of the then-current contract period.

### **3.10 Composition and Address of Vendor**

- (i) The Vendor shall furnish to HSRLM all the relevant papers regarding its constitution, names and addresses of the management and the other key personnel of the Vendor and proof of its registration with the concerned Government authorities for running such a business of Vendor.
- (ii) The Vendor shall always inform HSRLM in writing about any change of its address or the names and the address of its key personnel. Further, the Vendor shall not change its ownership without prior approval of the HSRLM.

### **3.11 Validity of Proposals**

The following will be considered for the validity of the proposals deemed submitted

- a) Proposals shall remain valid for a period of 90 (ninety) days from the date of opening of Proposal. The Chief Executive Officer, HSRLM reserves right to reject a proposal valid for a shorter period as non-responsive.
- b) In exception circumstances, the Chief Executive Officer, HSRLM may solicit the bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse



the request without forfeiting the Earnest Money Deposit. A bidder granting the request will not be permitted to modify its Proposal.

### **3.12 Right to accept or reject Proposal(s)**

The Chief Executive Officer, HSRLM reserves the right to annul the RFP process, or to accept or reject any or all the Proposals in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

### **3.13 Clarifications and amendments of RFP**

- a) During process of evaluation of the Proposals, the Chief Executive Officer, HSRLM may, at its discretion, ask Bidders for clarifications on their proposal. The Bidders are required to respond within the prescribed time-frame.
- b) The Chief Executive Officer, HSRLM may for any reason, modify the RFP from time to time. The amendment(s) to the RFP would be clearly spelt out and the bidders may be asked to amend their proposal due to such amendments.

### **3.14 Disqualifications**

The Chief Executive Officer, HSRLM may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:

- a) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- b) Submitted a proposal that is not accompanied by required documentation or is non-responsive;
- c) Failed to provide clarifications related thereto, when sought;
- d) Submitted more than one Proposal;
- e) Declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices or blacklisted.
- f) Submitted a proposal with price adjustment/ variation provision.

### **3.15 Award of Contract**

The Chief Executive Officer, HSRLM will notify the successful bidder in writing for finalizing the contract conditions. The successful bidders will be asked to sign the Contract Agreement within 7 days of the notification. After signing of the Contract Agreement, no variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

### **3.16 Confidentiality**

- a) Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. The undue use by any Bidder of confidential information related to the process may result in rejection of its Proposal.
- b) Confidential information shall mean and include any and all confidential or proprietary information furnished, in whatever form or medium, or disclosed verbally or otherwise by the Bidder and/ or the Chief Executive Officer, HSRLM to each other including, but not limited to, the services, plans, financial data and personnel statistics, whether or not marked as confidential or proprietary by the parties.

## Form-1: Covering Letter

**Date:**

**Reference No. :**

[Bidders are required to submit the covering letter as given here on their letterhead]

To,  
The Chief Executive Officer,  
HSRLM, SCO No 19,  
Sector 16, Panchkula.  
Phone 0172-2587590

**Sub: Proposal for Selection of Vendor for Setting up, Operation and  
Management of SARAS PORTAL (SP)**

Dear Sir,

1. We, the undersigned, having carefully examined the referred RFP and offer to Propose for the selection as Vendor, in full conformity with the said RFP.
2. We have read the all the provisions of RFP and confirm that these are acceptable to us.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this Proposal, consisting of this letter, our Financial Proposals, and all attachments, for a period of 90 days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
6. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
7. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.

**Signature.....**

**In the capacity of.....**

**Duly authorized to sign Proposal for And on behalf of.....**

**Date.....**

**Place.....**

[\*Strike off whichever is not applicable]

# **Financial Bid Format**

## Form 2: Financial Bid Format

*[To be submitted by the bidder as per the format given below on their letterhead]*

Date:

Reference No. :

Sr.No	Item	Amount (INR)
<b>Setting up of the SARAS PORTAL (One Time Cost)</b>		
1	Requirement study/ analysis of processes to be computerized, Preparation of SRS, Preparation of BPR (Business Process Reengineering) Document, Report on Hardware and Network Capacity Planning and Sizing and Approval of SRS and BPR Document, Development and Deployment of various software modules on Staging Environment provided by the HSRLM, Performing all forms of testing and Final User Acceptance Test (UAT) of all modules, Security Audit Compliance of the Software, Implementation Support Task, Handing over of Project related documents including Source Code with Documentation for the Software Developed, Software Executables, Project Plans, Project Status Reports, Test Plans, Test Specifications and Results, User Manuals, Training Materials, Technical Manual etc and Final Sign Off and Launching of SARAS PORTAL	
<b>Annual Maintenance, Updation Data Management and Project Management (Per annum)</b>		
1	Annual Maintenance, Customization for <b>Each Event</b> , Updation, Maintenance and Data Management of the SARAS PORTAL	

GST shall be extra as applicable.