

UT Administration of Daman & Diu  
Daman & Diu e Governance Society  
Office of the Director (IT)  
Fort area, Moti Daman, Daman

File No.F-23019/1039/2019-MSDDEGS /178

Date: 03/12/2019

**QUOTATION NOTICE**

The Director (Information Technology)/ Member Secretary, Daman & Diu e-Governance Society, Daman invites sealed quotations for developing mobile application for UT of Daman & Diu and DNH. All bidders are requested to kindly quote the charges in a sealed cover. The sealed covers are to reach the undersigned on or before 16/12/2019 up to 4.00 p.m. by registered post or courier service.

Quotation Name	Development of mobile application for UT of Daman & Diu and DNH
Last date submission	16-12-2019 at 16:00 hours at Daman & Diu e-Governance Society, Daman

The Quotation should be properly super scribed "Development of mobile application for UT of Daman & Diu and DNH".

The Quotation Form along with terms & conditions is also available on the official website of Daman & Diu Administration [www.daman.nic.in](http://www.daman.nic.in) and can be downloaded for submission of the Quotation, but such Quotation should also reach the undersigned in the manner indicated as above.

Right to accept or reject any or all Quotations without assigning any reason thereof is reserved with the Quotation inviting authority.

## **SECTION 1 – Project Information**

### **1. Project Plan & Introduction**

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This document contains the project description and the requirements for ***MobileApp – myDD&DNH***.

A mobile application for the public to access the vital information of DD&DNH informational services & the phone numbers, also Admin panel web services.

#### **1.1 Introduction**

A Mobile App for the informational services of U.T of Daman & Diu and Dadra & Nagar Haveli.

**m-Government** refers to collection of services as the strategic use of government services and applications which are only possible using cellular/mobile telephones, laptop computers, personal digital assistants (PDAs) and wireless internet infrastructure.

In general, there are four primary delivery models of m-Government:

- government-to-citizens (G2C)
- government-to-government (G2G)
- government-to-business (G2B)
- government-to-employees (G2E)

Mobile applications and services are to a large extent Government-to-Citizens (G2C) services. However, G2G, G2B and G2E m-government services also exist.

**M-Government G2C services fall into four categories:**

- i. informational and educational services
- ii. interactive services
- iii. transactional services
- iv. governance and citizen engagement

#### **Informational and educational services (Push services)**

This type of G2C service involves distributing information to citizens (e.g. related to services, schedules, education, emergencies, regulations and other flat content). The government service is mainly comprised of pushing information through SMS, for example, or making it available on a Web or WAP site. Much of the information is static and there is little interaction with citizens. Most inquiries to government from citizens are for basic service information, and providing push services both enables real-time communications to citizens, and creates cost savings for government. Services can be related to: general information for citizens (e.g. weather, tourism, recreation, health, public safety, contact information, services, regulations); specific information (e.g. exchange rates, market rates, exam results, events and programmes, news, road closures, holiday schedules, public hearing/meeting schedules, service or fee changes); emergency alerts (e.g. severe weather, terrorism, fires, accidents, health risks); health and safety education (prevention and preparedness); educational programmes;

## 1.2 Description of the Project

U.T Admin of DD&DNH would like to launch a mobile app under the m-Government G2C model for Informational and educational services (Push services). The app can be static in the initial stages later it can be responsive by making it dynamic. The following information has to be included for various departments. These are only tentative requirements it may increase and depends on discretion of IT department.

S.NO	Name of the Dept	Required Data	Update Frequency
1	<b>Police Dept.</b>	<ul style="list-style-type: none"><li>Organizational chart</li><li>Emergency Numbers 100 &amp; 112</li><li>Woman helpline number</li><li>Jurisdictions detail</li><li>Officers Official Numbers</li><li>Fire emergency number</li><li>Traffic services and numbers</li></ul>	<b>Six Monthly (Review Basis)</b>
2	<b>Citizen Corner</b>	<ul style="list-style-type: none"><li>Planning and Statistics (literacy, urban and rural data, area, hospitals)</li><li>Emergency helpline Numbers</li><li>Gazetted holidays list of Central and UT Government</li><li>Bus route, bus time table and fare details</li></ul>	<b>Six Month (Review Basis)</b>
3	<b>Saral Seva Kendras</b>	<ul style="list-style-type: none"><li>Operator name and number</li><li>List of services and basic details</li><li>Charges to be taken for services</li></ul>	<b>Six Month (Review Basis)</b>
4	<b>Election Dept.</b>	<ul style="list-style-type: none"><li>Voter details</li><li>Election helpline number</li><li>Contact Numbers of CEO,ERO,AERO</li><li>List of BLOs along</li></ul>	<b>Six Month (Review Basis)</b>

		<ul style="list-style-type: none"> <li>with Phone numbers</li> <li>▪ Aadhaar basic detail</li> </ul>	
5	<b>Disaster Management</b>	<ul style="list-style-type: none"> <li>▪ Guideline for cyclone, flood , earthquake</li> <li>▪ Control room number</li> <li>▪ Helpline Numbers</li> </ul>	<b>Month (Review Basis)</b>
6	<b>List of Hospitals, Health Department.</b>	<ul style="list-style-type: none"> <li>▪ CSC</li> <li>▪ PHC</li> <li>▪ HSC</li> <li>▪ All the details of Doctors along with specialization</li> </ul>	<b>Six Month (Review Basis)</b>
7	<b>Food and Supply</b>	<ul style="list-style-type: none"> <li>▪ Define Rates for various products available in Mandi</li> </ul>	<b>Six Month (Review Basis)</b>
8	<b>News</b>	<ul style="list-style-type: none"> <li>▪ Upload Daily 4 to 5 important news.</li> </ul>	<b>Daily</b>
9	<b>Tourism</b>	<ul style="list-style-type: none"> <li>▪ About Daman, Heritage history</li> <li>▪ How to reach daman (By Bus , By Train , By Air)</li> <li>▪ List the places of interest and basic details</li> <li>▪ Upcoming events detail (Dynamic)</li> <li>▪ DNH Varli Painting, any spl. about Daman</li> <li>▪ Tourist centre helpline number</li> </ul>	<b>Monthly (Review Basis)</b>
10	<b>DMC</b>	<ul style="list-style-type: none"> <li>▪ Municipality services basic details</li> <li>▪ Birth and Death Registration</li> </ul>	<b>Six Month (Review Basis)</b>
11	<b>Mamlatdar Dept.</b>	<ul style="list-style-type: none"> <li>▪ List of services and basic detail</li> </ul>	<b>Six Month (Review Basis)</b>
12	<b>Environment</b>	<ul style="list-style-type: none"> <li>▪ Single use plastic guideline</li> <li>▪ Weather detail</li> <li>▪ Solar Cell – How to Install</li> <li>▪ Swatch Bharath</li> </ul>	<b>Six Month (Review Basis)</b>

13	<b>Transport Dept.</b>	<ul style="list-style-type: none"> <li>▪ List of services and basic details</li> <li>▪ Motor Vehicle Act</li> </ul>	<b>Six Month (Review Basis)</b>
14	<b>Consumer Dept.</b>	<ul style="list-style-type: none"> <li>▪ Consumer Protection Act</li> <li>▪ How to file complaint?</li> <li>▪ ISI, Hallmark Details</li> <li>▪ Buy tips guideline</li> <li>▪ Responsibilities of consumer</li> <li>▪ Consumer helpline number</li> </ul>	<b>Six Month (Review Basis)</b>
15	<b>MY UT Discussion</b>	<ul style="list-style-type: none"> <li>▪ Debate</li> <li>▪ Public opinion</li> <li>▪ Poll</li> <li>▪ Essay</li> <li>▪ Competition</li> </ul>	

## **SECTION 2 - Technical and Functional Requirements**

### **2.1 Technical Requirements**

#### **2.1.1 Target OS Platforms**

- **Front-End**  
Android Development framework
- **Backend Development**  
XAMP framework / Dhrupal/PHP
- **Server on Cloud**
- **Hosting may be based on Unix/LINUX servers.**

Can be finalized after the discussions between Developer & DIT – DD&DNH.

#### **2.1.2 Services Needed from the App development company**

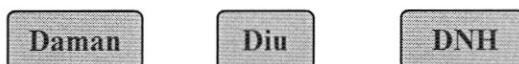
- Developer / NIC, Daman will support server on Cloud.
- Developer shall take the entire responsibility of requirement analysis, design, development, evaluation and testing deployment & publishing, Maintenance.
- Developer shall support code and upgrades.
- Developer shall comply all necessary data/privacy/security and various regulations as prescribed by Ministry of electronic and telecommunication.

### **2.2 Functional Scope**

#### **2.2.1 User Application Features**

The users i.e the public will be able to access data for both the U.T s of DD & DNH

- Sign on with Google Account or e-mail id options.
- The splash screen appears with the logo of U.T Admin of DD & DNH
- Two options for the choice of users



- Based on the above choice, user can click on the various departments for the information of the respective department. As per Table 1.1
- Easy to navigate on a wide variety of mobile devices
- Easy to read information on small screens
- Short concise content

- Easy to use mobile search interface
- Easy to fill out forms with drop downs and check boxes
- Most links on pages shall link to mobile pages (exceptions will indicate with an icon that links are not mobile friendly)
- All phone numbers shall also be links that automatically call
- The pages shall load quickly and render correctly on most mobile devices

#### *Home Page and layout*

- The home page shall include a link to the search application
- A link to search shall be added to the footer of the myDD&DNH layout

#### *Main Navigation*

- The navigation shall look consistent on all pages
- The navigation shall be easy to use and include shortcuts
- Links shall be limited to number of keys available
- All links shall have a alpha numeric link assigned to it

#### *Footer*

- The footer shall look consistent on all pages

### **2.2.2 Other Features**

- City Dashboard, About City
- User Registration, login, logout for personalization / Guest Access based on the choice
- User favorite item, user feedback which includes comments, rating & review, etc.
- About app

**More options can be included accordingly.**

### **2.2.3 Admin Panel Features**

- Login
- Admin Dashboard
- Insert, Update, Delete the Departments and the content
- News Writing and Update along with the upload option of pictures
- Category Management
- Subcategory Management
- About App
- App Version Control – Update notice can be sent to users.
- More details can be added which will be useful for the analytics and trend analysis of users and for the prediction of usage of services.

#### 2.2.4 Extra Features

- System should be extendable for future needs both for static and dynamic response of the app i.e 2-way communication with the user.
- Performance tuning and load test should be performed.
- Analytics to be saved for Data Mining so that app can learn the interests of the user.

#### 2.2.5 Project Scope & Deliverables

Deliverables	In Scope ?
User Android Mobile App	Yes
Backend Web Services & API	Yes
Desktop Web Super Admin Panel	Yes
Website	Yes

#### 2.2.6 Expected Services

- Use case Scenarios
- Wireframes
- Visual Graphic Designs
- Engineering & Development
- Quality Control Assurance
- Publishing & Deployment
- Support & Maintenance
- Change Requirement Process

### 2.3 Timeline and Methodology

Milestone (MS)	Goal	Depends on	Req. Resources/People	Outcome	Timeline (Weeks)
1	Finalize App functionality	Feedback	DIT, DD & DNH	A list of functionality requirements	T+1
2	Design Use case Scenarios, Wireframes, Database design, etc.	Developers & Feedback from DIT	Developers and DIT, DD&DNH	The Design of the App	T+2
3	Coding & Implementation (User, Admin and Website features)	Developers	Developers	The implementation of the App	T+3
4	Content Management	Developers	Developers	The Complete App	T+3
5	Debug, Performance Tuning & Load Management	Developers	Developers	Mock User tests and result analysis. Informal report.	T+3
6	User Test with cell phones and evaluate project goal evaluation. Fix	Developers	Developers, DIT, DD & DNH	User testing of website/ App on mobile devices. Formal goal evaluation and report.	T+4



Milestone (MS)	Goal	Depends on	Req. Resources/People	Outcome	Timeline (Weeks)
	Issues and iterate				
7	Move to production site	Developers	Developers, DIT, DD & DNH	myDD&DNH available at public website	T+4
8	Release	Developers	Developers, DIT, DD & DNH	The app will be "go live"	T+4
9	Deliver the source code	Developers	Developers, DIT, DD & DNH	The source code will be own by DIT, DD & DNH	T+4

**\* T is start date of project and above mentioned time line is indicative**

### **SECTION 3 – Constraints & Restrictions**

#### **3.1 General Constraints and Restrictions**

##### *Technology Restrictions:*

- Dynamic scripting such as javascript, flash are not supported by the majority of mobile devices.
- Cache size and bandwidth: Due to the small sizes of both, large images and image intensive pages should be avoided. Page length should also be kept as short as possible and possibly broken up into multiple pages if necessary.

##### *Device Restrictions*

- App should be compatible to all devices (Tab, Mobile of different size)
- Navigation/Forms: The site navigation and forms need to be quick and easy to use for users with touch screen capabilities as well as standard scroll navigation methods.

#### **3.2 Assumptions and Dependencies**

##### *Assumptions*

1. Project will be delivered over the Internet and hosted on server on NIC Cloud. We assume Developers will design, implement and test to deploy successfully and take the entire responsibility including all the development tools. (More points can be added, during the process of finalizing the developer).
2. NIC cloud hosting and Google App store charges will be borne by DDeGS.
3. Security Audit by CERT-IN agencies will be borne by selected agency.
4. Source code IPR will be with DDeGS.
5. Maintenance period (Post Go-Live) charges for 2 year should be included in quotation.
6. During maintenance period developer will also responsible to add/delete various data/services/information as prescribed by IT department or NIC.

### *Dependencies*

The project is dependent on the Developers & DIT, DD&DNH time and abilities. It is also dependent on a server admin's and graphic designer's time, server space, and feedback from stakeholders. The success of the project depends on adequate advertisement and making the mobile website discoverable. (More points can be added, during the process of finalizing the developer).

### **TERMS AND CONDITIONS**

This is an offer by DDEGS to enter into a contract. In making this offer, DDEGS expressly limits the acceptance of said offer by Contractor to the following terms and conditions set forth. DDEGS does not accept any prior offers from Contractor relating to the materials or services named herein which may be contained in Contractor's quotations, correspondence, specifications or discussions. The entire agreement between DDEGS and Contractor is expressly set forth in this Contract offer, and no modification or addition to this Contract shall be of any force or effect unless it is in writing and signed by both parties. The failure of either party to enforce any rights shall not constitute a waiver of such rights or any other rights under this Contract.

1. **SPECIFICATIONS:** As used herein, the word "Specifications" shall mean the specifications, qualities, nature, type, properties, amounts, assortments and other descriptions of and requirements for the materials, articles and/or services as stated in this Contract and in the Request for Proposal (if any) pursuant to which this Contract is executed.
2. **INSPECTION AND ACCEPTANCE:** All materials, articles and/or services shall be received subject to the right of inspection and rejection by DDEGS. Payment for materials, articles and/or services by DDEGS prior to its inspection shall not constitute acceptance and is without prejudice to any and all claims which DDEGS may have against Contractor. In the event that materials, articles and/or services are received damaged, defective or not to the requirements set forth in this Contract or all or part of the work is done incorrectly, DDEGS shall notify the Contractor of the problem. The Contractor shall have a reasonable time period to correct the problem in a manner satisfactory to DDEGS. In the event the problem cannot be corrected to DDEGS'S satisfaction within thirty days or any additional period of time to which DDEGS consents, DDEGS shall have the right to take all necessary

steps consistent with law to resolve the situation, and charge the Contractor for any and all costs incurred.

3. **TERMINATION FOR NON-PERFORMANCE:** If Contractor fails to supply the materials, articles and/or services as specified or fails to conform to these terms and conditions, DDEGS reserves the right (in addition to other remedies) a) to purchase the materials, articles and/or services from another source and b) to terminate this Contract. Upon termination, neither party shall have any further liabilities or obligations to the other except DDEGS shall promptly pay any of your fees earned, and expenses incurred and documented, through the effective date of termination, and you shall hand over to DDEGS all work done on behalf of DDEGS through date of, termination regardless of the state of completion, and shall promptly return all property and materials of DDEGS.
4. **FORCE MAJEURE:** This Contract is subject to cancellation or change on written notice to the Contractor in the event of causes beyond DDEGS'S reasonable control, including without limitation acts of God or war, terrorism, earthquakes, floods, other natural disasters, strikes, riots, curtailment or operations due to governmental orders or rulings, and the like.
5. **TERMINATION OR CHANGES FOR CONVENIENCE:** For its convenience, DDEGS may cancel this Contract in whole or in part or may change the Specifications or other terms and conditions dealing with quantities, shipment procedures, or times or place of performance, by notice in writing to the Contractor specifying the date upon which such termination or change shall become effective and the extent to which performance hereunder shall be cancelled or changed. DDEGS and Contractor shall act in good faith to attempt to agree upon a compensatory financial arrangement, in lieu of the price or prices elsewhere specified in this Contract as the parties mutually agree is fair and equitable under the circumstances.
6. **TERMINATION FOR CONFLICT OF INTEREST:** This Contract is subject to termination if there is found to be a Conflict of interest between an DDEGS employee and contractor.
7. **CONFIDENTIALITY:** Contractor agrees to maintain the confidentiality of all information that DDEGS considers to be confidential ("Confidential Information") that Contractor receives or learns of in connection with the

Contract Agreement. Such information shall include, but not be limited to, all financial information, information obtained in response to any surveys or questionnaires or other personal information, correspondence by and between DDEGS, Contractor, and/or any of their employees or agents. upon termination of contract Agreement for any reason, contractor will immediately return to DDEGS all files, reports, data, documents, notes, surveys, survey responses, or other records or material of any kind (including electronic records) and all copies of such materials, whether in paper or electronic form, the concerning or pertaining to Contractor, DDEGS, or any of their affiliates and obtained in connection with, or in the course of providing the services or completing the work required under the Contract Agreement, and will make no further use of such confidential Information without the written consent of DDEGS. contractor agrees to use such confidential Information during the term of the contractor Agreement only in the performance of its obligations under that Agreement, and to take reasonable measures to preserve its confidentiality. Contractor agrees to require all of its employees and agents to observe these Confidentiality requirements. This Paragraph shall survive termination of the Contractor Agreement.

8. **COPYRIGHT OWNERSHIP:** Contractor agrees that any reports, documents, surveys, questionnaires, software, or other materials that it produces or procures in the course of its services under the Agreement are works for hire, and that DDEGS will retain all rights, title, and interest, including copyrights and electronic transmission rights, in such materials. Contractor recognizes that DDEGS may use these materials in any manner it deems appropriate, and is not required to use any of the materials. Immediately upon termination of the Contract Agreement, Contractor will return the originals and all copies, including electronic copies, of all such materials to DDEGS, and shall make no further use of such materials without the express written permission of DDEGS. This Paragraph shall survive termination of the Agreement.
9. **INDEMNIFICATION:** Contractor agrees to hold harmless, defend and indemnify DDEGS against any and all claims, demands or suits by any persons and against related loss, damage or injury to property or persons, liabilities, costs and expenses (including attorney's fees), which may arise out of performance of this Contract or to the use, possession or ownership of the

related materials, articles and/or services, caused or contributed to by either:  
a) the acts or omissions (whether or not negligent) by Contractor or Contractor's agents or subcontractors including without limitation such acts or omissions, incident to the presence of the Contractor, its agents, and subcontractors upon DDEGS's premises in the course of performance under this Contract; or b) defective, unsafe or non-conforming materials, articles and/or services supplied by Contractor or Contractor's agents or subcontractors; or c) Contractor's use and possession of DDEGS property. The term 'DDEGS' as used in this section includes DDEGS and its agents and employees.

**10. ASSIGNMENT:** The Contractor agrees that it shall not assign this Contract without the prior written consent of DDEGS.

**11. Criteria;**

- a. The vendor should have at least one completed similar application in government sector. And submit the completion certificate of said application.
- b. The vendor have to submit GST registration certificate.
- c. The sealed quotation should reach the undersigned on or before 16/12/2019 up to 4.00p.m.
- d. The undersigned reserves the right to reject any or all the offers without assigning any reasons thereof.

**12. Payment terms & condition are as follows;**

<b>Sr. No.</b>	<b>Particular</b>	<b>percentage</b>
1	Submission of SRS documents	10%
2	After Design and prototype approval	10%
3	successful uploading and installation of android mobile application on playstore	50%
4	after completion of one year maintenance	15%
5	after completion of two year maintenance	15%
	<b>Total</b>	<b>100%</b>

1. The rates should be quoted only as per the **Annexure A**.
2. The rates should be quoted in Indian Rupees inclusive of all taxes/levies/surcharges etc.
3. The implementing agency will provide 2 years operation and maintenance from the date of the launch of the application.
4. The rate quoted should be inclusive of all taxes.



(Dr. Aruna Govada),  
Assistant Director (IT)  
DDeGS, Daman.

Copy to:

1. DIO, NIC, Daman with request to upload on official website of Daman

**Annexure A**  
**SCHEDULE OF RATE**

Schedule showing the rates to be offered for Development of mobile application for UT of Daman & Diu and DNH

<b>Particulars</b>	<b>Amount</b>
Basic Amount (Including O&M)	
Taxes	
<b>Total</b>	

**Note :**

1. The above amount is inclusive of 2 years operation & maintenance cost
2. The above amount is inclusive of all taxes.
3. L1 will be decided as per Total Amount (Basic + Taxes)

Signature of Supplier / Service Provider With rubber stamp.