

NATIONAL INSTITUTE OF FASHION TECHNOLOGY

Hauz Khas, Near Gulmohar Park, New Delhi – 110 016



REQUEST FOR PROPOSAL (RFP)

**Design, Develop, Implement and Maintain a Digital Platform for
“The Repository: Indian Textiles and Crafts (RTC)”**

Last updated on: July, 2020

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This RFP document is neither an agreement nor an offer by National Institute of Fashion Technology (NIFT, Ministry of Textiles, Government of India (hereinafter referred to as NIFT) to the prospective Applicants/bidders or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in formulation of their proposal pursuant to this RFP.

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NIFT reserves the right to change/ modify/ amend any or all provisions of this RFP document. Such revisions to the RFP / amended RFP will be made available on the website of NIFT <http://www.nift.ac.in>.at the web link <https://nifttenders.eproc.in>,

RFP Data Sheet – Critical Information

S. No	Event	Date & Time	Venue
1.	Availability of Bid Document	19-03-2020	Through Email/post
2.	Last date for submission of Pre-bid queries	20-04-2020	Email through portal.rtc@nift.ac.in
3.	Date of Pre-bid Meeting	20-06-2020	NIFT-HO
4.	Issue of pre-bid meeting clarifications and corrigendum regarding RFP document	13-07-2020	NIFT-HO
5.	Last date for submission of bid documents	11-08-2020 03:00 pm	By Hand/ Post
6.	Opening of Technical Bid	11-08-2020 04:00 pm	NIFT-HO
7.	Presentation	To be announced	NIFT-HO
8.	Opening of Financial Bids of technically qualified bidders	To be announced	NIFT-HO

Table of Contents

S. No	Details	Page no.
SECTION – A		
1	Introduction	6
1.1	Background	6
1.2	Project Objectives	6
2	Scope Of Work	7
2.1	Tentative Sub-Repositories	8
2.2	Key deliverables for the end users	9
2.3	Technology Framework	10
2.4	Solution Framework	10
2.5	Access and permissions	10
2.6	Testing and Go-Live	11
2.7	Security Testing and Audit	11
3	Human Resource deployment for the Assignment:	11
SECTION – B		
Instructions To Bidders		
1.	General Instructions	12
2.	Proposal Submission	12
3.	Documents to accompany the RFP Application	13
4.	Pre-Bid Meeting	13
5.	Earnest Money Deposit	13
6.	Performance Bank Guarantee	14
7.	Project Phases and Payment Milestones	14
8.	Method of Selection and Evaluation Criteria	15
9.	Validity of Tender and Extension of Contract	18
10.	Change Order Management	18
11.	Knowledge Transfer and Exit Management	18
12.	Training of the Project staff	18

S. No	Details	Page no.
13.	Meetings	19
14.	Reporting	19
15.	Intellectual Property Rights	19
16.	Confidentiality	20
17.	Penalty for Delay	20
18.	Indemnity	20
19.	Termination for Insolvency	20
20.	Employee Verification	21
21.	Liability of the agency	21
22.	Force Majeure	21
23.	Arbitration	21
23.1	Applicable Laws	22
SECTION – C		
1.	General Terms & Conditions	22
SECTION – D		
1.	Service Level Agreement	23
2.	Annexure I : Format of Performance Guarantee	27
3.	Annexure II: Technical Proposal Submission Form	29
4.	Checklist of the Documents to be submitted with Technical Proposal	31
5.	Annexure III: Financial Proposal Submission Form	32
6.	Annexure III (a) Financial Proposal Format	33
7.	Annexure IV :Details of the Key Resources (Human Resources)	34
8.	Annexure V: Pre-Bid Queries Responses	35

(SECTION-A)

1. INTRODUCTION

National Institute of Fashion Technology (NIFT), established in 1986 under the aegis of the Ministry of Textiles, Government of India, is widely acknowledged as the premier fashion Institute in India incorporating the domains of Design, Technology and Management. NIFT has recently undertaken a new initiative to strengthen the knowledge base of the textile sector and position the cultural identity of Indian crafts in the global market scenario thereby preserving the rich textile and craft heritage for the posterity. The Ministry of Textiles has approved a project proposal for development of a National Knowledge portal titled *The Repository - Indian Textiles and Crafts* (RTC) by NIFT under the Craft Cluster Initiative of the NHDP programme of Development Commissioner DC (Handlooms & Handicrafts).

1.1 Background

The Indian Textiles and Crafts repository is being planned as an online resource network for the textile, clothing and craft sectors of India since there are very few initiatives which capture information on Textiles and Crafts. During the last two decades few initiatives were undertaken in isolation in the Textiles Sector to develop digital databanks/repositories, due to the increasing realization of the impact of critical and robust information dissemination systems on the development of the textile industry. These were generally, project based initiatives with limited scope, designed to serve both as visual catalogue of products and e-commerce platforms.

Besides these websites there are web portals of few institutional libraries and resource centres of educational institutions such as NIFT, NID and Textile Research Associations under the Ministry of Textiles which are catering to the information needs of their own community of users. The Crafts Museum (National Handloom and Handicrafts Museum - NHHM), the sole museum under the Ministry, is yet to develop a full-fledged virtual museum of its collections. Few national portals for museums and digital libraries/repositories cover some of the sources for referencing on textile related information and do not cover the entire textile sector as their mandates are varied. At present rich resources of crafts and designs connected to traditional textiles and extensive research in cutting edge areas pertaining to textiles are scattered in various institutional repositories, the Weavers' Service Centres and Textile Research Associations (TRAs) supported by the Ministry of Textiles and also in private collections. In view of the same, pooling of scattered data and repositories, including the rich information available within the Textiles Ministry and its subordinate offices, is now essential for minimizing duplication of activities which result in wastage of financial and human resources. RTC has been visualized as a solution with a holistic approach towards development of a national knowledge portal in the form of an integrated system that will lay down a framework to weave the scattered information sources and the past and present status of textile, clothing and related crafts with focus on futuristic developments.

1.2 Project Objectives

The project for development of RTC aims to preserve and promote Indian textiles and crafts with the following objectives:

- Showcasing on an interactive digital platform the creativity and diversity of traditional Indian textiles, clothing and crafts (connected to textiles, and personal accessories), and their continuity in contemporary India
- Digital archiving of both tangible and intangible knowledge resources on indigenous and contemporary textiles and crafts, research related to textiles, apparel and allied areas (like costumes personal accessories, etc.) and industry trends.
- Dissemination of historical and contemporary information and narratives on Indian textiles, clothing and crafts to a global audience comprising research scholars, craft enthusiasts and relevant industry.
- Create an integrated database of craft practitioners to promote and provide access to Indian and international stakeholders.
- Develop visual databank of images, films, audio-visuals, podcast lecture series on craft practitioners, and designers to spread awareness about each craft, its production processes and applications.
- Develop a research repository and provide access to resources like research papers, dissertations, doctoral theses, case studies, etc. on textiles, clothing and craft related areas.
- Collation of data related to market trends, trade statistics, sourcing, etc. pertaining to textile and apparel industry.
- Provide information on new developments and current events relating to clothing and textiles and allied crafts.

In view of above for implementation of the Project, NIFT has decided to invite proposals for designing, development, implementation and maintenance of a digital platform for the Repository from the shortlisted parties selected through an Expression of Interest (EOI). The development of the platform for the Repository would be carried out by the selected party, i.e., the Technology Service provider, in accordance with the terms and conditions stated in subsequent sections of this document. The selected Technology Service provider shall enter into a Service Level Agreement (SLA) with NIFT as specified in section D of this document.

2. SCOPE OF WORK

RTC is envisioned to be single point access of several trusted sustainable digital repositories supported by tools and technologies adhering to the standards and best practices applicable for long-term preservation and access as per directives of the Ministry of Electronics and Information Technology (MeitY), Govt. of India. The Technical proposal should present a plan to develop RTC as a unique knowledge portal that would function as a platform to support a digital asset and web resource management system as well as a metadata harvester and also let the contributing bodies develop applications with RTC functionalities for their own use. RTC would permit data ingestion from diverse repositories in libraries, resource centres, museums and Govt. archives using various metadata standards after a rigorous validation process and automatic or manual metadata extraction/harvesting after accurate mapping and migration of data, if required.

RTC will offer a number of user services and deliverables to a huge community of stakeholders cutting across multiple sectors and ranging from professionals, students, research scholars, design educators, crafts persons of India and across the globe. A multi-level graded access system for the stakeholders to protect the intellectual rights of the contributors/crafts persons and researchers would be developed for various categories of knowledge resources to be sourced from across the country. A combination of multiple digital content management solutions with application software is to be used for development of the proposed RTC portal with managed services through cloud. This portal shall act as an aggregator for all such information and databases. The following outlines the broad areas of scope of work for the implementation agency:–

PART A: - PORTAL DEVELOPMENT (workflow based information and content management)

- i. RTC Portal design, development supply, customization, configuration and installation; and documentation for services / functions.
- ii. Manage and maintain the complete Application Software system.
- iii. A service platform providing API to enable the collaborating bodies / institutions to provide access to the digital resources in their holdings and also to provide contents to RTC.
- iv. The external sources will be integrated with the API or any other supportive methods of integration such as Crawling, CSV, WSI, SOAP, etc. However, API is the preferred method of integration with external repositories / portals.
- v. Design, develop and customize content management system based on Open Standards and also recommend compatible metadata standards and OAI and relevant standards complaint metadata harvester.
- vi. Provide Operation Management on RTC Portal.
- vii. System should be Operating System Independent.
- viii. Support Search Engine Optimization and encryption.
- ix. Must provide ability for retro-conversion, quick and accurate search and retrieval, advance search based on elastic search with features such as filters and large dropdown menu ; and option to advance discovery search.
- x. Compatible to browsers like Chrome, Mozilla Firefox, Internet Explorer, Safari, Opera etc.
- xi. Provide ability to classify content / support for tags and taxonomy.
- xii. Auto ID generation.
- xiii. Capability for data mapping, cleansing and validation for migration.
- xiv. Should support extensive metadata creation using comprehensive data entry templates.
- xv. Should have approval mechanism before publishing any content on solution.
- xvi. Must have a built-in shared content library, adaptive video rendering and best-in-class content authoring to optimize engagement with users on mobile or desktop.
- xvii. Should support responsive interactive multimedia oriented webpage design compatible to multiple size screens (computer, tablet, mobiles and any other) . Should be able to support Video Content without Plugins.
- xviii. Should support multi-tasking on multiple screens and browsers.
- xix. Rich User Interface based on Bootstrap framework of the latest version.
- xx. Inner page multiple banner of design of the website as per the GIGW guideline and W3C guideline.

- xxi. Drilled down/hierarchical dash board, built-in e-book manager with flip style book view, etc.
- xxii. Must have options to define hotspots on the images (such as banners), linking these hotspots to external or internal URLs.
- xxiii. Display of bilingual information in Hindi and English with potential for multi lingual information display in future.
- xxiv. Allows multiple user access levels / graded access for downloading, printing etc. and authorization of Users depending on Roles.
- xxv. Mobile Android App\and IOS app.
- xxvi. Provision for session time out.
- xxvii. Integration or management payment gateway, SMS gateway etc.
- xxviii. Social Media integration and interactivity.
- xxix. Latest up-gradation and migration of open source software.
- xxx. Training of NIFT's manpower on use of Repository Software Application.
- xxxi. Maintenance of RTC after Go-Live.

PART B: – CLOUD INFRASTRUCTURE

The service provider / bidder must provide the proposed RTC portal hosting services / cloud infrastructure services from among the MEITY empanelled Cloud Service Providers in Gartner leader quadrant. The service provider will ensure that all the following cloud infrastructure services will be provided by their CSP as per MEITY's and the Government of India's guidelines or norms.

- i. Global CDN
- ii. Auto scaling up and down compute resources
- iii. Media streaming and encoding
- iv. Block and object storage
- v. Archiving
- vi. Augmented reality/ Virtual reality/ Mixed reality support
- vii. Artificial intelligence/ Machine learning support
- viii. Load balancing
- ix. Disaster recovery

2.1 Tentative Sub- Repositories *

SECTION OR Sub-repository (Portal components)	INFORMATION Sources	Portal Features
CHRONICLE	Archived data	
Virtual Museum	Traditional textiles, apparel and accessories	<ul style="list-style-type: none"> • Digital archive of thematic collections • Virtual gallery & exhibitions, Blogs etc. • Search and Retrieval (Metadata based aggregator/ single repository) • 3D view of objects • 360 degree panorama integration • Streaming of media files • Restricted download and sharing • Links to external web resources • Other relevant features
	Archived textile swatches, artworks	
	Textile, Fashion and Accessory Designer archives and contemporary collections	

Craft Registry	Craft Documentation Craft Cluster Diagnostic Reports	<ul style="list-style-type: none"> • Search and Retrieval (aggregator & single repository)
	Artisan profiles and contact details	<ul style="list-style-type: none"> • Live streaming of videos • Related links of document to image content
	Artisan snapshots- Films/AVs	<ul style="list-style-type: none"> • Search of Cartographic images • Restricted download and sharing
	Craft based textile, fashion and accessory collections	<ul style="list-style-type: none"> • Links to external web resources • Other relevant features
RESEARCH	Dissertations & Theses separately Research papers Conference papers Project reports (including Graduation Projects)	<ul style="list-style-type: none"> • Union Catalogue search • Full text view
	Institutional repositories of full text publications / productions (with copyright of the institutions/ organizations)	<ul style="list-style-type: none"> • Restricted download and sharing • Links to external web resources • Other relevant features
	Virtual Learning Resources	
	Case studies	
INFORMATION RESOURCE	Design intelligence reports	<ul style="list-style-type: none"> • Union Catalogue search
	Directories	<ul style="list-style-type: none"> • Full text view
	Survey Reports	<ul style="list-style-type: none"> • Restricted download and sharing • Links to external websites
	Events – Exhibitions	<ul style="list-style-type: none"> • Event calendars • Other relevant features

***Selections and Contents may be added or deleted as per project requirement**

2.2 Key deliverables for the end users:

A user-friendly, informative, responsive and aesthetically appealing RTC Portal should support the following deliverables:-

- Online **union catalogue** of acquired collections in participating repositories , libraries and museums
- **Full text digital library** of dissertations and theses; research papers, research projects, graduation projects, case studies, design intelligence reports, survey reports, etc.
- **Virtual Museum with galleries & exhibitions**
- **Virtual Crafts Gallery** with following details
 - ❖ **Timeline of history** of artifacts (craftworks, costume, textiles, fashion accessories, etc.)
 - ❖ **Craft Registry** include profiles of craftsperson **Craft cluster:** interactive craft map **navigation**
 - ❖ **Cluster Tour:** Virtual immersive tour of built environment of craft clusters, exhibitions, museums or resource centers
 - ❖ **Artisan Snapshots** : 360° informative videos of craftsperson and artifacts (also via YouTube access)
- Archive of Fashion shows
- **Designer Archives**
- **Success Stories/Achievements**-Sector Wise
- Virtual Learning Repository
- Directory of Stakeholders
- Business Data bank
- Document Delivery System
- Virtual **Helpdesk** Service
- Patron's queries and **Feedback**
- Chat Bolt
- **Event Calendar**
- **Publications** (News Letters/Journals, etc.)
- News Updates / **FAQ**
- Social media integration (Facebook, Twitter, Instagram, blogs, etc.) logo bar with links
- **Mobile Apps** – availability and features, guidelines
- **Metadata** about web content in multiple formats of text, images, videos, etc.
- **Discovery** search features
- **Web 3.0** or latest features with further filtering of results
- Subject Tagging
- Other features and services as per emerging technologies

2.3 Technology Framework

The entire technology stack must conform to the Open standards. The ownership of the stack shall be with NIFT.

- 1) **Front End** Advance user interface Solution Technology and Architecture.
- 2) **Back End Solution** and Structure of Database based on Metadata. Metadata to be provided by NIFT

The technology and process framework of the Digital Platform should have the following features

- a) The RTC portal is to be developed on an Open Source Platform using the Open Source Technology with proper license and authorization. The License of the particular application must be activated for minimum next 5 years and the cost of said period must be inclusive in application development charges. After the said period, the cost will be borne by NIFT. It should have the capacity to run on any open source platform
- b) Role based User Management. For example Super Admin, Data upload role, Data publish role, Data administrator role etc. Ability for author or professionals to upload digital contents from collaborating institutions or via crowd sourcing. New user creation and management.
- c) The managed service must be protected by an in-line intrusion detection service or a web application firewall installed on all external-facing servers.
- d) The proposed managed services of the RTC Portal must have built-in web analytics providing key KPIs such as visitor's pathing history, video analytics, ability to segment the users' basic demography, behavior etc.
- e) RTC portal must be developed using cache provision.
- f) User based workflow management capabilities.
- g) Necessary technical interfaces to permit harvesting, ingestion and re-use of metadata with images and full text digital surrogates from and by the repositories of collaborating institutions of RTC.
- h) Information can be presented to the users in various forms such as text, graphics, audio and video.
- i) Ability to render videos and images irrespective of end user's channel of access (Web & Mobile App) as well as adaptive streaming based on the Internet speed.
- j) Capability to handle increasing data load.
- k) Handling spikes in traffic to external sites due to event launches: The Agency will need to have the capacity to scale up and handle periodic spikes in traffic to the external sites hosted in the managed service due to any pre-determined or unannounced event launches or other reasons.

2.4 Solution Framework

The Digital Platform for RTC will include the following basic constructs:

- a) Structure, navigation and personalization (including wireframe development)
- b) Capture, store, publish & adaptive rendering of digital assets (including video and images)
- c) Sourcing of data in varied formats directly from NIFT or a third agency to which digitization or related services may be outsourced.
- d) Archive, retrieve and search document and images in the following formats:
 - Text and Image format : PDF, PDF/A, JPEG, TIFF, etc.
 - Audio formats: Audio Cassette, Audio Spool, Digital *Audio Tape*, etc.
 - Video format: Film Reel, U-Matic (Hi-Band & Low Band), Betacam, Video Home System, Mini Digital Video, Hi-8, etc.
- e) Digital surrogate objects of RTC to represent physical, digitized or born digital objects. Each digital surrogate object of the RTC will be a web resource with a web link, descriptive and administrative metadata and other technical information.
- f) RTC metadata aggregator should have the capability to support leading international metadata in MARC and non-MARC standards such as Enriched Dublin Core, VRA, LIDO etc.
- g) Support for tagging the digital resources and auto tagging of images, search and retrieval of these resources.
- h) Supports state-of-the-art security measures such as digital watermarking.
- i) Workflow & content moderation.
- j) Solution should be provided in parent and client or hub and spoke modular architecture provided as per requirements of the project

2.5 Access and permissions

The Application must be accessible by anyone on Windows, MAC, Android and IOS with access via the Internet.

The application must have different levels of permissions for different categories of users with full or restricted access

- a) General / Unregistered/ Guests (SMS gateway should be provided by the agency)
- b) Registered Category (Provision for payment gateway as and when required by NIFT)

2.6 Testing and Go-Live

The Agency shall prepare a Test Plan after the development and customization/ configuration of the RTC portal to demonstrate and ensure that the system meets all functional and technical requirements as brought out in this RFP and the detailed Work Plan prior to Go-Live.

The Test Plan should support function/system integration/stress and load/User Acceptance Test (UAT) to ensure that the software is comprehensive, auditable, and complete with test cases.

As part of system integration testing, the Agency should test all offered services hosted on RTC Portal and ensure accurate and secure data flow.

Test procedures shall be carried out by the Agency to assess the following:

- a) Conformity with the functional requirements and required process operations;
- b) Performance of the system with reference to response time and accuracy;
- c) Integrity of the software after installation;
- d) User friendliness; and
- e) Other parameters as determined by the NIFT.

The Agency must eliminate any operational bugs that arise from testing and fine tune the software as needed.

2.5.6 On the basis of these tests, a report would be submitted by the Agency for review and approval by NIFT. The test results and response time should be demonstrated by the Agency in an environment and infrastructure as mutually agreed upon by NIFT and the Agency.

2.7 Security Testing and Audit

The RTC Portal should be compliant with the guidelines of GIGW of PWD's and be functional and load tested and consequently certified by the Government's agency.

The RTC Portal should be security audited by a reputed CERT-In empanelled firm / STQC prior to deployment into cloud server or before Go-Live of the Project.

The Agency shall bear all expenses relating to security testing and audit. As such, payment to the auditing agency shall be made by the Agency.

RTC Portal shall be regularly audited by the CERT-In empanelled agency. The frequency of auditing shall be six-monthly or earlier in case of a major change in any application or module or any abnormality

Rectification to be made by Agency based on security audit report

3. HUMAN RESOURCE DEPLOYMENT FOR THE ASSIGNMENT

Details of human resources to be deployed full time onsite by the Technology Service Provider apart from the Project Development Team

- i) Project Manager-01
(One Project Manager will be deployed full time on continuous basis at NIFT Head Office, from project starting date to till project handover or completion)
- ii) Cloud (IAAS, PAAS) Management Specialist-01 (from Soft Launch – Project start date (T0) + 8 months)
(One Cloud (IAAS, PAAS) Management Specialist will also be deployed full time on continuous basis at NIFT Head Office from the soft launch of the portal (after approx eight months from the project start date) to till the project handover or completion date)

The Project Manager will have the overall responsibilities for coordination and execution of day to day tasks with the Project Team at NIFT and the Background development team. He/ She shall be the single point of contact for all the project related activities.

The rest of the development team will work off-site at the vendor end.

(SECTION – B)

INSTRUCTIONS TO BIDDERS

1. GENERAL INSTRUCTIONS

- a) The bid process involves a two-stage evaluation namely Technical Bid and Financial Bid.
- b) The applicant/bidder shall submit only one Proposal.
- c) Proposal should be in the specified format. Any other format shall not be acceptable.
- d) Proposals should be in English Language only.
- e) The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission.
- f) Bid should be valid for a period of 90 days from the date of submission
- g) An authorized representative of the bidder should sign. The representative's authorization should be confirmed by a written power of attorney or board resolution accompanying the Proposal.
- h) Bidders should specify the price of their services in Indian Rupee (INR) plus GST only.
- i) The applicants/bidders shall bear all costs associated with the preparation and submission of their proposals, and their participation in the Selection process, and presentation including but not limited to postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by NIFT or any other costs incurred in connection with or relating to its Proposal.
- j) NIFT reserves the right to accept or reject any/all bids without assigning any reason thereof, and to annul the bid process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision. The decision of the Competent Authority would be final and binding on the bidders.
- k) All communication pertaining to this RFP will be published in the designated website, so it would be the bidders' responsibility to check the website for such communication and in case direct communication to bidders is not feasible then the department will not be held responsible.

2. PROPOSAL SUBMISSION

The sealed hard copy of the RFP document to be submitted which should be addressed to “**Purchase Officer**”, **National Institute of Fashion Technology, 2nd Floor, B Block, NIFT Campus, Hauz Khas, Near Gulmohar Park, New Delhi (HO)– 110016**. The sealed RFP must be either posted or dropped in the tender box at 2nd Floor, Administrative Block, NIFT, New Delhi-110016, Head Office by **03:00 PM on 11th August, 2020**. Technical bids of RFP will be opened on the same date by **04:00 PM on 11th August, 2020 at NIFT HO, 3rd Floor, NRC Block, NIFT Campus, Hauz Khas, Opp Gulmohar Park, New Delhi-110016**.

The sealed RFP shall be submitted in one envelope super scribed as “**RFP for Design, Develop, Implement and Maintain a Digital Platform for The Repository: Indian Textiles and Crafts (RTC)**” containing two small separate envelopes inside the big envelope (Envelope 1 and Envelope 2) of appropriate size each of which should be sealed.

A. ENVELOPE NO. 1:

- Should contains Signed copy of RFP, Technical Bid ANNEXURE – II.
- Duly signed and stamped, along with EMD
- The technical bid envelope must contain the technical bid in prescribed Performa as per Annexure–II along with the Earnest Money Deposit of Rs. 12,00,000/- (Rupees Twelve Lakhs Only) (refundable but non-interest bearing) with all relevant documents.
- All the pages of the RFP including Annexure should be signed and attested by bidders/ Company's authorized official

B. ENVELOPE NO. 2:

- Should contain the Financial Bid duly signed, stamped and super scribed as “Financial Bid” (Annexure – III & III (a)).

- C. The interested bidders / companies are advised to read carefully the entire RFP document before submitting their RFP documents in prescribed format and found incomplete in any respect will be summarily rejected.
- D. The technical bid of the tender will be opened on the same day i.e. on 09/04/2020 at 4.00 P.M at NIFT Head Office, 3rd Floor, NRC Block, NIFT Campus, Hauz Khas, Opp. Gulmohar Park, New Delhi-110016 in presence of such bidders/ companies their authorized representatives.

3. DOCUMENTS TO ACCOMPANY THE RFP APPLICATION

- a) The shortlisted bidders/ companies are advised to read carefully the entire RFP document before submitting their RFP. The bid documents not received in prescribed format and/ or are found incomplete in any respect will be summarily rejected.
- b) The bidders/companies have to submit relevant citations and work orders related to organizational strength of the agency to be provided with successful implementation / completion certificates for the specified number of projects for each category.
- c) Relevant documents presenting the understanding, approach, methodology and work plan related to portal development and Cloud Service infrastructure have to be also submitted.
- d) Any further clarifications can be sought from the Purchase Officer on Telephone No. 011- 26542176/011-26542071, NIFT Campus, Hauz Khas, Opp. Gulmohar Park, New Delhi-110016.

4. PRE-BID MEETING

- a) A Pre-Bid Conference shall be scheduled by NIFT. The time and venue will be intimated separately.
- b) In case of any change in date, time and venue of the meeting, the same will be intimated to all bidders through e-mail/fax or notification in the website. The representatives of the interested parties may attend the pre-bid conference at their own cost. Pre-Bid Conference will provide each bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the project.
- c) Request for clarifications shall be sent by the bidders through email as per the format given below:

Name of the Bidder:

S.No	RFP Clause No	Page No	Clarification Requested

- d) The queries may be sent to the below email id by 24-04-2020:- portal.rtc@nift.ac.in
- e) All responses given by the Department will be distributed to all the bidders. No further request for clarification from any bidder shall be entertained.
- f) A corrigendum may be issued, in case any changes to terms and conditions of the RFP are required to be altered.
- g) The bids that have been received within the specified deadline would be opened at the specified date and time as indicated.
- h) Bidder's authorized representatives are free to be present at the time of bid opening.
- i) Bids that do not contain necessary earnest security amount or which has substantive material deficiencies shall be rejected upon opening.
- j) Bids received after the deadline will not be accepted.

5. Earnest Money Deposit

The EMD of amount **Rs. 12,00,000/-** in the form of Demand Draft/ Banker Cheque/ FD / Online / BG (Format of BG attached at Annexure-I) in favor of NIFT, payable at New Delhi shall be submitted along with Technical Bid. The bidder shall also submit the EMD of amount Rs. 12,00,000/- online in NIFT's account within the stipulated time as per the bank details given below:-

Name of Beneficiary : National Institute of Fashion Technology
Bank : Union Bank of India
Branch : Yusuf Sarai, New Delhi – 110016
Saving Bank A/c no. : 340602050000045
IFSC/ RTGS Code : UBIN0534064

Exemptions for MSME and Startups shall be as per GOI rules. The EMD of unsuccessful bidder will be returned without any interest.

6. PERFORMANCE BANK GUARANTEE

At the time of the signing of the contract, the successful Bidder shall furnish the performance bank guarantee in accordance with the conditions of contract, in the performance guarantee.

The Performance Bank Guarantee will be for an amount equal to **8%** of the bid value in the form of Demand Draft/ Fixed Deposit receipt from a Commercial Bank/ BG (Annexure-I) receipt from a Commercial bank/ online (bank details are mentioned above) in favour of NIFT payable at New Delhi within 10 working days after receipt of supply order which shall be submitted by the successful bidder upon signing the contract. This performance bank guarantee shall be valid from date of acceptance of LOI, till 03 (three) months after the completion of the project i.e. signing of contract/ agreement (Project start date) to 02 years .The performance bank guarantee may be discharged/ returned by NIFT upon being satisfied that there has been due performance of the obligations of the bidder under no condition interest shall be payable on the performance bank guarantee.

7. PROJECT PHASES AND PAYMENT MILESTONES*:

Section wise activities along with deliverables and timelines as well as payment milestones would be as below

S. No.	Description	Deliverables	Terms of Payment	Timeframe *
1	Phase-I Initiation	<ol style="list-style-type: none"> 1. Project Kickoff 2. Detailed Project Implementation Plan with manpower details 3. Identification & development of Knowledge Management and Collaboration Strategies; 4. High-level requirement gathering & guidelines 5. Identification of focus group 	Completion of Inspection Phase - 5% of contract value quoted by the bidder	Project Start Date (T0) + 4 Weeks
2	Phase –II Analysis	<ol style="list-style-type: none"> 1. Preparation of SRS 2. Functional design specifications, Portal layout, colour schemes, information , templates architecture and wireframes 3. Design & development of UX/UI of main website, micro-sites, content categorization, content taxonomy, Program Governance Structure 4. KPI finalization for digital analytics, personalization rules and content recommendations 5. Finalization of Content Model & Digital Platform 6. Business requirement sessions/ Use case identifications. 7. Training on data collection and metadata 	Completion of Analysis Phase-II - 5% of contract value quoted by the bidder	Project Start Date (T0) + 8 Weeks
3	Phase- III Design, Development, Data Management and Testing	<ol style="list-style-type: none"> 1. Solution blueprint, Provisioning of managed services infrastructure for proposed Digital Platform as per requirements. 2. Logical View/Diagram of the system 3. Managed services provisioning of digital platform 4. Customization and theme, design and development digital analytics, content personalization and recommendation rules 5. Configuration of use case scenario, Administration -- Sign up, sign in, reset and forgot password, view and edit profile. 6. Testing 7. Upload the RTC portal and data in virtual server cloud for testing; Customized and New Templates/Component Design, Data Entry of metadata 8. Training for data uploading 	20% of contract value quoted by the bidder	Project Start Date (T0) + 24 Weeks

Phase- IV Go Live	<ol style="list-style-type: none"> 1. Soft Launch 2. Training for the Concerned Staff 3. Completion of Build Go-Live phase of Repository portal in cloud 4. Cloud hosting of RTC portal 	20% of contract value quoted by the bidder	Project Start Date (T0) + 8 months
Phase-V Post Go Live activities	<ol style="list-style-type: none"> 1. User acceptance test 2. Cloud hosting of RTC portal 3. Usage and adoption recommendations 4. Acceptance Testing of deployed Solution , security audit and final clearance by the implementation committee 5. Final Launch 	25% of contract value quoted by the bidder	Start Date (T0) +12 months- Equated Monthly payment of quoted cost after successful implementation of the Digital Platform.
Phase- VI – Completion of the project	Cloud hosting , Updating, troubleshooting, maintenance and AMC, support , backup resolving etc	25%of contract value quoted by the bidder	Start Date (T0)+ 24 months after the completion of the project
Phase-VII AMC-1 year (comprehensive)	Shall include upgrade and support of the RTC Portal based on the latest releases. AMC shall be charged on Software Cost (inclusive of Hosting Charges and Manpower) after completion of Phase-VI.	Proposed by the agency and the amount not binding by NIFT	01 year after the completion of Phase-VI

****Time schedule may vary in case of valid reasons with approval of the competent authority***

Terms of Payment

- All the payments shall be made by NIFT to Bidder except as otherwise provided in the RFP after deducting all taxes including TDS, as per laid down provisions from time to time. All the payment shall be in Indian Rupees. Payments will be made to the Vendor after submission of invoice with applicable taxes.
- NIFT will bear the cloud services charge after soft launch (web portal go-live) as per actual basis. During the portal development period (period before soft launch) NIFT will not pay / bear any charges related to cloud space/services. NIFT will not pay directly to CSP because this is turnkey project so the cloud space / service charges will be paid by the vendor / service provider on behalf of NIFT. The vendor will submit the invoice of cloud service charges as per payment channel then NIFT will pay these charges on quarterly basis.

8. Method of Selection and Evaluation Criteria

Technical Proposal:

The Evaluation Committee constituted by the Competent Authority of NIFT will carry out the evaluation of proposals based on the following evaluation criteria based on points system. If required, NIFT may seek specific clarifications from any or all agencies at this stage. Each evaluated proposal will be given a technical score. Technically scored bids only shall qualify for the next round of Financial bid. (Annexure No.III and Annexure III (a))

Financial Proposal:

The financial bid will be opened only of those bidders/companies who will qualify the technical bid. Total cost includes taxes for designing, developing, Cloud hosting, deployment of manpower, handholding support at NIFT, maintenance of the RTC portal as per the present requirement along with security audit of the web portal as per the requirement of Meity empanelled cloud service providers and one year Warranty and Maintenance after Go-Live of the portal and all taxes as applicable (Annexure No.III and Annexure III (a)).

Quality and Cost Based Selection (QCBS):

Wherein 70% weightage will be given to the Technical proposal and 30% to the financial proposal. QCBS - 70:30 (Quality (70%) cum Cost (30%) Based Selection). The Financial Proposal of vendors with 60% or above score in technical evaluation will be opened. .

QCBS Evaluation:

The selection of agency and award of work order will be based on combined Quality cum Cost Based System (QCBS). The Technical proposal will be allotted weightage of 70%, while the financial proposal will be allotted weightage of 30%.

The evaluation of Technical proposals will be made as mentioned below

S. No.	Technical Scoring	Criteria	Weightage	
Part – A				
1	<p>Organizational Strength</p> <p>Documentary proof attested by the client or certified by the company secretary of the bidder clearly stating the implementation of the solution / product</p> <p>(Relevant citations and work orders to be provided with successful implementation / completion certificates for the specified number of projects for each category)</p>			30
1.1	<p>The Bidder should submit CA/Auditor's Certificate or certificate from Company Secretary about average annual turnover of INR in Crores from Software Development/ IT/ Digital Services/Implementation in the last three financial years (2016-17, 2017- 18 and 2018-19) to be attached for all the three years.</p> <p>However, the bidder has to also submit relevant documents.</p>	<p>Annual Turnover is 36 Crores in the last three financial years = 12 Marks.</p> <p>Marks on relative Pro - rata basis: e.g.- if the annual turnover is 28 crores then 10 marks given $((28*12)/36)$</p> <p>$((\text{Annual Turnover} * 12 \text{ marks}) / 36)$</p>	12	
1.2	<p>Number of Central data repository portal, Web-based Applications / web portals (Open Source) developed for Govt. /PSU/ private Organizations/ Universities/Private organizations during the last five financial years. (2014-15, 2015-16, 2016-17 ,2017-18 and 2018-19) . Copy of Work Order/Contract</p>	<p>a. Less than 5 Central data portal or repositories = 4 marks</p> <p>b. More than 5 and upto 09 Central data portals or repositories = 8 marks.</p> <p>c. More than 10 Central data portals or repositories = 12 marks</p> <p>d. The minimum value of each of the data portal cited should not be less than Rupees 1.2 crore.</p>	12	
1.3	<p>Details of the Key Resources (Manpower) to be provided for the proposed Repository Project(as per Annexure –IV)</p>	<p>The parameters to be evaluated include:-</p> <p>The capacity of the resource based on total years of experience, past experiences, qualifications, certifications on unit average basis on following parameters :-</p> <p>Professional qualifications:</p> <p>Post Graduate = 02 marks</p> <p>Graduate = 01 mark</p> <p>Professional Experience :</p> <p>08 years – 02 marks</p> <p>04 years – 01 mark</p> <p>Relevant Certification :</p> <p>(e.g. Cloud , DB, CMS, UI/UX/ Developer etc)</p> <p>Statutory body = 02 marks OEM</p> <p>Certification= 01 mark</p>	6	

Part – B – Portal Development				
2	Technical Presentation Understanding, Approach, Methodology & Work plan			60
2.1	Proposed Vision and Strategy for Digital Platform – Approach & Methodology	Documentation to submitted along with Technical Bid	10	
2.2	Compliance to Core Technology Solution Functionality in this RFP (Out of the Box)	Documentation to submitted along with Technical Bid	10	
2.3	Prototype and Design - Proposed Design and Development flow, features and architecture, proposed Strength of Technology solution	Documentation to submitted along with Technical Bid with detailed workflow	10	
2.4	The bidder has to make Technical Presentation of the proposed solution and the components for the <i>Repository- Indian Textiles and Crafts (RTC)</i> with Templates	Presentation before the Committee	20	
2.5	Live Proof of concept (POC) of proposed RTC.	Presentation before the Committee	10	
Part – C – Cloud Infrastructure				
3	Cloud Service infrastructure through MEITY empanelled and in Gartner Leader Quadrant			10
3.1	Global CDN, Auto Scaling, Compute, Load balancing and other required component	Documentation to be submitted along with Technical Bid	05	
3.2	Media Streaming and encoding, Archiving Block and object storage, AR/VR/MR/AI/ML or related technologies support	Documentation to be submitted along with Technical Bid	05	

Financial proposal with the lowest cost will be given a financial score of 100 and other proposals will be given financial scores that are inversely proportional to their prices. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

On the basis of the combined weighted score for quality and costs, the agency shall be ranked in terms of the total score obtained. The proposal obtaining the highest total score in evaluation of quality and costs will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 would be recommended for award of the contract.

Example to explain the evaluation methodology to be adopted is given below for the information of the agency:

Suppose 3 proposals are received from agency A, B & C respectively, they would first be given marks for evaluation of their technical proposal/presentation as per the criteria given above. Suppose the agency A, B and C are allotted 75, 80 and 90 marks respectively, they would all become eligible for opening of their financial proposal.

Suppose the committee examined the financial proposals and evaluated the quoted prices as under: Proposal Evaluated cost

- A. Rs. 120
- B. Rs.100
- C. Rs.110

Using the Formula LEC/EC, where, LEC stands for Lowest Evaluated Cost and EC stands for Evaluated Cost.

The financial proposal will be given the following points for financial proposals:

- A. $(100/120) \times 100 = 83$ Points
- B. $(100/100) \times 100 = 100$ Points
- C. $(100/110) \times 100 = 91$ Points

Thereafter, for the purpose of obtaining the combined score proposals will be evaluated by using the Formula as shown below:

Proposal A: $75 \times 0.70 + 83 \times 0.30 = 77.5$ Points

Proposal B: $80 \times 0.70 + 100 \times 0.30 = 86.8$ Points

Proposal C: $90 \times 0.70 + 91 \times 0.30 = 90.3$ Points

The 3 proposals in the combined technical and financial evaluation will, thus be ranked as under:

Proposal A: 77.5 Point: H3

Proposal B: 86.8 Point: H2

Proposal C: 90.3 Point: H1

Proposal C, which has the highest combined score, with the bid cost of Rs.110 would, therefore, be declared as the winner and recommended for approval of the Competent Authority for award of the work. The Agency achieving the highest combined technical and financial score will be considered to be the successful and the work order will be issued to the successful applicant.

9. VALIDITY OF TENDER AND EXTENSION OF CONTRACT

Validity of tender shall be for a period of 03 years. Initial contract shall be for a period of 2 years from the date of issuance of the work order and signing of the contract. NIFT may extend the Contract for another one year after completion of beyond 02 year.

10. CHANGE ORDER MANAGEMENT

During the operational phase NIFT can come up with additional new features at any phase of project within two years. The rate should be inclusive of total project cost.

11. KNOWLEDGE TRANSFER AND EXIT MANAGEMENT

- Handover of the existing system and repository project in running condition; Knowledge Transfer is an integral part of the Scope of Work of Agency. This will have to be done even in case the Contract with Bidder ends or is terminated before the planned timelines.
- In case of Exit, the transition period shall span a minimum of three (3) months before the contract end date. The selected Agency shall ensure during the Exit Management

At the end of the Contract Period, the Agency will be required to provide necessary handholding and transition support to the designated staff or any other Agency that is selected for maintaining the system post the Contract period. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations of the IT Infrastructure.

Handing over all source code, super admin cloud infrastructure information and cloud scripting ,relevant documentation, addressing the queries/clarifications of the new Agency with respect to the working / performance levels of the solution, conducting training sessions, etc.

12. TRAINING OF THE PROJECT STAFF

The Agency shall provide training and tutorials of the RTC to the project staff, that will include development, rollout and management of a standard staff training plan, creation of the necessary training materials/resource documents without additional cost.

Training may be offered as online support, phone and email support, on-site training, or any combination thereof as determined by NIFT from time to time.

At a minimum, the training topics shall include:

- a) Solution architecture and design;
- b) Technical operations;
- c) Terminology services support;
- d) Resolving user queries; (e) Role based training

The Agency shall provide the following documents:

- a) Hard copy and electronic versions of training materials;
- b) Proposal that includes RTC portal training modules;
- c) Proposal for in-person training; and
- d) The agency shall provide the training to Publishers for maintaining the confidentiality of information.

13. MEETINGS

Regular review meetings with the Agency shall be conducted at NIFT on a fortnightly basis. The expenses towards attending such meetings during the period of Consultancy shall be borne by the Agency. At least one of the Key Personnel shall participate in every such meeting.

14. REPORTING

- A. The Agency will work closely with NIFT and NIFT would designate a Project Coordinator(PC) to enable conduct this assignment. The designated Project Coordinator of NIFT will be responsible for the overall coordination and project development. He/she/ze will play a coordinating role in dissemination of the Agency's outputs, facilitating discussions, ensuring required reactions and responses to the Agency.
- B. The agency may prepare Issue Papers highlighting issues that could become critical for the timely completion of the Project and that require attention from NIFT.
- C. The agency will make a presentation on the Inception Report for discussion with the Project Committee at a meeting. This will be a working document. The Agency is required to prepare and submit a monthly report that includes and describes, *inter alia*, general progress to date; data and reports obtained and reviewed, conclusions to date, if any; concerns about availability of, or access to, data, analyses and reports. The Agency's' work on the TOR tasks should continue while the report is under consideration and is being discussed.
- D. Regular communication with the PC and the Project Team is required in addition to all key communications. This may take the form of telephone/ teleconferencing, emails, faxes, and occasional meetings.
- E. The Deliverables will be submitted as per schedule provided in this RFP.
- F. The agency will submit the reports from cloud infrastructure required from NIFT.

15. INTELLECTUAL PROPERTY RIGHTS

- A. NIFT shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Contract, including all processes, design, products, software, specifications, reports, drawings and other documents which have been developed by the Service Provider during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Contract. The Service Provider undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to NIFT and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard to effectively transfer and conserve the Intellectual Property Rights of NIFT.
- B. If NIFT desires, further, the Service Provider shall be obliged to ensure that all approvals, registrations, licenses, permits and rights which are inter-alia necessary for use of the cloud infrastructure installed by the Service Provider, the same shall be acquired in the name of NIFT, prior to termination of this Contract and which shall be assigned by NIFT to the Service Provider for the purpose of execution of any of its obligations under the terms of this tender. However, subsequent to the term of this Contract, such approvals etc. shall endure to the exclusive benefit of NIFT
- C. The Service Provider shall ensure that while it uses any software, hardware, processes or materials in the course of performing the Services, it does not infringe the Intellectual Property Rights of any person and the Service Provider shall keep NIFT indemnified against all costs, expenses and liabilities howsoever, arising out of any illegal or unauthorized use (piracy) or in connection with any claim or proceedings relating to any breach or violation of any permission/license terms or infringement of any Intellectual Property Rights by the Service Provider during the course of performance of the Services.

The source code would be the property of NIFT and the agency would not use the same for any demonstrations or other projects

16. CONFIDENTIALITY

- a) The Agency shall not use Confidential Information, the name or the logo of NIFT except for the purposes of providing the Service as specified under this contract;
- b) The Agency may only disclose Confidential Information in the following circumstances with the prior written consent of NIFT to a member of the Agency if she/he is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract.
- c) The Agency shall do everything reasonably possible to preserve the confidentiality of the Confidential Information to the satisfaction of NIFT.
- d) The Agency shall notify NIFT promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the NIFT

17. PENALTY FOR DELAY

- a) Delay in achieving the milestones (Phase I and Phase II) within stipulated time period as mentioned in Work Order or any unjustified and unacceptable delay in the deliverables beyond the time indicated in the order delivery will invite @ 0.25% of the order value per week and maximum penalty of 10% of the Contract value upto the relevant stage of works. NIFT will impose the penalty as above and will have an option to cancel the order and award the work to any other agency and get the work done from any other source at the risk and cost of such defaulting agency. The EMD/Security Deposit and the Performance bank Guarantee submitted by the agency would be forfeited and empanelment cancelled.
- b) Any delay from Phase-III to Phase-V in the deliverables beyond the time indicated in the order delivery will invite penalty @ 0.25% of the Contract value per week of the of the delay with maximum limit of 10% of order value upto the relevant stage of works. If the delay is such that the delay penalty has reached maximum limit of 10 % of the contract value, NIFT will impose the penalty as above and will have an option to cancel the order and award the work to any other empanelled agency and get the work done from any other source at the risk and cost of such defaulting agency. The EMD/Security Deposit and the Performance bank Guarantee submitted by the agency would be forfeited and empanelment cancelled.
- c) Service Level Penalty will also be 10% on Phase- VI contract amount i.e. 25% of total project value – The RTC portal performance indicator should be 99% during the service assessment period. The penalty is to be calculated for each violation of service level down time and will be calculated as per s.no. 3 in SLA.-

18. INDEMNITY

- a) The selected Agency shall indemnify the NIFT against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof. NIFT stands indemnified from any claims that the hired manpower may opt to have by virtue of working on the project for whatever period. NIFT also stands indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower while working on the project.
- b) NIFT stands indemnified from any legal complication arising out of any dispute related to manpower or any other matter between NIFT and the agency

19. TERMINATION FOR INSOLVENCY

- a) NIFT may at any time terminate the purchase order / contract by giving written notice of four weeks to the Agency, without any compensation to the Agency, if the Agency becomes bankrupt or otherwise insolvent.
- b) NIFT will not be responsible for any misinterpretation or wrong assumption by the Agency.

20. EMPLOYEE VERIFICATION

- a) All the manpower deployed by the agency may be subjected to proper background verification check for Date of Birth, Educational Qualifications, Experience and police verification of antecedents as per requirement.
- b) The agency shall submit the background verification report as mentioned above for each manpower to be deployed on the project along with the acceptance letter of the work order.

21. LIABILITY OF THE AGENCY

- a) The Agency shall be responsible and liable for all acts of omissions, commission, illegal, non-professional and criminal activities or actions by the service provider agency or its employees. The Service provider Agency will also be responsible for any injury or accident, any accidental loss of life, any illness, sickness, or disease sustained by their employees who are working or involved in the project at NIFT premises or anywhere else and no claim or damages of any kind shall be made on the NIFT. In same fashion the responsibility of the employees of the NIFT lies with the NIFT and no claim of any kind or damages shall be made on service provider agency.
- b) NIFT shall have the rights to take action or recover the cost incurred to develop the portal from the agency / vendor in case of violation of rules and civil professional attitude or repetitive malfunction of the web portal or repetitive not performing satisfactory work during the portal development period or during the warranty period.
- c) NIFT shall have the rights to forfeit the PBG and initiate the process of blacklisting the company/ vendor to prohibit them to participate in any future work at NIFT or any other government organization in case of non-compliance or violation of SLA and defined deliverables. The overall total liability of agency arising out of this Agreement for conclusively proven lapse of the agency by any reason whatsoever in executing its scope of services as defined in the Agreement. Any subsequent change thereof shall be limited to a maximum five percent (5%) of the compensation over and above the total liability as indicated above. Without prejudice to the generality of the above provision, the liability clause will be invoked to ensure timely delivery of services by the agency, as per time schedule of the project that will be finalized by mutual agreement half percent of fee of Consultant will be deducted for per month delay of delivery of services as per time schedule, subject to a limit of 5% of total fee as provided in this clause over and above total liability as indicated above provided it is conclusively proven that such delay is attributable to the agency within its responsibility in the scope of services as defined in the Agreement.

22. FORCE MAJEURE

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract.

23. ARBITRATION

- a) If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996.
- b) The NIFT to appoint the arbitrator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
- c) The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996

23.1 Applicable Laws

- a) The Agency shall be governed by the laws and procedures established by the Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
- b) All disputes in this connection shall be settled in Delhi jurisdiction only.
- c) NIFT reserves the right to cancel or modify this RFP as per requirement.
- d) NIFT also reserves the right to modify/relax any of the terms & conditions of the RFP by declaring / publishing such amendments in a manner that all prospective agencies / parties to be kept informed about it.
- e) NIFT in view of projects requirement may reject any proposal, in which any prescribed condition(s) is/are found incomplete in any respect and at any processing state.

(SECTION-C)

GENERAL TERMS AND CONDITIONS

1. The evaluation of the proposals will be done in accordance with procedure given in RFP.
2. The proposal will form the basis for grant of work order to the selected Agency. The Agency shall carry out the assignment in accordance with the Terms of Reference.
3. The selected bidder will have to sign and submit an Agreement with NIFT on judicial stamp paper of appropriate value.
4. Dispute Resolution: If any dispute or difference of any kind whatsoever arises between the parties in connection with or arising out of or relating to or under this RFP, the parties shall promptly and in good faith negotiate with a view to its amicable resolution and settlement. In the event no amicable resolution or settlement is reached within a period of thirty (30) days from the date on which the above-mentioned dispute or difference arose, such dispute or difference shall be finally settled by Director General, NIFT whose decision shall be final.
5. Termination of Assignment: NIFT will have the right to terminate the assignment by giving 30 (thirty) days written notice. In the event of termination for no fault of Vendor, NIFT will reimburse all the expenses incurred by the Applicant (upon submission of proof) including closing-up of the project. If the assignment is terminated due to the fault of the Vendor or in case of termination of the assignment by the Vendor for reasons not attributable to NIFT, then NIFT will forfeit the performance guarantee of the Vendor
6. Completion of the Contract: The Contract will be deemed to be completed on successful development, designing and implementation of the digital project and handing over of the source code along with design and technical details including documentation which should be provided to NIFT after training till satisfaction of the user and during acceptance Testing.
7. It is NIFT's policy to require that the Applicants observe the highest standard of ethics during the Selection Process and execution of work/assignment. In pursuance of this policy, NIFT:
 - i. will reject the Proposal for award if it determines that the Applicant has engaged in corrupt or fraudulent activities in competing for the work order in question.
 - ii. will declare an Applicant ineligible, either indefinitely or for a stated period of time, to be awarded any contract or work order if it at any time determines that the Applicant has engaged in corrupt or fraudulent practices in competing for and in executing the work order.
8. Without prejudice to the generality of above, NIFT reserves the right to reject any Proposal if:
 - i. At any time, a material misrepresentation is made or discovered, or
 - ii. The Applicant does not provide, within the time specified by NIFT, the supplementary information sought by NIFT for evaluation of the Proposal.
 - iii. Such misrepresentation/ improper response by the Applicant may lead to the disqualification of the Applicant. If such disqualification/ rejection occurs after the Proposals have been opened and the highest-ranking Applicant gets disqualified/ rejected, then NIFT reserves the right to consider the next best Applicant, or take any other measure as may be deemed fit in the sole discretion of NIFT, including annulment of the Selection Process.

9. Acknowledgement :

- a) It shall be deemed that by submitting the Proposal, the Agency has:
 - i. made a complete and careful examination of the RFP;
 - ii. received all relevant information requested from NIFT;
 - iii. accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of NIFT;
 - iv. satisfied itself about all matters, things and information, including matters herein above, necessary and required for submitting an informed Application and performance of all of its obligations there under;
 - v. acknowledged that it does not have a Conflict of Interest; and
 - vi. agreed to be bound by the undertaking provided by it under and in term hereof.

(SECTION-D)

SERVICE LEVEL AGREEMENT

1. GENERAL TERMS & CONDITIONS

The Agency acknowledges, agrees and undertakes to ensure that RTC Portal shall meet and maintain the service levels as specified in SLA which shall form an integral part of the Agreement.

Availability hereunder shall be calculated as $Availability = Uptime / (Uptime + Downtime)$.

Uptime shall be computed based on availability of the applications to the WEP RTC Portal users, irrespective of server availability. Non-compliance with performance parameters for business, network and environmental infrastructure and/or system/service degradation shall be considered for downtime calculation.

Downtime shall not include any planned or emergency web portal outages, subject to the following:

- a) Planned web portals outages shall be undertaken no more than twice a year with at least 7 (seven) working days prior notice given to the NIFT. This notice shall be displayed on the site and communicated to all stakeholders by available means like email, SMS etc. The outages shall not coincide with working hours (09:00 to 23:59 Hours);
- b) the NIFT shall be notified of any hosting environment planned outages at the start of each Financial Year; and
- c) the NIFT shall be given prior notice of at least 1 (one) working day before an emergency outage. Response may be telephonic or onsite. In case the issue cannot be resolved telephonically, the Agency shall provide on-site assistance within the permissible response resolution time.

Service levels shall be assessed and evaluated through audits and reports provided by the Agency (e.g. utilization reports, response time measurements reports, etc.). The tools/solutions for undertaking the audit shall be provided by the Agency. Audits shall be done on periodic basis or as required by the NIFT, and shall be performed by either the NIFT or by an independent third party nominated by the NIFT.

The Agency should configure an automated monitoring tool for reporting that gives alerts in the event of breach or any downtime.

The Agency shall provide the NIFT with an Availability Report on a monthly basis. The report shall contain a summary of all incidents reported, Mean Time between Failures (MTBF) and Mean Time to Repair (MTTR), and associated Agency's Performance Measurements for the relevant month.

Service Levels shall be complied with irrespective of the customization that the applications would undergo during the period of the Agreement.

If failure of any component leads to Application Downtime more than thrice within a span of three months, the Agency shall replace or modify the component at its own cost.

2. SERVICE LEVELS FOR PERFORMANCE MEASUREMENTS

The table below specifies the WEP RTC Portal performance indicators and corresponding minimum Service Levels. The NIFT shall measure these Service Levels through periodic audits based on logs provided by the Agency and/or through independent third party audit reports.

Infrastructure	Performance Measurement	Minimum Service Level
Application Availability	Uptime and availability of application for users.	99%
Backup Success Rate	Backup success rate for all components of RTC Portal	99%
System Response Time	End user to application and back (end to end) response time <5 seconds	99%
Software Service Requests	% of Software Service Requests (e.g. patches, bug fixes, errors) concluded within defined response resolution period.	99%
Disaster Recovery Site Availability (application only)	<p>Resume business operations from Disaster Recovery Site within 15 minutes of data center failure.</p> <p>All applications as part of the Solution should be designed with the following parameters:</p> <ul style="list-style-type: none"> • Recovery Point Objective (RPO) – 2 Hour • Recovery Time Objective (RTO) – 8 Hours 	99%

3. DAMAGES FOR SHORTFALLS IN SERVICE LEVELS

Service Level Penalty on Phase- VI : Contract amount i.e. 25% of total project value – The RTC portal performance indicator should be 99% during the service assessment period. The penalty is to be calculated for each violation of service level down time and will be calculated as under :-

Assume for a particular Service Level that the minimum Service Level is 99%. During a service assessment period, the Service Level achieved for 3 months is as below:

Month	Minimum Service Level	Monthly Actual Service Level	Monthly Default
Month-1	99%	95%	4%
Month-2	99%	100%	0%
Month-3	99%	94%	5%
Average Quarterly Service Level Default		3%	

Penalty for Average Quarterly Service Level Default will be calculated as mentioned above for the relevant period subject to maximum of 10% of project value of the Phase VI.

Damages shall be levied in case the Service Levels as specified above are not achieved. Such Damages shall be levied for each quarter and shall be determined as an average percentage of all SLA violation(s) of monthly Service Level measurements for the respective quarter.

The overall Damages shall be capped at 10% (ten per cent) of the Phase VI payment. If the Damages cap is breached, the NIFT shall have the right to terminate the Agreement.

Service Levels shall be measured on a monthly basis., however, damages shall be adjusted from quarterly invoices on pro-rata basis.

A Service Level default shall occur when the Agency fails to meet minimum Service Levels, as measured on a monthly basis, for a particular Service Level.

In the event of a Service Level default, the Agency shall incur Damages resulting in a reduction in payment. The damages shall be computed in accordance with the following formula:

Monthly Service Level Default = Minimum Service Level – Monthly Actual Service Level Where Monthly Service Level Default cannot be less than zero. (If for a particular period the Actual Service Level is above the Minimum Service Level then the Monthly Service Level Default will be zero and not less than zero) Where Quarterly Service Level Default = Average of the Monthly Service Level Defaults for all the 3 months

The quarterly Damages shall be equal to Quarterly Service Level Default * Total Quarterly payment of Phase VI

4. Service Levels for Incidents/Bug Resolution

The Agency shall resolve any incident, such as bugs or defects that arise on the platform within the prescribed resolution time after Go-Live. Penalty will be levied in case of failure to resolve an incident within the maximum resolution time.

An incident can be defined by level of criticality in terms of the magnitude of website disruption. An indicative list of the levels of incidents and their requisite resolution time is provided below

Criticality	Description	Resolution Time
<p>Level 1 <i>High Severity Incidents</i></p>	<p>High Severity Incidents have critical impact on the user services. Following are the characteristics of the incidents:-</p> <ul style="list-style-type: none"> a) Non-availability of the entire application / solution b) Malfunctioning of workflows, information retrieval system, etc. c) Data theft/loss/corruption, etc d) High impact on user satisfaction / NIFT's reputation i.e. adverse media publicity; e) No solution for service disruption Repeat of previous incident 	<p>4 hours</p>
<p>Level 2 <i>Medium Severity Incidents</i></p>	<p>Medium Severity Incidents are ones with significant impact on user services. These cases need urgent attention within a day or two. Following are the characteristics of these incidents:</p> <ul style="list-style-type: none"> (a) Part of the application / solution/ module not available or not working as desired; or (b) Slow response of the portal due to traffic escalations and resulting in user dissatisfaction. 	<p>8 Hours</p>
<p>Level 3 <i>Low Severity Incidents</i></p>	<p>Low Severity incidents have marginal impact on the user services of the portal. Following are the characteristics of the incidents:-</p> <ul style="list-style-type: none"> a) Marginal impact on the user efficiency b) Requires a simple solution c) Requests for marginal enhancements 	<p>24 Hours</p>

5. PENALTY RELATING TO DISRUPTIONS/BUG RESOLUTION

- a) Damages shall be based on the time taken to resolve the incident and the level of criticality of the incident.
- b) The Damages applicable shall be calculated as per table below , subject to maximum of 10% of project value of the Phase VI.

Level	Permissible Resolution Time	Actual Time Taken	Damages as % of Quarterly Payment
Level 1	0-4 Hours	4-8 Hours	0.5%
		8-12 Hours	0.75%
		12- Hours	1%
Level 2	0-8 Hours	8-12 Hours	0.5%
		12-18 Hours	0.75%
		18-24 Hours	1%
Level 3	0-24 Hours	24-48 Hours	0.5%
		48-72 Hours	0.75%
		72-96 Hours	1%

Annexure-I

FORMAT OF PERFORMANCE GUARANTEE

BG No. : _____

Date : _____

1. In consideration of **National Institute of Fashion Technology** having its **Head Office at, NIFT Campus, Near Gulmohar, Hauz Khas, New Delhi-110 0016** (hereinafter called 'NIFT' which expression shall unless repugnant to the context or meaning thereof included its successors, administrators and assigns) having agreed under the terms and conditions of Letter of Intent Agreement No. _____ hereinafter referred to the said 'Contract' placed on M/s. _____ having its Head Office at NIFT Campus, Near Gulmohar Park, Hauz Khas, New Delhi-110 016 (hereinafter referred to as the 'Contractor' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) in connection with _____ to pay at the request of the Contractor on advice Rs. _____ (Rupees only) (being percent of value of the contract) for utilizing it for the purposes of the contract upon the contractor furnishing a Bank guarantee from a Nationalized / Scheduled Bank, we, Bank, (hereinafter referred to as the said 'Bank' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators, and assigns) hereby guarantee due recovery by way of adjustment or otherwise by NIFT according to the terms and conditions of the contract. If the said contractors fails to utilize the said advance for the purpose of the contract. If the said Contractor fails to utilize the said advance for the purposes of the contract or the said advance as aforesaid is not fully recovered as aforesaid by NIFT in accordance with the terms and conditions of the said contract, we, the said Bank hereby unconditionally and irrevocably undertake to pay NIFT on demand and without demur to the extent of the said sum of Rs. _____ (Rupee only).
2. We, the said Bank, further agree that NIFT shall be the sole judge of and as to whether the said Contractor has not utilized the said advance or any part thereof for the purpose of contract and the extent of loss or damage caused to or suffered by NIFT on account of the said advance not being recovered in full and the decision of NIFT that the said Contractor has not utilized the said advance or any part thereof for the purpose of the contract and as to the amount or amounts remaining unrecovered, any loss or damage caused to or suffered by NIFT shall be final and binding on us.
3. We, the said Bank, further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of time to time vary any of the terms and conditions of the said contract or the advance or to extend the time of delivery by the said contractor or to postpone for any time and from time to time any of the power exercisable by it against the said Contractor and either to enforce or forbear from enforcing any of the terms and conditions governing the said contract or the advance or securities available to NIFT and the said Bank shall not be released from its liability under this guarantee by any exercise by NIFT of the liberty with reference to the matter as aforesaid or by reason of time being given to the said contractor or any other forbearance, act or omission on the part of NIFT or any indulgence by NIFT to the said Contractor or any other matter or thing whatsoever which under the law relating to the surety would be but for this provision have the effect of so realizing the bank from its such liability.
4. It shall not be necessary for NIFT to proceed against the Contractor before proceeding against the said Bank as a principal debtor and the guarantee herein contained shall be enforceable against the said Bank notwithstanding which NIFT may have obtain or obtained from the Contractor at the time when proceedings are undertaken against the said Bank here from the Contractor at the time when proceedings are under taken against the said bank hereunder outstanding or unrealized.
5. We, the said Bank, further undertake not to revoke the guarantee during its currency except with the previous consent of NIFT in writing and agree that any change in the constitution of the said contractor or the said Bank or NIFT shall not discharge the liability hereunder.
6. Notwithstanding anything contained hereinabove our liability under the Bank Guarantee is restricted to Rs. _____ only) subject to the clause as stated immediately hereinafter.

7. This guarantee shall continue and hold good until it is released by NIFT on the application by the Contractor after expiry of the relative guarantee period of the said contract and after Contractor has discharged all their obligations under the said contract, produce a certificate from NIFT's representative certifying the due completion of work under the said contract provided always that unless extended this guarantee shall remain in force till _____. Should it be necessary to extend this guarantee beyond the said date on account of any extension of time being granted by NIFT to the Contractor in respect of completion of delivery under the said contract or otherwise, we undertake to extend further the period of the guarantee on NIFT's request till such time as may be required by NIFT.
8. We, _____ Bank shall be discharged of our liability under this guarantee unless a claim is made by NIFT within 3 (Three months from the date of expiry of the Bank guarantee.)

Signed and Delivered by
[name of bank]

By the hand of Mr. /Ms.
[name and designation of authorized official]

(Signature of the Authorized Signatory with Official Seal)

Notes:

1. The Bank Guarantee should contain the name, designation and code number of the officer(s) signing the Guarantee.
2. The address, telephone number and other details of the Head Office of the Bank as well as of issuing Branch should be mentioned on the covering letter of issuing Branch.

Annexure – II

TECHNICAL PROPOSAL SUBMISSION FORM

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

To
National Institute of Fashion Technology,
Hauz Khas, New Delhi – 110016

Subject: Design, Develop, Implement and Maintain a Digital Platform for *The Repository – Indian Textiles & Crafts* (RTC) Project on Managed Services for 2 Years

Dear Sir,

With reference to your RFP Document dated _____ [date], we M/s. _____ <name of agency>, having examined all relevant documents and understood their contents, hereby submit our Technical Proposal for selection as _____ [name of assignment]. The Proposal is unconditional and unqualified.

We are submitting our Proposal as _____ [name of the applicant].

We understand you are not bound to accept any Proposal you receive. Further:

1. We acknowledge that NIFT will be relying on the information provided in the Proposal and the documents accompanying the Proposal for selection of the Agency, and we certify that all information provided in the Proposal and in the supporting documents is true and correct, nothing has been omitted which renders such information misleading; and all documents accompanying such Proposal are true copies of their respective originals.
2. This statement is made for the express purpose of appointment of the Agency for the aforesaid Project.
3. We shall make available to NIFT any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
4. We acknowledge the right of NIFT to reject our application without assigning any reason or otherwise and hereby waive our right to challenge the same on any account whatsoever.
5. We declare that:
 - a) We have examined and have no reservations to the RFP, including any Addendum issued by the NIFT;
 - b) We do not have any conflict of interest in accordance with the terms of the RFP;
 - c) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as defined in the RFP document, in respect of any tender or request for proposal issued by or any agreement entered into with NIFT or any other public sector enterprise or any government, Central or State; and
 - d) We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.
6. We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a court of law for any offence committed by us or by any of our affiliates. We further certify that we have not been barred by the central government, any state government, a statutory body or any public sector undertaking, as the case may be, from participating in any project or bid, and that any such bar, if any, does not subsist as on the date of this RFP.
7. We further certify that no investigation by a regulatory body is pending either against us or against our affiliates or against our CEO or any of our Directors/ Managers/ employees.
8. We hereby irrevocably waive any right or remedy which we may have at any stage at law or howsoever otherwise arising to challenge or question any decision taken by NIFT in connection with the selection of Agency or in connection with the selection process itself in respect of the above mentioned Project.

9. We agree and understand that the proposal is subject to the provisions of the RFP document. In no case, shall we have any claim or right of whatsoever nature if the Project is not awarded to us or our proposal is not opened or rejected.
10. The Financial Proposal is being submitted separately. This Technical Proposal read with the Financial Proposal shall be binding on us.
11. We agree and undertake to abide by all the terms and conditions of the RFP Document

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Firm:

Address:

Telephone:

(Name and seal of the Applicant/Member in Charge)

Checklist of the Documents to be submitted with Technical Proposal

S. No.	Details	Documents to be submitted	Yes/NO	Page Ref.
1	Organizational Strength Relevant citations and work orders to be provided with successful implementation / completion certificates for the specified number of projects for each category, etc.	Documentary proof attested by the client or certified by the Company Secretary of the bidder clearly stating the implementation of the solution / product, etc.	-----	-----
1.1	The Bidder should submit CA/Auditor's Certificate or certificate from Company Secretary about average annual turnover of INR in Crores from Software Development/ IT/ Digital Services / Implementation in the last three financial years (2016-17, 2017-18 and 2018-19) to be attached for all the three years.	Relevant documents. to be submitted		
1.2	Number of Central data repository portal, Web- based Applications / Web Portals (Open Source) developed for Govt. /PSU , private organizations/Universities during the last five financial years. (2014-15, 2015-16, 2016-17 ,2017-18 and 2018-19) .	Copies of Work Order(s)/Contract(s)		
1.3	Details of the Key Resources (Human resources) to be provided for the proposed Repository Project	As per Annexure –IV		
Part-B: Portal Development				
2.	Technical Presentation Understanding, Approach, Methodology & Work Plan		-----	-----
2.1	Proposed Vision and Strategy for Digital Platform – Approach & Methodology	Relevant documents. to be submitted along with Technical Bid		
2.2	Compliance to Core Technology Solution Functionality in this RFP (Out of the Box)	Relevant documents. to be submitted along with Technical Bid		
2.3	Prototype and Design - Proposed Design and Development flow, features and architecture, proposed Strength of Technology solution	Relevant documents. to be submitted along with Technical Bid		
2.4	The bidder has to make Technical Presentation of the proposed solution and the components for the <i>Repository-Indian Textiles and Crafts</i> (RTC) with Templates	Presentation before Committee		
2.5	Live Proof of concept (POC) of proposed RTC.			
Part-C: Cloud Infrastructure				
3.	Cloud Service infrastructure through MEITY empanelment and Gartner Leader Quadrant		-----	-----
3.1	Global CDN , Auto Scaling Compute, Load balancing and other required component	Relevant documents. to be submitted along with Technical Bid		
3.2	Media Streaming and encoding, Archiving Block and object storage, AR/VR/MR/AI/ML or related technologies support	Relevant documents. to be submitted along with Technical Bid		

Annexure – III

FINANCIAL PROPOSAL SUBMISSION FORM

To

National Institute of Fashion Technology,
Hauz Khas, New Delhi – 110016

**Subject: Design, Develop, Implement and Maintain a Digital Platform for “*The Repository – Indian Textiles & Crafts*”
(RTC) Project on Managed Services for 2 Years**

Dear Sir,

We, the undersigned, offer to provide the services for Designing, Development, Implementation and Maintenance of Digital Platform for The Repository - Indian Textiles & Crafts (RTC) on Managed Services for 2 years in accordance with your Request for Proposal dated [date]. Our attached Financial Proposal is for the sum of [amount(s) in words and figures]. Our Financial Proposal shall be binding upon us subject to the modifications resulting from arithmetic correction, if any, up to expiration of the validity period of the Proposal, i.e. 90 days.

We undertake that, in competing for (and, if the award is made to us, in executing) the above assignment, we will strictly observe the laws against fraud and corruption in force in India namely —Prevention of Corruption Act 1988. We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Annexure – III (a)

FINANCIAL PROPOSAL FORMAT

S.NO	Component	Features			Total prices (INR)
1.	1.a) Development of the Indian Textiles & Crafts Repository Portal(T0 + 24 months)Phase I to Phase V	Design, Develop, Implement and Maintain a Digital Platform for <i>The Repository – Indian Textiles and Crafts</i> (RTC) on Managed Services, manpower deployment for the Project, all software licenses , AMC support one year, Security Audit compliance, onsite Handholding support . = Contract Value .			
		GST Charges			
		Total-A			
	1.b) Cloud hosting	as per the details available at Section-A, 2. Scope Part-B (i.e. Cloud Infrastructure)			
		GST Charges			
		Total-B			
		Grand Total A+B			
2.	2. a). Phase-VII AMC-I year T24-36	Shall include upgrade and support of the RTC Portal based on the latest releases. AMC shall be charged on Software Cost (inclusive of onsite Handholding support) after completion of Phase-VI.GST to be indicated separately	Optional item to be proposed by the agency and the amount not binding on NIFT		
		GST Charges			
		Total-A			
	2 b) Cloud hosting	as per the details available at Section-A, 2. Scope Part-B (i.e. Cloud Infrastructure)			
		GST Charges			
		Total-B			
		Total A + B			

Annexure – IV

DETAILS OF THE KEY RESOURCES (HUMAN RESOURCES)

1. General			
Position Title			
Education Details			
College/ University / Institution		Years/Dates attended	Degree(s)/Diploma(s) Obtained
Professional Experience			
2. Employment Experience			
Detail	From	To	Summary of activities performed relevant to the Assignment

Annexure – V

Responses to Pre-Bid Queries

S.No	RFP Clause No	Page No	Clarifications Requested	Responses
1	2 - Part B (Cloud Infrastructure)	8	MeitY empanelment is based on various standards defined by government of India. Addition of Gartner leadership quadrant clause will limit the choice to only few among the Meity empanelled cloud service providers. This may increase cost due to limited choice available to the bidders.	The Cloud Services must be used from among the MEITY's empanelled CSPs as per the MEITY's and Gol's guidelines or norms.
2	3 - Part B (Cloud Infrastructure)	8	Is Disaster recovery required in case cloud service provider gurantee availability over and above the SLA using Data Center only, e.g. AWS?	The Disaster Recovery (DR) is required as per MEITY's guidelines. The Service Provider will ensure that the DR service will be provided by their CSP as per MeitY Guidelines.
3	2 - Part B (Cloud Infrastructure)	8	Is Augmented reality/ Virtual reality/ Mixed reality support implies that the same can be taken as service from Cloud Service provider? If so, who will pay for the recurring cost of usage, if any. Also, in such case, service availability post exit of implementation partner will be linked to subscription charge payment and service availability with the cloud partner. If confirm whether our understanding is correct.	<p>The Augmented reality/ Virtual reality/ Mixed reality support is required as per application platform architecture and data content need.</p> <p>This is a turnkey project and all the components of the project and all related charges have to be handled by the vendor during the project duration. So any recurring, non-recurring and all other charges are integral part of the project; and all these will be borne by the project developing vendor during the project duration.</p> <p>NIFT will not pay for any type of recurring or non recurring charges during the project.</p>
4	2 - Part B (Cloud Infrastructure)	8	Do the vendor need to provision for Dev and UAT environments?	The DEV and UAT environments required, so the provisions for DEV and UAT must be there.
5	2.1 - Tentative sub-repositories	8	What will be the underlying rules for Restricted download and sharing?	The restricted access will be provided to various categories of users/members. Some limitations and restrictions for the downloads and in accessing the data or content will be there. Therefore, provision should be there for restricted or limited download.

6	2.1 - Tentative sub-repositories	8	Is there any choice for Search and Retrieval (Metadata based aggregator/ single repository)?	Multiple search options based on metadata of the aggregator and constituent single repositories are required.
7	2.1 - Tentative sub-repositories	8	Is there any specific reference to particular Metadata standard?	The Metadata set of RTC is not compliant to one specific standard. A tentative extensive generic metadata set has been planned for RTC with elements sourced/inspired from multiple standards -- mostly from Dublin Core.
8	2.3a - Technology standard	10	Do we need to consider Enterprise Supported License version of any of the Open Source Technology platform used in RTC development? In such case post exit of implementation partner, NIFT/Client need to pay subscription charges to OEM of the tool to continue to receive enterprise license support. Please clarify.	The RTC portal is to be developed on an Open Source Platform with proper license and authorization. The License of the particular application must be activated for minimum next 5 years and the cost of said period must be inclusive in application development charges. After the said period the cost will be borne by NIFT.
9	2.3b - Technology standard	10	Will the access configured to any existing AD or it need to be created?	The Access mechanism is to be created and configured as per requirements of the Repository application to be developed.
10	2.3d - Technology standard	10	What are the functionalities required under Video Analytics?	Video analytics to enable object identification in a static or moving image, OCR, etc. .
11	2.3j - Technology standard	10	What is the expected concurrent users of the portal?	Since this portal is a global platform so unexpected no. of visitors / users may be there. Therefore, it should be auto scalable.
12	2.3k - Technology standard	10	What is expected peak load and what will be expected seasonality of the same?	It is a global platform so the forecasting of usage is not possible at this stage.

13	3 - Human Resources	11	Is Cloud (IAAS, PAAS) Management Specialist to be deployed for 8 months on continuous basis? Please clarify	<p>One Project Manager will be deployed full time on continuous basis at NIFT Head Office, from project starting date to till project handover or completion date. One Cloud (IAAS, PAAS) Management Specialist will also be deployed full time on continuous basis at NIFT Head Office from the soft launch of the portal (after the approx eight months from the project start date) to till the project handover or completion date. The rest of the development team will work off-site at the vendor end.</p> <p>As per RFP, the soft launch of portal (portal go-live) will be after 8 months from the project starting date.</p>
14	5 - Earnest Money	13	We assume that EMD of INR 12,00,000/- only to be submitted in the form of DD/Bankers Cheque/FD/BG or ONLINE Payment. Please clarify.	The EMD will be submitted in the form of Account Payee DD / Bankers Cheque / Online / Bank Guarantee only.
15	7- Project Phases - Phase II	14	We understand that System design is an critical success factor for the project. We would request to increase the timeline for this activity by 30 more daya and push other timelines accordingly.	The allocated time period meets the industry standard. It has also been extended in view of the disruptions due to COVID-19. The period cannot be extended further.
16	7- Project Phases - Phase II	14	We request to increase payment at the end of this stage to 15% of the project value.	No change in terms of payment shall be made and at the end of this stage it is to remain 5% as per defined in the RFP.
17	8 - Method of selection: QCBS Evaluation Table, Point 1.2	16	We request to reduce maximum number of reference data portal citations to 5, but attach a value of INR 5 Crores or above for each of them, and at least 2 of them should include IT Infarstrucuture design and implementation and support.	This is the QCBS method of scoring process to score the participants as per their experience in the development of web portal related to repositories or archiving data. This field cannot be changed due to the pre-defined method of scoring. However, further clarifications have been recommended to be added to s.no. 1.2. : " <i>The minimum value of each of the data portal cited should not be less than Rupees 1.2 crore.</i> "

18	21- Liability	22	What is the limit of liability for the implementation agency?	<p>The Agency shall be responsible and liable for all act of omissions, commission, illegal, non-professional and criminal activities or actions by the service provider agency or its employees. The Service provider Agency will also be responsible for any injury or accident, any accidental loss of life, any illness, sickness, or disease sustained by their employees who are working or involved in the project at NIFT premises or anywhere else and no claim or damages of any kind shall be made on the NIFT. In same fashion the responsibility of the employees of the NIFT lies with the NIFT and no claim of any kind or damages shall be made on service provider agency. NIFT shall have the rights to take action or recover the cost incurred to develop the portal from the agency / vendor in case of violation of rules and civil professional attitude or repetitive malfunction of the web portal or repetitive not performing satisfactory work during the portal development period or during the warranty period. NIFT shall have the rights to forfeit the PBG and initiate the process of blacklisting the company/ vendor to prohibit them to participate in any future work at NIFT or any other government organization in case of non-compliance or violation of SLA and defined deliverables. The overall total liability of agency arising out of this Agreement for conclusively proven lapse of the agency by any reason whatsoever in executing its scope of services as defined in the Agreement. Any subsequent change thereof shall be limited to a maximum five percent (5%) of the compensation over and above the total liability as indicated above . Without prejudice to the generality of the above provision, the liability clause will be invoked to ensure timely delivery of services by the agency, as per time schedule of the project that will be finalized by mutual agreement half percent of fee of Consultant will be deducted for per month delay of delivery of services as per time schedule, subject to a limit of 5% of total fee as provided in this clause over and above total liability as indicated above provided it is conclusively proven that such delay is attributable to the agency within its responsibility in the scope of services as defined in the Agreement.</p>
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19	2	8	Clarification required against – Part B (Cloud Infrastructure) - 1. Will NIFT allow to host all required infra components over public cloud service provider or it has to be hosted over private cloud hosting environment	The Hosting must be allowed with MEITY's empanelled CSP only.
20	2	8	Clarification required against – Part B (Cloud Infrastructure) - 2. Data backup (data archiving) requirement to be clarified with data retention policy - How often (Schedule of backup), and full & incremental, Backup Data Retention, Restoration Testing & Testing Result to publish - all these requirements to clarify	The Data backup is required on periodic basis. The Data Retention Policy will be applicable as per MeitY / DeitY's notifications / guidelines at http://www.ndpp.in/index.php/digital-preservation-standards .
21	2	8	Clarification required against – Part B (Cloud Infrastructure) - 3. Disaster Recovery setup – in which mode the DR has to be setup Cold, Warm, Hot	The Disaster Recovery setup is required and the portal must be having the uptime of 99%. The preferable mode of DR is Hot.
22	2.1	8	Virtual Gallery: Which store will the virtual museum app be on? Each headset has its own store	It would be based on application architecture. The store must support the same application without any delay or bug.
			Virtual Gallery: To experience the museum virtually, the entire landscape of the model will have to be designed and uploaded. Who will be providing these?	The Vendor will visualize and present multiple options/models. NIFT will select and finalize .
			3D view: We are assuming the 3D models will be provided to us by the Ministry	NIFT will provide all soft data / contents to upload to the portal
			3D view: Can we get a sample of the 3D model of artefacts?	NIFT will provide all soft data / contents of 3D projection of artifacts to upload to the portal
			Live Streaming of videos: Can we get a sample video?	NIFT will provide all soft data / contents of videos to upload to the portal

23	15/ II	20	<p>If NIFT desires, further, the Service Provider shall be obliged to ensure that all approvals, registrations, licenses, permits and rights which are inter-alia necessary for use of the cloud infrastructure installed by the Service Provider, the same shall be acquired in the name of NIFT, prior to termination of this Contract and which shall be assigned by NIFT to the Service Provider for the purpose of execution of any of its obligations under the terms of this tender. However, subsequent to the term of this Contract, such approvals etc. shall endure to the exclusive benefit of NIFT.</p> <p>Kindly give us more insight on the clause related to the expectations from the service provider.</p>	<p>The portal development vendor will take all types of approvals, registrations, licenses, permits for cloud infrastructure for NIFT or in the name of NIFT itself. NIFT will give its consent and authorization to take these approvals or registration but the service provider / vendor must ensure that there will not be misuse of NIFT's consent. The service provider will hand over all the above mentioned approvals, licenses, etc. to NIFT at the time of handover / completion and after completion of the Project the service provider will not be responsible for all these.</p>
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24	17	21	<p>Penalty for Delay:</p> <p>a. Delay in achieving the milestones (Phase I and Phase II) within stipulated time period as mentioned in Work Order or any unjustified and unacceptable delay in the deliverables beyond the time indicated in the order delivery will invite @ 0.25% of the order value per week and maximum penalty of 10% of the Contract value upto the relevant stage of works. NIFT will impose the penalty as above and will have an option to cancel the order and award the work to any other agency and get the work done from any other source at the risk and cost of such defaulting agency. The EMD/Security Deposit and the Performance bank Guarantee submitted by the agency would be forfeited and empanelment cancelled.</p> <p>b. Any delay from Phase-III to Phase-V in the deliverables beyond the time indicated in the order delivery will invite penalty @ 0.25% of the Contract value per week of the of the delay with maximum limit of 10% of order value upto the relevant stage of works. If the delay is such that the delay penalty has reached maximum limit of 10 % of the contract value, NIFT will impose the penalty as above and will have an option to cancel the order and award the work to any other empanelled agency and get the work done from any other source at the risk and cost of such defaulting agency. The EMD/Security Deposit and the Performance bank Guarantee submitted by the agency would be forfeited and empanelment cancelled.</p> <p>c. Service Level Penalty on Phase- VI contract amount i.e. 25% of total project value – The RTC portal performance indicator should be 99% during the service assessment period. The penalty is to be calculated for each violation of service level down time and will be calculated as per s.no. 3 in SLA.-Kindly clarify what is the total maximum penalty under this contract as different level penalty is charges at 10% of contract value.. Further please consider removing the line " and get the work done from any other source at the risk and cost of such defaulting agency.</p> <p>"Consider the clause 17.b. as Any delay from Phase-III to Phase-V in the deliverables beyond the time indicated in the order delivery will invite penalty @ 0.25% of the Contract value per week of the of the delay with maximum limit of 10% of order value upto the relevant stage of works. If the delay is such that the delay penalty has reached maximum limit of 10 % of the contract value, NIFT will impose the penalty as above and will have an option to cancel the order and award the work to any other empanelled agency.</p>	<p>LD/penalty for delay shall be limited to maximum 10% of the contract value.</p>
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25	18	21	<p>The selected Agency shall indemnify the NIFT against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/hardware/manpower etc. and related services or any part thereof. NIFT stands indemnified from any claims that the hired manpower may opt to have by virtue of working on the project for whatever period. NIFT also stands indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower while working on the project.</p> <p>II. NIFT stands indemnified from any legal complication arising out of any dispute related to manpower or any other matter between NIFT and the agency.</p> <p>The term of indemnification term is broad & not specific . Like the use of the supplied software/hardware/manpower etc. and related services or any part thereof.</p> <p>Please specify.</p>	<p>The Agency shall be responsible for infringement of patent, trademark, copyright or industrial design rights from the use of software / hardware / manpower etc. and all related services. If any third party claims for infringement as mentioned above, the agency will indemnify NIFT for all of these as per NIFT decision.</p> <p>The Service provider Agency will also be responsible for any injury or accident, any accidental loss of life, any illness, sickness, or disease sustained by their employees who are working or involved in the project at NIFT premises or anywhere else and no claim or damages of any kind shall be made on the NIFT. In same fashion the responsibility of the employees of the NIFT lies with the NIFT and no claim of any kind or damages shall be made on service provider agency.</p>
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26	21	22	<p>21. LIABILITY OF THE AGENCY</p> <p>a. Agency shall be liable for all acts of omissions and commission by its employees deployed under this empanelment and NIFT stands and insulates against aggrieved third-party complaints against any civil or criminal actions of the service provider or its employees.</p> <p>b. Agency to indemnify for non-compliance with the specifications given to create the software, for any intellectual property infringement of any third party, for any employee-related claims, for any personal injury or property damages, etc.. NIFT shall have the rights to exercise to recover the cost incurred to develop the portal from vendor in case of highly repetitive malfunction of the web portal during warranty/defect liability period. The total penalty, however, shall not exceed the work order value in case of non-functioning of the portal during the warranty period. In case of non-compliance of SLA and defined deliverables, NIFT shall have the rights to forfeit the PBG and initiate the process of blacklisting the company/ vendor to prohibit them to participate in any future work at NIFT or any other related organization.</p> <p>The term of indemnification term is broad & not specific . Please specify.</p> <p>Further please specify the total liability of the agency under this contract.</p>	<p>The Agency shall be responsible and liable for all act of omissions, commission, illegal, non-professional and criminal activities or actions by the service provider agency or its employees. The Service provider Agency will also be responsible for any injury or accident, any accidental loss of life, any illness, sickness, or disease sustained by their employees who are working or involved in the project at NIFT premises or anywhere else and no claim or damages of any kind shall be made on the NIFT. In same fashion the responsibility of the employees of the NIFT lies with the NIFT and no claim of any kind or damages shall be made on service provider agency. NIFT shall have the rights to take action or recover the cost incurred to develop the portal from the agency / vendor in case of violation of rules and civil professional attitude or repetitive malfunction of the web portal or repetitive not performing satisfactory work during the portal development period or during the warranty period. NIFT shall have the rights to forfeit the PBG and initiate the process of blacklisting the company/ vendor to prohibit them to participate in any future work at NIFT or any other government organization in case of non-compliance or violation of SLA and defined deliverables. The overall total liability of agency arising out of this Agreement for conclusively proven lapse of the agency by any reason whatsoever in executing its scope of services as defined in the Agreement. Any subsequent change thereof shall be limited to a maximum five percent (5%) of the compensation over and above the total liability as indicated above. Without prejudice to the generality of the above provision, the liability clause will be invoked to ensure timely delivery of services by the agency, as per time schedule of the project that will be finalized by mutual agreement half percent of fee of Consultant will be deducted for per month delay of delivery of services as per time schedule, subject to a limit of 5% of total fee as provided in this clause over and above total liability as indicated above provided it is conclusively proven that such delay is attributable to the agency within its responsibility in the scope of services as defined in the Agreement.</p>
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27	22	22	<p>Force Majeure :</p> <p>If at any time, during the continuance of this contract, the performance in whole or in part by either party of FOR any obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the contract. Please Consider adding highlighted part in red in the Force Majeure Clause :If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation, except the payment obligation under this contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate this contract, nor shall either party have any claim for damages against the other in respect of such non performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party shall terminate the contract.</p>	<p>The Force Majeure statements will be applicable as mentioned in the RFP. It will not change.</p>
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28	22	23	<p>If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996. The NIFT to appoint the arbitrator(s) shall be the International Centre for Alternative Dispute Resolution(ICADR). The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996.</p> <p>Kindly consider appointing Arbitrator with the mutual consent of NIFT and the Service Provider.</p>	<p>The NIFT has already mentioned and defined the ICADR Arbitration Rules, 1996 in the RFP to close any dispute between the NIFT and the Service Provider Agency. It is beneficial for both the parties i.e., NIFT and the Service Provider Agency, since ICADR as a neutral agency will resolve all disputes between NIFT and the service provider agency without any bias.</p>
29	23	5	<p>NIFT will have the right to terminate the assignment by giving 30 (thirty) days written notice. In the event of termination for no fault of Vendor, NIFT will reimburse all the expenses incurred by the Applicant (upon submission of proof) including closing-up of the project. If the assignment is terminated due to the fault of the Vendor or in case of termination of the assignment by the Vendor for reasons not attributable to NIFT, then NIFT will forfeit the performance guarantee of the Vendor.</p> <p>Please consider including the Termination rights for the Service Provider also in line with the Rights of NIFT.</p>	<p>The condition of "Termination of Assignment" can not be changed. It will follow as defined in the RFP.</p>
30			<p>Non Solicitation Clause to be added As we will be providing manpower , non solicitation clause to be added</p>	<p>All the mandatory clauses are already mentioned in RFP so there is no need to add the non-solicitation field in the RFP. Please consider and follow all the pre-defined clauses.</p>

31	General Queries		<p>NIFT will bear the cloud space expenses or charges from hiring the space and pay directly to CSP.</p>	<p>NIFT will bear the cloud services charge after soft launch (web portal go-live) as per actual basis. During the portal development period (period before soft launch) NIFT will not pay / bear any charges related to cloud space / services.</p> <p>NIFT will not pay directly to CSP because this is turnkey project so the cloud space / service charges will be paid by the vendor / service provider on behalf of NIFT. The vendor will submit the invoice of cloud service charges as per payment channel then NIFT will pay these charges on quarterly basis.</p>
			Required Cloud Space size	<p>The required space is approx 500 TB and it may vary as per requirement. So It must be auto scalable architecture.</p> <p>The initial space required approx 100 TB at the time of soft launch (web portal going live for the first time after development) and it will be scaled up according to requirement. The total space required approx 500 TB. This 500 TB space may also vary as per requirement, so the cloud space must be auto scalable.</p>
32	<p>2. SCOPE OF WORK:</p> <p>The Technical proposal should present a plan to develop RTC as a unique knowledge portal that would function as a platform to support a digital asset and web resource management system as well as a metadata harvester and also let the contributing bodies develop applications with RTC functionalities for their own use.</p>	7	<p>1. Kindly share the details related to "also let the contributing bodies develop applications with RTC functionalities for their own use". Which type of component it will be whether you want it to be offered as 'service' or 'SDK' or 'API' to meet this requirement so that the contributing bodies can develop applications with RTC functionalities for their own use.</p> <p>2. Which all RTC functionality you have envisaged for which the contributing bodies will develop applications.</p> <p>3. What will be the deployment architecture for these applications.</p> <p>4. How many users will be adding the content and what is expected concurrency?</p> <p>5. How much traffic is expected for the proposed portal and what will be expected concurrency?</p>	<p>1&2. The contributing bodies may require functionalities to upload their own metadata in future. Other bodies may participate as e-content providers as well as e-content consumers. Few partners may also use the RTC's CMS to generate their own metadata and manage their own local collections in due course. Such functionalities to be offered as API.</p> <p>3. The deployment architecture depends on the application architecture and presentation pattern.</p> <p>4. The RTC data management team members (NIFT Staff) and authorized professionals will add or upload the content across 16 campuses of the NIFT. It is possible that the contributing bodies may also add the content. Now it is not possible to define the exact no. of content providers who will be adding contents. Therefore, it should be scalable.</p> <p>5. This portal is a global platform and unexpected no. of visitors / users may be there. Therefore, it should be auto scalable.</p>

33	<p>2. SCOPE OF WORK:</p> <p>RTC would permit data ingestion from diverse repositories in libraries, resource centres, museums and Govt. archives using various metadata standards after a rigorous validation process and automatic or manual metadata extraction/harvesting after accurate mapping and migration of data, if required.</p>	7	<p>1. Kindly share the exact list of repositories (or external websites or systems) from where the content (digital objects) & data (meta data & attributes) need to be fetched.</p> <p>2. There might be some external sites/repositories which may not allow 'digital objects' to be fetched and store into the internal RTC database. If that stands true then we would like to have categorical information about such sites.</p> <p>3. Do we need to fetch the content & data only for One Time from all repositories or it need to be fetched frequently?</p> <p>4. If it is going to be a continuous process then what will be the frequency/periodicity of fetching content?</p> <p>5. What will be the quantum of data in terms of memory?</p> <p>6. Please specify for each external repository or website the method of integration (fetching data) such as Web Services / APIs, CSV Import.</p>	<p>1. As indicated in the RFP document section 1. RTC is going to pool scattered information in various institutional repositories, the Crafts Museum, Weavers' Service Centers and Textile Research Associations (TRAs) supported by the Ministry of Textiles, the Ministry's and its subordinate offices and also in private collections.</p> <p>2 & 3. Initially, NIFT will integrate all the related data content with API. After the integration, it will be fetched directly.</p> <p>4. Not required with API integration.</p> <p>5. It is not considerable with API integration.</p> <p>6. The preferable method of integration (fetching data) with external repositories/portals is API. However, in case of non-availability of API method then the technology solution should support other methods of integration such as Crawling, CSV, WSI, SOAP, etc.</p>
34	<p>2. SCOPE OF WORK:</p> <p>A combination of multiple digital content management solutions with application software is to be used for development of the proposed RTC portal with managed services through cloud.</p>	7	<p>1. What are the main objectives and intended benefits you are looking at when you are envisaging the RTC portal as a combination of multiple digital content management solutions and application software?</p> <p>2. What you are expecting the 'application software' to perform or function?</p> <p>3. Which data or information will be exchanged between 'application software' and 'CMSs' and how those will function in tandem? Please elaborate.</p>	<p>RTC will offer a number of user services and deliverables to a huge community of stakeholders cutting across multiple sectors and ranging from professionals, students, research scholars, design educators, craftsperson of India and across the globe.</p> <p>Multiple CMS and application software will be required to support an online library with an aggregator union catalogue, full text digital library, a virtual museum with virtual exhibitions, virtual learning portal, cluster atlas, virtual Cluster tour, business databank, etc. Metadata with full text documents, images, videos in multiple formats need to be supported.</p>

35	<p>PART A:- PORTAL DEVELOPMENT (workflow based information and content management) iii) a services platform providing API to enable the collaborating bodies/institutions to provide access to the digital resources in their holdings and also to provide contents to RTC</p>	7	<p>1. Here we assume that vendor need to develop the common Web Services / APIs on proposed RTC Portal and those APIs will be shared by department to various 3rd party repositories for content integration. Please confirm or correct our understanding.</p>	<p>The RTC portal will be integrated / linked up with other repositories / portals / applications etc. by the API integration. The list of APIs will be provided by the NIFT to the vendor but integration part will be done by the vendor itself.</p> <p>If the API can not integrate in any case then it should be integrated with other integration methods.</p>
36	<p>PART A:- PORTAL DEVELOPMENT (workflow based information and content management) xiii) Should support extensive metadata creation using comprehensive data entry templates</p>	7	<p>1. Kindly share the list of metadata that need is to be captured for each type of content/digital objects.</p>	<p>A tentative extensive generic metadata set has been planned for RTC with elements sourced/inspired from multiple standards -- mostly from Dublin Core.</p>
37	<p>PART A:- PORTAL DEVELOPMENT (workflow based information and content management)xvii) Should support multi-tasking on multiple screens and browsers</p>	8	<p>1. Please let us know the importance & significance this feature is in context to the day to day operations & management of the proposed RTC portal.</p> <p>2. Kindly share the detailed expectations related to this feature & capability.</p>	<p>Multitasking is required so that any user can perform more than one task at the same time on the portal like downloading, viewing, fetching or searching other data, sharing the data etc.The user can open the same or different module(s) with different browsers or screens.More than one login on the same computer / equipment with different browsers and different screens etc. each login can perform different task simultaneously.</p>

38	<p>PART A:- PORTAL DEVELOPMENT (workflow based information and content management) xx) Drilled down/hierarchical dash board, built-in e-book manager with flip style book view, etc</p>	8	<p>1. Kindly share the total number different dashboards that need to be developed along with the high level information/widgets required to be displayed over those. 2. Kindly share up to which level you expect the drill down. 3. We assume that the Flip-book will be uploaded from the backend and not required to be created on the fly. Please confirm.</p>	<p>1. The dashboard depends upon the application, features, services, data and information. Type of category of different information. Three types of dashboards are preferred as per hierarchy level for content approval. 2. The drill-down should be hierarchy type. The drill down level depends on category wise data and information structure. 3. Yes, the flip-book will be uploaded from the backend by the service provider</p>
39	<p>PART A:- PORTAL DEVELOPMENT (workflow based information and content management) xxii) Display of bilingual information in Hindi and English with potential for multi lingual information display in future</p>	8	<p>1. We assume that all the data (metadata and not the content) will be in English languages only and the content (not the data) will be in both English & Hindi. Content will be made available in both the languages and no translation to be performed. Please confirm.</p>	<p>Initially, the portal would be in bilingual (English and Hindi). However, the portal should have the potential to display contents in other Official Indian languages as well in future. NIFT will provide all the contents in the required language(s) as and when required.</p>
40	<p>PART A:- PORTAL DEVELOPMENT (workflow based information and content management) xxiv) Mobile Android App\and IOS app</p>	8	<p>1. We could not get the detailed scope of the Mobile Application. Kindly share the exact list of feature & functionality to be considered in the Mobile Application Scope.</p>	<p>NIFT requires the mobile application with Native Solution (in which the application works with IOS and Android apps both with single application) . All the features and functionalities of the portal which are applicable for end users should be in this application.</p>

41	<p>PART A:- PORTAL DEVELOPMENT (workflow based information and content management) xxvi) Integration or management payment gateway, SMS gateway etc</p>	8	<p>1. We assume that required all 3rd party APIs will be provided by the department / NIFT. Please confirm. 2. Kindly share the use case for the Payment Gateway Integration. 3. We assume that only ONE payment gateway is required to be integrated. Please confirm. 4. Please share examples of SMS notifications (Transactional or Promotional) with us.</p>	<p>1. The details of API will be provided by NIFT. 2. The payment gateway is not required at present. However, the portal should have potential to integrate upto 5 payment gateways as per current technological viability. 3. When payment gateway required in future then the portal should have potential to integrate upto 5 payment gateways. These payment gateways will be integrated by the vendor / service provider. 4. The SMS notifications required so that SMS gateway should be integrated and the provision should be there for more than one SMS gateway integration.</p>
42	<p>PART B:- CLOUD INFRASTRUCTURE: i) Global CDNi. Auto scaling up and down compute resources</p>	8	<p>Global CDN: 1. What shall be Edge Location Traffic Distribution in percentage? - This will help us to zero down on CDN provider according to usage. For e.g. if India - 50%, America- 25% and Europe - 25% are going to access more than rest, then we can estimate the cost accordingly. 2. What shall be approx. estimated data transfer out from the origin and on the internet in a month? - Data Transfer out is the data transfer outbound to the public Internet (end users), whereas data transfer from origin server is when CDN makes PUT or POST request to fetch data from the origin server. Some estimate will help us to estimate per GB cost and arrive @ monthly or yearly estimate. 3. What shall be typical object size served by an application?. This will help us in estimating network and its cost. 4. How many http or https requests estimated per month? 5. Approx. disk space & growth rate (YoY for 5 years) required on cloud for content repository? 6. Is there a requirement of support of Dedicated IP version of custom SSL certificate? 7. Is support for websockets required for use-cases such as multi-media chat ,clickstream analysis ?</p> <p>Auto Scaling: 1. Is instance termination protection capability required while autoscaling ? 2. Do you require a Feature of enabling/disabling scaling policies required ?</p>	<p>Global CDN:1. The Global Multiple source auto scalable CDN required. This portal is a global platform and the users will be from global community and receive the content from global community. The traffic may be received globally so it is very difficult to define the specific traffic edge location in percentage. The user will be from the entire world so it should be auto scalable. 2. NIFT requires Global CDN with auto scalable service so there is no need to take any estimation of data transfer rate for any specific origin or any specific period. 3. The different types of data / object served by this application with multiple category to global community of users. 4. The requests would be received from the global community so it is very difficult to define the no. of request to be received in future. 5. The estimated total data is approx 500 TB. It may be varying so it must be scalable. 6. Yes, it is required. 7. Yes, it is required.</p> <p>Auto Scaling: 1. Yes, it is required. 2. Yes, it is required</p>

43	<p>PART B:- CLOUD INFRASTRUCTURE:ii. Media streaming and encodingiii. Block and object storage</p>	8	<p>Media Streaming:</p> <ol style="list-style-type: none"> 1. Which region (country/continent) will have the most Data Transfer Out to Internet ? 2. What will be the amount (in GB) of Data Transfer Out to Internet from the respective regions ? 3. What is the codec support required for Media files (AVC, HEVC, AV1, MPEG-2, Apple ProRes Codec) 4. What will be the desired resolution (SD,HD,4K) ? 5. Please let us know the frame rate for media (<30fps, >30 & < 60fps , >60 & <120 fps) ? 6. Does the solution require support for RTMPS (Secure) ? <p>Block & Object Storage:</p> <ol style="list-style-type: none"> 1. What kind of block storage is required (SSD, HDD)? 2. What is the size (in GB) of object storage required for the solution ? 3. Is the object storage also required for long-term data archiving and what would be approx size (in GB)? 4. Is native tagging of snapshots/backups of block storage required ? 5. In object storage, is it required to automatically migrate data between classes/tiers so save cost ? 6. In object storage , is fast, easy, and secure transfers of files over long distances between your client and an object location? 7. When data is stored in object storage, is the use of SQL statements (sub-object filtering) for CSV/JSON/Parquet objects required ? 8. Are object level audit logs required ? 	<p>Media Streaming :-</p> <ol style="list-style-type: none"> 1. & 2. This portal is a global platform and the users will be from global community and the data will be available for global community. Thus it is difficult to take the estimate of user for any specific region with any specific data transfer rate. It should be auto scalable. 3. All media capabilities should be available. 4. Different resolutions will be required for resources in multiple media and format. All media resolution (standard to Ultra High Definition) capabilities should be available. 5. It should support all frame rates above 30fps for media. 6. The provision should be there for RTMPS, SMS gateway and Payment gateway so that the same can be used as per requirements. <p>Block & Object Storage :-</p> <ol style="list-style-type: none"> 1. preferably SSD. 2. The approx. 500 TB storage size required with Scalable architecture. 3. Auto scalable object storage required for data archiving. Archiving of digital data would be as per the applicable Digital Asset Management and preservation policy of the MeitY/DeitY's notifications / guidelines at http://www.ndpp.in/index.php/digital-preservation-standards. 4. Yes, native tagging required for backup of block storage. 5. Yes, auto data migration required. 6. Yes, It would prefer the Fast, easy, Secured and Reliable data transfer. 7. The SQL Statements for objects and all other related things depend on application architecture. 8. Yes, object level audit logs required.
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44	<p>PART B:- CLOUD INFRASTRUCTURE:iv. Archivingv. Augmented reality/ Virtual reality/ Mixed reality supportvi. Artificial intelligence/ Machine learning supportvii. Load balancingviii. Disaster recovery</p>	8	<p>Archiving:</p> <ol style="list-style-type: none"> 1. Which objects need to be archived and at what frequency ? 2. What is the retention period to be kept for archived objects ? 3. What is the expected size (in GB) per month of the archived objects/files/data? 4. Is object retrieval going to be a regular activity or on-demand ? 5. What is the expected number of retrieval requests per month ? 6. Is it required to retrieve a subset of data using simple SQL expressions so save time and cost ? 7. Will there be objects which need to be Uploaded directly into archival tier (through API) for preservation? <p>Augment & Virtual Reality:</p> <ol style="list-style-type: none"> 1. In virtual museum how many objects will be required for 3D view and 360 panorama integrations? 2. Estimation on the size (GB) of objects for 3D view? 3. Estimation of total volume of traffic generated by 3D scene each month ? 4. Is it required to build dynamic scenes that respond to user interactions? 5. Is the feature of Importing and placing 3D objects required? 6. Support for common VR systems like Oculus Rift, HTC Vive, and ARKit required ? 7. Is it required to have editor based on WebGL & WebVR to author scenes from a browser? 	<p>Archiving:</p> <p>1 to 3. Archiving of digital data would be as per the applicable Digital Asset Management and preservation policy of the MeitY/DeitY's notifications / guidelines at</p> <p>http://www.ndpp.in/index.php/digital-preservation-standards.</p> <ol style="list-style-type: none"> 4. Retrieval will be a regular 24/7 activity. 5. The multiple types of data will be available so the expected no. of retrieval requests may not estimated. 6. Yes, required. 7 Yes, required <p>Augment & Virtual Reality:</p> <ol style="list-style-type: none"> 1. This is a global platform and hundreds of types of data category would be available so the no. of required objects for 3D view and 360 panorama integration cannot be predicted. 2. Required scalable. 3. This portal would be available for global community so it is very difficult to define the traffic volume for a particular period. 4. Yes, required. 5. Yes, required. 6. Yes, AR & VR are required and all based on application architecture as per the MEITY and Gol guidelines. 7. Yes, required.
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45	<p>PART B:- CLOUD INFRASTRUCTURE: vi. Artificial intelligence/ Machine learning support vii. Load balancing viii. Disaster recovery</p>	8	<p>AI & ML: 1. Voice based request for chat boot required ? 2. Expected number of text or voice requests processed by the bot in a day/month ? 3. Are there use-cases for building,processing,training and deploying ML models ? 4. Is speech-to-text capability support required for any uses-case in portal? 5. Is text-to-speech capability required for any use-case in portal? 6. For Chabot, integration with mobile apps required? 7. Is network isolation required in case of building/processing ML models? 8. User Lexicon support required in case text-to-speech functionality is required?</p> <p>Load Balancing: 1. Is LB required for routing only HTTP/HTTPS traffic or is it required for TCP/UDP traffic as well? 2. Support for serverless backend systems required? 3. LB support for Routing to support any header,URL and source IP based routing? 4. Should LB support Native support for fixed responses?</p> <p>Disaster Recovery: 1. What is the desired RTO of the portal? 2. Please specify the desired RPO of the portal? 3. Is the DR required to be of 100% capacity of the primary site?</p>	<p>AI & ML : AI & ML required for effective performance and high response rate</p> <ol style="list-style-type: none"> 1. Yes, It is required. 2. Yes, It is required. 3.Yes, It is required. 4. Yes, It is required. 5. Yes, It is required. 6. Yes, It is required. 7. Yes, It is required. 8. Yes, It is required.. <p>Load Balancing</p> <ol style="list-style-type: none"> 1. Yes, It is required. 2. Yes, It is required. 3.Yes, It is required. 4. Yes, It is required. <p>Disaster Recovery</p> <ol style="list-style-type: none"> 1. It depends upon the application architecture. 2. It is as per the MEITY's guidelines. 3. Yes, it is required.
46	<p>PART B:- CLOUD INFRASTRUCTURE 2.1. Tentative Sub-Repositories: Virtual Museum: Digital archive of thematic collections: Virtual gallery & exhibitions, Blogs etc.: Search and Retrieval (Metadata based aggregator/ single repository): 3D view of objects360 degree panorama integration Streaming of media files: Restricted download and sharing: Links to external web resources: Other relevant features</p>	8	<ol style="list-style-type: none"> 1. Kindly share the source of this information. 2. We assume that department will provide ready to use Virtual Gallery files (Browser Compatible) to vendor. Please confirm. 3. We assume that department will provide the 3D view object file (Browser Compatible) to vendor. Please confirm. 4. Kindly share the total video length and number of videos of 360 degree panorama files to be streamed. 5. Kindly share the total number & list of external web sources to be linked with the proposed solution. 	<ol style="list-style-type: none"> 1. NIFT will provide all types of data / information. 2. NIFT will provide the Virtual Gallery files to the vendor. 3. NIFT will provide 3D view object files to the vendor. 4. Total Video Length approx 3000 hours. It may vary. 5. The external web sources will be provided by NIFT to link with the proposed solutions.

47	<p>PART B:- CLOUD INFRASTRUCTURE</p> <p>2.1. Tentative Sub-Repositories: Craft Registry</p> <ul style="list-style-type: none"> · Search and Retrieval (aggregator & single repository) · Live streaming of videos · Related links of document to image content · Search of Cartographic images · Restricted download and sharing · Links to external web resources · Other relevant features 		<ol style="list-style-type: none"> 1. Kindly share the total number & list of external web sources to be linked with the proposed solution. 2. Do we need to stream the live videos using our CDN & streaming Server or all streaming videos only need to embed? 3. In case if bandwidth need to be utilized from proposed infrastructure in that case kindly share the total number of Duration, Streaming / month need to be done. 	<ol style="list-style-type: none"> 1. The external web source will be provided by NIFT to link with the proposed solutions. 2. The Global Multisource CDN required. 3. This is a global platform for global community so it is not possible to predict the specific duration for a specific period.
48	<p>2.2 Key deliverables for the end users- Online union catalogue of acquired collections in participating repositories , libraries and museums- Full text digital library of dissertations and theses; research papers, research projects, graduation projects, case studies, design intelligence reports, survey reports, etc- Virtual Museum with galleries & exhibitions- Artisan Snapshots : 360° informative videos of craftsperson and artifacts (also via YouTube access)- Virtual Learning Repository- Virtual Helpdesk Service AND Chabot- Mobile Apps – availability and features, guidelines</p>	9	<ol style="list-style-type: none"> 1. Kindly share the exact details to be shown under "Online Catalog" which is acquired from each external repository/library/museum. 2. Whether the catalog is required to be common and also its structure & categorization will be an internalized function. Because the catalog structure for each external participating repositories might be different. Please confirm. 3. Please share the list of sources along with the exact type of content / catalog to be fetched from those participating repositories/libraries/museum. 4. Kindly share the quantum (in terms of number of records and storage size) of the content to be fetched from external sources. 5. Virtual Museum Galleries & exhibition - kindly share any reference URL for this feature and elaborate the requirements. 6. Kindly share total number of videos, its average length, average size and format. 7. Kindly share the total number of Video and avg length of the 360° informative videos. 8. Kindly share the details related to "Virtual Learning Repositories" in detail 9. Kindly share the use case of "Virtual Helpdesk" and "Chabot" and the difference between both the functionality. 10. Kindly share the detailed scope of the mobile applications. 	<ol style="list-style-type: none"> 1 to 3. Please refer to NIFT's union catalogue at https://eg4.nic.in/NIFT/OPAC/Default.aspx and DELNET's union catalogue at http://www.delnet.in/ The content management system should be capable of metadata harvesting from diverse repositories. 4. The total no. of content to be fetched from the external sources through the API or other any other method of integration. The no. of integration depends upon the number of collaborating bodies. 5. Refs. to the Virtual Museum Galleries & exhibitions: https://classic.europeana.eu/portal/en?utm_source=new-website&utm_medium=button ; https://www.getty.edu/search/; https://www.vam.ac.uk/ 6 & 7. The length of videos are approx 3000 hours with different sizes and formats. The length may vary. 8. Virtual Learning Repositories :https://vle.du.ac.in/; https://oyc.yale.edu/ 9. Virtual Help Desk to offer both offline and online help and whatever is not covered by Chatbot 10. NIFT requires the mobile application with Native Solution (in which the application works with IOS and Android apps both with single application). All the features and functionalities of the portal should be in this application.

49	3. HUMAN RESOURCE DEPLOYMENT FOR THE ASSIGNMENT: Details of human resources to be deployed full time onsite by the Technology Service Provider apart from the Project Development Team	12	<p>1. Do we need to deploy only Project Manager and Cloud (IAAS, PAAS) Management Specialist onsite during the execution of the project or entire team need to be stationed onsite? 2. If Project development team need to be deployed onsite then kindly share the below details: 2.1. Total number & type of resources with their qualification and experience details 2.2. We assume that required infrastructure such as Office space, Workstation, Internet connectivity, Furniture will be provided by department. Please confirm. 3. Kindly share the location where resources need to be deployed onsite. 4. We assume that Operation & Maintenance will be done offsite and no onsite resource need to be deployed during that period. Please confirm.</p>	<p>1. One Project Manager will be deployed onsite full time on continuous basis at NIFT Head Office, from project starting date to till project handover or completion date. One Cloud (IAAS, PAAS) Management Specialist will also be deployed onsite full time on continuous basis at NIFT Head Office from the soft launch of the portal (after the approx eight months from the project start date) till the project handover or completion date. As per RFP, the soft launch of portal (portal go-live) would be after 8 months from the project starting date</p> <p>2. The rest of the Project Development team must be deployed and will work off-site. If there would be any need to deploy the Project development team onsite at NIFT Head Office for a short time or temporarily, then the same should be done.</p> <p>2.1 Experienced, qualified and motivated professionals having a great learning capacity and great portal development skill sets are required. The no. of resources depends on the team strength decided by the vendor itself.</p> <p>2.2 NIFT will provide the required infrastructure onsite in the campuses.</p> <p>3. Initially at NIFT Head Office, New Delhi for Project Manager and Cloud Management Specialist as indicated.</p> <p>4. Yes, The Operation and Maintenance will be done Offsite (at service provider end).</p>
50	6. PERFORMANCE BANK GUARANTEE	14	<p>1. Looking at the value of project, 10% PBG will be on higher side so we request you to reduce the Performance Bank Guarantee from 10% of project value to 5%. And also, accept a separate yearly renewable BG for Development & Maintenance phases.</p>	<p>The Performance Bank Guarantee will not be reduced to 8% of the project value from 10%.</p> <p>The BG for Development and Maintenance can not be accepted.</p>
51	7. PROJECT PHASES AND PAYMENT MILESTONES	14	<p>Looking at the project deliverables with timeline, we request some changes in payment terms as below:</p> <p>1. Phase - I : Completion of Inspection Phase - 10% of contract value quoted by the bidder.</p> <p>2. Phase - II: Completion of Analysis Phase-II - 10% of contract value quoted by the bidder.</p> <p>3. Phase - III: 30% of contract value quoted by the bidder.</p> <p>4. Phase - IV: 20% of contract value quoted by the bidder.</p> <p>5. Phase - V: 20% of contract value quoted by the bidder.</p> <p>6. Phase - Vi: 10% of contract value quoted by the bidder.</p>	<p>The existing terms of payment can not be changed.</p>

52	7. PROJECT PHASES AND PAYMENT MILESTONES-Phase-VII AMC-I year (comprehensive)	15	<p>1. We request you to please make a separate payment slab for Cloud Hosting Component with minimum benchmarking done for all the important parameters like compute, storage, bandwidth usage, other volumetrics.</p> <p>2. Also, allow these charges to be quoted as variable charges usage base instead of a fixed cost.</p>	<p>1. NIFT will bear the Cloud Hosting Charges after soft launch of the portal (web portal go-live). During the portal development period (period before soft launch) NIFT will not bear any charges related to cloud space / services.After the soft launch, NIFT will pay only the Cloud Hosting Charges on quarterly and as per actual basis after submission of the invoice of related services by the vendor / service provider.</p> <p>2. This is a turnkey project so all the charges of other services / components of the project like compute, storage, bandwidth usage or other volumetrics have to be paid by the vendor during the project duration. Any recurring, non-recurring and all other charges are integral part of the project and all these will be borne by the project developing vendor during the project duration. NIFT will not pay for any type of recurring or non-recurring charges during the project.</p>
53	<p>QCBS Evaluation Part – B – Portal Development:</p> <p>2.3. Prototype and Design</p> <p>2.5. Live Proof of concept (POC)</p>	17	<p>1. We assume that only JPG layouts of the proposed web portal suffice the requirement of Live PoC. Please confirm</p>	<p>NIFT does not require JPG Layout for proposed web portal. It is required that a sample prototype based on the required theme and some other portal(s) also made on similar themes which are made by the vendor may be presented.</p>
54	<p>10. CHANGE ORDER MANAGEMENT</p> <p>During the operational phase NIFT can come up with additional new features at any phase of project within two years. The rate should be inclusive of total project cost</p>	19	<p>1. This is a risk for vendors to estimate the scope of new requirement at the time of bidding therefore we request you to remove this from the scope and consider such new requirement as CR with separate proposal.</p> <p>2. In addition to that with regards to the above request, kindly take the Man-month rate from bidders so that any new request received from department the rate will be fixed.</p>	<p>1. All the project related work would be the part of project and all the costs should be calculated in the project value. The additional new features will be related to our theme and our project which must be added to it. The bidder should calculate everything before giving the quote and there is no provision to quote separately or in addition to the project value.</p> <p>2. There is no option to take the man-month rate from the bidder. Everything will be inclusive in the project value.</p> <p>NIFT will not pay anything in addition to the project value. Every charge to be paid should be inclusive in the project value.</p>

55	<p>Point # 17: Penalty For Delay Service Level Penalty on Phase-VI contract amount i.e. 25% of total project value – The RTC portal performance indicator should be 99% during the service assessment period. The penalty is to be calculated for each violation of service level down time and will be calculated as per s.no. 3 in SLA.-</p>		<p>1. We request you to reduce the uppercap of 25 % to maximum 10%, as 25% cap is on very higher side.</p>	<p>Maximum LD/penalty for delay shall be limited to 10% of the value of the Contract.</p>
56	General	NA	<ol style="list-style-type: none"> 1. Kindly share the exact list of Sources from where the data need to be fetched in the proposed Portal. 2. Kindly share the exact data need to be fetched from different repositories to the proposed portal along with the format of the data (i.e. Content, Images, Video, Catalog etc) 3. Kindly share the method for fetching the data from the third party repositories (i.e. API Integration, Loose Integration, Import & Export etc). 4. Do we need to fetch the data only for one time? or let us know the frequency for fetching the data from each repositories. 5. How may users we should consider for training and at how many location? 6. Since the solution will be deployed centrally therefore multi-location roll out is not required. Please confirm. 	<ol style="list-style-type: none"> 1. The external sources will be integrated with the API or any other supportive methods of integration such as Crawling, CSV, WSI, SOAP, etc. However, API is the preferred method of integration with external repositories / portals. The no. of Integration links depends upon the contributing bodies. The no. of contributing bodies cannot be predicted at this stage.. 2. Once API integration is established then data size becomes irrelevant. 3. The API method will be preferred for fetching the data from external repositories. However, in case of non-availability of the API method other supportive integration methods need to be supported. 4. The data will be fetched frequently as per the user needs. 5. Approx 100 users across the NIFT campuses. Preferably through Online Mode. 6. The solution will be deployed centrally but the data will be uploaded from every campus (multi location) then the multi location roll is required.

57	<p>Quality and Cost Based Selection (QCBS)- Wherein 70% weightage will be given to the Technical proposal and 30% to the financial proposal. QCBS - 70:30 (Quality (70%) cum Cost (30%) Based Selection). The Financial Proposal of vendors with 60% or above score in technical evaluation will be opened.</p>	16	<p>As the QCBS criteria adopted here is of 70:30 with 60% minimum qualifying for technical, here we would request to have the minimum qualifying criteria of 70% at place of 60% to give weightage chance to quality bidders. Kindly consider.</p>	<p>The existing terms of QCBS can not be changed and it will follow as defined in RFP.</p>
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58	<p>QCBS Evaluation: Technical Scoring 1.2 "Number of Central data repository portal, Web-based Applications / web portals (Open Source) developed for Govt. /PSU/ private Organizations/ Universities/Private organizations during the last five financial years. (2014-15, 2015-16, 2016-17, 2017-18 and 2018-19).(Copy of Work Order/Contract)" Criteria: a. Less than 5 Central data portal or repositories = 4 marks b. More than 5 and upto 09 Central data portals or repositories= 8 marks. c. More than 10 Central data portals or repositories = 12 marks</p>	16-17	<p>As the requirement is of specific solutions and for Govt. Institution NIFT so we would request you to please remove the experience with Private Organisations.</p> <p>We also suggest marks to include work orders related to Portal/Application development for Govt. Departments as per following proposed criteria:</p> <p>a) Less than 5 Central data portal or repositories = 4 marks b) Work Order of web portals/applications of value more than 50 Lac: >5- upto 9 work orders = 8 Marks c) Work Order of web portals/applications of value more than 50 Lac > More than 10 work orders - 12 Marks</p>	<p>1. The Experience clause of Govt and Pvt sectors will be treated as mentioned in RFP document.</p> <p>2. The scoring criteria for the experience to develop similar portals or repositories will remain the same. It can not be changed. It will follow as defined in the RFP.</p>
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59	General queries		Total No. of API required	The estimated no. of API Integration is 50. It can vary as per requirement so it should have scalable feature.
			Total File size / total Space Size	The total required space is approx 500 TB and it can vary according to requirement. So it must be scalable as per MEITY guidelines.
			Can NIFT take the Performance Bank Guarantee in two part ?	No, Only single PBG has to be submitted.
			either translation or transliteration required??	Both may be required in future. The provision for both should be there.
			What is the cloud space required initially at the time of portal development or getting live?	The required space is approx 500 TB and it can vary as per requirement. So It must be auto scalable architecture. The initial space required approx 100 TB at the time of soft launch (web portal getting live first time after development) and it will be scaled up according to requirement. The total space required approx 500 TB. This 500 TB space may also vary as per requirement, so the cloud space must be auto scalable.

60	General	7	<p>1. DMS Needed or not? 2. Total no. of Users? 3. Total no. of concurrent Users?</p>	<p>1. DMS required</p> <p>2. Since the portal is a global platform and the portal will be available to the global community so unexpected no. of visitors / users may be there. Therefore, it should be autoscalable.</p> <p>3. This is a global platform so no. of concurrent users is unexpected. It should also be auto scalable.</p>
61	<p>PART-A (iii)</p> <p>Scope of Work- a services platform providing API to enable the collaborating bodies/institutions to provide access to the digital resources in their holdings and also to provide contents to RTC.</p>	7	<p>1. API will be provided by department? 2. Parameters of API will be?</p>	<p>1. Details of API will be provided by NIFT and it would be integrated or developed by the Developer / Vendor.</p> <p>2. The preferred method of integration with external repositories/portals is API. However, in case of non-availability of API method then the technology solution should support other methods of integration such as Crawling, CSV, WSI, SOAP, etc.</p>
62	<p>PART-A (iv):- Scope of Work- Design, develop and customize content management system based on Open Standards and also recommend compatible metadata standards and OAI and relevant standards complaint metadata harvester</p>	7	<p>1. What type of element set will be there in a metadata?2. Do we need to communicate with other digital libraries for data harvesting to our system?3. what Metadata tools can be used?</p>	<p>1. &3. A tentative extensive generic metadata set has been planned for RTC with elements sourced/inspired from multiple standards -- mostly from Dublin Core. Suitable harvester to be finalized by the service provider.</p> <p>2. Yes, need to communicate with other DL for data harvesting</p>

63	<p>PART-A (vii):-</p> <p>Scope of Work- Must provide ability for retro-conversion, quick and accurate search and retrieval, advance search based on elastic search with features such as filters and large dropdown menu ; and option to advance discovery search</p>	7	<p>1. what types are included in Retro-conversion, such as image to text conversion?</p>	<p>No. Retro-conversion means data entry of the existing holdings of the repositories.</p> <p>But the provision should be there for image to text conversion if need be in future.</p>
64	<p>PART-A (xiii):-</p> <p>Scope of Work- Should support extensive metadata creation using comprehensive data entry templates.</p>	7	<p>1. Please clarify this point?</p>	<p>It means that a dedicated template / format for direct data entry would be used. Provision for its addition in Admin--data entry module is required with features such as addition, editing, deletion, etc.</p> <p>It should be able to handle the comprehensive metadata set of any particular object that has been planned for RTC.</p>
65	<p>PART-A (xxii):-</p> <p>Scope of Work- Display of bilingual information in Hindi and English with potential for multi lingual information display in future</p>	8	<p>1. Hindi content will be provided by department? 2. Which languages are included in multilingual, will department to provide the content?</p>	<p>1. NIFT may provide bilingual (Hindi and English) contents. However, the portal should have the potential to support other official Indian languages in future, if required.</p> <p>2. The Indian official languages to be considered in multilingual content. All the related content will be provided by the NIFT.</p>
66	<p>PART-A (xxviii):-</p> <p>Scope of Work- Latest upgradation and migration of open source software</p>	8	<p>1. Please clarify this point?</p>	<p>The portal would be developed on open source platform so that the latest, stable and upgradable versions should be used and for easy migration.</p>

67	PART-A (xx):- Scope of Work- Drilled dash board, built-in e-book manager with flip style book view, etc.	8	1. ebooks will be uloaded on the portal, weather all visitors will be able to read or there will be some restrictions on read or download.	Graded access will be provided to users / members with various categories. The provision should be there for restricted and limited rights of downloading / reading.
68	PART-A (xxviii):- General	8	1. Only tutorial related data will be available on portal or assisment part is there?	The portal should support an online library with an aggregator union catalogue, fulltext digital library, a virtual museum with virtual exhibitions, virtual learning portal (without assessment functionality), cluster atlas, virtual Cluster tour, business databank, etc. Metadata with fulltext documents, images, videos in multiple formats need to be supported.
69	PART-A (xxvi):- Scope of Work- Integration or management payment gateway, SMS gateway etc.	8	1. Assuming that payment gateway is used for some tutorial content which will not be free, some amout has to be paid by the user to read or download. 2. Payment gateway and SMS Gateway will be provided by department itself?	1. Payment gateway will be used / activated in due course. Intially, the visitors will access the portal with some restrictions / limitations as per defined category wise. 2. Payment and SMS Gateway will be provided by NIFT. Provision for integration for more than one payment or SMS gateway may be required in future.
70	PART-B 2.1:- Scope of Work-	8	1. Virtual museum video/content will be provided by department or vendor has to use own resources?	All contents of the Virtual Museum video / content will be provided by NIFT. The service provider may be required to provide related services such as video capturing and virtual tour development.
71	PART-B:- Scope of Work- Cloud Infrastructure	8	1. Total Average Data and the size of Videos upladed or length of videos? 2. Archiving size? 3. CDN - Size? 4. Domain and SSL is required or not? 5. Managed services are required or not?	1. The total average data is approx 500 TB and it may vary so the space should be autoscalable. The size of videos is approx 3000 hours. It may also vary. 2. Scalable Archiving required. 3. Global Multisource Scalable CDN Required 4. Domain and SSL required 5. Managed services are required from MEITY empanelled CSP only as per the MEITY's guidelines.

72	PART-B:- Scope of Work- Cloud Infrastructure	8	These services are to be included in cloud solution or not? 1. Backup & Restore Facility 2. Virus and Spam Removal 3. System Log Maintenance 4. Traffic control & Monitoring 5. Database Management 6. Visitor Track Management and Analysis.	Yes, all the services should be included in cloud solution.
73	PART-B:- Scope of Work- Cloud Infrastructure	8	1. Need of Augmented reality/ Virtual reality/ Mixed reality support 2. Artificial intelligence/ Machine learning support 3. Video Quality & Video output minutes	1. Yes, the Augmented reality/ Virtual reality/ Mixed reality required 2. AI & ML required 3. Variable quality support or subject to standrad deviations. The total video length is approx 3000 hours.
74	PART-A (xxiv)Scope of Work-Mobile Android App\and IOS app	8	1. Native mobile app for both ios and android, or different mobile app for ios and android.	The Native Solution required (IOS and Android apps both support with single application).
75	2.2 :- Scope of Work	9	1. chat bot to reply will be given by user or you need AI to handel the reply	AI required for Chat bot.
76	General		Can NIFT provide the advance payment for Cloud services to service providers	NIFT will bear the Cloud Hosting Charges after soft launch of the portal (web portal go-live). During the portal development period (period before soft launch) NIFT will not bear any charges related to cloud space / services. After the soft launch, NIFT will pay only the Cloud Hosting Charges as per actual on quarterly basis after submission of the invoice of related services by the vendor / service provider.

77	General		Required Cloud Space Size	<p>The required space is approx 500 TB and it can vary as per requirement. So It must be auto scalable architecture.</p> <p>The initial space required approx 100 TB at the time of soft launch (web portal going live first time after development) and it will be scaled up according to requirement. The total space required approx 500 TB. This may also vary as per requirement, so the cloud space must be auto scalable.</p>
78	<p>Project Objectives : Showcasing on an interactive digital platform the creativity and diversity of traditional Indian textiles, clothing and crafts (connected to textiles, and personal accessories), and their continuity in contemporary India</p>	6	Do we required to give provision to create digital platform other than Indian textiles, clothing and crafts ?	This RTC portal will cover the areas related to textiles, clothing and related crafts as mentioned in the section 1 on Introduction in the RFP document.
79	PART A:- PORTAL DEVELOPMENT (workflow based information and content management) : a services platform providing API to enable the collaborating bodies/institutions to provide access to the digital resources in their holdings and also to provide contents to RTC.	7	How many API needs to be integrated ?	<p>The estimated no. of API Integration is 50. It may vary as per requirement so it should have scalable feature.</p> <p>Details of API will be provided by NIFT and it will be integrated or developed by the Developer / Vendor.</p> <p>The preferred method of integration (fetching data) with external repositories/portals is API. However, in case of non-availability of API method then the technology solution should support other methods of integration such as Crawling, CSV, WSI, SOAP, etc.</p>

80	2.1. Tentative Sub-Repositories * :3D view of objects 360 degree panorama integration	8	3D objects, 360 degree panarma, content will be shared by NIFT, Oasys will be recommending the plugins(3D objects, 360 degree panarma) to NIFT, Based on the NIFT approvals, Oasys will be implementing the pluggins, or NIFT will Recommed plugging to be integrated by Oasys	The 3D objects, 360 degree panarma and all related contents will be provided by NIFT but the integraton with application, plugins implementation part have to be provided by the service provider / vendor.
81	PART A:- PORTAL DEVELOPMENT (workflow based information and content management) Provision for session time out	8	Is it applicable only for payments ?	The provision for Session timed out must be applicable for payment option and it should be on user login account also. The payment option will be integrated in future. Initially the payment option is not required but the provision should be there.
82	2.1. Tentative Sub-Repositories * Union Catalogue search	9	Do we require to provide provision to search Catalogue based on Theme based or location	The Multi Search facility including theme based search options of metadata of aggregator and single repository are required.
83	2.2 Key deliverables for the end users : Virtual Learning Repository	9	Is it mean that Configuring folder wise structure for learning repository?	The structure of learning repository would be as per application architechture.
84	Project Objectives : Develop visual databank of images, films, audio-visuals, podcast lecture series on craft practitioners, and designers to spread awareness about each craft, its production processes and applications.	7	What would be the archiving policy and storage period ?	As per the applicable Digital Asset Management and preservation policy of the MeitY/DeitY's notifications / guidelines at http://www.ndpp.in/index.php/digital-preservation-standards .
85	PART A:- PORTAL DEVELOPMENT (workflow based information and content management) Auto ID generation	7	Let us know where the auto id will be applicable	Provison for generating Auto ID,incremental or non-incremental, wherever applicable, should be there.

86	<p>PART A:- PORTAL DEVELOPMENT (workflow based information and content management) Drilled down/hierarchical dash board, built-in e-book manager with flip style book view, etc.</p>	8	<p>1) Does the Ebook is applicable with the multiple type/ category (magazines or research related books)??</p> <p>2)What is the Maximum number of books can be uploaded / downloaded in the hierarchy wise workflow ?</p> <p>3)What is the maximum size specified ?</p> <p>4Should book be available both online and offline??</p>	<p>1. e-documents/eBooks of all types in various formats/media and of different sizes need to be supported.</p> <p>2. Unspecified volume of contents and unlimited number of documents, images, videos, etc. will be uploaded and downloaded.</p> <p>3. The required space is approx 500 TB and it may vary as per requirement. So it must be auto scalable architecture.The initial space required approx 100 TB at the time of soft launch (web portal getting live first time after development) and it will be scaleup according to requirement. The total space required approx 500 TB. This 500 TB space may also vary as per requirement, so the cloud space must be auto scalable.</p> <p>4. The content will be available online only.</p>
87	<p>PART A:- PORTAL DEVELOPMENT (workflow based information and content management) Display of bilingual information in Hindi and English with potential for multi lingual information display in future</p>	8	Hindi content will be provided by the NIFT	<p>The content will be available on portal in bilingual (Hindi and English). NIFT will provide the contents in either or both the languages, as per availability. The portal should have potential to support the content or data in other official Indian languages, if need be in future.</p>
88	<p>2.2 Key deliverables for the end users : Mobile Apps – availability and features, guidelines</p>	10	<p>1) Specify the version details for android / iOS? lowest version 2) Do we need to provide options for the mobile users to upload the content ? 3) should the Mobile app be available for Offline usage?</p>	<p>1. Native Solution required (single application can operate on both IOS and Android systems)</p> <p>2. Mobile users will not upload the data.</p> <p>3. Mobile applications required for online use only.</p>
89	<p>2.4 Solution Framework Workflow & content moderation</p>	11	<p>1) What is the maximum no of level expected in department user levels, 2) Heirarchy level for content approval ? 3) If the content is rejected should it be archived or deleted</p>	<p>1. The expected no. of heirarchy or work flow for user level are three levels. 2. Three Heirarchy levels for content approval preferred . 3. If any content is rejected then it will be archived first and deleted after a specific period with approval of the competent approver.</p>

90	2.2 Key deliverables for the end users : Patron's queries and Feedback	9	<p>1) Is the ticket will be resolved/addressed by assigned person first level or second level response required to resolve the ticket</p> <p>2) does the system should have process to assign ticket to department users ?</p> <p>3) Should there be any provision given to users for tracking feedbacks??</p>	<p>1. The ticket will be resolved by the assigned person at first level and if the ticket will not be resolved at first level then it will be move to second level.</p> <p>2. Yes, the system should have process to assign ticket to department users.</p> <p>3. Feedback mechanism needs to be developed as a part of application, particularly in Admin module, with access as per defined roles.</p>
91	2.2 Key deliverables for the end users : Virtual Museum with galleries & exhibitions	9	<p>1)How many pages and contents should be incorporated in virtaul musuem ?</p> <p>2) Does the system should provide a template for the virtual machine ?</p>	<p>1. The contents related to virtual museum are related to virtual tours, objects and relevant materials. The exact estimation is not possible at this stage. The space allocate for this category must be auto scalable.</p> <p>2. It is related to virtual museum not virtual machine. NIFT will provide the data content of virtual museum and the template / platform will be provided by the service provider / vendor. Vendor will visualize and present mutiple options/templates/models. NIFT will select and finalize.</p>
92	PART B:- CLOUD INFRASTRUCTURE Gobal CDN , Auto Scaling Compute, Load balancing and other required component	8	what are the expected live streaming source ? and is it single source or multiple source CDN ?	The Global multiple source CDN required.
93	PART B:- CLOUD INFRASTRUCTURE Media streaming and encoding	8	Specify the size of the content video and image size ? what is the usual procedures	The size of video content is approx 3000 hours and the images contents is in lacs. This is an estimated size. It may vary as per data content. So the size should be auto scalable.
94	Virtual Helpdesk Service	9	Do we need to integrate the virtual helpdesk with normal helpdesk services ?	Yes

95	Additional questions		<p>1) What is the expected type of users (content writers, department users) ?</p> <p>2) Expected concurrent users</p>	<p>1. The expected user categories are :- Students/ Scholars, Faculty, Content Writers, Designers, Developers, other Professionals and general public.</p> <p>2. this portal is a global platform so an unexpected no. of visitors/users would be there. Therefore, the estimation of the no. of concurrent users is so difficult. It should be autoscalable.</p>
96	Additional questions		Do we need to implement the multi-factor authentication ?	Yes, we need to implement the multi-factor authentication as per Gol guidelines or norms.
97	Additional questions		what is the metrics policy for DC DR storage?	As per MEITY and Gol guidelines or norms.