



महाराष्ट्र शासन
GOVERNMENT OF MAHARASHTRA
पशुसंवर्धन आयुक्तालय, महाराष्ट्र राज्य,
COMMISSIONERATE OF ANIMAL HUSBANDRY, MAHARASHTRA STATE
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Invitation for Quotations

Commissioner Animal Husbandry, Maharashtra State, Aundh, Pune-411067 is inviting quotations from the reputed service provider firms/Companies etc. for the work of enhancement and maintenance of existing web and android application and hosting of this application on cloud infrastructure only for the period of three months (3) starting tentatively from 1st January, 2025 to 31th March, 2025. The quotation must be submitted to the office of Commissioner, Animal Husbandry, Opposite Spicer College, Aundh, Pune - 411067 in the physical form during working hours before 6.00 pm on 25.12.2024. The scope of work, server/cloud details, timeline, terms and conditions etc. are enclosed herewith in annexure I. The bidder must submit the details in the following format.

Sr. No	Description	Offer Price (All inclusive of Taxes)
1	Software customization/ Development Cost, SMS Cost, Server cost with Server handling/management related activities	Rs...../- In Words Rupees-----

List of documents to be submitted along with quotation:-

1. Firm or Company Registration Certificate
2. Copy of Pan card
3. Extracts from audited Annual accounts for last 3 financial years OR Certificate from statutory auditor.
4. Copy of Work Order, Ongoing or Completion Certificate regarding successfully implementing similar kind of work for Government department / Government agency / PSU in India.
5. Exemption certificate (if applicable)

(Dr. Shitalkumar Mukane)
Additional Commissioner Animal husbandry
Maharashtra State, Pune-411067.

Annexure-I

Project Background

Department of Animal Husbandry, Maharashtra State, Aundh, Pune-411067 offers multiple schemes and services to the farmers, out of which there are some schemes related to the rearing of livestock under the State Scheme & District Planning Committee Scheme, where beneficiaries are getting some financial aid from Government of Maharashtra in terms of subsidy. For the better implementation of these schemes, Department has developed a Web/Android based application. Using this application, beneficiaries can directly apply for the different schemes offered by Department of Animal Husbandry, Government of Maharashtra. Department is expecting approx. 5,00,000 application through this software under the State Schemes & District Planning Committee Schemes in the year 2024-25 and for each applied scheme beneficiaries need to submit approx. maximum ten (10) supporting documents.

Scope of Work & BOM

A) Server Level required details

Commissionerate of Animal Husbandry wishes to engage a Cloud Service Provider (CSP) for providing Cloud Services for a period of three (3) months. **This will be a pay as you use model.**

The scope of work is as under:

1. The CSP will be responsible for provisioning of required IT infrastructure as IaaS for hosting application and databases.
2. The proposed landscape for the deployment of Commissionerate of Animal Husbandry applications/ solution is:
 - Production
 - Disaster Recovery (For Database replication only)

3. The above environments are to be deployed on the Public Cloud.
4. CSP should have a data centre at different seismic Zone across India/ MEITY compliant.
5. The CSP/Bidder shall be responsible for provisioning of bandwidth for replication of data between the DC site and DR site, geographical location of the disaster recovery environment shall be different location from the Data Centre environment or at a different place other than the Primary DC.
6. The infrastructure provisioned by the CSP must be easily scalable.
7. Provide support to technical team of the department for optimization of resources in cloud environment for better performance and provide physical and virtual access to the technical team of department for the resolution of any issue pertaining to the operation, maintenance, or rectification to keep the application running without any problem, as authenticated by Commissionerate of Animal Husbandry.
8. **The CSP/Bidder should provide 24*7 Helpdesk support (through email and a designated person with his mobile number).**
9. CSP/Bidder should provide online training to department nominated officials/any person from application development team on usage of the console and any other technical aspect for monitoring of hosted application.
10. Nature of replication between the DC and DRC (For Database replication only) should be in real time.
11. DR Database Storage shall be replicated on an ongoing basis and shall be available in full (100% of the PDC) as per designed and replication strategy. The storage should be 100% of the capacity of the Primary Data Centre (PDC) site (For Database replication only).
12. All the necessary certificates such as SSL should be provided by CSP/Bidder.
13. **CSP/Bidder shall provide Single Point of Contact for all communication, resolution of issues and support required for smooth functioning of DC/ DR proposed cloud site.**

14. CSP/Bidder is responsible for the replication of data between the proposed DR site (active DR) and Data Centre (For Database replication only)
15. CSP/Bidder shall support the development teams (3rd party service provider) during the deployment of the applications at the Cloud Solution site.
16. Necessary support during the recovery operations of data to and from DC-DR site.
17. Any required version/Software /Hardware/ License upgrades, patch management etc. at the Cloud Site will be supported by the bidder for the entire contract period at no extra cost to the department.

18. Bill of material are as follows:

Item Heading	Description	Quantity	Size
Bandwidth			
Bandwidth		Unlimited	
Network			
Virtual Firewall		1	
NAT Gateway		1	
Load Balancer	For application server	1	
Virtual Server			
Open VPN		1	
APP/Web Server	To run the application - Auto scalable as per need	1	8GB RAM, 4 CPU Core
DB Server	RDS Instance - To run MySql Database	1	8GB RAM, 2CPU Core
Storage/Backup			
Storage	This storage will be used only for application deployment	50GB	
File Storage	For file storage which will be uploaded by farmers. This should not include web server space. It'll be independent storage where only files will be uploaded	700GB	
Backup	Automatic backup of database and file storage is needed		
Machine Image Storage		50GB	
Manged Services/ One Time Charges			

Managed Service Charges	Monthly managed service charges	1	
One Time Installation Charges	Onetime Charges for Cloud infra Setup and Configuration	1	
Monitoring Dashboard/Others			
SSL	Wildcard SSL	1	
Auto Scaling	Application server and database server as mentioned above	1	
Mirroring			
Monitoring	Monitoring dashboard per server with notification and alerts per server	1	
CDN			
CDN	CloudFront Distribution for Angular Code	1	

B) Existing application enhancement and maintenance: The scope of work for the selected bidder are as follows but not limited to:-

1. Study the existing source code and check the developed functionalities of the application before developing new functionalities.
2. Detailed FRS & SRS documents along with UX/UI and share the same with the department for approval.
3. Provide configuration for production and hosting server.
4. Customization (i.e. adding some new functionality along with addition of some more scheme in the application for online application, if necessary) of the existing application as per the requirements of department.
5. Conduct testing like unit testing, load testing, security testing, UAT etc. before hosting of application in the production server.
6. Activities such as domain renewal, procurement of licenses and SSL certification.
7. Generate and share reports or data in the prescribed format with the department as and when required from backend.
8. Maintenance and support required for the application during the contract period.
9. SMS gateway integration with the application (Approximately 12 lakh SMS).
10. Provide handholding support to the department and knowledge transfer as follows
 - Handling calls from DD, DAHO, LDO and farmers for their technical queries along with email support.
 - Support using Anydesk/Zoom/Google meet wherever needed to resolve the technical queries. • Training sessions for level-1 support team and other department officials as and when required (Physical Training)
 - Co-ordination with level-1 support team for better implementation of application
11. Enhancement of existing mobile and web application for registration & receiving applications, along with functionality Changes, if necessary
12. Server handling/management related activities such as:
 - Server Configurations
 - Single SSH connection to all environments
 - Required software installations
 - Dry run of application

- Load testing & balancing
- Live testing for different scenarios
- SSL installations
- Co-ordination with cloud service providers for hosting of application and other required activities.

13. Total duration of development and support & maintenance will be 3 months.

14. The application should handle an application count of approximately 5 lakhs.

15. The Project Manager/Representative of the company should be physically present for all the meetings whenever called by the department during the development stages and throughout the project period.

16. Submit 4 copies of project completion reports at the end of contract.

17. User manual and videos should be provided by vendor for hand holding and knowledge transfer aspects.

Service Level Agreement & Penalty

A) Server level SLA are as follows:

1. The SLA parameters shall be monitored monthly. However, if the performance of the services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of Department of Animal Husbandry, Pune then the department will have the right to take appropriate disciplinary actions including termination of the contract.

2. The Successful bidder shall make available the Monitoring tool for measuring and monitoring the SLA parameters. The tool should generate the utilization report in the end of every month which is to be shared with the department monthly.

3. In case these service levels cannot be achieved at service levels defined in the agreement, the department shall invoke the performance related penalties. Payments to the Successful bidder will be linked to the compliance with the SLA metrics laid down.

4. In case multiple SLA violations occur due to the same root cause or incident then the SLA that incurs the maximum penalty may be considered for penalty calculation rather than a sum of penalties for the applicable SLA violations.

5. Successful bidder shall provide an uptime of 99.50% for the provisioned cloud services, which shall be calculated on monthly basis. The Uptime is equal to total contracted hours less

downtime during the period. The Downtime is the time between the non-availability of services and time of restoration of services within the contracted hours. If the bidder fails to maintain guaranteed uptime of 99.50% on monthly basis, the department shall impose penalty. If the uptime is below 95%, the department shall have full right to terminate the contract.

S. No.	Service Level objective	Measurement Methodology	Target/Service Level	Penalty
Availability/Uptime				
1	Availability/Uptime of cloud services resources	Availability (as per the definition in the SLA) will be measured for each of the underlying components (e.g., VM, Storage, OS, Security Components etc.) provisioned in the cloud. Measured with the help of utilization report provided by the Successful bidder.	Availability for Each of the provisioned resources: $\geq 99.50\%$	Default on any one or more of the provisioned resources will attract penalty as indicated below. <ul style="list-style-type: none"> • $< 99.50\% \ \& \ \geq 99\%$ (5% of the monthly payment) • $= 95\%$ (10% of the monthly payment)

B) Application related SLA is as follows

Service Area	Service Level	Penalty
Uptime of the application	Uptime % of application calculated on monthly basis.	Penalty as XX% (as mentioned below) of bid value. If the uptime is below 95%, then department shall have full right to terminate

		the contract with the Bidder
	98% and above	NA
	95% to 97.99%	3%
	90% to 95%	5%
	Less than 90%	10%

The percentage uptime is calculated on monthly basis as follows:

(Total hours in a month - downtime hours within the month)

----- *100 Total

hours in a month (A month is taken as a calendar month and number

of days are actually number of days in a month)

Technical and Commercial Evaluation

It will be carried out under **QCBS (Quality and Cost Based System)** method of selection having 70% weightage for Technical Evaluation and 30% weightage for Financial Evaluation with the following parameters:

Technical Evaluation Criteria

Criteria & basis of evaluation	Max Marks	Evaluation Document
Turnover & Positive Net worth: The bidder must have an average turnover as 20 lakhs for last 3 years	20	1. Extracts from audited Annual accounts for last three years OR Certificate from statutory auditor.
The bidder must have experience of successfully implementing similar kind of work for Government department / Government agency / PSU in India.	20	1. Copy of Work Order, Ongoing or Completion Certificate.
Technical Presentation (Physical) a) Plan for enhancement the website b) Timeline c) Designation, experience and bio-data of Manpower for this project d) Demo of minimum 4 websites developed by the Bidder	60	Technical Presentation Time, Date and place will be informed later
Total Marks	100	

The minimum qualifying score is 70.

Financial Bid Evaluation

1. The commercial bid(s) of only those bidders, who are short-listed after technical evaluation, would be opened.
2. All the bidders who qualify in the evaluation process shall be considered for H1 calculation.
3. The bidder will be selected as L1 on the basis of net total score arrived on the basis the scoring methodology as follows:-
 - a. Tender will be awarded on the basis of Techno Commercial evaluation i.e. 70% Weightage for Technical bid + 30% Weightage for Commercial bid and the bidder who score HIGHEST MARKS will be declared as H1 Bidder. Weightage of technical bid (Max 70%) will be calculated on total marks of technical evaluation scoring parameter.
 - b. The "Technical Score" & "Commercial Score" will be calculated using the formula, given below:
 - c.

$$\text{Technical Score (T)} = \frac{\text{Bidder's Technical Score}}{\text{Highest Technical Score}} \times 100$$

$$\text{Commercial Score (C)} = \frac{\text{Lowest Commercial Price}}{\text{Bidder's Commercial Price}} \times 100$$

- d. The Final Score for a bidder will be calculated using the formula, given below:

$$\text{Final Score (F)} = (\text{Technical Score} \times 0.7) + (\text{Commercial score} \times 0.3)$$

The financial quote shall be furnished in the format presented in the RFP. To facilitate evaluation of bids, department, at its sole discretion, may seek clarification from any bidder regarding the bid. Final choice of firm for the project shall be made on the basis of conformity to pre-qualification, appropriateness of the financial offer from point of view of cost effectiveness over the entire period for the services and capability of the firm to execute and service the project.

Timeline and Payment Terms

Duration & Timeline: The duration of the project is for 3 months. The successful bidder must adhere to the following timelines:

SI No.	Milestone	Timeline (In Days)
1.	Existing Software Maintenance, enhancement & Cloud Services	T+ 3

Note: - * Here 'T' Indicates the date of LOI (Letter of Intent).

Payment Terms:

Sr.No.	Month End	Activity	% payment to be released
1.	1 st Month	(a) Single Point of Contact (b) Source Code Study (c) Enhancement/Modifications in the existing software (d) Go live (e) Data Collection (f) Testing/Debugging (g) Google play store support for android application hosting (h) Post Live support (i) Security Certificates (j) Training to the government officers/Staff (k) Cloud Management	40%
2.	2 nd month	1. Cloud Management 2. Post Live support 3. Training to the government officers/Staff 4. Randomization Process support	20%
3.	3 rd Month	1. Final List generation scheme-wise 2. Handing over Instructions and User Manuals 3. Handing over the source code and all the existing content to the department	40%

Payment will be released within 10 working days upon receipt of valid Tax Invoice (as per the availability of funds)

- No additional payment apart from the tender bid value will be done under any circumstances.
- The Payment shall be made in Indian Rupees.
- The price quoted shall be all-inclusive. Only service tax if applicable will be paid extra. No additional/extra charges, fees, expenses, taxes, levies, duties, costs, etc. will be payable, for whatever reason. No costs/expenses shall be payable extra for traveling

(including local conveyance), boarding, lodging, out-of-pocket expenses, liaison, etc. during the validity of the contract.

- The quoted amount would be for a period of 3 month. The department may give the contract for the same period in next year on same terms and conditions at the price quoted to the selected bidder.
- The Bidder shall have to give cost details for each solution separately as per bill of material format. Components of cost shall be software costs, implementation costs etc.
- The bidder must submit the details in the following format.

Sr. No	Description	Offer Price (All inclusive of Taxes)
1	Software customization/ Development Cost, SMS Cost, Server cost with Server handling/management related activities	Rs...../- In Words Rupees-----

- Prices payable to the Supplier as stated in the Contract shall be firm and not subject to adjustment during performance of the Contract, irrespective of reasons whatsoever, including exchange rate fluctuations, changes in taxes, duties, levies, charges, etc.

Additional Terms and Conditions

1. The source code will be the property of department of Animal Husbandry.
2. All the information/content of the website, the details of the applicants should be kept confidential.
3. At the end of the Services Period, the bidder should handover the source code and all the contents (as it existed at the end of the Services Period) to the Department.
4. This is a time bound programme which needs changes/improvements as per the demands of stakeholders (department officials and farmers). The agency shall provide two dedicated and qualified (in relevant fields) personnel to the Office of Commissionerate of Animal Husbandry, Aundh, Pune on full time basis duty during the entire period of assignment.