NOTICE FOR INVITING EXPRESSION OF INTEREST (EoI)

Subject: Inviting EoI for engagement of agency for Mobile Application Development for Jal Jeevan Mission (JJM)

Department of Drinking Water and Sanitation (DDWS), Ministry of Jal Shakti invites Expression of Interest (EoI) from Agency/ Firm/ Organization/ institution to develop mobile application for supporting implementation of Jal Jeevan Mission. An Agency may express interest for the Mobile Application Development subject to fulfillment of required eligibility criteria.

2. The terms of reference (ToR) is attached at Annex 1. The Declaration/ Undertaking and other forms are available at Annex 2-7 with the EoI.

3. The EoI and ToR with Annexures can be downloaded from the website https://jalshakti-ddws.gov.in/tender and also from CPP portal www.eprocure.gov.in.

4. Who can submit Expression of Interest (EoI)

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

i.) The Agency/ Firm/ Organization/ institution should be registered and non-political in nature and also should not be black-listed by any central / state government department/ PSU/ Agency;

ii.) It should be a legal entity eligible to enter into an agreement / contract with DDWS to undertake work contract in India;

iii.) It should have a minimum of three (3) years of experience developing mobile applications of similar nature for Indian or Global clients;

iv.) It should have successfully developed a minimum of ten (10) mobile applications during the last 3 years, with each development having minimum service fee of Rs. 20 Lakh for each of these projects;

v.) It should have sufficiently qualified personnel (at least 20 full-time permanent employees) and resources (refer Annex 1, section 5.4) to accomplish all the elements mentioned in the Scope of Work;

vi.) It should demonstrate a minimum of 100,000 cumulative installed base of users among top 5 mobile or web applications developed by agency (as on 31st March 2020, with each application with INR 20 Lakh or more as service fee);

vii.) It must have average annual turnover of at least Rs. 0.75 Crore for last 3 financial years from mobile/web application development services (2016-17, 2017-18 and 2018-19).
Note: Consultants may associate with other firms in the form of a joint venture/consortium or a sub-consultancy to enhance their qualifications/experience. However, the eligibility criteria and financial turnover shall be met by the lead firm/Agency.

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

i.) Application format;

ii.) Copy of the registration/ Memorandum of Association of the organization;

iii.) Complete address of the organization with contact details;

iv.) Copy of PAN, GSTIN/ Service Tax Registration Certificate;

v.) Copy of the audited financial statements for last three years;

vi.) Affidavit that the organization is currently not black-listed by any government department or agency;

vii.) An undertaking as per the enclosed formats;

viii.) List of all mobile app development projects provided and under execution (with a service fee of Rs. 20 Lakh or more) in the last 3 years. Detailed sheet along with relevant documents with proper referencing for each project may be attached giving information as per table below on the following apart from any other information which may be considered essential (max. 2 pages per project):

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Name of the Project</th>
<th>Period of the mobile application development services for the project (with start and completion dates)</th>
<th>Client/ funding Agency details</th>
<th>Sector of Project along with the classification (rural sector must be highlighted)</th>
<th>Mobile application development fee for the Project (in Rupees lakhs)</th>
<th>Brief services provided under the project</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>From</td>
<td>To</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note:

i.) The agency shall furnish details of completed projects and on-going projects in separate sheets;

ii.) The chronology of the projects should be as per their date of commencement of the project;

iii.) If the sector of the project is rural or public sector, the same may be highlighted;

iv.) Documents i.e. letter for award of work/contract, mentioning the duration of services and service cost of mobile app development as well as completion certificate from the client, if project already completed, should be enclosed after the list.
6. Shortlisting of Agencies
The Department would evaluate the EoI of only those agencies which shall fulfill the mandatory eligibility requirements mentioned at para 4 above. The EoI proposals would be evaluated on the following criteria having weightage as mentioned against them:

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Criteria</th>
<th>Weightage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Experience of Agency for developing mobile application</td>
<td>50%</td>
</tr>
<tr>
<td>2.</td>
<td>Human Resource Capacity of the Agency</td>
<td>25%</td>
</tr>
<tr>
<td>3.</td>
<td>Financial Capacity of the Agency</td>
<td>25%</td>
</tr>
</tbody>
</table>

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

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

7. How to apply/ Application process

i.) The Expression of Interest (EoI) with all relevant information and documents must be submitted online at Central Procurement Portal https://eprocure.gov.in on or before the 14 days from the date of publication of this EoI latest by 3:00 PM on CPP portal.

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

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

8. Contact Details
Further details, if any, may be obtained by writing in to the above-mentioned address or at e-mail: vrs.rawat61@nic.in or at telephone no. 011-24361066.

(Pradeep Singh)
Director
Email.: pradeep.singh78@gov.in

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

Annex-1

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

1. Description of Assignment

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

The Department of Drinking Water and Sanitation, hereafter DDWS intends to engage an Agency/ Firm/ Organization/ Institution (herein after called the Agency) which will work closely with Government of India and State Governments to achieve the objectives of JJM. The agency will gather requirements, design user interface and user experience, design solution architecture, develop mobile and web application codebase, integrate with external services/interfaces, quality test and resolve issues, deploy application on production server, and maintain live application by incorporating feature enhancements and ensuring quality and performance. The agency will also support DDWS in ensuring adoption of the mobile application across States by collecting user feedback and incorporating enhancements and iteratively improving the mobile application. The period of the assignment will be initially for 12 months. It is however further extendable for another 6 months on the existing terms and conditions, as per requirement on mutual agreement basis.

2. Organization Background

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

2.1 Jal Jeevan Mission

Government of India has been supplementing the efforts of the States/ UTs for rural water supply, which began in 1972 with the launch of Accelerated Rural Water Supply Programme. It was renamed as NRDWP in 2009. Under the NRDWP, one of the objectives was to enable all households to have access to and use safe & adequate drinking water within premises to the extent possible. The Union Cabinet on 13.08.2019 has approved the restructuring and subsuming the ongoing National Rural Drinking Water Programme (NRDWP) into a new mission, Jal Jeevan Mission (JJM). The objective of JJM is to provide Functional Household Tap Connection (FHTC) to every rural household by 2024 at service level of 55 litres per capita per day (lpcd).

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

As per Integrated Management Information System (IMIS) maintained by DDWS, as on 31.03.2019, about 18.33% of rural households i.e. 3.27 Crore out of the total 17.87 Crore
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

rural households in the country, have piped water connection. Thus, about 14.60 Crore households are to be provided with tap connections in the next four and half years.

3. **Statement of Purpose/ Objectives:**

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

i.) **For implementation workforce of Jal Jeevan Mission**

   a. **Capacity building:** Educate local on-ground workforce and officials about Jal Jeevan Mission guidelines, best practices, tutorials and provide a platform for knowledge sharing.

   b. **Progress tracking:** Provide a digitized workflow for capturing and tracking mission implementation progress and milestones.

   c. **Decision support:** Improve “ease of working” by providing consolidated information to Jal Jeevan Mission workforce for data-driven decisioning.

   d. **Digitized data entry:** Enable on-the-go digitized data entry for on the field work (e.g. geo-tagging and photos of water assets).

   e. **Two-way communication:** Enable collaboration across levels among multiple parties responsible for developing water supply infrastructure via two-way communication mechanism including feedback, clarifications and grievances.

ii.) **For citizens / general public**

   a. **Awareness generation:** Create awareness about Jal Jeevan Mission; create bottom-up demand from villages to utilize Jal Jeevan Mission and its funds for receiving functional tap connection for all households.

   b. **Education on WASH sector:** Educate citizens to develop an understanding of Water Sanitation and Hygiene.

   c. **Instill ownership:** Instill interest among citizens in water infrastructure development and take over responsibility for Operations and Maintenance (O&M) in villages.

   d. **Information on mission progress:** Empower citizens and promote transparency, make information available regarding implementation progress (including coverage and quality).

   e. **Gather public support:** Provide option to donate funds for development of piped water supply projects in villages.

4. **Statement of Assignments Outcomes**

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

A. **Higher success rate of water supply projects:** Information dissemination (in the form of tutorials, best practices and manuals) and process monitoring (for adherence to guidelines) would improve design and quality of maintenance; thereby reducing the number of non-functional / defunct schemes.

B. **Improved speed of execution and lower cost overruns:** Online data entry and workflows for Jal Jeevan Mission workforce would help track dependencies, improve
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

coordination across roles and allow officials to monitor and resolve bottle necks (which result in schedule and cost overruns).

C. Improved transparency: Dashboards and reports covering physical and financial progress across States with drill-down functionality (up to village/habitation level) would provide public scrutiny through granular status tracking.

5. Details of Scope of Work

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

The scope of work includes development of two mobile applications – a) for general public / citizens and b) for Jal Jeevan Mission workforce.

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

A. Dashboard

i.) Display information on physical progress, financial progress, IEC activities, water quality status etc. as part of Jal Jeevan Mission.

ii.) Allow drill-down functionality from India to Village and habitation level (where applicable); enable integration with existing IMIS tools and external databases.

B. Information dissemination

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

ii.) Enable upload of content via admin console (web application) with ability to tag roles / geographies and provide responses to queries, allow universal search functionality and download option for all content shared on the platform.

iii.) Allow two-way communication between Jal Jeevan Mission officials at Central and State level with on-ground workforce / officials and citizens.

C. Workflow and data-entry

i.) Enable Workflow based task assignment in line with JJM guidelines and milestone tracking from planning to implementation to monitoring.

ii.) Provide forms for data entry to capture status and geo-tag photos in addition to text fields with maker checker rule; including tap connection commissioning with Aadhar integration, photo capture and geo-tagging.

D. Decision Support

i.) Provide local level and granular information (e.g. water source location, land use details, supply vs. demand modelling, design recommendations) to enable JJM workforce to take data driven decisions for implementation of piped water supply schemes.
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

E. Grievance redressal

i.) Allow users to log complaints, track status via notifications, verify closure and provide feedback on resolution.

ii.) Enable automated work order assignment to designated person for resolution, allow work order updates and monitoring of open and closed complaints.

F. Other requirements

i.) Integrations: Interface with external APIs (e.g. SMS gateway for notifications and OTP verification, Aadhar for verification of beneficiaries, GIS / map-based service, payments for donations, analytics and crash reports).

ii.) Multi-lingual: Support multiple Indian regional languages.

iii.) Offline functionality: Support offline functionality for low connectivity areas by caching user entered/captured data in device and upload upon regaining connectivity.

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

A. Planning and Design

i.) Conduct user research and develop user persona; determine optimal workflows to develop user journey for different roles.

ii.) Develop wireframes to develop information flow, receive feedback from DDWS stakeholders and end users to refine features and functionalities.

iii.) Create low fidelity UI/UX screens for producing clickable prototypes for usability testing with end users.

iv.) Create high fidelity UI/UX screens for frontend application development.

B. Product Management

i.) Gather requirements from DDWS stakeholders and insights from user research to develop a product roadmap; prioritize features based on consultations with DDWS team.

ii.) Define key app components and their functionalities by defining business and technical requirements for agile product development (Themes / Features / EPIC / User Stores).

iii.) Conduct sprint planning sessions to determine targeted features for development, bugs for resolution, and deployment scope and schedule.

iv.) Host daily scrum calls to allocate tasks, track progress and discuss risks.

v.) Conduct A/B testing and usability testing to determine design and functionality adoption by end users; refine mobile application functionality.

C. Development

i.) Define solution architecture by designing database schema, defining data model and interfaces and define server architecture for hosting.
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

ii.) Develop programming codebase for frontend application and backend processing to ensure desired functionalities of the mobile and web applications.

iii.) Develop APIs/microservices required for mobile and web application services, and develop interfaces with external APIs for integration (e.g. Aadhar, map, payments, SMS, crash reports).

iv.) Fix bugs and resolve performance issues to ensure quality of mobile application and ease of use for end users.

D. Quality Testing

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

ii.) Develop testing scripts for automation testing and integrate with application.

iii.) Conduct Alpha, Beta and UAT testing to ensure quality release of new builds.

iv.) Carry out device and browser compatibility testing to ensure the mobile application works smoothly across multiple devices across a large user base.

E. Deployment and Maintenance

i.) Deploy mobile applications on App store and Play store deployment.

ii.) Setup environment for automated deployments and source code management.

iii.) Ensure continuous integration and continuous deployment (CI/CD) of enhancements and bug fixes.

iv.) Setup infrastructure for load testing, continuous monitoring, configuration management, self-healing and security of the mobile and web applications.

v.) Automate and orchestrate workloads across servers, analyze crash reports, and monitor alerts / logging for smooth operations of the applications.

vi.) Monitor performance of applications, environment and ensure security.

The above lists are indicative, and the agency may be required to provide additional services as required for the programme. Further, it may be noted that the application development might require interfacing for ingesting external data or pushing data to other platforms. The firm must have the flexibility to work with multiple agencies/departments for developing these external interfaces, as specified by the scope of work and as determined by the DDWS.

The firm should have adequate number of back up experts of each stream so that in case of unforeseen events, if the services of one or more team members cease to continue, the firm should supply substitute team member of equal or higher competence within agreed time frame. It is clarified that no extra remuneration/ payment would be made to the firm for the substitute member so offered. The substitute member shall be subjected to approval of the Department.

5.2 Reporting

DDWS will finalize the reporting structure as per the requirement of programme. However, agency Project Manager will be overall responsible for coordination of mobile application development and shall report of progress etc to the designated officer(s) of DDWS.
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

5.3 Duration
The period of the assignment will be initially for 12 months. It is however further extendable for another 6 months on the existing terms and conditions, as per requirement on mutual agreement basis.

5.4 Logistics requirement

i.) Seating arrangement/Space along with Internet/ WiFi, Printers and Telephone/intercom would be provided at the premises of DDWS with seating capacity for team members during the contract period. However, Office Stationeries, Computers, other IT equipment, local conveyance etc., should be arranged by Agency themselves.

ii.) Agency to provide all software tools and technologies required for design, development, testing, deployment, analytics and collaboration (including code and version management, and project management).

iii.) Development, QA, and Staging server and environment to be provided by agency, production environment to be provided by DDWS.

iv.) In case any additional specialized software/services (e.g. external APIs, cloud infrastructure) or paid licenses are required for development or for setting up environment; agency to procure such software/services with approval from DDWS, which will be reimbursed on actual basis (and be will be handed over to DDWS post completion of contract period) as per terms and conditions as will be set-out in the RFP documents.

v.) The expenses towards field visits, accommodation, etc. will be reimbursed as per terms and conditions as will be set-out in the RFP documents.

vi.) DDWS will provide for necessary intervention required by the agency for completion of task in a time bound manner.

5.5 Deliverables
The mobile development agency will submit the following deliverables/project artefacts in the desired format in order to cover all the required aspects:

a.) Inception Report: To be submitted within two (2) weeks of the commencement of services. The report will be based on work and staffing schedules agreed during contract negotiations, will include the Consultants detailed work program and initial requirements for the mobile and web applications.

b.) UI/UX Design Documents: User persona, user journey, wireframes, illustrations, low fidelity and high-fidelity UI/UX screens.

c.) Detailed Requirements Document: Business functionality and technical requirements using agile product development methodology; in the form of Themes/Features/EPICS/User Stories/Tasks, including acceptance criteria. Non-functional requirements for the mobile and web application.

d.) Solution Architecture: Database schema diagrams, server architecture design, information flow, micro services/API architecture, data model, data dictionary and external interfaces.
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

e.) **Source Code:** Codebase for all programming required to deliver the desired functionalities (including frontend, backend, database, analytics, APIs, automated testing scripts).

f.) **Quality Assurance Documents:** Testing strategy and test case document, weekly list of bugs / performance issues and their resolution status

g.) **Deployment Documents:** Continuous integration and Continuous deployment documents, including load testing, monitoring, alerts, security and self-healing. Documentation required for App Store and Play Store upload and updates.

h.) **Project Management:** Weekly sprint planning documents and feature / user story backlog, release management documents, training documents for handover.

6. **Team composition and qualification requirement of key experts**

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

**Team composition of Mobile Development Agency for JJM**

<table>
<thead>
<tr>
<th>Key Experts</th>
<th>No.</th>
<th>Qualification</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product Manager</strong></td>
<td>1</td>
<td>B. Tech or B.E., in any engineering discipline or M.C.A</td>
<td>• 5 years or more experience in mobile or web app development as a product manager or project manager</td>
</tr>
<tr>
<td><em>(and Team Leader)</em></td>
<td></td>
<td></td>
<td>• Experience in leading and managing development of mobile and web apps</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Experience in gathering business requirements, product conceptualization, agile product development, wireframing, defining requirements (features, user stories, acceptance criteria etc.), product analytics, and A/B testing</td>
</tr>
<tr>
<td><strong>Senior Solution Architect</strong></td>
<td>1</td>
<td>B. Tech or B.E., in any engineering discipline or M.C.A</td>
<td>• 8 years or more experience in developing mobile and web applications including 3 years or more as a Senior Solution Architect or Tech Lead</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Experience in backend development, database design (architecture, schema, cloud hosting)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Experience in multiple backend frameworks like Node/.Net/ C#/ PHP/Python</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Experience in multiple database tools like MySQL/Mongo/Postgres</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Experience in developing APIs (REST) and versioning</td>
</tr>
<tr>
<td><strong>Senior</strong></td>
<td>2</td>
<td>B. Tech or</td>
<td>• 3 years or more experience in frontend</td>
</tr>
</tbody>
</table>

**Signature**
# Engagement of agency for Mobile Application Development for Jal Jeevan Mission

<table>
<thead>
<tr>
<th>Position</th>
<th>Experience Requirements</th>
</tr>
</thead>
</table>
| developer - iOS                 | B.E., in any engineering discipline or M.C.A  
- Experience in developing mobile apps using following multiple technologies: Swift / Xcode / Objective-C or React Native  
- Experience in writing well-known mobile application development platforms like Git, AngularJS, Node JS and React Native knowledge                                                                                                                                                                        |
| Senior developer - Android      | B.E., in any engineering discipline or M.C.A  
- 3 years or more experience in frontend development  
- Experience in developing mobile apps using following technologies: Native SDK/ Kotlin/ Java / React Native  
- Experience in writing well-known mobile application development platforms like Git, AngularJS, Node JS and React Native knowledge                                                                                                                                                           |
| Senior developer - Web App      | B.E., in any engineering discipline or M.C.A  
- 3 years or more experience in frontend development  
- Experience in developing web apps using following technologies: Angular/ React                                                                                                                                                                                                                   |
| Senior developer - Backend      | B.E., in any engineering discipline or M.C.A  
- 5 years or more experience in backend development and database design  
- Experience in backend development for mobile/web apps using following technologies: Node/.Net/ C#/ PHP/Python  
- Experience in designing database (architecture, schema, cloud hosting, ensuring real time updates) using following technologies: MySQL/Mongo/Postgres  
- Experience with REST, API design and versioning                                                                                                                                                                                                                                                   |
| DevOps Engineer                 | B.E., in any engineering discipline or M.C.A  
- 3 years or more overall experience, including 1 year or more in DevOps  
- Experience with multiple DevOps technologies such as Jenkins/Ansible/Chef/Puppet/Terraform;  
- Experience in CI/CD, release process, load testing, monitoring, alerts, logging, build/deploy/scaling, self-healing and security for mobile apps  
- Experience in Unix/Linux/Docker/Kubernetes  
- Experience with one or more languages Python/Java/Go and/or Node JS                                                                                                                                                                                                                     |
| Quality Analyst                 | B.E., in any engineering discipline or M.C.A  
- 3 years or more experience including 1 year or more in quality testing                                                                                                                                                                                                                           |
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

<table>
<thead>
<tr>
<th>Role</th>
<th>Level</th>
<th>Qualification</th>
<th>Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>UI/UX Designer</td>
<td>2</td>
<td>B. Design or BFA or B. Arch or PG diploma in Web Design or B. Tech / B.E.</td>
<td>3 years or more experience in UI/UX design</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Experience in designing UI/UX for 3 or more mobile apps and 2 or more web apps using following tools: Photoshop / Sketch / Figma / Invision</td>
</tr>
</tbody>
</table>

* The no. of experts/ specialist mentioned in the list is only tentative, however, the total number of experts/ specialists will not exceed during the contractual period.

* No CV or Certificates of the experts/ specialists are required to be enclosed at this stage.

***

The selected candidates by DDWS shall not be relocated/ transferred/ substituted by firm without the prior permission of the Department, so as to ensure smooth workflow and continuity.

7. Institutional and organizational arrangement

a.) Counterpart Project Manager and Team – JJM Technical division of DDWS will assist, coordinate and monitor the agency’s activities.

b.) Consultancy Management Committee will be set up by DDWS to periodically monitor and evaluate the performance of agency.

c.) Chain of Command for reporting will be as follows:

Director in charge of JJM Technical Division -> Additional Secretary / Joint Secretary in charge of JJM division -> Secretary, DDWS;

8. Review of Contract

The Agency will keep the DDWS appraised with developments and progress of the mobile and web application development. The period of the assignment will be initially for 12 months. It is however further extendable for another 6 months on the existing terms and conditions, as per requirement on mutual agreement basis. However, the contract shall be reviewed every 4 months and shall be renewed subject to satisfactory performance. DDWS reserves the right to extend the contract or terminate early without assigning any reason whatsoever.
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

Annex-2

(EoI submission cover letter format)

Expression of Interest for “Engagement of agency to develop mobile application for Jal Jeevan Mission”

Certificate

I.,_________, working as_______ in this organization and is authorized to issue this certificate, certifying that:

i.) We have gone through the contents of advertisement for this eligibility criterion and fulfil all the eligibility criteria as per eligibility criteria mentioned in EoI.

ii.) All relevant documents are enclosed with our eligibility criteria.

iii.) The details and contents of our eligibility criteria are authenticated and based on actual work carried out by our agency, as per record.

iv.) We have understood that if, in case, it is found that our agency is not fulfilling any of the laid down criteria, or relevant details/ supporting documents are not found to be enclosed, we will not be given any opportunity for any clarifications and our eligibility criteria will be evaluated based on available documents in eligibility criteria.

Dated: ....................

Signature of authorized signatory

Name: ............................

Designation: ...........................

[Please affix rubber stamp]
## Checklist for the eligibility for this assignment

<table>
<thead>
<tr>
<th>S. No.</th>
<th>PARAMETERS</th>
<th>Yes or No { details along with relevant documents are required to be provided with proper page referencing }</th>
<th>Remark/justifications.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i.)</td>
<td>Minimum of Three (3) years of experience in mobile application development for Indian or Global clients</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ii.)</td>
<td>Successfully carried at least ten mobile application development projects during the last 3 years, with each of the projects having service fee of Rs. 20 Lakh or more for each of these projects</td>
<td></td>
<td></td>
</tr>
<tr>
<td>iii.)</td>
<td>Minimum cumulative installed base of 100,000 or more users among top 5 mobile or web applications developed by agency (as on 31st March 2020, with each application with INR 20 Lakh or more as service fee)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>iv.)</td>
<td>At least twenty (20) qualified personnel (full-time and permanent employees) and resources to accomplish all the elements of the Scope of Work.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>v)</td>
<td>In case, it is a private entity / firm, is it a profit-making entity during each of the last three financial years (2016-17, 2017-18)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>vi)</td>
<td>Average annual turnover of at least Rs. 0.75 Crore in last 3 preceding financial year [2016-17, 2017-18 and 2018-19]</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Information sheet from agency
(the documents should be enclosed in the same sequence.)

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Particulars</th>
<th>Details</th>
<th>Remarks, If any</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Name of bidding Agency/ Firm/ Organization</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Type of Organization</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Date &amp; Place of incorporation / registered agency (enclose copy of relevant document)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Headquarter address</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Main areas of business</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Addresses for correspondence</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Name and Designation of Nodal contact person</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Contact number</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Email ID</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Tender ID of the agency used for uploading EoI in CPPP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Whether the firm has been blacklisted by any Central Govt./ State Govt./ PSU/ Govt. Bodies/ Autonomous? If yes, details thereof</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Location of offices in other parts of India</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Whether copy of the registration/ Memorandum of Association of the organization enclosed?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Whether copies of PAN, GSTIN/ Service Tax Registration Certificate enclosed?</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Whether copy of the audited financial statements for last three financial years (2016-17, 2017-18 and 2018-19) enclosed?</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Engagement of agency for Mobile Application Development for Jal Jeevan Mission

<table>
<thead>
<tr>
<th>(B) Experience of Agency/ Firm/ Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>A. Overall Experience:</strong> Overall numbers of years of experience in mobile application development</td>
</tr>
<tr>
<td>2. <strong>B. Number of mobile app development projects</strong> carried out in the last 3 years (having minimum service fee of Rs. 20 Lakh)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(C) Human Resource Capacity of the Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Track Record:</strong> Installed base (number of users) of top 5 mobile or web applications developed by agency as on 31st March 2020 (with service fee of INR 20 Lakh or more)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of Key Experts</th>
<th>Educational Qualification</th>
<th>Expertise</th>
<th>Year of Experience</th>
<th>Working with Agency since</th>
<th>Remarks, if any</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>(D) Annual Financial strength of agency:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Average Annual Turnover figure (Rs. in Crore) for last three years (for consultancy part), to be certified by the registered Chartered Accounts/ Auditor , as per format at annex-5</strong></td>
</tr>
</tbody>
</table>

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

Date:

---

Signature of Authorized Signatory
Name:
Designation:
[Please affix rubber stamp]
Financial capability of the agency

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Financial Year</th>
<th>Whether profitable Yes/ No</th>
<th>Annual net profit</th>
<th>Overall annual turnover</th>
<th>Annual turnover from mobile/ web application development only</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average of the above</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: Agencies are required to enclose auditor’s certificate in support of their claim.

Date: 

Signature of Authorized Signatory
Name
Designation:  
[Please affix rubber stamp]
Name of Agency:  

Counter signed by Auditor
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

Annex-6

Format for Affidavit Certifying that Entity is not Blacklisted / barred

(On a Stamp Paper of relevant value)

Affidavit

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

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

Name of the Agency: ..........................................................

Signature of the Authorized Person

Name of the Authorized Person
Engagement of agency for Mobile Application Development for Jal Jeevan Mission

Annex-7

Format for Anti-Collusion Certificate
(On the letter head of the Agency)

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

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

Date:

[Signature]

Signature of authorized signatory

Name: ........................................

Designation: ............................

[Please affix rubber stamp]

Name of Agency

[Signature]