Short term Detailed Notice Inviting Tender (DNIT) for Planning, Designing, & Development along with maintenance of web-based application for HKCL client only for empaneled SDO with HKCL

SOW Contact:
MD and CEO: Abhijeet Kulkarni, HKCL
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Haryana Knowledge Cooperation Limited
4th Floor, HSIIDC-IT Park, Plot-1, Sector-22
Panchkula, Haryana

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Notice Inviting Tender

Important Information

Sr. No.		Particulars
1.	Tender Reference No.	**HKCL/eGov/2025-26/03**
2.	Tender Inviting Authority and Address	Haryana Knowledge Corporation Limited Plot No 1, 4th Floor, South Wing, HSIIDC IT Park, Sector 22, Panchkula, Haryana - 134109
3.	Name of the Work	Planning, Designing, & Development along with maintenance of web application for HKCL customer. Only empanelled SDO are eligible to participate in the tender.
4.	Tender document availability	Tender Notice & Tender Document is available at https://www.hkcl.in/ from 09 January 2025
5.	Starting date of Tender	09.01.2026
6.	Last date and time for submission of e-Tender	15.01.2026 by 03:00 PM
7.	Last date for submission of hard copy of technical bid to HKCL.	15.01.2025 by 03:00 PM **(Hard Copy of Technical bid with proper binding and indexing l by the respective bidder must be submitted by bidder in the HKCL office Managing Director & CEO,** Plot No 1, 4th Floor, South Wing, HSIIDC IT Park, Sector 22, Panchkula, Haryana - 134109
7.	Date and Time of Opening of Technical Bids	15.01.2025 at 04:00 PM
8.	Date and Time of Opening of Commercial Bids	To be intimated later on
9.	Communication Mail address	md@hkcl.in, info@hkcl.in

Part A General Terms and Conditions

1. ## Introduction

   Haryana Knowledge Corporation Limited (HKCL) is currently under administration of Citizen Resource Information Department (CRID), Haryana. It is Promoted by Government of Haryana along with:

   - Maharashtra Knowledge Corporation Ltd.
   - Hartron
   - Board of School Education - Haryana
   - Deen Bandhu Chhotu Ram University of Science & Technology, (DCRUST) Murthal, Sonipat
   - Bhagat Phool Singh Mahila Vishvavidyalaya, (BPSMV), Khanpur Kalan, Sonepat
   - Kurukshetra University (KU), Kurukshetra
   - Guru Jambheshwar University of Science & Technology (GJUST), Hisar

   It was incorporated under the Companies Act, 1956 Corporate Identity Number (CIN) U80904HR2013PLC050331, dated September 10, 2013 issued by the Registrar of Companies, National Capital Territory of Delhi and Haryana to create new paradigm in education and development through universalization and integration of Information Technology in teaching, learning and educational management processes in particular and socio-economic transformative processes in general.

2. ## Project Overview

   The objective of this project is to develop a centralized, secure, and dynamic Data Collection & Management System for HKCL client, enabling seamless data submission, validation, approval, and publication across multiple line departments of the State Government.
   The system will serve as a unified digital platform through which various departments can submit statistical data in a standardized and structured format.

   The primary objectives of the system are to:
   - **Standardize and digitize** statistical data submissions from all departments.
   - Enable **Maker-level entry** and **Checker-level verification** before the data reaches client.
   - Provide client with an **Approver-driven final validation** and authorization mechanism.
   - Establish a **centralized data repository** to maintain clean, accurate, and validated datasets.
   - Automate the generation of **annual statistical reports**, **statistical abstracts**, and **custom MIS reports**.
   - Offer **real-time dashboards**, analytics, alerts, and validation checks to improve data accuracy and reduce discrepancies.
   - Ensure full **traceability, auditability, and transparency** through workflow-based approvals.

3. Check List of Documents required for Technical Bid:

Sr. No.	Basic Requirements	Qualification Criteria	Supporting Documents	Page Reference No.
1.	SDO empanelment letter	Only empaneled SDO are eligible to participate	A certificate should be attached issued from the HKCL	
2.	Financial Turnover	The Average Annual Turnover (TO) for Bidder during last Three (3) Financial years i.e. FY (2022-23, 2023-24, 2024-25) should not be less than 50 Lacs.	Certificate from the Statutory auditor/CA clearly specifying the Annual turnover for the specified scope	
3.	Financial: Net Worth	The Net Worth of the Bidder for last 3 years as on 31.03.2025 should be positive.	Annual Report with Balance Sheet & profit and Loss Account duly certified by CA.	
4.	Annexure- 1 Manpower Details	No. of qualified technical persons/ software developers on rolls of the firm on the date of tender submission	Certified from HR on a company letter head	
5.	Annexure- 2	Financial Bid Format		
6.	Mandatory Undertaking Annexure- 3	The bidder/organization/firm/agency/proprietor should not have been blacklisted by Central Govt./any State/UT Govt. Department/organization/Agency/PSU etc. as on date of submission of this tender and no criminal case/police case/vigilance case should be contemplated or pending against the bidder.	A self-Declaration on a company letter head	
7.	Annexure-4	**Bidder's Acceptance of Terms & Conditions**	A self-Declaration on a company letter head	

4. Deliverables:

4.1 All deliverables, including source code, database technical documentation & service obtained for this project shall be owned by HKCL only and SDO shall handover the to HKCL after the project closure.

4.2 All records pertaining to this tender shall be made available to HKCL & authorized agents/vendors upon request for verification and/or audit, on the basis of a request raised by HKCL.

4.3 HKCL will assign team for this project who will understand the application developed by SDO and SDO shall provide the KT of the project to the assigned team by HKCL from the date of closure.

5. Role & Responsibilities of SDO

5.1. SDO will appoint a project coordinator who will act as single point of contact (SPOC) with HKCL for all activities regarding this project.

5.2. SDO shall also nominate an alternative person to the said project coordinator who shall be equally responsible in the absence of the first appointed project coordinator.

5.3. SDO shall be duly informed in writing if the coordinator is changed at any stage. The project coordinator shall communicate, co-ordinate and co-operate with HKCL for timely and smooth implementation of the project.

5.4. SDO shall deploy a qualified Project Team, including but not limited to a Project Manager, Solution Architect, Business Analyst(s), Technical Lead, Developers, UI/UX Designers & QA Engineers.

5.5. SDO shall develop all modules, components, workflows, and functionalities strictly as per the scope mentioned along with prototype or wireframe designs.

5.6. SDO shall prepare a comprehensive requirement document recovering functional requirements, non-functional requirements, business rules, validations, security needs, workflow diagrams.

5.7. SDO shall implement secure and standard coding practices throughout the development cycle. SDO shall ensure that the application is free from all vulnerabilities before deployment in production environment.

5.8. SDO shall conduct unit testing, internal QA testing, integration testing, before presenting any module or build to HKCL. SDO shall ensure the stability and correctness of each build prior to deployment on the testing/UAT environment.

5.9. SDO shall deploy stable builds on the test/UAT environment, ensuring readiness for functional testing by the HKCL.

5.10. SDO shall promptly address all issues raised and provide updated builds as required.

5.11. SDO shall provide weekly sprint reports, ensuring complete transparency in development activities. SDO shall immediately escalate any risk or dependency impacting timelines of this project.

5.12. SDO shall deploy the UAT-ready build on the designated UAT environment, ensuring that all modules, integrations, and workflows are accessible and functioning as per the mentioned scope.

5.13. SDO shall provide continuous support during UAT execution, addressing all functional, technical, and usability queries raised by Client/HKCL users. SDO shall ensure timely communication and clarification throughout the testing cycle.

5.14. SDO shall fix all kinds of bug/glitch if occurred during security audit of the application.

6. **Server Infrastructure:**

6.1. SDO shall create the setup of server infrastructure for the staging environment as per the required SERVER configuration.
6.2. HKCL shall provide the setup of server infrastructure for the staging and production environment as per the required SERVER configuration.
6.3. HKCL shall create the account of the concerned user(s) confirmed by the SDO on staging environment for the deployment/build via VPN.
6.4. Once UAT is done by the HKCL team and client the deployment will be done production environment by HKCL team.

7. **Project Timelines:**

7.1. The successful bidder/firm shall commence the work of Planning, Designing, Development and UAT immediately after giving the work order as per the terms & conditions of tender and shall be required to complete the said work within 60 (sixty) days period from the date of issuing the work order, to ensure the commissioning of project on production environment within the said period.
7.2. The project must be commissioned by the successful bidder/firm within the stipulated period as mentioned above, failing which the work order will be cancelled by HKCL and in that case, no payment will be released to the bidder/firm for the executed incomplete work.
7.3. The successful bidder/firm/company shall provide the three months warranty period, bug resolving, maintenance and full technical support/services of project at own expense from the date of commissioning of the project.

8. **Payment Terms:**

8.1. The payment to the successful bidder/firm shall be released on submission of a proper invoice (by showing the GST component separately in the invoice & payable by the bidder).
8.2. HKCL shall make payment for the quoted price submitted by the SDO in financial bid, which shall include the **one-time development cost and a one-month maintenance period.**
8.3. Payment will be made to the successful bidder into three phases.
   a. First Payment: An amount equal to 10% of the total development cost, along with the one-month maintenance charges, shall be payable upon completion of design, working prototype & system architecture.
   b. Second Payment: An amount equal to **30% of the total development cost** shall be payable after the project goes live in the production environment, in accordance with the timelines specified in the tender.
   c. Third Payment: The remaining **60% of the total development cost** shall be paid **after completion of the one-month** maintenance period, subject to satisfactory performance.

9. **Penalty clause:**

9.1. In the event that the successful bidder fails to perform its obligations under this tender in accordance with the agreed timelines, scope of work, and performance standards, the SDO shall **forfeit its entitlement to the third instalment of payment.**
9.2. Further, the SDO shall be **liable to refund to HKCL the first and second instalments**

already received, without prejudice to any other rights, remedies, or penalties available to HKCL under the tender conditions or applicable laws.

9.3. Other terms will remain same as mentioned in the signed agreement with SDO's.

10. Preparation and Submission of Tender:

10.1. Tenders are to be submitted in Two Bid System i.e. – Technical Bid and Financial Bid.

10.2. All information shall be typed/printed and every correction and interlineations in the bid should be attested with full signature and seal of the tenderer, failing which the bid will be treated as ineligible. A correction done with correction fluid, by erasing or overwriting is not allowed.

10.3. All documents/papers should be numbered, signed and sealed by the SDO on each page as acceptance of the terms & conditions of tender.

10.4. Technical Bid should contain all the required documents mentioned in **Clause 8**: Technical Evaluation and as per Annexure-2.

10.5. Financial Bid should be duly filled in the prescribed format as per Annexure-2. No overwriting, erasing, corrections, fluid pasting, interlineations etc. are permitted in the Financial Bid, failing which the bid shall be liable to be rejected.

10.6. Both the bids (Technical Bid and Financial Bid) should be sealed in separate envelopes and super-scribed as:
   a. "Technical Bid for Planning, Designing & Development along with Maintenance of Web Application for HKCL Client" and
   b. "Financial Bid for Planning, Designing & Development along with Maintenance of Web Application for HKCL Client" respectively.

10.7. Both the sealed envelopes should be put in a third sealed envelope super-scribed as:

10.8. "DNIT for Planning, Designing & Development along with Maintenance of Web Application for HKCL Client".

10.9. Sealed tenders should be addressed to Managing Director & CEO, Haryana Knowledge Corporation Limited (HKCL) at the address mentioned in the DNIT and sent/submitted either by Registered Post with Acknowledgement Due or delivered in person on or before the due date and time.

10.10. Tenders sent by Fax, E-mail, or any other electronic mode shall not be considered. HKCL shall not be responsible for any postal delay or non-receipt of tender.

10.11. Tender submitted or received after the closing date and time shall not be entertained and shall be rejected straightway.

10.12. Validity of Tender:
   a. Tender/bids submitted by the bidder shall remain valid for acceptance for a period of 90 days from the date of opening of the tender.
   b. During the said period, the bidder shall not be entitled to withdraw, revoke, cancel, or modify the tender or any term or rate thereof.

10.13. Documents required regarding eligibility criteria and qualification for Technical Bid:
   a. The bidder shall submit the required Tender Fee and self-attested/attested copies of the documents as specified under the eligibility criteria along with the Technical Bid.
   b. The bidder shall also submit a duly filled checklist, indicating the page number reference of the enclosed documents, in the order prescribed in the DNIT

11. Evaluation Criteria

11.1. Preliminary Examination: the Technical Bids shall be examined to determine whether they are complete, properly signed, and accompanied by all mandatory documents

as prescribed in the RFP/RFO. Bids found incomplete, unsigned, or non-responsive shall be liable for rejection.

   a. Minimum Eligibility & Technical Compliance: The bidder must meet all the minimum eligibility criteria specified in the RFP. Non-compliance with any one criterion shall result in disqualification.

   b. **Technical Qualification:** Bidders meeting all the above eligibility requirements shall be declared Technically Qualified.
   Only the Financial Bids of such bidders shall be opened for further evaluation.

11.2. Financial Evaluation

   a. **Opening of Financial Bids:** Financial Bids of only those bidders who are declared technically qualified shall be opened at a date and time to be notified separately.

   b. **Evaluation of Financial Bids**
   - Financial bids shall be evaluated on the basis of the **total quoted price**, inclusive of all applicable taxes, duties, and levies, as specified in the RFP.
   - In case of discrepancy between amounts in figures and words, the amount in **words shall prevail.**

   c. **Determination of L1**
   The bidder quoting the **lowest evaluated financial bid (L1)** shall be considered for award of contract, subject to fulfilment of all tender conditions and acceptance of the quoted rates by the Competent Authority.

   d. **Tie-Breaking Criteria**

   In case two or more bidders quote the same L1 price, the following criteria shall be applied sequentially:
   - Bidder with higher average annual turnover during the last three financial years
   - Bidder with higher net worth as on 31.03.2025
   - Decision of the Competent Authority, whose decision shall be final and binding

   e. **Award of Contract:** The contract shall be awarded to the **Lowest Financial Bidder (L1)** among the technically qualified bidders subject to satisfaction of all terms and conditions of the RFP and approval of the Competent Authority.

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Part B: Scope of Work

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12. SCOPE OF WORK

Overview
The CLIENT Data Collection & Management System shall serve as a centralized, secure, and role-based digital platform for all Haryana Government departments to submit, verify, approve, and publish statistical data. The system will automate the complete lifecycle of yearly data collection through Maker → Checker → Approver workflow, support template creation, generate public dashboards, and auto-create the Haryana

	Statistical Abstract. User access will be role-based and department-specific, ensuring secure operations across all modules.
User Management Module	
1.	Create and manage user accounts for Makers, Checkers, Approvers, Administrators.
2.	Provide 2FA/OTP-based secure login and password reset via email/SMS.
3.	Provide role-based access control with module-wise and action-wise permissions.
4.	Maintain logs for: user creation, deactivation, login attempts, last login.
5.	Provide an Admin dashboard for user lifecycle management.
6.	Track login history and failed login attempt for security.
7.	Support department-wise user grouping and hierarchy.
Template Management Module	
1.	Allow Admin to create yearly statistical templates dynamically.
2.	Include fields: Indicator Name, Unit, Period, Validations, Remarks, Data Type.
3.	Enable version control for templates (Year-wise, Revision-wise).
4.	Allow dynamic addition/removal of indicators based on CLIENT requirements.
5.	Support Excel Import/Export for templates.
6.	Template to appear automatically on Maker dashboards once assigned.
7.	Approver must approve templates before they are assigned for data entry.
Maker–Checker–Approver Workflow Module	
1	Maker Functions: • View assigned templates and enter/upload data (Web form + Excel). • Save drafts and submit to Checker. • Review returned templates with remarks and resubmit.
2	Checker Functions: • Validate data submitted by Maker. • Return templates with remarks or forward to Approver. • View statuses: Assigned, Submitted, Pending, Approved, Rejected.
3	Approver Functions • Approve or reject submitted templates. • Approver Assigns the data templates to the Maker. • Approved data becomes part of official dataset for dashboards. • Approver can send reminders/alerts to Makers & Checkers.

Data Entry & Validation Module	
1	Support both online data entry form and Excel upload.
2	Provide field-level validations (Mandatory, Min/Max, Number, Format).
3	Show template status on dashboard: Assigned, Draft, Submitted, Approved.
4	Maintain full version history of each submission.
5	Provide automated data consistency checks before approval.
Audit Trail & Logging Module	
1	Log every action performed by any user (Create, Edit, Approve, Reject).
2	Capture metadata: User ID, Timestamp, IP Address, Action, Remarks.
3	Provide export options (PDF, Excel) for audit logs.
4	Retain logs for at least 2 years.
5	Provide audit dashboard for internal monitoring.
Public Dashboard & Data Visualization Module	
1	Show only CLIENT-approved datasets to the public.
2	Provide filters: Department-wise, District-wise, Year-wise, Indicator-wise.
3	Visualizations supported: Line Chart, Bar Chart, Pie Chart, Geo-Mapping.
4	Allow downloads: PNG charts, Excel tables, PDF summaries.
Statistical Book Generation Module	
1	Auto-generate Haryana Statistical Abstract using approved data.
2	Generate tables, graphs, summaries, chapter numbering & pagination.
3	Allow CLIENT to rearrange chapters and update section titles.
4	Support export formats: PDF, HTML.
5	Store previously generated books for archival access.
6	Add editorial sections (Foreword, Preface, Notes).
Integration & External Services	
1	Integrate Email/SMS gateway for alerts & notifications.
2	Integrate Single Sign-On (SSO) if required by CLIENT.
Deployment, Hosting & Environment Setup	

1	Setup Development, UAT, and Production environments.
2	Deploy system builds on UAT for testing and final on Production after approval.
3	Perform security hardening and server configuration.

Testing, UAT & Go-Live Support

1	Perform Unit, Integration, System, and Security testing.
2	Provide UAT build and support CLIENT users during UAT.
3	Fix defects and stabilize the system.
4	Assist CLIENT during Go-Live.

Training & Documentation

1	Provide training to Maker, Checker, Approver, Admin roles.
2	Provide User Manuals, Admin Manuals, Video Tutorials, FAQ Guides.
3	Provide Technical Documentation (BRD, SRS, HLD/LLD, API Docs).

Post-Go-Live Support & Maintenance

1	Provide warranty support after Go-Live.
2	Help Desk support post G0-Live
3	Fix bugs and optimize performance.
4	Provide security patches and upgrades.

13. Annexures:

13.1.   Annexure: 1 Company Details

Sr. No.	Particulars	Details
1	Name of Company/Firm (Attach registration document)	
2	Address of Company/Firm	
3	Phone No.	
4	Fax No.	
5	Website /URL address	
6	Email	
7	Date of Existence/Incorporation (Attach Certificate)	
8	Memorandum and Article of Association showing objectives of the company/firm (Attach)	

Sr. No.	Particulars	Details
14	Name & Designation of CEO/ Director/Managing Director Mobile No. and Email	
15	Name & Designation of Contact Person Mobile No. and Email	

13.2. Annexure 1: Attach list of manpower/employee who have expertise in the similar nature of work as mentioned the in scope.

Sr. No.	Name of Employee	Total Experience (in Years)	Year of recruitment	Qualifications with Year of Passing	Specialization area/field

13.3. Annexure 2: Financial Bid Format

Please read the instructions given below carefully before quoting the financial bid.

Financial Bid			
Hiring of a service for the Planning, Designing, & Development along with maintenance of web application for HKCL client from the empaneled SDO with HKCL.			
Sr. No.	**Name of Item**	**Price In INR (A)**	**GST (B)**	**Total (A+B)**
1	One time software design, development of web-based application along with one-month maintenance warranty period			
2	Annual Maintenance charges			
	Total (in figure) (Sr No. 1 + Sr. No. 2)			
	Total (in words) (Sr. No. 1 + Sr No. 2)			

Instructions:

- The Financial Bid should be quoted item-wise both in figures and words in **whole Indian rupees**. Any fractions below rupee in the rate(s) will not be accepted and will be ignored completely.
- The Financial Bid should be quoted item-wise (in format/Annexue-2) both in figures and words.

- The price bid should be valid for a minimum period of 90 days from the date of opening of the bids/tenders. No change in financial bid/price shall be allowed after the submission of tender documents.
- The price bid/ rates quoted for all items of financial bid shall be final and binding on the bidder/firm and will not be changed or increased during the warranty /contract period /AMC period or during the extended AMC period.
- Tender will be decided on the basis of the Lowest (L-1) bid (i.e. total of bid amount of item No. 1 & 2 of the Financial Bid).

13.4. Annexure 3: Self-Declaration on not being Blacklisted

Date:

To
Managing Director & CEO
Haryana Knowledge Corporation Limited
Plot No 1, 4th Floor, South Wing,
HSIIDC IT Park, Sector 22,
 Panchkula, Haryana – 134109

Subject: - Hiring of a service for the Planning, Designing, & Development along with maintenance of web-based application for HKCL client from the empaneled SDO with HKCL.

I, _____, S/o Sh. _____, R/o _____, do hereby solemnly affirm and declare as under: -

That M/s _____ (Company/Firm Name) hereby has not been blacklisted by any State Government/ Central Government/ Public Sector Undertakings during the last three years and further confirm that our EMD/SD/Performance bank guarantee has not been forfeited by any State Government / Central Government / Public Sector Undertakings during the last three years due to our non-performance, noncompliance with the tender conditions etc.

That we M/s _____ (Company/Firm Name) hereby declare that all the particulars furnished by us in this Tender are true to the best of our knowledge and We understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.

That in case of violation of any of the conditions above, We M/s _____ understand that We are liable to be blacklisted by the Department for a period of three years from participating any tender published by HKCL.

DEPONENT

Verification:

Verified that the contents of the above affidavit of mine are true and correct to the best of my knowledge and nothing has been concealed therein.

DEPONENT

13.5. Annexure – 4 Bidder's Acceptance of Terms & Conditions

Date:

To
Managing Director & CEO
Haryana Knowledge Corporation Limited
Plot No 1, 4th Floor, South Wing,
HSIIDC IT Park, Sector 22,
 Panchkula, Haryana – 134109

Subject: Planning, Designing, & Development along with maintenance of web-based application for HKCL customer from the empanelled SDO with HKCL.

Sir/Madam,

1. **I/We**, _____ *(Designation)* of _____ *(Name of the Agency/Firm)*, having carefully read and examined the Tender Document bearing **Tender Ref. No. _____ dated _____**, hereby offer our services for the above-mentioned work in strict conformity with all the terms and conditions stipulated in the tender document.
2. **I/We certify** that we have carefully read, understood, and examined all the **Terms & Conditions of the Tender Document/Form, Scope of Work, and all Annexures/Forms** related to the Planning, Designing, & Development along with maintenance of web application for HKCL customer from the already empanelled SDO with HKCL. Having fully understood the same, **we hereby confirm our unconditional acceptance** of all the terms and conditions of the tender document without any deviation or reservation.
3. **I/We confirm** that the tender document has been attached with **each and every page duly signed and stamped with the office seal**, as a token of acceptance of the terms and conditions of the tender.
4. **I/We agree** to keep this bid/tender valid for a period of **90 (Ninety days) days** from the date of opening of the bid/tender, and the same shall remain binding upon us during this period.
5. **I/We confirm** that all valid documents, certificates, and affidavits, as required under the eligibility criteria for the Technical Bid, have been enclosed along with the tender form.

6. **I/We hereby submit** our **Price Bid/Offer in Annexure-2 (Financial Bid)** in a separate sealed envelope, as per the tender conditions.

Thanking you.
Yours faithfully,

Authorized Signatory
Name: _____
Designation: _____
Name of the Agency/Firm: _____
Address: _____
Contact No.: _____
Email ID: _____
Seal & Signature