REQUEST FOR PROPOSAL (RFP)
Design and Development of Intelligent Process Automation and Data Analytics Software

No. HM/RPF/2024-25/002   **Date: 19/02/2025**

HIMACHAL CONSULTANCY ORGAINSATION LIMITED (HIMCON)

1ST FLOOR, SHREE NIKETAN,
MEHLI SHOGI ROAD, LOWER
PANTHAGHTI, DISTRICT
SHIMLA,
HP-171013

Request for Proposal (RFP)

HIMACHAL CONSULTANCY ORGANISATION LTD. (HIMCON)

1st Floor, Shree Niketan, Mehli Shoghi Road,
Lower Panthaghati, Shimla, HP-171013

Phone : 0177-2627537

E-Mail : md@himcon.org

Website: www.himcon.org

Himachal Consultancy organization Ltd (hereafter referred to as HIMCON) invites RFPs in from reputed firms, for Design and Development of Intelligent Process Automation and Data Analytics Software. The details are as under:

1.	Downloading of RFP Documents from HIMCON website	**19/02/2025**
2.	No. of Copies to be submitted	**2**
3.	Earnest Money Deposit	**20,000/-**
4.	RFPs Fees Including GST	**3,540/-**
5	Last Date of Submission	**Revised date 20th April, 2025**
6	Address for Submission of documents	**HIMACHAL CONSULTANCY ORGANISATION LTD.** 1st Floor, Shree Niketan, Mehli Shoghi Road, Lower Panthaghati, Shimla, HP-171013

All queries, if any, in connection with this RFP shall be sent to following officials (in word format) and hard copy by post to HIMCON, 1st Floor, Shree Niketan, Mehli Shoghi Road, Lower Panthaghati, Shimla, HP-171013 on and before 20th April, 2025 by 5 PM. Prospective bidder is required to direct all communication related to this RFP, through the nominated Point of Contact persons:

Contact	:	Brijesh Sharma
Position	:	Deputy Manager (Accounts)
E-mail	:	amaccounts@himcon.org
Mobile No	:	9816692881

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1. SUMMARY AND BACKGROUND

a) **Himachal Consultancy Organisation Limited** was established in the year 1977 as a joint venture by Public Sector Financial Institutions (IFCI Ltd, SIDBI, ICICI), Public Sector Banks (SBI, PNB, CBI, BOI, Uco Bank) and Himachal Pradesh State Govt institutions (HPFC, HPSIDC etc). *HIMCON is a deemed Govt Company under Section 2 (45) of the Companies Act, 2013. Its accounts are audited by Comptroller and Auditor General of India (CAG).*

2. Project Name:

Design and Development of Intelligent Process Automation and Data Analytics Software

3. Project Purpose and Description:

The objective of this RFP is to identify and select a qualified vendor to develop a comprehensive software solution, including web, mobile, and desktop applications. The solution will automate key business processes, facilitate seamless data capture, streamline data collection, and present actionable insights through interactive dashboards. Additionally, the software will support advanced data analytics and key performance indicator (KPI) reporting.

The proposed solution must include the following features:

- **User Management:** Enable the creation and management of multiple user roles within the process automation system.
- **Multi-Platform Access:** Allow users to securely log in via web, mobile, and desktop applications to input, validate, and correct data.
- **Third-Party Integrations:** Integrate with required third-party APIs to enable automated data collection.
- **Cross-Platform Data Syncing:** Ensure real-time data synchronization across web, mobile, and desktop platforms.
- **Machine Learning Integration:** Develop a custom machine learning (ML) model to extract and process data from scanned documents.
- **Business Intelligence (BI) Reporting:** Analyze collected data and generate multiple BI reports aligned with predefined KPIs.

- **Cloud Deployment & Security:** Deploy the application suite on the cloud, implementing advanced security protocols to safeguard data integrity and compliance.

This project aims to enhance operational efficiency, optimize decision-making, and provide a secure and scalable automation solution tailored to business needs.

4. Project Scope:

The selected vendor will be responsible for the end-to-end development, deployment, and maintenance of the software solution, ensuring seamless automation of business processes. The scope of work includes the following key activities:

4.1. Requirement Gathering & Analysis

- Conduct detailed discussions with stakeholders to understand business processes and automation needs.
- Document functional and technical requirements for process automation.

4.2. Process Design & Approval

- Develop process automation flows based on gathered requirements.
- Obtain necessary approvals from stakeholders before proceeding with development.

4.3. UI/UX Design

- Design user-friendly and intuitive UI/UX for web, mobile, and desktop applications.
- Ensure a seamless user experience across all platforms.

4.4. Application Development

- Architect the backend to support scalable and efficient operations.
- Design and implement a relational database management system (RDBMS), such as MySQL.
- Develop a custom Machine Learning (ML) model, gathering necessary training data from stakeholders.
- Design and configure interactive dashboards with key performance indicators (KPIs) and relevant charts.

4.5. Deployment & Infrastructure

- Set up and configure the cloud infrastructure for hosting the applications.
- Provide server specifications for the online web application and system configuration details for the offline desktop application.

- Deploy the applications in a live environment.

4.6. Testing & User Acceptance

- Deploy the application in a User Acceptance Testing (UAT) environment.
- HIMCON will conduct acceptance testing, and the bidder must resolve any non-conformities identified in each sprint.
- The application will be made live upon UAT sign-off from HIMCON.

4.7. Documentation & Support

- Provide comprehensive documentation covering system architecture, user manuals, and technical details.
- Offer Annual Maintenance Contract (AMC) services, including:
  - Ongoing application maintenance and bug fixes.
  - Generation of custom reports as required.
  - Resolution of audit observations and any necessary modifications.

5. REQUEST FOR PROPOSAL AND PROJECT TIMELINE

a) Request for Proposal Timeline:

All proposals in response to this RFP are due no later than 5PM 20th April., 2025.

Evaluation of proposals will be conducted on or before 30th April, 2025. If additional information or discussions are needed with any bidders during this 3-day window, the bidder(s) will be notified.

The selection decision for the winning bidder will be made no later than 3th May, 2025.

b) Project Timeline:

Project initiation phase must be completed by 20th May, 2025

Project must be completed by 20th July, 2025.

6. BIDDER'S QUALIFICATION:

A) Eligibility Criteria

The applicant will be evaluated for vendor, inter-alia, based on the prequalification criteria mentioned below:

S. No.	Pre-Qualification Criteria	Reference Details/ Documentary Evidence
1.	The applicant should be a legal entity registered in India.	Certificate of Incorporation / Any other relevant document
2.	The applicant should be having GST registration.	GST Registration certificate/ copies
3.	The applicant should not have been blacklisted by any of the PSUs.	Self-Declaration on letterhead
4.	The applicant shall have an experience of similar nature of work in the relevant field.	Attach PO's/ work orders/ certificates from customers specifying "completion" or "satisfactory work in progress" and reference details with contact details of the customer.
5.	The complete profile of firm should be attached	Profile of the firm
6.	A presentation regarding area of operation along with approach & Methodology need to be attached	Copy of presentation

In case of no sufficient response, or in case of good prospective partner conducted a good presentation and along with approach & Methodology, Managing Director, HIMCOM reserve the right to waive off any specific or all eligibility criteria/ condition to vendor.

7. OTHER REQUIREMENTS

Bidders should provide the following items as part of their proposal for consideration:
- Description of experience in planning and developing of same type of software.
- Examples of 2 or more software designed and implemented by your organization in similar work.
- Testimonials from past clients on Software building.

- A full testing plan.
- Time frame for completion of the project.
- Project management methodology.

8.   **RFP Processing fee & Earnest Money Deposit:**

a)   The applicant from vendor shall furnish a sum of INR 15,000 (INR Fifteen Thousand Only) as earnest money in favour of HIMCON.

b)   EMD of unsuccessful bidders will be released/returned within 30 days from due date of date of issue of LOI to successful bidders or validity of the offer submitted.

c)   Tender document fee/cost is non- refundable.

d)   The applicants shall hold the offer open for a period of 180 days from the date of opening of RFP documents. It being understood that after submitting the response to this RFP documents, it will not back-out from his offer or modify the terms and conditions thereof. If the applicant fails to observe or comply with the foregoing stipulation, the aforesaid amount deposited as Earnest Money shall be liable to be forfeited by the HIMCON.

e)   The Earnest Money should be furnished in the form of online transfer of amount in our Bank account (both Rs 2,000/- Plus 18% GST = Total 2,360/- as RFP fee and Rs. 15,000/- as Earnest Money) for further processing along with respective UTR numbers of the transaction shared with the bid in hardcopy.

The details of the Bank account are given below:

Account Name	Nature of A/c	Bank	Branch	Account No.	IFSC
Himachal Consultancy Organization Limited	Smart Roamer/ Current	Punjab Nation al Bank	Lift Road, The Mall, Shimla	33830018-00000015	PUNB0338300

The earnest money of unsuccessful applicant will save as herein before provided, be returned within reasonable time to the applicant.

f)   If the RFP is accepted, the amount of Earnest Money will be held as security deposit for due and faithful fulfilment of contract.

g)   The RFP documents not accompanied by Earnest Money will be summarily rejected.

9. Confidentiality:

The vendor and their personnel will not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of HIMCON or its clients without the prior written consent of HIMCON.

10. Jurisdiction:

The parties through respective signatories shall settle any dispute or disagreement with respect to performance, non-performance or defective performance of respective obligation amicably. In the event of disputes remaining unresolved, the parties shall refer the matter to a single arbitrator under arbitration law that may be applicable, whose appointment shall be done by Chairman & Managing Director, HIMCON. The place of arbitration shall be Shimla, Himachal Pradesh and the language used shall be English.

11. Force Majeure Clause:

If at any time, during the continuance of this contract, the performance, in whole or part, by either party, of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, act of the public enemy, Civil Commotion, Sabotage, Fires, Floods, Earthquakes, explosions, strikes, epidemics, quarantine restrictions, lockouts, any statute, statutory rules/ regulations, order of requisitions issued by any Government Department or Competent Authority of acts of God (here-in- after referred to as event) then provided notice of the happening of any such event is given by either party to the other within twenty one days from the date of occurrence thereof, neither party shall, by reason of such event, be entitled to terminate this Contract nor shall either party have any claim for damage against the other in respect of such non- performance or delay in performance, and the obligations under the Contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, PROVIDED FURTHER that if the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event beyond a period as mutually agreed to by HIMCON and the vendor after any event or 60 days in the absence of such an

agreement whichever is more, either party may at its option terminate the Contract provided also that if the contract is so terminated under this clause HIMCON may at the time of such termination take over from the Contractor at prices as provided for in the contract, all works executed or works under execution.

Each bidder must submit 2 copies of their proposal to the address below by 20th April, 2025 at 5PM:

Managing Director,
Himachal Consultancy Organisation Limited
(HIMCON), 1st Floor, Shree Niketan, Mehli-Shoghi
Road,
Lower Panthaghati, Shimla, HP-171013