Request For Proposal (RFP)
for
Onboarding of Technology Partner for Design, Development, Implementation and Operations of an Online Cab Aggregation Solution for Sahkar Taxi Project

Tender Reference No.- 2-3/2025-GA
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राष्ट्रीय सहकारी विकास निगम
NCDC
Assisting Cooperatives. Always!
सहकारिताओं की सहायता में सदैव तत्पर*!*

राष्ट्रीय सहकारी विकास निगम
(सहकारिता मंत्रालय, भारत सरकार का सांविधिक निकाय)
4, सिरी इंस्टीट्यूशनल एरिया, हौज़ खास, नई दिल्ली-110016

National Cooperative Development Corporation
(Statutory Body of Ministry of Cooperation, Government of India)
4, Siri Institutional Area, Hauz Khas New Delhi- 110016

वेबसाईट: http://www.ncdc.in   निविदा की लागत – मुफ्त

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Tender Notice

National Cooperative Development Corporation (NCDC), a Statutory body of Ministry of Cooperation, Government of India was established in 1963 under an Act of Parliament for economic development through cooperative societies. NCDC invites bids for design, development, implementation and operations of an online cab aggregation solution for Sahkar Taxi project from well-established reputed IT or mobility companies capable of carrying out this work. The objectives of mobility app focus on empowering local communities by providing taxi drivers with cooperative membership and shared profits, ensuring fair wages and improved working conditions. The service aims to offer affordable, reliable, and accessible transportation to all. By integrating technology for efficiency, such as ride-booking apps and GPS tracking, this app will strive to enhance customer experience and safety. Additionally, the cooperative model will support community development by creating job opportunities and contributing to local economic growth. The bidders desirous of taking up the project are invited to submit their bid in response to this RFP. The bidders should have the necessary experience, capability, and expertise to perform, as per the terms and conditions outlined in this RFP. The RFP is not an offer by NCDC, but an invitation to receive responses from the potential Bidders. No contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract or work order is offered by NCDC with the successful bidder.

2. The prospective bidder shall fulfill the following mandatory eligibility criteria:

i. The bidder should be a company registered legal entity in India under Companies Act 1956 or 2013 or Proprietorship/ Partnership Firm or Joint Ventures (JV)/ Consortium.

ii. The bidder (Sole Bidder /Consortium) should be a registered legal entity in India with their registered office in India and in operation for at least 3 years as on the date of submission of the bid.

iii. The bidder (Sole Bidder /Consortium) should have valid GST Registration & PAN.

iv. The bidder (Sole Bidder /Consortium) must not have the status of being blacklisted or made ineligible by Govt. of India / State Govt. /Govt. Agencies for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the bid

v. The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore and positive net worth for the three consecutive audited financial years 2021-22, 2022-23, 2023- 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only.

vi. The bidder (Sole Bidder /Consortium) should have experience in developing/ operating/ maintaining mobile applications/ software (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users.

vii. The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs.2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization.

viii. The Bidder (Sole Bidder /Consortium) should have a valid CMMi level 3 or above certification.

ix.   The bidder (Sole Bidder /Consortium) must have in its rolls, a staff of at least 30 technically qualified (Minimum BE/ B.Tech/ MCA or Graduate qualification) personnel with relevant experience in high-end Mobile application Design, Development, Maintenance & Operation services.

3.   Bidders are required to submit their bids online through the Central Public Procurement Portal for eProcurement at https://eprocure.gov.in.   The bid document is also available on NCDC's website https://www.ncdc.in.The details are as under:

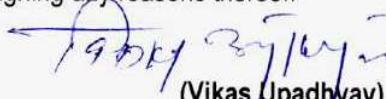| S.No	Particulars	Details
1.	Assignment Title	Request For Proposal (RFP) for Onboarding of Technology Partner for Design, Development, Implementation and Operations of an Online Cab Aggregation Solution for Sahkar Taxi Project
2.	Bid Submissions	https://eprocure.gov.in
3.	Method of Selection	Quality Cum Cost Based Selection (QCBS) **(70 Technical: 30 Financial)**
4.	Consortium / JVs	Allowed (Max 2 firms)
5.	Tender Availability	Central Public Procurement Portal and NCDC's website
6.	Bid validity	180 days from last date of submission of the bid.
7.	Duration of Contract	50 Months (8 months of development and roll out + 6 months warranty/ stabilization period + 36 months of Operation & Maintenance)
8.	Last date of submission of bid	**3:00 PM on 25.06.2025**
9.	Opening of Bids	3:30 PM on 25.06.2025
10.	Technical Presentation, Opening of Financial Bids & Issue of Work Order	To be informed later
11.	Cost of the tender document	Nil

4.   Bid should be accompanied with Bid Security Declaration as per the format specified in this RFP. Bids submitted without the Bid Security Declaration, or any other format will be liable for rejection without providing any opportunity to the bidder concerned.

5.   A pre-bid meeting shall be held on **23.05.2025 at 3:00 PM** in the Committee Room, 7th floor, NCDC, 4, Siri Institutional Area, Hauz Khas, New Delhi-110016. Authorized representatives of the bidder may remain present in the pre bid meeting. The Bidders shall ensure that Pre-Bid Queries/ clarifications/ suggestions, if any should reach at vikas.ncdc@nic.in on or before **3:30 PM on 26.05.2025**, further queries in any manner will not be entertained.

6.   The price bid of only those bidders shall be opened whose technical bid are found to be acceptable as per eligibility criteria mentioned in the tender document. The time and date of opening of price bid shall be fixed and intimated to the eligible bidders separately.

7.   NCDC reserves the right to accept any or reject all the tenders without assigning any reasons thereof.

(Vikas Upadhyay)
Director (General Administration)

Copy To:
1   Chief Director (MIS): With request to upload tender document on website of NCDC & CPP Portal of Govt. of India.

तकनीकी बोली

Technical Bid

PARTICULARS OF THE BIDDER/ COMPANY

(On company Letter-head)

1.	Name of the Bidder/ company	
2.	Corporate Identity No. (CIN):	
3.	Registered office address:	
4.	Telephone Nos.	
5.	Mobile Nos.	
6.	E-mail IDs	
7.	Legal status of Bidder (company, Pvt. Ltd., LLP etc.)	
8.	Date of incorporation/ start of business:	
9.	Place of Registration/ Principal place of business":	
10.	Number of Years in Business:	
11.	Company Website URL:	
12.	Company's Organisation Structure	
13.	GSTIN No:: (photocopy to be enclosed)	
14.	PAN No: (photocopy to be enclosed)	
15.	Role in Consortium (if applicable)	
16.	Any other relevant information.	

Note: In case of consortium, above particular details sheet is to be filled by all the members of consortium/ JVs.

Signature of the Bidder/ Company
(Name & Address of the Bidder/ Company with seal)
(Please attach self attested separate sheet/s, if required)

SCOPE OF WORK

Objective

The objective of this bid is to onboard a qualified Technology partner for

- Design, Development, Implementation and technical operations of a secure, scalable, and high-performance taxi-hailing application.
- Design, Development, implementation and technical operations of a nationwide KYC platform for drivers and vehicle owners, managed by cooperative societies across India.
- Seamless integration between the KYC platform and the taxi-hailing application to enable driver registration and provisioning.
- Technical platform for end-to-end operational management including driver onboarding, customer support, compliance monitoring, and financial reconciliation.
- Ensuring long-term maintenance and system enhancements, including new feature rollouts, security patches, and AI-driven optimizations.

Following benefits will be provided to the drivers and customers:

- Fast, Easy and Safe Rides.
- Blazingly fast, super-easy app to book rides.
- Doorstep pickups by trusted drivers for safe ride.
- By the people, for the People.
- A customer friendly app by the Cooperative sector.

This project will be divided into three key phases:
A. Development Phase
- **Application Design & Architecture**:
    - o Development of Android, iOS, and Web-based applications for both the taxi-hailing app and KYC platform.
    - o User-friendly interface ensuring accessibility and compliance with UI/UX best practices.
    - o Secure authentication with OAuth 2.0, biometric verification, and multi-factor authentication.
    - o End to end solution for mobility application.
- **Core Functionalities:**
    - o Real-time ride tracking with GPS integration.
    - o Automated fare calculation based on distance and dynamic pricing models.
    - o Multiple payment options including UPI, wallets, credit/debit cards.
    - o Driver-rider matching algorithm optimized for shortest routes and surge pricing.
    - o SOS safety feature with emergency contacts and law enforcement integration.
- **KYC Platform Functionalities:**
    - o Nationwide driver and vehicle owner registration system.
    - o Integration with Aadhaar, PAN, and RTO databases for identity verification.
    - o Document upload and verification process.
    - o Approval and rejection workflows managed by cooperative societies.

- o   Automated provisioning of verified drivers into the taxi-hailing platform.
- **Third-Party Integrations**:
    - o   Payment gateways: Major Third party payment integrators
    - o   Telephony services: for real-time notifications.
    - o   Compliance with Indian transport regulations and Aggregator guidelines.
    - o   APIs for integration with government regulatory bodies.
- **Security & Compliance:**
    - o   End-to-end encryption for data security.
    - o   DPDP and Indian IT Act 2000 compliance.
    - o   PCI-DSS compliance
    - o   Regular penetration testing and threat analysis.
    - o   Perform security audits for all the applications for the platform.

B. **Implementation Phase**

- **Infrastructure Deployment**:
    - o   Cloud-based hosting on AWS/Azure/GCP, etc. with auto-scaling.
    - o   Deployment of a high-availability architecture with multi-region redundancy.
- **Onboarding & Training:**
    - o   Driver onboarding via the KYC platform with background verification & training modules.
    - o   Customer support setup including human resources with 24/7 helpline & chatbot integration.
    - o   Integration of government regulatory compliance for seamless operational workflows.

C. **Operations & Maintenance Phase**

- **24/7 Customer & Driver technical Support**:
    - o   Establishment of an AI-powered chatbot for automated query resolution.
    - o   Multi-lingual support in app for drivers and customers.
- **System Monitoring & Performance Enhancements**:
    - o   Monthly app updates for bug fixes and performance improvements.
    - o   Regular feature rollouts based on market trends and analytics insights.
    - o   Monitoring & alerting via AI-driven predictive analytics.
- **Regulatory & Compliance Management**:
    - o   Periodic audits to ensure continued regulatory compliance.
    - o   AI-based fraud detection for ride anomalies and financial transactions.
- Continued innovations and development as per latest advancements and customer feedback.

Features of the online cab and KYC application

For detailed features, Refer Annexure - III

Operations and maintenance of the online cab app

- The successful bidder will efficiently manage technical daily operations to ensure the overall performance and utility of the online cab App for its users.

Platform Deployment and Maintenance

Continuous Integration/Continuous Deployment (CI/CD):

- Implement a CI/CD pipeline to automate build, testing, and deployment processes.
- Ensure version control integration with the CI/CD pipeline for code synchronization.

Configuration Management:

- Manage configurations for various deployment environments, ensuring consistency and security.
- Enable configuration versioning and rollback capabilities.

Deployment Automation:

- Automate deployment processes to minimize human errors and deployment time.
- Implement blue-green or canary deployment strategies for gradual rollout of updates.

Scalability and Load Balancing:

- Implement auto-scaling mechanisms to handle increased traffic during peak hours.
- Set up load balancers to ensure there is no impact on service levels / quality.

Monitoring and Alerting:

- Implement real-time monitoring for application performance, server health, and security.
- Configure alerts for critical issues and performance degradation.

Backup and Recovery:

- Regularly back up application data, configurations, and databases.
- Define recovery procedures for data loss or system failures.

Security Patching:

- Stay up to date with security patches for all system components, libraries, and dependencies.
- Schedule regular security audits and vulnerability assessments.

Logging and Log Management:

- Ensure comprehensive logging of application activities, errors, and security events.
- Implement log management solutions for log aggregation, storage, and analysis.

Database Maintenance:

- Perform routine database maintenance tasks, including optimization, indexing, and data purging.
- Schedule backups and database version upgrades as needed.

Platform Support

Support and Communication

- Provide support channels, such as chat, email, and phone support.
- Offer training resources and guides for key stakeholders.

Incident Response:

- Incident response plan for addressing service disruptions, outages, or security breaches.
- Defined roles and responsibilities for incident response teams.

Performance Optimization:

- Continuously monitor and optimize application performance to ensure fast response times and efficient resource utilization.
- Conduct load testing to identify bottlenecks and scalability issues.

Compliance and Regulatory Support:

- Stay compliant with local transportation regulations and data protection laws.
- Maintain records required for regulatory purposes.
- Adhere to Aggregator guidelines provided under motor vehicle act or any other compliance requirement given by Govt of India/ State Government.

Documentation and Training

- Provide comprehensive documentation for key stakeholders.
- Offer training session or resources for application since inception and for new feature rollouts.

Platform Updates and Enhancements:

- Plan and execute regular platform updates, introducing new features and improvements.
- Notify users and drivers about updates through release notes and in-app announcements.

Website Maintenance and Support:

- Select a reliable web hosting provider with high uptime and scalability options.
- Regularly monitor server performance and address any hosting-related issues.
- Ensure timely content updates, including news, promotions, and service information.
- Schedule and automate content publishing when necessary.
- Keep the website's content management system, plugins, and libraries up to date with security patches.
- Conduct regular security audits and vulnerability assessments.
- Implement automated website backups, including files and databases.
- Set up monitoring for website uptime, page load times, and error detection.
- Provide user support channels.
- Maintain a FAQ section or knowledge base for self-service assistance.
- Continuously monitor and optimize website performance, focusing on page load times and responsiveness.
- Stay compliant with data protection regulations, privacy policies, and copyright laws.
- Display legal notices, terms of service, and privacy policies prominently.
- Adhere to aggregator guidelines under Motor Vehicle act of India.

App and Play Store Deployment and Maintenance:

Platform-Specific Development:

- Develop separate versions of the Ride-hailing app for iOS (App Store) and Android (Play Store). Ensure platform-specific design guidelines and user interface standards are met.

App Store Submissions:

- Configure developer accounts on the App Store and Play Store.
- Maintain app assets, including app icons, screenshots, promotional images, and video previews.
- Submit the app to the App Store and Play Store for review, following the submission checklist.
- Respond to any inquiries or requests for clarification from the platform's review team.

App Store Guidelines Compliance:

- Review and adhere to the respective platform's submission guidelines and policies.
- Ensure compliance with age ratings, content restrictions, and legal requirements.

Release Management:

- Implement version control for app releases, ensuring proper version numbering and tracking of changes.
- Schedule and coordinate app release dates across platforms.

Version Updates:

- Develop and release regular updates to the app to introduce new features, enhancements, and bug fixes.
- Notify users about updates through release notes and push notifications.

User Support:
- Provide app support channels, including in-app help, contact forms, or support email addresses.
- Address user inquiries, issues, and feedback promptly.

App Performance Monitoring:
- Implement app performance monitoring tools to track app crashes, errors, and performance metrics.
- Address issues that impact user experience and app stability

Security Patching:
- Stay updated with platform-specific security recommendations and address vulnerabilities promptly.
- Implement security patches and updates to protect user data.

App Store and Play Store Optimization

App Store Optimization (ASO):
- Conduct keyword research and optimize app titles, descriptions, and metadata for better discoverability.
- Monitor and respond to user reviews and ratings to improve app rankings.

User Engagement Strategies:
- Develop strategies to engage users within the app, including push notifications, promotions, and loyalty programs.
- Encourage users to rate and review the app on the respective stores.

Analytics and User Behavior:
- Implement analytics tools to track user behavior, user journeys, and conversion rates.
- Use data-driven insights to make informed decisions about app improvements.

Legal and Compliance:
- Stay compliant with privacy regulations and data protection laws applicable to app users.
- Update privacy policies and terms of service as needed.

Localization:
- Offer the app in multiple languages to cater to a diverse user base.
- Translate app content, user interfaces, and support materials as needed.

Feedback and User Testing:
- Collect user feedback and conduct user testing sessions to identify areas for improvement.
- Incorporate user insights into app updates and enhancements.

Customer Operations

Technical platform for Customer Support:
- Offer round-the-clock customer support through various channels, including chat, and email.
- Develop an efficient system for resolving customer inquiries, complaints, and issues promptly.
- Display knowledge base or FAQs for customers to find answers to common questions.
- Create a system for customers to report lost items and facilitate their recovery.

Safety Features in app:
- Provisioning for customers on safety guidelines, both within the app and through educational

resources.

- Implement an SOS feature for customers to request help in emergency situations.
- Provide in-app tools for customers to share trip details with trusted contacts and monitor their safety.

Onboarding Experience:

- Ensure a seamless and user-friendly registration process for new customers.

Engagement & Retention:

- In app personalized notifications and offers to engage and retain customers.
- Encourage customers to provide feedback on their rides and app experience.
- Conduct surveys to gather insights into customer satisfaction and preferences.

Trip Policies & Compliance:

- Ensure that fare calculations are transparent and clear to customers.
- Clearly display the cancellation policy to customers in app and website.
- Implement robust data privacy measures to protect customer information.

Driver Ops

Driver Support:

- Enable drivers to contact support through in-app.
- Display key performance metrics, such as acceptance rate, cancellation rate, and driver ratings.
- Offer a detailed earnings dashboard with trip breakdowns.
- Offer round-the-clock customer support for driver inquiries and issues.
- Establish a system for efficiently resolving driver-related problems, such as technical glitches.

Driver Benefits and Rewards:

- Create a rewards program as per instruction from relevant stakeholders in the app where drivers can earn points, discounts, or bonuses based on their performance and loyalty.
- Offer ongoing training and resources to help drivers stay updated on industry best practices, safety measures, and app features.
- Conduct quizzes or certifications to test drivers' knowledge and skills.

Deployment of resources

- The technical partner will have to deploy human resources in hybrid mode as per requirement.
- Call centers for support services to be setup in Tier-3 cities only in each state.

Unique features to be included:

- Taxi booking through WhatsApp.
- Selection of type of cars/ bikes/ autos (EV, sedan/ Hatchback, e-rickshaw/ Auto etc.) for passengers.
- Women passengers should be able to select female drivers for the ride.
- Any other suggested feature from time to time.

ONDC Compliant application

The Open Network for Digital Commerce (ONDC) aims to democratize e-commerce by giving riders or mobility application of all sizes, access to a large buyer base due to network construct. Its interoperable framework makes mobility value chain elements discoverable to all buyers on the network, allowing stakeholders to focus on their expertise and innovate and to provide viable solutions and services to end customers. It is expected from the

bidder to develop two applications – buyer application (for customers) and seller application (for drivers) and make them ONDC ride hailing protocol compliant.

The foundational principles of the ONDC (Open Network for Digital Commerce) network are rooted in democratizing digital commerce and enabling interoperability, inclusivity, and innovation. For the mobility domain, these principles ensure that transportation services (like auto-rickshaws, taxis, bikes, buses, etc.) are discoverable, bookable, and operable through any ONDC-compatible platform.

The mobile application needs to be ONDC compliant (buyer and seller interface).

Functional Specifications of Online Cab and KYC App

Category	Sub-Category	Functional specifications of online cab
I. Mobility Platform	A. Customer App	**On-Demand Ride Booking:** ● **Instant Ride Request:** Quickly and effortlessly request rides with just a few taps on customer smartphone. ● **Ride Customization:** Allows to choose from a variety of ride options, including economy / non-AC, premium / AC, and shared rides, depending on customer preference and budget. ● **Prepaid Booth Rides:** Supports booking and taking rides from prepaid booths across the city - railway stations, airports etc. ● **Scheduled booking** ● **Multiple locations for drop/pick** **Frictionless Map & Navigation Experience:** ● **Real-Time GPS Integration:** Seamlessly integrated with leading and accurate GPS navigation apps like Google Maps for the most accurate and up-to-date route information. ● **Live Traffic Updates:** Receive real-time traffic updates and alternative routes to avoid congestion and reach customer destination faster. **Dynamic Ride Tracking:** Interactive maps with dynamic ride tracking, allowing customers to monitor customer driver's progress and estimated arrival time. **SOS Safety Feature:** ● **Emergency Response:** Dedicated SOS button within the app for immediate assistance in emergency situations. **Location Sharing:** Share customer real-time location with emergency services, ensuring they can reach customer quickly and efficiently. ● **Trusted Contacts:** Notify customer trusted contacts or family members in case of an emergency, about customer safety. **Share Ride with Friends & Family:** ● **Live Ride Sharing:** Share ride details, including driver information and ETA, with

| | | customer friends and family members.
● **Live Tracking Links:** Send live tracking links to customer contacts, allowing to monitor customer journey and know when they arrive safely.
Ride Notifications: Receive notifications when customer ride begins and ends, ensuring customer contacts stay informed throughout the customer trip.

Call and In-App Chat:

● **Driver Communication:** Initiate in-app chat conversations with customer driver for clear instructions, special requests, or friendly communication.
● **Direct Calls:** Quickly call driver directly from the app when necessary, ensuring easy and immediate contact.
● **Communication History:** Maintain a history of customer in-app chats and call logs for reference and customer support purposes.

Help and Support:

● **24/7 Customer Support:** Access round-the-clock customer support through the app for any queries, concerns, or assistance required during customer ride. Call or chat support with additional features to track issues.

FAQs: Explore a comprehensive FAQ section to find answers to common questions and learn how to use app features effectively.

App Personalization:

● **Multi-Language Support:** Choose customer preferred language for the app's interface, ride notifications, and driver communication, ensuring a personalized experience. Support English, Hindi and all regional languages.
● **Favorite Places:** Save and name customer frequently visited destinations (e.g., home, work, gym) for quick and easy ride requests.

Accessibility Support:
● **Disability Awareness:** Capture customer's profile around any disabilities and seamlessly communicate the same to driver for custom experience.
● **Screen Reader Compatibility:** Ensure the app is fully compatible with screen readers for visually

		impaired users, providing seamless navigation.
		● **Captioned Communication:** Offer in-app captioning for important messages and driver communication to assist users with hearing disabilities.
		● **Wheelchair-Accessibility:** Provide communication to drivers for users with physical disabilities, promoting inclusivity.
		Rating & Feedback System:
		● **Driver and Ride Ratings:** Rate driver and provide feedback after each ride to maintain service quality and driver accountability.
		● **Comments and Suggestions:** Share detailed feedback and suggestions, allowing customer to highlight exceptional service or report any issues.
		● **In-App Tipping:** Express appreciation for good service by tipping drivers.
		● **Driver Recognition:** Recognize exceptional drivers with badges or rewards based on consistent positive feedback and high ratings.
	B. DRIVER APP	**Ride & Customer Discovery:**
		● **Ride Queue:** Access a dynamic ride queue that displays upcoming ride requests, allowing drivers to plan trips efficiently.
		● **Ride Profile:** View detailed ride profiles with estimated earning, pickup distance, trip distance, source and destination address and customer profile information including additional information like tip.
		● **Ride History:** Access a comprehensive ride history log, including trip details, earnings, for reference and analysis.
		Frictionless Map & Navigation Experience:
		● **Real-Time Traffic Updates:** Receive real-time traffic data and alternative route suggestions for faster, congestion-free navigation.
		● **Voice Guidance:** Enable voice-guided navigation for hands-free driving, ensuring driver safety and convenience.
		SOS Safety Feature for Drivers:
		● **Emergency Button:** A dedicated SOS button in the app to request immediate assistance from the platform or local authorities in case of emergencies.
		● **Driver Safety Kit:** Access safety resources, including

		emergency contact numbers, safety guidelines, and local safety services.

Detailed Earning Section:

- **Earnings Dashboard:**
  A comprehensive earnings dashboard that provides detailed breakdowns of daily, weekly, and monthly earnings.
- **Earning History:** History of trips taken, from/to information along with the earnings

In-App Engagement:

- **Driver Community:** Join the driver community within the app to receive messages and alerts.
- **Social Engagement:** Ability to like /share messages from the driver app.
- **In-App Contests & Rewards:** Participate in gamified engagement programs to earn rewards, discounts, and recognition.

Call and In-App Chat:

- **Driver Support Hotline:** Access a dedicated driver support hotline for immediate assistance with ride-related issues.
- **In-App Support:** In-app support features like FAQ, making it convenient to seek help and share information.

Benefits & Educational Programs:

- **Driver Benefits Portal:** Explore a benefits portal offering information on insurance, healthcare, and other driver-related requirements.
- **Educational Resources:** Access educational modules and resources to enhance driving skills, safety awareness, and customer service.

Trip-Level Driver Additions:

- **Custom Trip Requests:** Drivers can specify preferences or requirements for each trip including the ability to increase or reduce price over and above base fare.
- **Preferred Routes:** Request passengers to follow preferred routes, optimizing efficiency and reducing detours.

Personalization:
- **Profile Customization:** Personalize your driver profile with a photo, bio, and vehicle details to create a welcoming experience for passengers.

		• **Notification Preferences:** Tailor app notifications to receive alerts relevant to your preferences, such as ride requests, promotions, and app updates. • **Multi-Language Support:** Choose preferred language for the app's interface, ride notifications, and communication, ensuring a personalized experience. Support English, Hindi and all regional languages. **Rating & Feedback System:** • **Customer Ratings:** Rate customers and provide feedback after each ride to build mutual respect and harmonious community. • **Customer Recognition:** Recognize exceptional drivers with badges or rewards based on consistent positive feedback and high ratings.
	C. Operations Dashboard	**Driver On boarding:** • **Onboarding Workflow:** Manage a structured onboarding process, guiding drivers through steps like document submission, training, and vehicle inspections. This onboarding workflow should be capable of integrating with the KYC application. Provide a workflow application for this • **Application Review:** Verify and review incoming driver applications, including background checks, vehicle information, and required documents. Integration with KYC application is required. • **Driver Approvals:** Approve eligible drivers, ensuring they meet all safety and regulatory requirements. Approval process can happen from KYC application also. **Detailed Driver and Customer Profiles** • **Driver Profiles:** Access comprehensive driver profiles, including personal details, contact information, vehicle details, and historical performance data. • **Customer Profiles:** View detailed customer profiles with contact information, ride history, and ratings etc. **Update Driver Information:** • **Profile Editing:** Allow administrators to update driver information such as contact details, vehicle details, and license information. Integration with KYC application for sharing the profiles. • **Document Management:** Enable the uploading

		and verification of updated documents, ensuring compliance with regulatory standards. **Block Driver and Customer:** ● **User Management:** Suspend or block driver and customer accounts, when necessary, based on safety or compliance concerns. Driver can be suspended from the KYC application also and the same information should reflect here ● **Reason Logging:** Maintain records of the reasons for blocking or suspending accounts for auditing and review purposes. **Check Ride Status and Manage Rides:** ● **Real-time Ride Monitoring:** Track the status of ongoing rides, including driver location, route, and estimated time of arrival. ● **Ride Assignment:** Reassign rides to different drivers or adjust ride details as needed to optimize efficiency and customer satisfaction. ● **Cancel Rides:** Cancel rides, when necessary, with the ability to specify reasons for cancellation. **Detailed Information about Rides:** ● **Ride Logs:** Access detailed logs foreach ride, including pick-up and drop-off locations, ride duration, fare breakdown, and passenger feedback. **Ride History:** Retrieve historical ride data for reporting, analysis, and compliance purposes.
	D. Real Time Monitoring	**Real-time Customer & Driver Metrics:** ● **Live Dashboard:** a dynamic dashboard displaying real-time metrics on customer and driver activities. This includes the number of active drivers, ongoing trips, and available customer requests. ● **User Heatmaps:** Use heat maps to visualize areas with high customer demand and driver availability, allowing for optimized service distribution. **Real-time Conversion Funnel Metrics:** ● **Conversion Tracking:** Monitor the entire customer journey in real-time, from booking rides

		and to completing. ● **Abandonment Analysis:** Identify drop-off points in the conversion funnel, helping to pinpoint areas for improvement in the user experience. <u>**Individual Trip Tracking for Enhanced Safety:**</u> ● **Live Trip View:** Track individual trips in real-time, including route progress. ● **Safety Alerts:** Set up alerts for unusual trip behavior, to ensure passenger and driver safety. <u>**Customer / Driver Complaints and Resolutions:**</u> ● **Complaint Management:** Collect customer and driver complaints and assign them for resolution. ● **Resolution Workflow:** Implement workflows for resolving complaints promptly, ensuring a high level of customer satisfaction and driver retention. <u>**Collaboration with Police & Traffic Departments:**</u> ● **Incident Reporting:** Reporting safety incidents or accidents to relevant authorities in real-time. ● **Data Sharing:** sharing of trip data and location information with law enforcement agencies for incident investigation.
	E. Backend Platform	<u>**Intelligent Driver to User Matching:**</u> ● **Algorithmic Matching:** advanced algorithms that consider factors liked rider availability, proximity, traffic conditions, and historical trip data to efficiently match drivers with users. ● **User Preferences:** Take into account user preferences such as vehicle type when making match recommendations. ● **Dynamic Re-Matching:** Enables real-time re-matching in case of ride cancellations or changes, ensuring minimal disruption to users and drivers. <u>**Rating & Feedback System:**</u> **Two-way Feedback:** Allow both users and drivers to provide ratings and feedback after each trip. Gather qualitative and quantitative insights to maintain service quality. ● **Driver Improvement:** Implement driver performance tracking based on ratings, offering targeted training or incentives for

		improvement.

Robust Pricing Engine:

- **Pricing:** Comprehensive model to incorporate pricing as per the inputs from city regulators and community
- **Transparent Pricing:** display fare breakdowns, estimated trip costs, and any surcharges or discounts applied**.**
  Special Zones: application of special pricing for special zones like airports, metros etc.

Trip History Manager:

- **User Trip Archive:** Maintain a comprehensive history of all user trips, accessible to both users and customer support for reference and dispute resolution.
- **Data Analytics:** Utilize trip data for analytical insights, such as user travel patterns, popular routes, and peak usage times.

User Profile Manager:

- **User Profiles:** Allow users to create and manage their profiles, including personal information.
- **Preference Settings:** Enable users to set preferences such as preferred language, default vehicle type, and notification settings.
- **Profile Verification:** Implement identity verification processes to enhance security and trust.

Communication Platform:

- **Real-time:** Provide communication functionality for users and drivers to communicate with each other and resolve trip- related queries.
- **Push Notifications:** Send timely notifications to users about ride confirmations, driver arrivals, and other important updates.
  Customer Support Integration: Integration with customer support systems to facilitate seamless communication between users, drivers, and support agents.

Trust & Safety:

- **Safety Audits:** Continuously assess and enhance safety measures, including driver

		background checks, vehicle inspections, and safety training. **Emergency Services Integration:** Integrate with **emergency** services to provide quick response options in case of safety-related incidents. ● **Trust Scores:** Develop a trust score system that evaluates driver and user behavior, taking into account factors like ratings, feedback, and incident reports. ● **Safety Recommendations:** Provide safety recommendations, helping users.
	F. Website	● A responsive and user-friendly front-end that works seamlessly on various browsers and devices. ● Robust back-end services to handle user requests, data storage, and integration with other app components. ● Robust security measures to protect against common web vulnerabilities, such as SQL injection and cross-site scripting (XSS). ● Use secure protocols (HTTPS) for data transmission and storage
	G. Open Data Dashboard	**Data Sources Integration:** ● Identify and integrate relevant data sources from the mobility platform, including ride data, driver data, user data, and operational data. ● Implement data connectors, APIs, or ETL processes to collect and aggregate data. **Data Visualization:** ● Develop interactive data visualization components to represent key metrics and insights. ● Use charts, graphs, maps, and tables to display data in a user-friendly format. **Real-Time Data Updates:** ● Enable real-time or near-real-time updates of dashboard data to provide users with the latest information. **Data Filters and Drill-Down:** ● Incorporate filters and drill-down capabilities to enable users to explore specific data subsets and details. ● Implement date range selectors, location filters, and dimension filters. **Data Export:** ● Offer data export options for users to access

		dashboard data programmatically.
		● Provide data export formats such as CSV or Excel
	H. KYC Application	**Driver/Owner /Vehicle Registration Portal**
		• Driver/ Owners can be registered under the cooperative society
		• Driver details verification, integration with Aadhar for ID verification and Vahan Site for driving license/vehicle record details
		• Approval workflows
		• Provisioning and deprovisioning the driver/vehicle from the mobility platform
		• Integration with Mobility platform for two-way data processing
		• Driver/vehicle history dashboards
		Society Registration Module
		• Multi-tenant application which can accommodate cooperative societies in a hierarchy model. (National/State/District/City)
		• Accounting module for Managing the revenue from taxi operations
		• Shareholder management
		• Grievance management capability
		• Document management capability
		• Approval workflows
		• MIS reports and dashboards at various levels (National/State/District/City). Some of the reports are given below (not limited to)
		o Daily transaction details
		o Day book /Cask Book etc
		o R&D reports
		o P&L reports
		o Driver performance reports

TERMS & CONDITIONS

1. This RFP is open to all well-established reputed IT or mobility companies capable of carrying out this work.

2. **Availability of Tender Document:**
   The bidding process for this RFP will be completed online through e-Procurement portal. The RFP document can be downloaded from the CPP portal and NCDC website. Further, it will be the Bidder's responsibility to check for updated information on the above portals.

3. **Period of Validity of Bids:**
   - Bids shall remain valid for 180 days from the date of submission of bid. NCDC holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.
   - In exceptional circumstances, NCDC may solicit the bidder's consent for an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. The bid security shall also be suitably extended. A bidder may refuse the request without forfeiting the bid security. A bidder granting the request will not be permitted to modify the bid.

4. **Language of Bid:**
   The bid prepared by the bidder, as well as all correspondence and documents relating to the bid submitted by the bidder shall be written in English language only.

5. **Documents to be enclosed with Bid:**
   The bid submitted by the bidder shall comprise of the following documents:
   a. Technical bid in the formats specified in the RFP - Bidders need to provide all necessary information required to comply with bid security declaration requirement, eligibility and technical evaluation criteria as specified in the RFP document respectively. The Technical bid should not contain any price information and should comprise of following in the below mentioned order:

   (i) Bid Cover Letter (Annexure-VII).
   (i) Particulars of bidders (Annexure-I)
   (ii) Compliance with Scope of work as per Annexure- II & III.
   (iii) Declaration on Number of Users (Annexure-V)
   (iv) Note on Approach, Methodology, Work Plan (Annexure-VI)
   (v) Firm not blacklisted undertaking as per Annexure -IX.
   (vi) Financial Turnover and Positive Net Worth (Annexure-X)
   (vii) Resource Strength (Annexure-XI)
   (viii) Bid Security Declaration as per Annexure-XII.
   (ix) Details of experience (Annexure-XIII)
   (x) Power of attorney for lead bidder of consortium in Annexure-XIV (If Applicable)
   (xi) Consortium agreement/ MoU in Annexure-XV (If Applicable)
   (xii) Self-attested copy of the organization's PAN/ TIN Number.
   (xiii) Self-attested copy of the company/ firm/ agency registration certificate.
   (xiv) Audited Balance Sheet duly certified by Chartered Accountant
   (xv) Technical Bid in the prescribed format as per RFP document, duly signed on each page by authorized person with rubber stamp of the company.
   (xvi) Documentary evidences confirming registration with GST, PAN or any other statutory obligation required to be complied with by the company.
   (xvii) The tender other than in the prescribed form shall not be accepted. Each page of the RFP document is required to be signed by the person/ persons submitting the tender in token of his/ her/ their having acquainted himself/ herself/ themselves with all the Terms & Conditions of this RFP

   b. Financial bid in the formats specified in the RFP document to be submitted on e-procurement portal only. The Financial Bid should contain only price information. The financial offer should not contradict the technical offer in any manner. The price schedule

must be filled in completely without any error, cutting or alterations in rates (both in figures & words). The Financial bid of only those tenderers who will qualify in Technical stage will be opened.

c. Any other information that is to be submitted during the bidding process and as appropriate as per the RFP.

6. **Financial Bid:**

The financial bid should strictly conform to the formats to enable evaluation of bids. Special care must be taken to ensure that the bid does not have any hidden costs or conditional costs, as this shall make the bid liable for outright rejection.

The price components furnished by the bidder, in accordance with format provided in this RFP, will be solely for the purpose of facilitating the comparison of bids by NCDC. This will not in any way limit the rights of NCDC to contract on any other terms specified in the RFP. Prices quoted by the bidder shall be fixed and no variation will be allowed under any circumstances. No open ended bid shall be entertained and the same is liable to be rejected straightaway.

7. **Earnest Money Deposit:**

Bid should be accompanied with Bid Security Declaration as per the format. Bids submitted without the "Bid Security Declaration", or any other format will be liable for rejection without providing any opportunity to the bidder concerned. Bid Security Declaration must remain valid for at least 180 days beyond the final bid submission date and the validity of the Bid Security Declaration should be extended in the event the last date of bid validity is extended.

8. Bidder is expected to examine all instructions, forms, terms and requirement in the bid document. The invitation to bid together with all its attachment thereto shall be considered to be read, understood and accepted by the bidder unless deviations are specifically stated. Failure to furnish all information required by the bid document or a bid not substantially responsive to the bid document in every respect may result in disqualification of the bid.

9. **Modification and Withdrawal of Bids:**

The bidder may modify or withdraw its bid in the CPPP portal before the expiration of the deadline as prescribed for submission of bids. No bid may be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity.

10. **Amendment of bid document:** At any time, prior to the deadline for submission of proposals, NCDC reserves the right to add/ modify /delete any portion of this document by issuance of a Corrigendum. The Corrigendum shall be binding on all bidders and will form part of the bid document.

11. **Deadline for Submission of Bids:**

The bids (technical and financial) must be submitted on the CPPP portal not later than date and time mentioned in the tender notice. In the event of the specified date for the submission of bids being declared a holiday for NCDC, the bids will be received up to the appointed time on the next working day.

NCDC may, at its own discretion, extend the deadline for submission of bids by amending the bid document, in which case, all rights and obligations of NCDC and bidders, previously subject to the deadline, will thereafter be subject to the deadline as extended.

Any bid received by NCDC after the deadline for submission of bids prescribed by NCDC will be summarily rejected. NCDC shall not be responsible for any delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

This is a timebound engagement and no request for extension of bid submission end date would be considered.

12. **Rejection of Bid:**

The Bid must be submitted online in the CPPP portal. The bids submitted in hard copy, telex, or email shall not be entertained. Any condition put forth by the bidder non-conforming to the bid requirements shall not be entertained at all and such bid shall be rejected.

13. **Consortium Bids:**

In case of consortium, the following conditions shall also apply:

13.1   In case a bid is submitted by a consortium (Max 2 companies are allowed in a consortium including lead bidder).

13.2   The Lead Consortium Member shall meet minimum financial requirement criteria and experience requirement criteria are to be collectively (clubbed together) met by the JV/ Consortium members.

13.3   A consortium (the "Bidding Consortium") shall be considered bidder provided that one of the members of the consortium shall be nominated as being in-charge (the "Lead Consortium Member") and this authorization shall be evidenced by submitting a power of attorney signed by authorized signatories of all the members.

13.4   The Bidder shall in respect of collaboration submit duly certified/ authenticated copies of the following documents:

- Certificate of Incorporation/ Registration Certificate issued by the competent authority in respect of individual entity.

- Memorandum and Articles of Association of individual entities and agreement of consortium or document constituting the company and regulating its affairs.

- Any other papers or documents required at a later stage or in future.

- The Lead Consortium Member shall submit the Bid and shall be liable towards fulfilling the obligations in this RFP.

- The Lead Consortium Member shall designate and authorize one person to represent the Bidding Consortium in its dealings to perform all tasks including, but not limited to, providing information, responding to inquiries, signing of Bid on behalf of the Consortiums, etc.

13.5   Each member of the consortium shall have a registered office and operations in India.

13.6   Every Consortium Member shall provide consent to the Lead Consortium Member and make itself aware of all the proceedings of the bidding process and Project implementation through consortium agreement, entered amongst all members of that Bidding Consortium. In the absence of duly executed formats, the Bid shall not be considered for evaluation and will be rejected.

13.7   The Bidder/ member of consortium should not be blacklisted/ barred by any Govt. Organization or Regulatory Agencies or Govt. Undertaking. Bidder should submit a self-undertaking signed by its Authorized Signatories for the same as per the format prescribed in bid.

13.8   The bid, and in case of successful bid the specified Form of Agreement, shall be signed so as to be legally binding on all consortium members (as per enclosed format in bidding document).

13.9   The Lead Consortium Member shall be authorized to incur liabilities and receive instructions for and on behalf of any and all members of the consortium, and the entire execution of the Contract shall be done with the Lead Consortium Member and payment

under the contract shall be received by the Lead Consortium Member on behalf of the consortium.

13.10 The Lead Consortium Member shall be liable for the entire contract in accordance with the contract terms.

13.11 The formation of JV/ Consortium or change in the JV/ Consortium character/ members after submission of the bid and any change in the bidding regarding JV/Consortium will not be permitted.

14. Pre-Qualification Bid Eligibility Criteria:

NCDC shall open the technical bids to evaluate the minimum eligibility criteria defined in the RFP is tabulated below. Bids not conforming to any of the minimum eligibility criteria shall be out rightly rejected. NCDC may ask bidder(s) for additional information/ clarification to verify claims made in their eligibility document, at any point of time.

S.No.	Criteria	Requirement	Supporting document
1.	Cover Letter	Cover letter of the bid with valid authorization details of the person(s) signing the bid document as on date of bid submission	Cover letter signed by an authorized signatory of the bidder as per Annexure VII format of this RFP.
2.	Legal Entity	a. The bidder should be a company registered legal entity in India under Companies Act 1956 or 2013 or Proprietorship/ Partnership Firm or Joint Ventures (JV)/ Consortium. b. The bidder (Sole Bidder /Consortium) should be a registered legal entity in India with their registered office in India and in operation for at least 3 years as on the date of submission of the bid. c. Registered with the Income Tax Authorities d. Registered with GST Network	a) Certificate of incorporation/ Partnership Deed/ LLP Deed/ Company Registration Certificate or any other Relevant document to be enclosed. b) Memorandum and Articles of Association of individual entity. c) Copy of PAN Card d) Copy of GST registration certificate.
3.	Financial Turnover	The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023- 24. Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT	a) A certificate duly certified by the Statutory Auditor of the bidder mentioning the average annual audited turnover in the audited financial years (FY 2021-22, 2022-23 & 2023-24). b) Copy of audited Balance Sheets and Profit & Loss Statements for the financial years (FY 2021-22, 2022-23 & 2023-24) duly certified by statutory auditor.

		infrastructure services related only. NOTE: Turnover of only the bidding entity will be considered. The Turnover of any parent, subsidiary, associated or other related entity will not be considered.	Annexure X of this RFP
4.	Net worth	The Bidder (Lead Bidder in case of consortium/ Sole Bidder) should have positive net worth for the three consecutive audited financial years (FY 2021-22, 2022-23 & 2023-24) NOTE: Net-worth of only the bidding entity will be considered. Net-Worth of any parent, subsidiary, associated or other related entity will not be considered.	Copy of audited Balance Sheets and Profit & Loss Statements for the last 3 financial (FY 2021-22, 2022-23 & 2023-24) duly certified by statutory auditor & a certificate duly certified by the Statutory Auditor of the bidder. Annexure X of this RFP
5.	Experience of the bidder	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/ maintaining mobile applications (Android and iOS both) in handling large volume of registered users with at least 1,00,000 unique users.	Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V
6.		The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs. 2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization.	a. Details of the assignments as per Annexure XIII b. Copy of Work order or contract to be enclosed. c. Completion/ performance Letter from client containing project value completed/ executed by the bidder. In case of non-availability of completion/ performance certificate from client, the certificate regarding proof of timely/ regular payments received against the rendered services duly certified by CA and authorized signatory.

7.	Certification of the Bidder	The Bidder (Sole Bidder /Consortium) should have a valid CMMi level 3 or above certification on the Bidder's name.	A valid CMMi certificate on or before the date of publication of the RFP.
8.	Resource Strength	The bidder (Sole Bidder/ Consortium) should have in its rolls, a staff of at least 30 technically qualified. (Minimum BE/ B.Tech/ MCA or Graduate qualification) personnel with relevant experience in high-end Mobile application Design, Development, Maintenance & Operation.	a) An undertaking as per the Annexure XI of this RFP, duly signed (with Organization seal), by the HR Head of the Organization. b) Copy of EPF Combined challan for the month of April- 2025, or latest.
9.	Non-Blacklisting	The bidder (Sole Bidder/ Consortium) must not have the status of being blacklisted or made ineligible by Govt. of India / State Govt. /Govt. Agencies for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or any other reasons, as on date of submission of the bid.	Certificate duly signed by an authorized signatory of the bidder as per Annexure IX of this RFP

15. **Annulment of Award**

Failure of the successful bidder to comply with the requirements of the RFP shall constitute sufficient ground for the annulment of the award and Bid Security may be invoked. In event NCDC may make the award to the next bidder who has been ranked as H2 and so on, till the award of the contract/ work order.

16. **Partnership and Sub-contracting:**
Partnership and Sub-contracting are not allowed for this engagement. The bidding entity must be a single entity duly registered under the applicable laws of the country.

17. **Limitation of Liability:**

Except conditions enumerated in Indemnity Clause, the damage caused by the Agency to NCDC under any work order issued pursuant to this agreement, the Agency shall be liable to NCDC for damage and loss to the maximum extent of the work order value.

Agency shall be liable for all acts of omission and commission by its employees deployed under this agreement and NCDC stands insulated against aggrieved third-party complaints against any civil or criminal actions of the Agency or its employees.

In case of a default on bidder's part or other liability, NCDC shall be entitled to recover damages from the bidder. In each such instance, regardless of the basis on which NCDC is entitled to

claim damages from the bidder (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), bidder shall be liable for no more than:

- As to any other actual damage arising in any situation involving non-performance by bidder pursuant to or in any way related to the subject of this Agreement, the charge paid by NCDC for the individual product or Service that is the subject of the claim. However, the bidder shall not be liable for any indirect, consequential loss or damage, lost profits, third party loss or damage to property or loss of or damage to data.
- NCDC will not be liable for any technical, commercial, legal issues & third- party claim or any loss whether direct or consequential to the employees, passengers, contractors, or agents of the Technology Partner, caused by any act or omission of the NCDC, its employees. This clause shall not operate to exclude NCDC liability to the extent it cannot be excluded by law.

18. **Licenses and Permits:** The selected bidder shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by the law, except the cab aggregator license which shall be procured and retained by organization recommended by NCDC.

19. **Ownership of the developed application:** The intellectual property rights of the applications developed (including the source code) under this contract shall solely belong to NCDC. NCDC shall have the full right to modify the application at its discretion and use it for any purpose and in any location, within or outside India, as determined by NCDC.

20. **Patents and copyright:** The company shall indemnify NCDC against all third-party claims arising out of:

- For misuse and/or infringement of copyright, patent, trademark, or industrial design rights during its performance under this project.
- Infringement of third-party intellectual property rights during the development /enhancement implemented by company for NCDC.
- Notwithstanding anything to the contrary, the online cab App is subject to applicable open-source license terms and any use, modification, distribution, handling or dealing of it in any manner, shall be governed by such applicable open-source licensing terms.

21. **Information Security:**
   a. The selected bidder shall not carry and/or transmit any material, information, application details, equipment, or any other goods/material in physical or electronic form, which are proprietary to or owned by NCDC, out of premises without prior written permission from NCDC.
   b. The selected bidder to acknowledge that NCDC data and proprietary information or materials, whether developed by NCDC or being used by NCDC pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to NCDC; and the selected bidder agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by the selected bidder to protect its own proprietary information.
   c. The selected bidder shall recognize that the goodwill of NCDC depends, among other things, upon selected NCDC keeping such proprietary information confidential and that unauthorized disclosure of the same by selected NCDC could damage NCDC and that by reason of selected bidder's duties hereunder. Selected bidder may come into possession of such proprietary information, even though selected bidder does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. Selected bidder shall use such information only for the purpose of performing the said services.
   d. The selected bidder shall, upon termination of this agreement for any reason, or upon demand by NCDC, whichever is earliest, return all information provided to the selected bidder by NCDC, including any copies or reproductions, both hardcopy and electronic.

e. The selected bidder will not disclose any information, to anyone in any form about software, hardware etc of NCDC. Information disclosure to anyone shall be only with prior written consent of NCDC. A separate "Non-Disclosure Agreement" as per format shall be signed within 15 week after receiving a work order.

22. **Suspension of work:** NCDC shall at any time and from time to time by providing a prior written notice to the company to delay or suspend the progress of the work or any part of the work due to any other adequate reasons and on receipt of such notice the company shall forthwith suspend further progress of the work until further notice from NCDC. The company shall recommence work immediately after receiving a notice to do so from NCDC. The whole or any part of the time lost for such delay or suspension shall, if NCDC in its absolute discretion thinks fit, but not otherwise, be added to the time allowed for completion.

23. **Governing Laws:** The courts at Delhi shall have exclusive jurisdiction in all matters arising under the contract. The selected vendor shall keep him self fully informed of all current national, state and municipal law and ordinances. The selected vendor shall at their own expense, obtain all necessary permits and license and pay all fees and taxes required by law. These will be selected vendor's entire obligation regarding any claim of infringement. The selected vendor hereto agrees that it shall comply with all applicable union, state and local laws, ordinances, regulations and codes in performing its obligations hereunder, including the procurement of licenses, permits certificates and payment of taxes where required. The selected vendor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labour legislation.

24. **Corrupt and Fraudulent Practices:** The competent authority requires that the bidders under this Tender observe the highest standards of ethics during the procurement and execution of such contracts. For this purpose, the definition of corrupt and fraudulent practices will follow the provisions of the relevant laws in force. The competent authority will reject a proposal for award if it detects that the bidder has engaged in corrupt or fraudulent practices in competing for the contract in question. The competent authority will declare a bidder ineligible, either indefinitely or for a stated period of time, if it at any time determines that the bidder has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

25. **Termination for default:** NCDC may without prejudice to any other remedy or right of claim for breach of contract by written notice of default sent to the company, terminate the order in whole or in part. If the contractor materially fails to render any or all the services within the time period specified in the contract or any extension thereof granted by NCDC in writing and fails to remedy its failure within a period of thirty days after receipt of default notice from NCDC. If the project (transition, operations and maintenance and growth initiatives for online cab) is not carried out according to the requirements specified in this tender documents and terms of the contract; NCDC will invoke the amount held back from the contractor as PBG.

26. **Bankruptcy:** If the contractor becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, NCDC shall be at liberty to terminate the engagement forthwith without any notice in writing to the contractor or to the liquidator or receiver or to any person in whom the contractor may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by NCDC.

27. **Force Majeure:**

a) The company shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the company, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities.

b) In case a Force Majeure situation arises, the company shall immediately notify NCDC in writing of such conditions and the cause thereof within two calendar days and prove that the same is beyond his control and is likely to affect completion of the work.

c) Unless otherwise directed by NCDC in writing, the company shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.

28. **Arbitration:** In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or claim of liability, the same will be referred to an arbitrator to be appointed by the Managing Director, NCDC, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be New Delhi. Subject here to the court in New Delhi shall have exclusive jurisdiction to the exclusion of all other courts.

29. **Grafts, Commission, Gifts etc:** It is to require that bidders, suppliers, contractors and consultants under contracts, observe the highest standard of ethics during the procurement and execution of such contracts. Any graft, commission, gift or advantage given, promised or offered by or on behalf of the contractor or his partner, agent, officers, director, employee or servant or any one on his or their behalf in relation to the obtaining or to the execution of this or any other contract with NCDC shall in addition to any criminal liability which it may incur, subject the contractor to the cancellation of this and all other contracts and also to payment of any loss or damage to NCDC resulting from any cancellation. NCDC shall then be entitled to deduct the amount so payable otherwise due to the company under contract.

30. **Conflict of Interest**

   a. A selected bidder shall not have a conflict of interest that may affect the selection process or the solution delivery. Any selected bidder found to have a conflict of interest shall be disqualified. In the event of disqualification, the NCDC shall execute the bid security declaration signed and agreed by the selected bidder. In the event of disqualification, if available, as mutually agreed genuine pre-estimated compensation and damages payable to NCDC for, inter-alia, the time, cost, and effort of NCDC including consideration of such Applicant's Proposal, without prejudice to any other right or remedy that may be available to NCDC hereunder or otherwise

   b. The NCDC requires that the selected bidder provides solutions which always hold the NCDC's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The selected bidder shall not accept or engage in any assignment that would conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the NCDC.

31. **Taxes & Duties:**

   - The prices shall be inclusive of all taxes & levies including GST and other statutory duties as applicable. Rate of taxes should be indicated separately in the Price Bid.
   - Contract Price specified in Price Bid should be based on the taxes & duties and charges prevailing at the date one day prior to the last date of Bid submission.

- Statutory deduction, wherever applicable, shall be made from invoice as per government rules.

- Bidder submitting a bid shall produce valid statutory documents / certificates with respect to GST, Income Tax, ROC, Prof.Tax, Trade Licence, etc. All such documents / certificates shall remain valid on the last date of tender submission.

- GST component of the invoice of the bidder may be kept on hold in case there is any mismatch / irregularity in GST return filling on the part of the bidder.

32. **No Price Variation**: No upward revision in the price will be considered on account of subsequent increase in foreign exchange. However, if there is any increase/ decrease in government levies/ taxes, during the execution of work, the same shall be passed on to NCDC. All Govt. Levies will be paid on the basis of rates of Levis as prevailing at the time of making payment. Price should be quoted in the Price Bid format only no deviation in any form in the Price Bid sheet is acceptable.

33. **Compliance:**

- The Successful bidder shall comply with all Local, State & Central Govt. Rules, Regulations, Ordinances and Codes & Law relating to the work or the conduct thereof, including the procurement of licenses, permits certificates and payment of taxes where required. The contractor shall establish and maintain all proper records (particularly, but without limitation, accounting records) required by any law, code/practice of corporate policy applicable to it from time to time including records and returns as applicable under labour legislation.

- The bidder has to acknowledge that he has made himself fully acquainted with all the conditions & circumstances required under the contract will have to be done & with all the terms, clauses, conditions, specifications & other details of the contract and the bidder shall not plead ignorance of any of these as excuse in case of complaint against or an rejection of supplies Limited Tendered by him or with a view either of asking for enhancement of any rates agreed to, in the contract or evading any of his obligations under the contract.

- In case of breach of any terms and conditions of the RFP document then without prejudice to any other claim that NCDC may have against the bidder, NCDC may blacklist the company.

34. **Indemnity Clause**:

- The Technology Partner shall fully indemnify, defend, and hold harmless the National Cooperative Development Corporation (NCDC),) from and against any and all claims, demands, losses, liabilities, damages, costs, and expenses (including reasonable legal fees and court costs) arising from:

- Any breach of the terms and conditions of this RFP or subsequent contract by the Technology Partner;

- Any negligence, fraud, willful misconduct, or breach of statutory duty by the Technology Partner, its employees, agents, or subcontractors;

- Any third-party claims resulting from infringement or alleged infringement of intellectual property rights, including but not limited to patents, copyrights, trademarks, or trade secrets, arising from the design, development, and implementation of the mobility software project; and

- Any damage to property or injury to persons (including death) caused directly or indirectly by the Technology Partner's acts or omissions in connection with the project.

35. All the documents to be submitted by the bidder along with their offer should be duly authenticated by the person signing the offer and if at any point of time during procurement process or subsequently it is detected that documents submitted are forged/ tampered/ manipulated in any way, the total responsibility lies with the bidder and NCDC reserves the full right to take action as may be deemed fit including rejection of the offer.

36. No Technical/ Commercial clarification will be entertained after opening of the tender.

37. Overwriting and erasures may make the tender liable for rejection if each of such overwriting/erasures/ manuscription is not only signed by the authorized signatory of the bidder. All overwriting should be separately written and signed by the authorized signatory of the bidder.

38. NCDC reserve the right to reject or accept or withdraw the tender in full or part without assigning the reasons thereof.

39. Discrepancy in the amount quoted by the bidder due to calculation mistake, the unit rate shall be regarded as firm and the totaling or carry in the amount quoted by the bidder shall be corrected accordingly.

40. The bidder/ company/ proprietorship/ partnership firm/ sister concern or name of any of its director should not be in the Central Fraud Registry (CFR).

41. NCDC shall have the right to contact and verify bidders' information, references and data submitted in the bid proposal without further reference to the bidder.

42. The Technology Partner shall comply with all applicable laws, regulations, and guidelines in force in India, and any other statutory, regulatory, or governmental requirements that may be applicable to the scope of services under this Agreement. The Technology Partner shall obtain and maintain all necessary permits, licenses, and approvals required for the performance of its obligations under this RFP.

43. **EVALUATION OF BIDS:-**
    An Evaluation Committee will evaluate the bids of all the bidders.
    a) To evaluate the Technical Bid, the committee constituted by the NCDC shall examine the documents furnished by the company in the Technical bid. The company will be required to make technical presentation. The Corporation may also seek any other mode of evaluation as desired by the evaluation committee of NCDC.
    b) The Financial Bids of those Bidders only who are technically qualified by the Tender committee will be opened.
        The detailed evaluation and award criteria are given at Annexure-IV.

44. **CRITERIA OF DISQUALIFICATION**

    a) Failure of any Bidder(s) to provide all of the information / documents required in the bid proposal or any additional information/ documents as sought by the Corporation including supporting documents.
    b) Non receipt of Bid proposal on or before due date and time.
    c) Misrepresentation in the Bid proposal
    d) Tender not accompanied with Bid Security Declaration.
    e) Incomplete or conditional Bid.
    f) Use of unfair means / misrepresentation
    g) Unsigned bids, bids signed by unauthorized person and any unconfirmed material alteration.
    h) Technical Bids containing any price information.
    i) Conditional tenders shall be summarily rejected.
    j) Companies which have been blacklisted by Central Government or State Governments or Public Sector Undertakings or any Government Body etc, shall be disqualified.

45. After receiving the confirmed offer from NCDC, the company will give his acceptance and execute an agreement on stamp paper of requisite value on prescribed format, within 15 days from the date of receiving the confirmed order. In case the company fails to execute the agreement within 15 days as above, the offer for the work is liable to be cancelled.

46. **Performance Security**

The successful bidder shall deposit the performance security with NCDC within fifteen (15) working days from the date of notice of award of the contract/ work order, or at the time of signing/ issuing of the contract/ Work order whichever is earlier. The performance security should be from a scheduled commercial bank, in the form of Fixed Deposit Receipt or Bank Guarantee/ Demand Draft drawn in favour of ""National Cooperative Development Corporation" payable at New Delhi, for the due performance and fulfilment of the contract/ work order by the agency. The performance security shall be denominated in Indian Rupees only. This performance security will be equivalent to 5% of the contract value rounded off to the nearest thousand Indian Rupees. All charges whatsoever such as premium, commission etc. with respect to the performance security shall be borne by the agency.

The performance security may be discharged/ returned by NCDC upon being satisfied that there has been due performance of the obligations of the selected bidder under the contract/ work order. However, no interest shall be payable by NCDC on the performance security.

In the event of the selected bidder being unable to service the contract/ work order for whatever reason, the NCDC would revoke the performance security. Notwithstanding and without prejudice to any rights whatsoever of NCDC under the contract/ work order in the matter, the proceeds of the performance security shall be payable to NCDC as compensation for any loss resulting from the selected bidder's failure to complete its obligations under the contract/ work order. NCDC shall notify the selected bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the selected bidder is in default.

NCDC shall also be entitled to make recoveries from the selected bidder's bills, performance security, or from any other amount due to firm, the equivalent value of any payment made to firm due to inadvertence, error, collusion, misconstruction, or misstatement.

47. **Bidder's approach to development and managing online cab operations**: The bidders are requested to study the functional specifications of the online cab and KYC applications, the scope of works and the requirements provided in the RFP documents while working out the approach to develop and manage online cab and KYC operations for NCDC. The bidder will be responsible for timely and smooth functioning of the online cab during the contract period and shall adhere to Service Level Agreements as specified in this RFP document.

48. **Stabilization Period:** The solution should have minimum six months/ till stabilization period from the date of installation of the application in the live environment and Go-Live in all the states across India i.e. Milestone M5 as per payment terms. The selected bidder should ensure the trouble-free operation of all the applications and fix the solution as per customer's feedback / technological advancements/upgrades during this period. Stabilization will be in reference to customer (drivers and passengers) complaints across states and bug fixes done for them.

49. **TIMELINES FOR THE WORK**

The Successful bidder has to comply with following timelines: -

Sl. No.	Milestone	Timeline in days (T = Date of issuance of Contract)
1.	Submission of Detailed SRS Document	T+ 30 days
2.	Development of application and offering UAT	T+ 90 days
3	Pilot Roll out of application in selected cities/states in pilot mode	T +120 days
4	Full roll out across India	T + 240 Days

50. EXTENSION OF TIME

- If the company shall desire an extension of time for completion of the work on the ground of his having been unavoidably hindered in its execution or on any other grounds, he shall apply in writing to the NCDC, with full details within 10 days of the date of the hindrance on account of which he desires such extension as aforesaid. NCDC shall, if in its opinion (which shall be final) reasonable grounds for extension exists, grant such extension of time as may in its opinion be necessary or proper. No compensation shall be payable to the company for any extension of time.
- "Days" means calendar days.

51. **PAYMENT TERMS**

The payments would be linked with the different milestones subject to satisfactory performance achieved by the Selected Bidder. The relevant milestones are depicted in the table below:

Milestone	Milestone Description	Payment (Percentage of Contract Value)
M1	Submitting the SRS documents and wireframe/prototype	10 %
M2	UAT Delivery of Online Cab and KYC Applications	10%
M3	UAT Sign off of the Online Cab and KYC Applications	10%
M4	Pilot roll out	20%
M5	Full Rollout across India	25 %
M6	Handing over Application Code and Documentations	10 %
M7	After stabilization of the project (6 months)	15 %

Note:

Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from Corporation. Bidder will submit an SLA adherence report at the end of each month to the Monitoring Committee formed by NCDC, and create a dashboard for real-time monitoring of SLA breaches, to facilitate the calculation of penalties. Bidder will receive the payment after deducting the penalty amount at the end of each month post approval from NCDC.

52. **PENALTY FOR NOT COMPLETING THE WORK IN TIME**

Sl. No.	Key Performance Indicators	Benchmark	Penalty
1.	Timely development and Pilot Implementation of the online cab	T+120 days	>15 days 1 % of contract value per week
2.	Timely development and Full rollout Implementation of the online cab	T+240 days	>15 days 2% of contract value per week
3.	Unavailability of app after go-live	<24hours	>24hrs 1% of contract value each day

4.	Platform availability / accessibility	~99% uptime per month	1% of contract value per incident
5.	System Bug Resolution Time	8 hours cumulative downtime	<8 hours, NIL 8 to 16 hours, 1% of contract value per incident >16 hours, 2% of contract value per incident

The penalty amount, if any, shall be recovered from any amount due for payment to the company. However, the penalty shall not exceed 10% of the contract value. In case the company fails to meet the service, levels and incurs maximum penalty of 10% for three consecutive months, NCDC reserves right to terminate the contract.

Evaluation & Award Criteria

Technical Qualification Criteria

Bidders who meet the minimum eligibility criteria would be considered as qualified to move to the next stage of Technical and Financial evaluations.

Technical Evaluation Criteria

Bidder must qualify the following eligibility criteria and should submit required documentary proofs as indicated below. Bids which fail to qualify any of the following criteria will be rejected. To evaluate the Technical Bid, the Evaluation committee constituted by the NCDC shall examine the documents furnished by the Bidder in the Technical Bid and Presentation given by bidder as per below. Only those Bids which satisfy the Eligibility Criteria will be invited to make a presentation. The date, time and venue will be intimated to shortlisted bidders.

Sl. No.	Technical Qualification Criteria	Supporting Document	Maximum Marks
1.	The bidder (Sole Bidder/ Consortium) should have experience in developing/ operating/maintaining mobile application/ software (Android and iOS both) in handling large volume of users at least having - ● >=100000 to <500000 unique users = 12 Marks ● >=500000 to <1000000 unique users = 15 Marks ● >=1000000 unique users = 20 Marks	Auditor certified Declaration on number of registered users with proof from Play Store or App Store to be enclosed. Details of the assignments as per Annexure V	20
2.	Financial Parameter: The bidder (Lead Bidder in case of consortium/ Sole Bidder) should have minimum average annual turnover of Rs. 20.00 crore during the audited financial years 2021-22, 2022-23, 2023-24 : >= 20 Cr. and < 30Cr . = 09 Marks > =30 Cr. and < 40 Cr. = 12 Marks >=40 Cr.= 15 Marks	a) A certificate duly certified by the Statutory Auditor of the bidder mentioning the average annual audited turnover in the audited financial years (FY 2021-22, 2022-23 & 2023-24). b) Copy of audited Balance Sheets and Profit & Loss Statements for the financial years (FY 2021-22, 2022-23 & 2023-24) duly certified by statutory auditor. c) Annexure X of this RFP	15
3.	The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs.2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization. ● One Mobile Application in Mobility domain or five	a. Details of the assignments as per Annexure XIII b. Copy of Work order or contract to be enclosed. c. Completion/ performance Letter from client containing project value completed/ executed by the bidder. In case of non-availability of	20

	mobile application/ software = 12 Marks	completion/ performance certificate from client, the certificate regarding proof of timely/ regular payments received against the rendered services duly certified by CA and authorized signatory.	
	• Two Mobile Application in Mobility domain or more than five and upto ten mobile application/ software = 15 Marks		
	• Three Mobile Application in Mobility domain or more than ten mobile application/ software = 20 Marks		
4.	Certification of the Bidder: The Bidder (Sole Bidder /Consortium) should have a valid Capability Maturity Model Integration (CMMi) level 3 or above certification on the Bidder's name. ● Level 5 = 5 Marks ● Level 4 = 4 Marks ● Level 3 = 3 Marks	A valid CMMi certificate on or before the date of publication of the RFP.	5
5.	The bidder (Sole Bidder/ Consortium) should have in its rolls, a staff of at least 30 technically qualified. (Minimum BE/ B.Tech/ MCA or Graduate qualification) personnel with relevant experience in high-end Mobile application Design, Development, Maintenance & Operation services. >=30 < 100 = 12 marks >=100 < 150 = 15 marks More than 150 = 20 marks	a) An undertaking as per the Annexure XI of this RFP, duly signed (with Organization seal), by the HR Head of the Organization. b) Copy of EPF Combined challan for the month of April- 2025, or latest.	20
6.	The bidder (Lead Bidder in case of consortium/ Sole Bidder) should submit statement of purpose presentation covering following aspects: ● How the proposed solution will meet requirements mentioned in RFP ● Include Requirement Traceability Matrix ● Describe Proposed Technology, detailed description of Architecture Technology Stack, Approach and Methodology ● How will you ensure intuitive and responsive user interface. Describe UI / UX design process ● Describe testing, launching & operational strategy of the project ● What risks do you anticipate during operations & how will you address it ● How will you ensure scalability of the project	A note on approach and methodology to be adopted by the bidder to execute this project. Technical Proposal explaining their understanding of the objectives of the project, approach to the services, methodology for carrying out the same (Annexure- VI)	20
Total			**100**

Combined Evaluation Criteria:

1. Technical components will carry 70% weightage and financial component will carry 30% weightage.
2. The technical bids submitted by the Bidders will be evaluated on a maximum of 100 marks.
3. The minimum qualifying marks required in each section is 60%. Bidders who will get less than sectional cutoff 60% in Technical evaluation will be rejected and their financial bids will not be opened.
4. Only those bidders, who qualify technically, would be considered for financial evaluation.
5. In case of assessing the quoted fee the following shall apply:
   Let us assume 3 participating Bidders scoring the marks for the design as per the table below and in case of fees the amount quoted is as under:

Sl. No.	Description	Marks Scored in Technical Bid	Fee quoted by Bidder (*Financial*) (Rs. in Lakhs)
1	Bidder A	85	23.00
2	Bidder B	80	13.00
3	Bidder C	75	18.00

The maximum scoring points i.e., 85 scoring points will be given 100 percentage and percentage of the other Bidders will be worked out on proportionate basis and thereafter weightage of 70% will be applied on marks so obtained. Similarly the minimum fee i.e., Rs.13.00 lakhs will be given 100 percentage and percentage of the other Bidders will be worked out on proportionate basis and thereafter weightage of 30% will be applied on marks so obtained. The marks so obtained by all the Bidders will be added and the Bidders will be ranked 1, 2 & 3.

Marks obtained by Bidder A – (85 / 85) x 70+ (13/23) x 30 = 86.8 marks
Marks obtained by Bidder B – (80 / 85) x 70 + (13/13) x 30 = 95.8 marks
Marks obtained by Bidder C – (75 / 85) x 70+ (13/18) x 30 = 83.2 marks

As per the weightage, the Bidder B gets the maximum marks and will be ranked one on the basis of overall marks.

Important Note:

➢ NCDCs decision in respect of evaluation methodology and short listing of bidders will be final and no claims, whatsoever in this respect, shall be entertained.

Declaration on Number of Users

To Whomsoever It May Concern

We hereby declare that the _____(bidder name) has experience in developing/ operating/ managing Mobile Application/ software (Android and iOS both).

Sl. No.	Name and Description of the Mobile Application*	Live Date and Domain	No. of Registered Users as on 31st March 2025
1.			
2.			

Authorized Signatory (Signature In full):

Name and title of Signatory:

Stamp of the Company:

- -

Auditor's Signature along with seal:

Approach, Methodology, Work Plan and Presentation

Based on the broad areas of work outlined in the RFP and bidder's own experiences, bidders are required to provide details in the form of write-up as well as Power Point Presentation at the time of technical presentation
The bidder must furnish a Note on Approach, Methodology, Work Plan and Presentation-

Technical approach and methodology to perform the work in this assignment:

I.   Understanding of the objectives of the assignment: - The extent to which the company's approach and work plan respond to the objectives indicated in the RFP.
II.   How the proposed solution will meet requirements mentioned in RFP
III.   Include Requirement Traceability Matrix
IV.   Describe Proposed Technology, detailed description of Architecture Technology Stack, Approach and Methodology
V.   How will you ensure intuitive and responsive user interface. Describe UI / UX design process
VI.   Describe testing, launching & operational strategy of the project
VII.   What risks do you anticipate during operations & how will you address it
VIII.   How will you ensure scalability of the project

Cover Letter Format
(To be submitted on Bidder's letter head duly signed by the Authorized signatory)

To,

The Director, (Genl. Admin)
National Cooperative Development Corporation
4, Siri Institutional Area, Hauz Khas
New Delhi 110016

Sub: Request for Proposal (RFP) for Onboarding of Technology Partner for design, development, implementation and operations of an online cab aggregation solution for Sahkar Taxi project.

Sir,

Having examined the RFP, Annexures, addenda, and pre-bid clarifications, thereto, we, the undersigned, in conformity with the said RFP, offer to provide the said services on terms of reference to be signed upon the award of contract/ work order for the sum indicated as per our financial bid.

We acknowledge having received all the addenda / pre-bid clarifications to the RFP:

We have read the provisions of the RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, suggestions if any, found in our bid shall not be given effect to.

We undertake, if our bid is accepted, to provide the services included in the RFP within the time frame specified, starting from the date of receipt of notification of award from NCDC.

We agree to abide by this bid for a period of 180 days from the date of bid submission and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We agree to execute a contract or accept a work order in the form to be communicated by NCDC, incorporating all terms and conditions with such alterations or additions thereto as may be necessary to adapt such contract/ work order to the circumstances of the standard and notice of the award within time prescribed after notification of the acceptance of this bid.

We agree that if any day during the entire project duration, our act breaches the RFP terms and conditions or we express our inability to execute the project, NCDC reserves all the rights to terminate the contract / work order and appropriate penalty will be borne on us.

We hereby confirm that we do not have any conflict of interest in accordance with the RFP.

It is certified that the information furnished herein and as per the bid/ documents / clarifications submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of RFP and are liable to any punitive action for furnishing false information / documents.

We have read the provisions of the RFP, Annexure thereto and addenda. We understand that any additional conditions, deviations, suggestions, assumptions, if any, found in our bid shall not be given effect to and shall not be binding on NCDC in case our bid is accepted

We understand that the project is on an outsourced basis and any component or service required for completion of the project will be made available by us to NCDC, without any additional financial implication, except those explicitly mentioned in the RFP

We confirm that we will be responsible for the security of all the data captured or shared with our system. We further undertake that both our company and directors are directly or indirectly not managing related work which conflict with the RFP requirements/ work.

We understand that if the details given in support of claims made above are found to be untenable or unverifiable, or both, our bid may be rejected without any reference to us. We also understand that if there is any change in our eligibility criteria status till the date of award of contract, it is our responsibility to inform NCDC of the changed status at the earliest.

We further clearly understand that NCDC is not obliged to inform us of the reasons for rejection of our bid.

Signature: (Authorized Signatory)
Name:
Designation:
Address:
Seal:
Date:

INDEMNITY BOND

(To be submitted by successful bidder post issue of Work Order)

This indemnity bond is executed on this _____ day of _____ 2025 by M/s. _____ in favour of National Cooperative Development Corporation, 4, Siri Institutional Area, Hauz Khas, New Delhi – 110 016.

Whereas the work of Design, development, implementation and operations of an online cab aggregation solution for Sahkar Taxi project at has been awarded to M/s._____vide letter No. NCDC:_____ dated _____.

Whereas as per the terms and conditions of the tender document M/s_____ shall indemnify installations etc therein due to any mishandling / mistake / negligence in the maintenance and it will be the sole responsibility of the firm to make good the damages, if any at their risk and cost.

In pursuance thereof I, _____, undertake on behalf of M/s. _____ i.e. second party to make good to NCDC any loss of damage caused or suffered or to be suffered in the process of execution of the said Agreement/ award.

In witness thereof, I have hereto set my hand to these presets on this ____ day of ____ 2025 in presence of:

(Signature)
Place
Date

WITNESS
    1.
    2.

Format for Non-Blacklisting Certificate

(To be submitted on Bidder's letter head duly signed by the Authorized signatory)

To,

      The Director, (Genl. Admin.)
      National Cooperative Development Corporation
      4, Siri Institutional Area, Hauz Khas
      New Delhi 110016

This is to certify that _____ (name of the bidder), having registered office at_____(address of the registered office), as on date of submission of the bid, doesn't have the status of being blacklisted/ debarred or made ineligible by Govt. of India / State Govt. /Govt. Agencies/ PSU for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reasons.

In case our organization gets blacklisted/ debarred by any Government entity, even during the contract period, we will inform the same to the NCDC in writing within 15 days from the date of blacklisting. In case of concealing any such information with NCDC, we are liable for the termination of the contract.

Further, it is to certify that the firm does not have any legal, criminal, taxation, other cases pending against it that may have an impact affecting or compromising the delivery of services required.

Signature: (Authorized Signatory)
Name:
Designation:
Address:
Seal:
Date:

Format for Financial Turnover and Positive Net Worth

Financial Turnover & Net worth for the Period of FY 2021-22, 2022-23 & 2023-24		
Financial Year	**Company Turnover (INR Crores)**	**Net worth (INR Crore)**
FY 2021-22		
FY 2022-23		
FY 2023-24		

Note: Turnover of only the bidding entity will be considered. Turnover of any parent, subsidiary, associated or other related entity will not be considered. Supporting documents to be enclosed:

- Audited financial statements of the Bidder from financial years FY 2021-22, FY 2022-23 & FY 2023-24. (Only main/relevant pages of Balance Sheet and P & L; without schedules; to be provided. Documents to have evidence of signing by Auditors).
- The turnover data shall be consistent with the Audited Balance Sheets / P & L.
- Turnover from mere supply of Hardware shall not be considered. Turnover from services such as software application development & implementation, mobile application development, customer care, IT infrastructure services related only.

Place:

Date:

Seal and signature of the bidder

Seal & signature of Auditor (with UDIN)

Format for Resource Strength
DECLARATION-CUM-CERTIFICATE
(on Bidder's letterhead)

TO WHOM SO EVER IT MAY CONCERN

This is to certify that (Name of Bidder) is having a total of (nos........) technically qualified employees on its own payroll as on (date……..) with minimum qualification of B.E./B.Tech/MCA or Graduate having relevant experience in IT mobile application Design, Development, Maintenance & Management/ Operation services.

Name of HR:
Designation:
Date:
Seal:

Seal and signature of the bidder

Bid Security Declaration Format
(On letter head of the bidder– duly signed and stamped)

Dated : __/05/2025

To

The Director,
General Administration Division
National Cooperative Development Corporation
4, Siri Institutional Area, Hauz Khas, New Delhi – 110016

Subject: Bid Security Declaration – Reg.

I/We. The undersigned, declare that:

1. I/We understand that bids must be supported by a Bid Securing Declaration.
2. I/We accept that I/We may be disqualified from bidding for any contract with you/ NCDC for a period of two years from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We
    a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or its extended period, if any; or
    b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity
        (i)   fail or refuse to execute the contract, if required, or
        (ii)   fail or refuse to furnish the Performance Bank Guarantee/Security Deposit, in accordance with the Instructions to Bidders.
    c) If the bidder is found indulging in any corrupt, fraudulent or other malpractice in respect of the bid; or
    d) If there is a discrepancy between words and figures quoted by the bidder and the bidder does not accept that the amount in words prevails over amount in figure.
2. I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of
        (i)   the receipt of your notification of the name of the successful Bidder; or
        (ii)   thirty days after the expiration of the validity of my/our Bid.

Signed: (insert signature of person whose name and capacity are shown)
in the capacity of (insert legal capacity of person signing the Bid Securing Declaration)
Name: (insert complete name of person signing he Bid Securing Declaration)
Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)
Dated on _____ day of _____(insert date of signing)
Corporate Seal (where appropriate)

DETAILS OF EXPERIENCE

(The bidder (Sole Bidder/ Consortium) should have the prior experience of successfully developing, maintaining/ operating atleast one Mobile Application in Mobility domain or any five mobile application/ software project in India, costing not less than Rs.2.00 crore during the last 7 financial years in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Listed Private organization)

Sl. No.	Name, Address & Contact details of the Client	Details of the work	Work award cost	Date of completion	Remarks

Note:

a. Copy of Work order or contract to be enclosed as proof of above information.

b. Completion/ performance Letter from client containing project value completed/ executed by the bidder. In case of non-availability of completion/ performance certificate from client, the certificate regarding proof of timely/ regular payments received against the rendered services duly certified by CA and authorized signatory.

c. The information above will be input for Technical evaluation

Signature of Authorized person _____

       Name   _____

Address of the Company   _____

      (With seal)   _____

Format for Power of Attorney for lead bidder of Consortium/ JVs

[To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper to be in the name of the company who is issuing the power of attorney]

Whereas National Cooperative Development Corporations (NCDC), 4 Siri Institutional Area, Hauz Khas, New Delhi-110016 has invited RFP for work of design, development, implementation and operations of an online cab aggregation solution for Sahkar Taxi project Whereas, the Members of the Consortium comprising of M/s._____, and M/s._____ (the respective names and addresses of the registered offices to be given) are interested in bidding for the Project and implementing the same in accordance with the terms and conditions contained in the RFP documents. Whereas, it is necessary for the members of the Consortium to designate one of them as the lead member with all necessary power and authority to do, for and on behalf of the Consortium, all acts, deeds and things as may be necessary in connection with the Consortium's RFP response for the Project.

NOW THIS POWER OF ATTORNEY WITNESSETH THAT

We, M/s._____ hereby designate M/s. _____ being one of the members of the Consortium, as the lead member of the Consortium, to do on behalf of the Consortium, all or any of the acts, deeds or things necessary or incidental to the Consortium's RFP for the Project, including submission of the RFP, participating in meetings, responding to queries, submission of information or documents and generally to represent the Consortium in all its dealings with NCDC, in connection with the Project until culmination of the process of bidding till the Project Agreement is entered into with NCDC and thereafter till the expiry of the Project Agreement.

We hereby agree to ratify all acts, deeds and things lawfully done by our said Attorney pursuant to this power of attorney and that all acts, deeds and things done by our aforesaid Attorney shall and shall always be deemed to have been done by us or Consortium.

Dated this the _____ day of _____ 2025

(Signature)

(Name in Block Letter of Executant) [Seal of Company]
Witness 1

Witness 2

MEMORANDUM OF UNDERSTANDING FOR CONSORTIUM/ JOINT VENTURE AGREEMENT

(On Stamp Paper of Requisite Value)

This Joint Venture Agreement is made and entered at .... on.............. Day of, 2025 to be submitted to National Cooperative Development Corporations (NCDC), 4 Siri Institutional Area, Hauz Khas, New Delhi-110016 for "Design, Development, Implementation and Operations of an Online Cab Aggregation solution for Sahkar Taxi project" against RFP No 2-3/2025-GA.

Between
............................, Having its Registered Office at................................ Represented by............................. (
................................).
And
............................, Having its Registered Office at................................ Represented by............................. (
................................).

Whereas:
1. The parties hereby agreed to form Consortium/ Joint Venture, under the name of........................
2. The parties have agreed to join hands for executing the work of "Design, Development, Implementation and Operations of an Online Cab Aggregation solution for Sahkar Taxi project" together and work together until successful completion of this business on hand.
3. The parties shall carry on the part of and responsibility and all expenses of the partners will be paid by themselves.
4. M/s................................... would have overall lead management responsibility for the work and will be called Lead Partner and is authorized to deal with the tender, sign the agreement or enter into contract in respect of the said tender, to receive payment, to witness joint measurement of work done, and similar such action in respect of the said tender/ contract. All notices/ correspondences with respect to the contract will be sent only to this authorized member of the Consortium/ JV firm and will be considered as notices/ correspondences to joint venture entity.
5. This agreement shall remain valid and in force for the entire period of the contract of the work including Maintenance/ Operation/ Guarantee period and can be extended by mutual agreement among its members.
6. The parties shall be jointly and severally liable/ responsible to the NCDC for the successful completion of the contract in accordance with terms and conditions of the contract agreement irrespective of their share and role specified in the Joint Venture. The JV members shall also be liable jointly and severally for the loss, damages caused to the NCDC during the course of execution of the contract or due to nonexecution of the current or part thereof
7. It is agreed that member of the JV firm shall not have the right to assign or transfer the right or liability in the contract without the written consent of NCDC in respect of the said tender/ contract.
8. It is certified that none of the members of this JV has been blacklisted/ debarred or made ineligible by Govt. of India / State Govt. /Govt. Agencies/ PSU for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reasons.

For and on behalf of   For and on behalf of
....
M/s.....................   M/s.....................

Witness:
1. ....

2. ....

Format for Bank Guarantee
(To be submitted by successful bidder post issue of Work Order)

To

The Director, (Genl. Admin)
National Cooperative Development Corporation
4, Siri Institutional Area, Hauz Khas,
New Delhi 110016.

WHEREAS the successful bidder (hereinafter called "the agency"), having its office at _____ has undertaken, in pursuance of Work order/ LOI dated _____,to provide services to National Cooperative Development Corporation (hereinafter called "the beneficiary") having its office at 4, Siri Institutional Area, Hauz Khas, New Delhi 110016.

And whereas it has been stipulated by in the said Work order/ Letter of Intent no. _____ of Intent that the Agency shall furnish a bank guarantee from a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the Work order/ Letter of Intent issued dated _____.

And whereas we, _____ (Name of the Bank) a banking company incorporated and having its head/ registered office at _____ (address of the registered office>> and having one of its offices at <<address of the local office) have agreed to give the supplier/ agency such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of INR _____ (Rupees _____) and we undertake to pay you, upon your first written demand declaring the supplier/ agency to be in default under the Work Order/ Letter of Intent and without cavil or argument, any sum or sums within the limits of INR_____ (Rupees _____) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Agency before presenting us with the demand. We further agree that no change or addition to or other modification of the terms of the Work Order/ LoI issued to be performed there under or of any of the contract which may be made between you and the agency shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition, or modification.

This Guarantee shall be valid until _____ (Insert Date).
Notwithstanding anything contained herein:
i) Our liability under this bank guarantee shall not exceed INR _____ (Rupees _____).
ii) This bank guarantee shall be valid up to _____ period.
iii) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before _____ failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)
Seal:
Date:

FORMAT OF AGREEMENT

(To be submitted by successful bidder post issue of Work Order)

1. Article of agreement made this _____ between National Cooperative Development Corporations, 4 Siri Institutional Area, Hauz Khas, New Delhi-110016 (hereinafter called 1st party) of the one part and M/s._____, (hereinafter called 2nd party) of the other part.

2. WHEREAS a contract for the work of design, development, implementation and operations of an online cab aggregation solution for Sahkar Taxi project of NCDC has been awarded to the 2nd party vide letter No. **NCDC:2-3/2025-GA dated**_____ at a total cost of ₹ _____.

3. AND WHEREAS the 2nd party shall furnish a refundable performance security of of ₹15.00 lakh at the time of signing contract agreement , in the form of Fixed Deposit Receipt or Bank Guarantee/ Demand Draft payable or Pledge of FDR to NCDC at New Delhi.

4. The said scope of work & terms conditions for the work of design, development, implementation and operations of an online cab aggregation solution for Sahkar Taxi project of NCDC as incorporated in the RFP document as also the work award letter No. NCDC: _____ dated ____shall be read & construed as forming integral part of this agreement & the parties here to shall abide by, submit themselves to the conditions & perform the agreement on their part in the said manner as contained therein.

5. All disputes and differences between the parties arising out of or in any way connected with this agreement shall be deemed to have been arisen in New Delhi and shall be subject to jurisdiction of courts in Delhi alone.

6. The several parts of the contract have been read/ by to us & fully understood by us.

In witness whereof we set our hands to these presets on this _____ day of _____ 2025 in the presence of following witnesses.

Signed by the said 1st party   Signed by the said 2nd party

1.   Witness in the presence of   1. Witness in the presence of

2.   Witness in the presence of   2. Witness in the presence of

Format for Non-Disclosure Agreement

(To be submitted by successful bidder post issue of Work Order)

This Non-Disclosure Agreement ("Non-Disc") is made and entered into _____ day of _____month _____ year (effective date) by and between NCDC ("Department") and _____ ("Company")

Whereas, Department and Company have entered into an Agreement _____ _____ effective _____ for _____; AND

Whereas each party desires to disclose to the other party certain information in oral or written form which is proprietary and confidential to the disclosing party, ("CONFIDENTIAL INFORMATION"). The confidentiality obligations shall survive the termination of this Contract.

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the parties agree as follows:

Definitions. As used herein:
The term "Confidential Information" shall include, without limitation, all information and materials, furnished by either Party to the other in connection with citizen/ users/ persons/ customers data, products and/ or services, including information transmitted in writing, orally, visually, (e.g. video terminal display) or on magnetic or optical media, and including all proprietary information, customer lists, trade secrets, trade names or proposed trade names, methods and, licensed document know how, ideas, concepts, and other intellectual property relating to the disclosing party's data, computer database, products and/ or services. Results of any tests, sample surveys, analytics, data mining exercises or usages etc. carried out by the receiving party in connection with the Department's Information including citizen/ users/ persons/ customers personal or sensitive personal information as defined under any law for the time being in force shall also be considered Confidential Information. The term "Department" shall include the officers, employees, consultants, contractors and representatives of the Department.

The term, "Company" shall include the directors, officers, employees, agents, consultants, contractors and representatives of Company, including its applicable affiliates and subsidiary companies.

Protection of Confidential Information. With respect to any Confidential Information disclosed to it or to which it has access, Company affirms that it shall:

Use the Confidential Information as necessary only in connection with Project and in accordance with the terms and conditions contained herein.

Maintain the Confidential Information in strict confidence and take all reasonable steps to enforce the confidentiality obligations imposed hereunder, but in no event take less care with the Confidential Information that the parties take to protect the confidentiality of its own proprietary and confidential information and that of its clients.

Not to make or retain copy of any citizen/ users/ persons/ customers database, Proposals developed by or originating from Department or any of the prospective clients of Department except as necessary, under prior written intimation from Department, in connection with the Project, and ensure that any such copy is immediately returned to Department even without express demand from Department to do so.

Not disclose or in any way assist or permit the disclosure of any Confidential Information to any other person or entity without the express written consent of the other party; and

Return to the other party, or destroy, at Department's discretion, any and all Confidential Information disclosed in oral/ printed form or other permanent record, or in any other tangible form (including without limitation, all copies, notes, extracts, analyses, studies, summaries, records and reproductions thereof) immediately upon the earlier to occur of (i) expiration or termination of either party's engagement in the Project, or (ii) the request of the other party therefore.

Not to discuss with any member of the public, media, press, any or any other person about the nature of arrangement entered between Department and Company or the nature of services to be provided by the Company to the Department.

Onus - Company shall have the burden of proving that any disclosure or use inconsistent with the terms and conditions hereof falls within any of the following exceptions.

Exceptions - These restrictions as enumerated in this Agreement shall not apply to any Confidential Information:

Which is independently developed by Company or lawfully received from another source free of restriction and without breach of this Agreement; or

After it has become generally available to the public without breach of this Agreement by Company; or

Which at the time of disclosure to Company was known to such party free of restriction and evidenced by documentation in such party's possession; or

Which Department agrees in writing is free of such restrictions.

Which is received from a third party not subject to the obligation of confidentiality with respect to such Information.

Remedies - Company acknowledges that (a) any actual or threatened disclosure or use of the Confidential Information by Company would be a breach of this agreement and may cause immediate and irreparable harm to Department; (b) Company affirms that damages from such disclosure or use by it may be impossible to measure accurately; and (c) injury sustained by Department may be impossible to calculate and remedy fully. Therefore, Company acknowledges that in the event of such a breach, Department shall be entitled to specific performance by Company of Company's obligations contained in this Agreement. In addition, the Company shall indemnify the Department of the actual and liquidated damages which may be demanded by the Department. Moreover, the Department shall be entitled to recover all costs (including reasonable attorneys' fees) which it or they may incur in connection with defending its interests and enforcement of legal rights arising due to a breach of this agreement by the Company.

Need to Know. Company shall restrict disclosure of such Confidential Information to its employees and/ or consultants with a need to know (and advise such employees of the obligations assumed herein), shall use the Confidential Information only for the purposes set forth in the Agreement, and shall not disclose such Confidential Information to any affiliates, subsidiaries, associates and/ or third party without prior written approval of the disclosing party.

Intellectual Property Rights Protection - No license to a party, under any trademark, patent, copyright, design right, mask work protection right, or any other intellectual property right is either granted or implied by the conveying of Confidential Information to such party.

No Conflict - The parties represent and warrant that the performance of its obligations hereunder does not and shall not conflict with any other agreement or obligation of the respective parties to which they are a party or by which the respective parties are bound. Authority - The parties represent and warrant that they have all necessary authority and power to enter into this Agreement and perform their obligations hereunder.

Dispute Resolution - If any difference or dispute arises between the Department and the Company in connection with the validity, interpretation, implementation or alleged breach of any provision of this Agreement, any such dispute shall be referred to NCDC

The arbitration proceedings shall be conducted in accordance with the (Indian) Arbitration & Conciliation Act, 1996 & amendments thereof.

The place of arbitration shall be the New Delhi

The arbitrator's award shall be substantiated in writing and binding on the parties.

The proceedings of arbitration shall be conducted in English language.

The arbitration proceedings shall be completed within a period of 180 days from the date of reference of the dispute to arbitration.

Governing Law - This Agreement shall be interpreted in accordance with and governed by the substantive and procedural laws of India and the parties hereby consent to the exclusive jurisdiction of Courts and/ or Forums situated at New Delhi, India only.

Entire Agreement. This Agreement constitutes the entire understanding and agreement of the parties, and supersedes all previous or contemporaneous agreement or communications, both oral and written, representations and understandings among the parties with respect to the subject matter hereof.

Amendments - No amendment, modification and/ or discharge of this Agreement shall be valid or binding on the parties unless made in writing and signed on behalf of each of the parties by their respective duly authorized officers or representatives.

Binding Agreement - This Agreement shall be binding upon and inure to the benefit of the parties hereto and their respective successors and permitted assigns.

Severability - It is the intent of the parties that in case any one or more of the provisions contained in this Agreement shall be held to be invalid or unenforceable in any respect, such provision shall be modified to the extent necessary to render it, as modified, valid and enforceable under applicable laws, and such invalidity or unenforceability shall not affect the other provisions of this Agreement.

Waiver - If either party should waive any breach of any provision of this Agreement, it shall not
thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision hereof.

Survival - Both parties agree that all their obligations undertaken herein with respect to Confidential Information received pursuant to this Agreement shall survive till perpetuity even after any expiration or termination of this Agreement.

IN WITNESS HEREOF, and intending to be legally bound, the parties have executed this
Agreement to make it effective from the date and year first written above.

For Department,   For Company
_____   _____
Name: Name:
Title: Title:
WITNESSES:
1.
2.

वित्तीय बोली

FINANCIAL BID

Format for Financial Bid

S. No	Description	Rate Incl. Taxes (in Rs.)
FIXED FEES: Towards application development and full rollout and stabilization period		
A	One time Platform Development price for Mobility App, KYC app, Website including IT Security audit and Testing.	(P)

VARIABLE FEES [Post stabilization period]: Per ride fee charged towards IT Infrastructure like cloud, maps, data, SMS telephony; third party software license/ subscription, product improvement, new capabilities, platform maintenance, growth initiatives, operations, driver onboarding and customer/ driver support services.

Estimated Trips per day (Assumed value) - 42,00,000			Slab 1: Daily Trips upto 1 Lakhs			Slab 2: Daily Trips : more than 1 lakhs to 5 Lakhs			Slab 3: Daily Trips : more than 5 lakhs to 20 Lakhs			Slab 4: Daily Trips : more than 20 lakhs to 40 Lakhs			Slab 5: Daily Trips more than 40 Lakhs		
S. No	Particulars	Estimated Trips as % of Total Trips	Cost Per Trip (Inc Tax) A	Rides Per Day B	Annual Cost (A*B*365)	Cost Per Trip (Inc Tax) C	Rides Per Day D	Annual Cost (C*D*365)	Cost Per Trip (Inc Tax) E	Rides Per Day F	Annual Cost (E*F*365)	Cost Per Trip (Inc Tax) G	Rides Per Day H	Annual Cost (G*H*365)	Cost Per Trip (Inc Tax) I	Rides Per Day J	Annual Cost (I*J*365)
1	Per ride fees for Cab (4 wheeler)	30%		30,000			120,000			450,000			600,000			60,000	
2	Per ride fees for Auto / eAuto (3 wheeler)	50%		50,000			200,000			750,000			1,000,000			100,000	
3	Per ride fees for Bike (2 wheeler)	20%		20,000			80,000			300,000			400,000			40,000	
	Total			100,000	J		400,000	K		1,500,000	L		2,000,000	M		200,000	N

Note In case of Variable fees:

1. The per ride rates for rides more than estimated trips, i.e. 42,00,000 shall be as per slab 4
2. Please note that Contract will be awarded on the basis of cost per trip quoted as per this Format. Total Variable fees for 3 years considering the estimated per day trips of 42 lakh will be considered for evaluation or finalisation of the bid.

Fixed Fees in ₹ - F	P	₹0.00
Variable Fees for 3 years in ₹ - V	3*(J+K+L+M+N)	₹0.00
Total Cost in ₹ (Incl. all Taxes)	**(F+V)**	**₹0.00**

Total amount in words : (Rupees………………only)

Authorised Signature:
Name & Title of signatory:
Name of Firm:
Address:
Seal/ Stamp of bidder:
Date & Place: