Request for Proposal

**Date: 20.12.2023**

Proposals are invited by TIDE for” **Development of Games for Model school program- Environment Awareness sessions in schools”**

# Introduction

Technology Informatics Design Endeavour (TIDE) is a development organization based in Bengaluru that leverages technology for conserving the environment, creating livelihoods, and addressing societal issues. TIDE's work encompasses energy access and biomass-based cooking solutions, environment conservation through energy waste and water interventions, and Technology based innovative livelihoods, particularly focusing on rural women. TIDE is currently implementing projects under Model School Program in various schools of Rural Bangalore, Mandya district of Karnataka and in Chennai. For more information about TIDE, please visit <https://tide-india.org>.

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| Title | ” **Development of Interactive Games to be incorporated with Environment Awareness sessions in schools under TIDE’s Model school program**” |
| Nature of Assignment / Background of the assignment | TIDE accepts proposals to develop **Interactive** **Games to be incorporated with its Environment Awareness sessions to be held in schools in Mumbai under its Model School program**. Aligned to well established principles of learning, the curriculum of Model school program aims to arouse curiosity, nurture compassion and help students to: Define why environment is important; Examine the link between their actions and the impact on the planet; Apply the 4 R’s (refuse, reduce, reuse and recycle) to their consumption patterns, and Spread environment consciousness in their immediate circle of friends, families and peers. The interactive games to be developed with encourage the students to think more critically on their responsibilities towards environment. The games will engage students to enhance their learnings in the sessions. The games will have to be easily facilitative by the session facilitators. |

# Terms of Reference

The Service provider shall be responsible for the activities and roles mentioned herein and shall also support TIDE where reasonable and possible to ensure that the objectives of the assignment are met. The details of the assignment are given below.

# Scope of work

The scope of work for this assignment is to develop games on the topics of Waste, water and energy management and environment conservation.

1. **Interactive and Engaging games** – We are seeking to design games that will align with the curriculum of TIDE’s environment awareness program.
2. **Age suitability –** Create games suitable for different levels of age groups within standards 6th – 8th, ensuring age and cognitive skill appropriate content**.**
3. **Topics –** The games should cover all 4 thematic of TIDE’s Model school curriculum program, namely, Waste, Water, Energy and Conservation.
4. **Language of content-** The games should be developed in both **English and Marathi.**
5. **Robust Hosting Environment -** We are seeking a hosted website solution that should include:
   1. Cloud hosted application with guaranteed uptime of 99.9% on all weekdays and application latency as per standard browser-based solutions without time out instances. The application should be supported across standard industry browsers (Microsoft, Google etc.)
   2. Complete Distributed Denial of Service (DDoS) mitigation solution to detect and mitigate malicious cyber-attacks.
6. **Application Architecture –** n tier architecture with redundancy across web, application and database layer. Appropriate load balancing to be designed for required performance.
7. **Flexibility of access**- The games should be available in both online and offline versions.
8. **Simple Administration –** The games should be of simple administration allowing users of all skill levels in the partner organizations to update the content as and when required.
9. **Data privacy/piracy** – The website developed should follow all the data protection protocols. Firm bidding should include their methodology for covering this. Minimal cookies needed to be used in the development. Location and any user tracking data to be done with explicit user approval. Management of User data captured for registration should have sufficient safety to avoid any compromise.
10. **Training of facilitation of games-** The facilitation of the games have to be trained to the facilitator by the service provider and all necessary documents to be submitted.
11. All code changes & maintenance to go through Change control board and approval from TIDE team.
12. All Security, OS & application-level patching to be applied on time through change control in case of downtime or degraded performance.
13. Business hours can be considered as 12x7
14. All SLA’s, OLA’s to be finalized and signed off after an initial run of 60 days.
15. Software code & all documents need to be uploaded in GitHub & TIDE may choose to further modify and adapt post contract period.
16. UAT and ORT is mandatory before acceptance
17. Dev & test environment should be separate and need to be current

# Design Guidelines

The designed content and suitability of the games should be in-line with the designed curriculum of Model School Program which will be provided by TIDE upon selection.

# Development Guidelines

## User Management

The games will be used by admin, partner- facilitators and school students. The types of users are given below. Different users will get different kinds of access to the system.

***User Types:***

* *Admin:* This user has all the access and can control different user access creation and content upload on the portal.
* *Partner Login:* Partners will get access to make changes in content.
* *Facilitator login:* Facilitators of the game sessions will have access to operation of the games.
* *Student login:* Students will have access to only respond to the options/ choices to play the games, and view the end result.

## Maintenance and Support

After final User Acceptance Testing and sign off, there would be an expectation to provide 24 months of support respectively for each of the Game modules upon release to the production, which should be factored in the proposal. Cost for providing basic maintenance should also be provided separately.

## Additional terms

* AMC - The vendor should provide separate costs & terms for AMC, preferably AMC should start after initial 24 months of going live for the respective game modules. AMC cost should include minor UI/UX changes, data upload support & other minor changes or enhancements which may take up to 4 person-days every month
* Server - The games should be hosted on a self-managed cloud server. The vendor should provide DevOps support for the period of development & AMC
* Domain & SSL: TIDE will bear costs of Domain & SSL; however, the vendor should support in procurement of the same.
* SLA penalties to be worked out after 60 days in production.

# Duration of the Assignment

The bidder must complete the assignment within 3 years from the date of award of contract.

## Phase wise deliverables

The key deliverables and their respective timelines are as follows.

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| **Sl.** | **Deliverable** | **Timeline** |
| 1 | Waste Game Adaptation | March 2024 |
| 2 | Water Game Adaptation | April 2024 |
| 3 | Energy Game Adaptation | March 2025 |
| 4 | Conservation Game Adaptation | May 2025 |
|  | 1. Development 2. Tool modification 3. Testing of prototypes 4. Training of Facilitators 5. Final Deployment | |
| 5 | Total time for Development and Support | 3 years |

## Eligibility of the bidder

The firm should meet the following minimum criteria:

* The Bidder shall be a legal firm/ agency or a registered practicing individual.
* The Bidder should be registered with other legally binding registration documents
* The Bidder should have extensively worked in the domain for more than 5 years

The bidders need to submit the supporting documentary evidence for the criteria with their bids.

# Evaluation Criteria:

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| --- | --- | --- | --- | --- |
| **Sl No** | **Indicator** | **Description** | **Document Evidence** | **Weightage** |
| 1 | Experience | The agency/individual should have a minimum verifiable experience of 5 years of working in website development | Certificate of Registration / CV | 20% |
| 2 | Team | The agency should have a diverse team with expertise required for website development. | CVs of team members who will be working on this project | 20% |
| 3 | Bid Price | Price quoted by the agency / firm / individual; |  | 30% |
| 4 | Proposal | Proposal should contain all the requisite information for developing the website including plan of implementation. |  | 30% |
| **Note**: All the eligible firms / individuals will be marked on the above criteria. The one with the highest marks will be awarded the contract. All interested firms should send their proposal in the attached formats with all the supporting documents. | | | | |

**Note: Shortlisted firms / individual will be called for a presentation of the proposal as a second stage of evaluation.**

# Schedule of Payment:

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| --- | --- | --- | --- |
| **Sl. No** | **Deliverable** | **Payment in %** | **Proof of deliverables** |
| 1 | On award of contract | 20% | * Final proposal * Presentation * Contract * MoM of meeting (internal) |
| 2 | Waste game development | 20% | * Development and testing * Tool modification * Testing of prototype * Training of Facilitator * Final deployment |
| 3 | Water game development | 20% | * Development and testing * Tool modification * Testing of prototype * Training of Facilitators * Final deployment |
| 4 | Energy game development  Conservation game development | 30% | * Development and testing * Tool modification * Testing of prototype * Training of Facilitators * Final deployment |
| 5 | Post delivery support | 10% | Upon successful delivery and ensuring post-delivery support for 1 year. |

# Submission of Proposal and deliverables:

The hardcopy of the proposals along with supporting documents must be submitted to TIDE office and the softcopy over email with email id: **info@tide-india.org** and **gautam.lahiri@tide-india.org** with the following documents attached as,

* Supporting documents for eligibility and evaluation criteria
* Self-certification of not being blacklisted by central/state government agencies

# Confidentiality and Intellectual and Other Propriety Rights

All footages, photographs and other documents and data compiled and collected, or software developed by the Agency under this Agreement shall be confidential and the property of TIDE. The Parties herein agree to keep the terms of this TOR all or any information which any or all of the parties herein shall become acquainted with shall not be disclosed, either directly or indirectly to third parties or be used in any way, or in any manner that would be detrimental to the business of the partners.

Sd/-Director-TIDE

Annexures

Annexure I: Letter for EOI Submission to Be Submitted on the letter Head of the Institution

Annexure II: Information regarding any Conflicting activities and declaration

Annexure III: Details of minimum 3 similar works relevant to websites developed along with the contacts for reference checks in the past

Annexure IV: Quote/Bid FORM

**TO BE SUBMITTED ON THE LETTER HEAD**

**ANNEXURE I**

**LETTER FOR EOI SUBMISSION TO BE SUBMITTED ON THE LETTER HEAD OF THE INSTITUTION**

Ref: No: Date:

Executive Director,

TIDE, FF-1, Sapthagiri Apartments,

No.30, 10th Cross, 15th Main Road, .

RMV Extension, Sadashivnagar,

Bengaluru – 560080

Dear Sir/Madam

We, the undersigned, offer to provide the services as required in your invitation for EOI dated: 20/12/2023. We are hereby submitting our proposal with all the requisite information and documents.

We hereby certify that all the information and statements made in this proposal are true and accept that any misstatement or misrepresentation in the enclosed documents may lead to our disqualification.

We understand that you are not bound to accept/reject any proposal without assigning any reason.

Yours faithfully

Authorized Signatory

NAME & DESIGNATION

**ANNEXURE II**

**INFORMATION REGARDING ANY CONFLICTING ACTIVITIES AND DECLARATION THEREOF**

Is the party engaged in any activities which conflict with the proposed activities of TIDE as mentioned in this document?

**If yes:**

Please furnish information of activities the institution is engaged in, which in your opinion, is of a nature that conflicts with the assignment desired to be awarded by CoE.

**If no:**

We hereby declare that our organization is not either directly or indirectly engaged in any activities which can be termed as conflicting activities as mentioned in the EOI document. It is understood that any misrepresentation or misstatement in this regard shall render our organization to be disqualified from the entire process.

Signature of the authorized signatory

Name

Designation

**TO BE SUBMITTED ON THE LETTER HEAD**

**ANNEXURE III**

**Details of minimum 3 similar works relevant** to **website development in the past**

(Amount Rs. In Lakh)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Sl.no. | Nature of similar work carried out | Name of the party for whom such work was carried out | Total value of the work | Period of the assignment | Contact person name and mobile no. |
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AUTHORISED SIGNATORY

**TO BE SUBMITTED ON THE LETTER HEAD**

**ANNEXURE IV**

**Quote/Bid FORM**

To

The Executive Director

TIDE

FF-1, Sapthagiri Apartments, No. 30, 10th Cross, 15th Main Rd,

Raj Mahal Vilas Extension, Sadashivanagar,

Bengaluru, 560080

I hereby offer to submit our EOI for the assignment titled for” Development **of Development of Games for Model school program- Environment Awareness sessions in schools”** as agency/ individual/services etc.

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| Sl No. | Parameters | Particulars/Description |
|  | Name |  |
|  | Address |  |
|  | Contact Details | Email:  Mobile: |
|  | Total Cost/Fee (in Rupees) Inclusive of GST for work completion as per ToR |  |
|  | GST Number (If no GST please mention in Annexure IV) |  |

*Note: Site Visits charges will not be reimbursed*

Declaration:

I certify that the above particulars are correct, and I understand and agree that if any statement is found to be false or not correct, TIDE reserves the right to reject my application.

I certify that if awarded the assignment, I shall maintain confidentiality and shall avoid conflict of interests.

Date: Signature:

Place: Full name: