



Expression of Interest for Empanelment of Solution Partners

EOI Id: SDN-WGDT-EOI-04-2024

Through this EOI, Skill Development Network Trust (hereafter referred to as SDN), the legal entity of the Wadhvani Foundation in India, envisages to empanel Solution Partners for its requirements and this empanelment shall be based on the requirements of SDN and the availability of such experience and expertise with the bidder as indicated in this EOI and are necessary in the opinion of SDN.

This EOI has two parts as following:

- 1) Part A - Empanelment along with Rate Contract – Solution & UI UX Prototype
- 2) Part B – Empanelment – Application Development

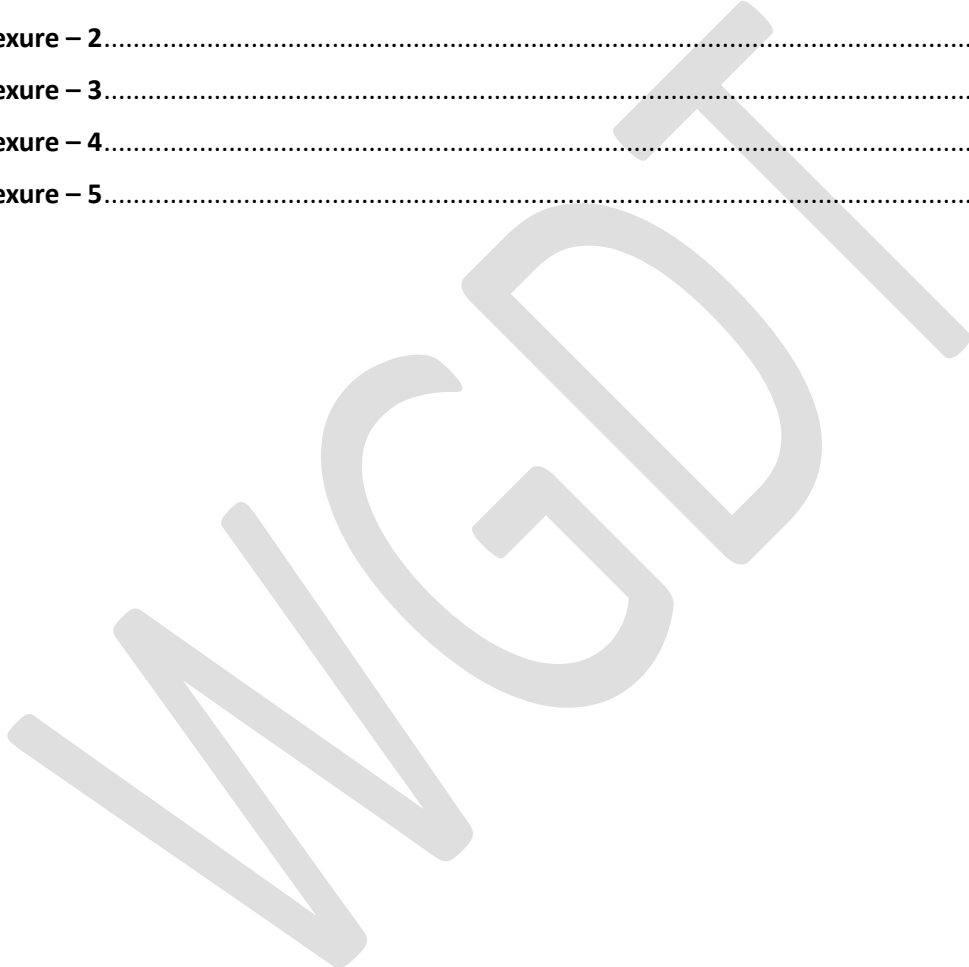
The bidder has the option to apply for Part A, Part B, or both.

Publish Date	26-04-2024 (Friday)
Queries	Send us your queries (if any) by 02-05-2024, 11:45 pm using the below form link: https://forms.office.com/r/xeSr9AHdpt
Last Date	10-05-2024 (Friday) by 6:00 PM (through email only) All proposals in soft copy are to be sent to wgdt@wadhwanifoundation.org with the subject "Proposal for 2024-Inc-EOI-SP-04". Please note: Any request for an extension of bid submission will not be entertained. You are requested to plan submission accordingly.

Note: Please note that Solution Partners currently empanelled with SDN-WGDT are not required to submit a bid for this Expression of Interest.

Table of Contents

- Background** 3
- 1. Scope of Work** 4
- 2. Deliverables** 5
- 3. Payment Terms** 6
- 4. Other Terms** 6
- 5. How to Apply** 7
- 6. Way Forward (next steps)**..... 7
- Annexure – 1** 9
- Annexure – 2**..... 11
- Annexure – 3**..... 13
- Annexure – 4**..... 15
- Annexure – 5**..... 17



Background

Wadhvani Foundation through its initiative “Wadhvani Center for Government Digital Transformation (WGDT)” equips Government of India (GoI) and State government officials with knowledge about emerging technologies. Our goal is to enable them to leverage technologies such as AI, Machine Learning, Data Science, Blockchain, Drones etc. for improved policy formulation, implementation, service delivery, and outcome measurement which will lead to digital transformation of the government that increases the impact and outcomes from government policy, initiatives, and programs.”

Apart from running skilling programs on emerging technologies, WGDT also helps the senior and mid-level officers ideate solutions to solve some of the challenges faced in their area of work. The ideas are examined by a team of technical personnel from feasibility and impact leading to the development of prototypes, pilot, and full-fledged solutions.

The journey of the problem statement/ idea is as follows:

1. Validation/Feasibility study of ideas coming from government officers.
2. Development of high-level solution documents including an approach to development of the solution based on validated ideas.
3. Development of UI/ UX (with user journeys and workflow).
4. Pilot projects (with full-fledged solutions implemented in a small geographical area or part of the work domain).

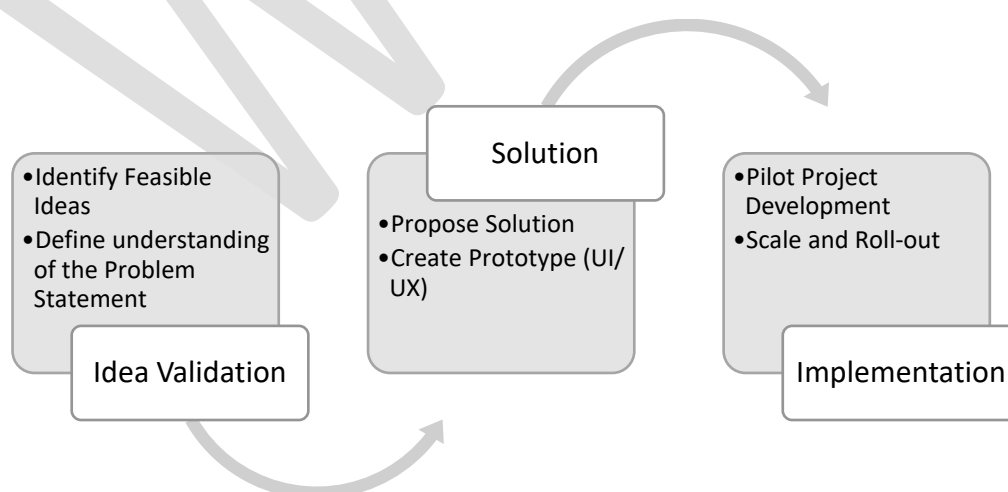


Fig: Incubation Journey of an Idea for Digital Transformation

1. Scope of Work

a. Part A – Empanelment along with Rate Contract

This year, we are committed to delivering over 100 Solution Documents and more than 50 Prototypes to various government departments. To support this initiative, each Solution Partner will receive a detailed problem statement and will be expected to conduct thorough research and apply their expertise in emerging technologies to develop and propose a well-defined solution accompanied by a prototype.

- i. **Solution Documentation** – Conduct research and propose viable solutions leveraging emerging technologies for digital transformation. The Solution documentation should adhere to the specifications outlined in Annexure 1.
- ii. **UI/ UX Prototype** – Analyse user behaviour and the intended outcomes of the solution to design user journeys that enhance the user experience and ensure easy access. The minimum requirements for screens and details are specified in Annexure 2.

b. Part B – Empanelment (RFQs will be published to all empanelled Solution Partners)

This year, we are committed to supporting over 6 state-level and 1 large-scale project to various government departments/ ministries. In addition, we will also pursue pilots for 10 projects in a year based on prototypes which are approved by the government. To support this initiative, each Solution Partner will receive a detailed scope of work and will be expected to utilize their expertise in emerging technologies and application development to roll out these projects successfully.

i. Application Development

1. Customize Application Development & Management – details are specified in Annexure 3.
2. Capacity Building – details are specified in Annexure 3.

2. Deliverables

a. Part A – Empanelment along with Rate Contract

i. Solution Documentation

1. Editable Documentation: Complete text documents that are editable and can be updated as needed.
2. Editable Diagrams: Diagrams that can be modified, including system architecture, process flows, and user journey maps.
3. References and Citations: All sources and references used in the development of the solution documentation.
4. Resource Documents: Any additional research materials or documents used to support the deliverables.
5. Presentation: A comprehensive presentation having a detailed walkthrough of the Solution Documentation, highlighting key aspects and functionalities.

ii. UI/ UX Prototype

1. Web & Mobile UI Images: Static files of the UI designs for both web and mobile platforms along with Prototype Document as per Annexure 2.
2. User Story in Figma: Interactive user stories created and accessible via Figma to demonstrate the user flow and interactions.
3. Editable Files: Source files of the prototype that allow for further modifications and adjustments.
4. Resource Documents: Any additional research materials or documents used to inform the design process.
5. Presentation: A detailed presentation having an end-to-end walkthrough of the Prototype, showcasing its functionality and user interaction scenarios.

b. Part B – Empanelment

- i. Detailed deliverables will be published in individual RFQs/ SOWs as per the requirement of the project.

3. Payment Terms

a. Part A – Empanelment along with Rate Contract

- i. 40% of the Fees shall be paid on acceptance of the Solution Document
- ii. 60% of the Fees shall be paid on final delivery – acceptance & handing over of the Prototype and Final Presentation

b. Part B – Empanelment:

- i. Payment Terms will be mentioned in the individual RFQs depending upon the SoWs.

c. General Terms:

- i. Payment shall be made within 30(thirty) days of receipt of undisputed invoices from the Vendor.
- ii. Client reserves the right to discontinue the Service(s) forthwith and stop payment if the Vendor is unable to provide the Service(s) as per the required quality and expectations of the Client.
- iii. Client reserves the right to pro-rate the payment.

4. Other Terms

- a. SDN expressly stipulates that Bidder's selection under this EOI is on the express understanding that this EOI contains only the broad provisions for the entire assignment and that the deliverables and the services in connection therewith are only a part of the assignment.
- b. Complete Ownership and intellectual property rights of what is developed by the partner will be with SDN.
- c. The Bidder's services are required at SDN location within New Delhi and Bangalore region. However, SDN reserves the right to change locations/add new locations (with mutual agreement if required) as per SDN's requirement within India. Cost of travel for Bidder's personnel to other locations in India (other than New Delhi & Bangalore) and hotel/incidental expenses, if any, shall be borne by SDN.
- d. The Bidder shall be required to undertake to perform all such tasks, render requisite services and make available all such resources as may be required for the successful completion of the entire assignment as required under specific

RFQ to be issued subsequently by SDN notwithstanding what is stated here and what is not stated.

- e. The Bidder must envisage all necessary services to be provided and ensure the same is delivered to SDN. SDN will not accept any plea of the Bidder later for the omission of any critical services on the pretext that the same was not explicitly mentioned in this EOI. The proposed/ supplied solution (hardware/software/technology as applicable) shall be using open-source technologies and of the latest versions and should not have end-of-life/end-of-support for the next 5 years.
- f. Upon successful empanelment, the Solution Partner will be issued a Letter of Empanelment.
- g. Master Service Agreement will be signed with the Solution Partner upon award of work along with SoWs.

5. How to Apply

- a. Part A – Empanelment along with Rate Contract
 - i. Dully fill Annexure 4 and Annexure 5 along with the required documents
- b. Part B – Empanelment:
 - i. Dully fill Annexure 4 along with the required documents
- c. A Solution Partner can opt for Part A or Part B or Both.
- d. All proposals in soft copy are to be sent to **wgdt@wadhwanifoundation.org** with the subject "**Proposal for 2024-Inc-EOI-SP-04**".

6. Way Forward (next steps)

- a. **In case of the Part A** - Empanelment along with Rate Contract
 - i. Upon receiving the proposals, a committee will assess them based on the company profile, and technical capabilities, if qualified, an opportunity for presentation will be provided (in digital mode). If qualified, the decision will be based on the technical and commercial offer.

- ii. One standard rate will be established for both components and shared with all solution partners who have submitted their proposals for agreement.
- iii. Following the acceptance (all those who agree to the one standard rate) by the solution partners, a Master Services Agreement (MSA) and one Statement of Work (SoW) detailing the problem statement will be signed to commence the engagement.

b. In case of the Part B – Empanelment:

- i. Upon receiving the proposals, a committee will assess them based on the company profile, and technical capabilities, if qualified, an opportunity for presentation will be provided (in digital mode).
 - ii. If qualified, the Letter of Empanelment will be released upon successful empanelment.
 - iii. A Master Services Agreement (MSA) and Statement of Work (SoW) will be processed upon selection of the Solution Partner for respective projects as per the RFQ/ SoWs.
- c. The entire process for Part A and Part B empanelment is anticipated to be completed within 30 days from the EOI closing date. You are requested to keep track of all communications sent to the email id submitted in Annexure 4.

Annexure – 1**Outline of Solution Document**

1. Executive Summary
 - a. Brief overview of the proposed solution.
 - b. Key benefits and objectives addressed.
2. Introduction
 - a. Context and background of the digital transformation initiative.
 - b. Scope of the document.
 - c. Definitions and abbreviations used.
3. Problem Statement
 - a. Detailed description of the current challenges or issues faced.
 - b. Current method of working (As-Is) and gaps.
 - c. Impact of these issues on operations or services.
4. Proposed Solution
 - a. Detailed description of the proposed solution.
 - b. How the solution addresses the problem stated.
 - c. Diagram Requirement: High-level architecture diagram showing the proposed solution's components and their interactions.
5. Technology Stack
 - a. Description of the technology and tools proposed (Open Source & DPIs).
 - b. Justification for technology choices.
 - c. Diagram Requirement: Technology stack diagram illustrating the layers of technology (e.g., databases, servers, applications).
6. System Architecture
 - a. Detailed architecture of the solution.
 - b. Components and their functionalities.
 - c. Diagram Requirement: Detailed system architecture diagram, including data flows and interfaces between system components.
7. User Journey
 - a. Step-by-step walkthrough of the user interaction with the system.
 - b. Key user touchpoints and decision points.

- c. Diagram Requirement: User journey map outlining different user paths and interactions within the system.
8. Implementation Plan
 - a. Phases of implementation.
 - b. Milestones and timelines.
 - c. Dependencies and critical paths.
9. Risk Analysis and Mitigation
 - a. Identification of potential risks.
 - b. Strategies for risk mitigation.
 - c. Diagram Requirement: Risk matrix or flow chart illustrating risk likelihood, impact, and mitigation strategies.
10. Compliance and Security
 - a. Compliance requirements specific to government data and security.
 - b. Security measures and data protection strategies.
 - c. Diagram Requirement: Security architecture diagram showing the safeguards and security layers.
11. High-level Budget and Costing
 - a. Detailed budget breakdown.
 - b. Cost justification.
12. Maintenance and Support
 - a. Plan & Suggestion for ongoing maintenance of this solution if implemented.
 - b. Support structure and SLAs (Service Level Agreements) for drafting the RFP to invite bids for development of the solution.
13. Appendices
 - a. Relevant technical specifications.
 - b. Additional diagrams and charts not included in the main body.
 - c. Glossary of terms.
14. References
 - a. Citations of standards, frameworks, and references used in the document.

Annexure – 2

Detailed Documentation Guidelines for UI/UX Prototype

1. Introduction

- Scope of the prototype (UI/ UX).
- Target audience and stakeholders (e.g., Citizens, Govt. Dept. Officers, IT Support, Operations Team).

2. Prototype Overview

- Summary of the application's purpose.
- Key functionalities and features.

3. User Journeys

- Minimum Requirement:
 - i. Basic Screens: Splash Screen, Home Screen, Login, Logout, Forgot Password, Register New User
 - ii. Include at least three (03) user journeys having a minimum of 4 screens each as per the solution requirement for the mobile application, showcasing different user roles or scenarios.
- Detailed step-by-step flow for each journey, from login to completion of tasks.

4. Design Specifications

- Resolution and Device Types: Specifications for mobile, tablet, and desktop, including standard screen sizes.
- User Interface Elements: Description of all UI components such as buttons, forms, and navigation menus with style guides for colours, fonts, and iconography.
- Accessibility Standards: Adherence to WCAG 2.1 Level AA, detailing features like text size, colour contrast, and navigability.

5. Screen Details

- List of all screens required, categorized by user journey.
- Annotations for each screen explaining functionality, intended user interactions, and any conditional logic.
- Screenshots or wireframes with highlighted interactive elements.

6. Interaction and Flow

- Detailed User Flow Diagrams: Showing navigation through the app from start to finish.
- Description of dynamic interactions for each screen, including button actions and transitions.

7. Prototyping Details

- Interactive elements that are functional in the prototype (UI/ UX) to simulate real user interaction (clickable design for user journey).
- Description of animations and transitions.

8. Feedback Mechanisms

- Error handling: Show how the app provides feedback during errors or incorrect user inputs.
- Confirmation and notification mechanisms within the app workflow.

9. Backend Application/ CMS Integration

- Overview of the CMS functionalities for all users defined in the mobile application. Minimum Screens:
 - i. Landing Screen, Home Screen, Login, Logout, Forgot Password, Register New User
 - ii. Per user – Dashboard with recent activities, Minimum 2 Key Action Screens
 - iii. Profile Screen – Each User
 - iv. Master Data Screen – for IT Admin/ CMS Admins
- Interaction flow between the mobile application and backend CMS.

10. Submission Requirements

- Static File and other dynamic File formats (e.g., Figma).
- Additional deliverables like asset files or supplementary documentation.

Annexure – 3

Part B – Empanelment (Application Development)

As part of the empanelment process, Solution Partners are required to contribute to various state-level and large-scale projects by providing expertise in emerging technologies and application development. This annexure provides the specifics of the broad responsibilities and requirements for Solution Partners. **However, individual RFQs/ SoWs will have the project-specific scope of work and deliverables.**

1. Customize Application Development & Management

a. Objectives:

- Develop and manage customized applications tailored to the specific needs of government departments/ministries.
- Ensure applications are scalable, secure, and integrate seamlessly with existing systems.

b. Scope of Work:

- Conduct detailed requirement analysis to capture the functional and technical needs of the department/ministry.
- Design, develop, and test applications using the latest technologies suitable for the project.
- Provide ongoing maintenance and support post-deployment to ensure operational stability and address any issues.

c. Deliverables:

- A comprehensive project report outlining the development process, technologies used, and testing methodologies.
- Fully functional application ready for deployment.
- Deployment to the provisioned infrastructure (Cloud or other)
- User manuals and training materials for end-users.

2. Capacity Building

a. Objectives:

- i. Enhance the skills and knowledge of government personnel to effectively use and manage new technologies introduced by Solution Partners.

- ii. Foster self-sufficiency within government departments/ministries in handling and maintaining new applications.
- b. Scope of Work:
 - i. Design and deliver training programs tailored to the technology solutions provided.
 - ii. Provide hands-on training sessions, workshops, and seminars.
 - iii. Develop and distribute educational materials that can be used for future reference and training.
- c. Deliverables:
 - i. Training modules and materials for each technology implemented.
 - ii. Reports on training sessions, including attendance and feedback.
 - iii. A framework for ongoing learning and development in the department/ministry.
- 3. Compliance and Reporting:
 - a. Solution Partners must adhere to all regulatory and compliance requirements as specified by the government and regulatory bodies.
 - b. Regular progress reports must be submitted as per the guidelines outlined in the main contract.
- 4. Evaluation:
 - a. Performance of Solution Partners will be evaluated based on the quality of the applications developed and the effectiveness of the training programs.
 - b. Feedback from the respective government departments/ministries may be considered in future onboarding/ selection decisions.

Annexure – 4

(For Both Part A & Part B)

*[No alterations to this format shall be permitted and no substitutions shall be accepted.]*

Date: __/__/2024

Description	Bidder's Response
Bidder's Legal Name	
Bidder's Country of Registration	India or other
Bidder's Year of Registration	
CIN/ Registration Number	
GST Number	
Bidder's Legal Address in Country of Registration	State/ UT: PIN CODE:
Bidder's Authorised Signatory Name: Designation: Address: Telephone/Fax numbers: Email Address:	
Bidder's SPOC for this empanelment Name: Designation: Address: Telephone/Fax numbers: Email Address:	

<p>Attached are certified copies of the original documents of the firm/ company:</p> <p>Certified copy of Registration Certificate: Yes/ No Certified copy of GST registration: Yes/No Quality Certifications: Yes/No</p>									
<p>Experience Details</p> <p>Bidder must submit copy of 3 latest purchase orders/ completion certificates of similar work along with the type of work, technology used, client references and contact details (email / landline / mobile) of customers for whom the Bidder has executed / developed Solution with (Start and End Date of the Project to be mentioned) in the past.</p> <p>Corporate Presentation of experience, skills, methodology, etc.</p>	<p>Yes/ No</p> <p>(Please note: Ensure to attach details as mentioned.)</p> <p>Yes/No</p>								
<p>Total no. of employees in the firm/ company</p>									
<p>Attach a maximum of 10 resumes of the employees in the firm/ company</p>	<p>Yes/ No</p>								
<p>Turnover Details</p> <p>FY 21-22: FY 22-23: FY 23-24:</p>									
<p>Empanelment for Work Item (tick all applicable)</p>	<table border="1" data-bbox="831 1496 1445 1688"> <thead> <tr> <th>Tick</th> <th>Empanelment for</th> </tr> </thead> <tbody> <tr> <td></td> <td>Solution Documentation</td> </tr> <tr> <td></td> <td>UI/UX Prototype</td> </tr> <tr> <td></td> <td>Application Development & Management</td> </tr> </tbody> </table> <p>Tick in both the rows above if applying for both works.</p>	Tick	Empanelment for		Solution Documentation		UI/UX Prototype		Application Development & Management
Tick	Empanelment for								
	Solution Documentation								
	UI/UX Prototype								
	Application Development & Management								

Name and Signature of authorised signatory and Seal of Company

Annexure – 5

(For Part A Only)

(Only for Bidder who have opted for Part A – Empanelment along with Rate Contract)

- Understanding of both 2 (a) & 2(b) in a maximum of 4 pages.
- Commercial Proposal as per the below format in 1 page:

Description	Unit	Quote (in INR)	Timeline (in days)
Solution Document	1		
UI/ UX Prototype	1		
Tax (%)			
Total			
Total (In words)			

Note: The quote shall be valid for 1 year from the date of proposal.

.....
End of the Document

WGDT