INVITATION FOR TECHNOLOGY PARTNERSHIP

INVITING EOIs FOR IMPLEMENTATION OF A SOFTWARE SOLUTION FOR "Tourist Information Management and Engagement" for the State Of Meghalaya

FROM ENTITIES, ORGANIZATIONS, INSTITUTIONS, INDIVIDUALS, GROUP OF INDIVIDUALS AND OTHER INTERESTED PARTIES BASED IN INDIA

GOVERNMENT OF MEGHALAYA

MEGHALAYA INFRASTRUCTURE DEVELOPMENT AND FINANCE CORPORATION

IMPORTANT DATES

Issue date: 23 November, 2019

Last date for EOI submission: 9 December, 2019

I. BACKGROUND

Meghalaya Government intends to engage a professional and competent Software Company from India to deploy a state of the art software solution for conceptualisation and implementation of the "Tourist Information Management and Engagement" for the state of Meghalaya. Bidder can include solutions from OEM's and collectively express their interest.

MIDFC (on behalf of Government of Meghalaya) seeks EOIs from agencies whose services can be availed of by various Executing Agencies, Line departments, State Government Undertakings engaged in the process of software development in Meghalaya.

This invitation for Expression of Interest is meant for the exclusive purpose of identifying a suitable solution as per the terms and conditions and scope of work indicated. It shall not be transferred, reproduced or otherwise used for purposes other than for which it is specifically issued.

II. OBJECTIVE AND SCOPE:

MIDFC intends to identify a suitable solution with the objective as mentioned here below towards implementation of visitor registration in the state:

a. Design, development, licensing and customization of existing product, testing and deployment of Tourist Information Management and Engagement.

b. Sizing of requisite IT infrastructure and security components to be estimated by bidder and same shall be provided by Meghalaya Government on a private cloud instance/ Data centre

c. Training of master trainers on use of Tourist Information Management and Engagement.

d. Warranty/ Maintenance support of Tourist Information Management and Engagement.

III. MECHANISM:

I. EOIs will be opened, in the presence of bidder's representatives who choose to attend the opening of EOIs. No separate communication shall be sent in this regard.

II. EOIs must be complete and must be submitted at the same time giving full particulars in separate sealed envelopes at the Address for Communication ' within the time

period specified as above.

III. The Government reserves the right to accept or reject in part or full any or all EOIs without assigning any reasons whatsoever.

IV. ELIGIBILITY:

EOIs are invited from private entities, organizations, institutions, individuals, group of individuals and other interested parties based in India. All such entities incorporated or formed in India at any time are eligible to submit their EOIs. There is no restriction with respect to experience or existence of the entity or its financial strength. General disqualifications such as blacklisting, debarment as per prevalent rules shall apply. MIDFC may also set eligibility criteria at a later stage or may prescribe new rules of eligibility at any stage during the selection procedure.

V. SELECTION:

The process of selection and working with the partner would be as follows:

a. All EOIs should be substantially based on the Format of EOI given in this Document (Annexure - 1).

b. All EOIs will be reviewed by the Procurement Committee. Selection is based on assessment of capabilities of the solution. The thrust is on Innovation and uniqueness of the EOI which can demonstrate maximum effectiveness with the utilization of existing resources in order to reduce government expenditure Assessment of the applications will also be based on the strength of the solution, its ability to lead to impact, and the feasibility of implementation.

c. EOIs should specify the intended outcome of the solution and describe its key performance indicators/success criteria.

d. First screening will be done by the technical committee to assess level of effectiveness of the solution to deliver the scope of work

e. After the first screening, the parties of shortlisted EOIs will be given opportunity to present and to discuss their ideas / EOIs, followed with detailed plan to further enhance their EOIs.

f. The final selection will be the sole prerogative of Government of India which

will decide amongst the EOIs received.

VI. GENERAL CONDITIONS:

a. All the EOIs submitted will be the property of the Government and Government also reserves its right to make use of any of the EOI.

b. The Government reserves its right to add or enhance any condition or criteria for selection.

c. The Government also reserves its right to modify the selection process at any stage of the selection process to achieve the objective of this Request for EOI.

d. Any company, person or entity can submit any number of EOIs.

VII. Submission of EOIs

The EOIs proposal shall be addressed to MIDFC in spiral or hard bound at the following address :

Office of Meghalaya Infrastructure Development and Finance Corporation(MIDFC), house no. L/A - 56,

C/o Meghalaya state Housing financing and cooperative society LTD, Lower Nongrim Hills Shillong- 793003

Phone: 9436102314/7085401314

Or

Via Electronic submission by scanning the entire EOI in Pdf format through email to midfcmegh@gmail.com with subject of the mail clearly stating - **"EOI** for

Tourist Information Management and Engagement "

ANNEXURE – 1

All the EOIs shall be submitted substantially similar in the form herein below

(Please fill all the fields and mark Not Applicable if the detail required is not relevant)

S.NO.	PARTICULARS	RESPONSE
1	Name of the Company / Organization /Institution /Individual/Head of group	
2	Date of Incorporation / formation	
3	Type (e.g. private company, NGO, Institute, Individual, etc.)	
4	Primary contactable Address	
5	Telephone, mobile, fax and email address	
6	Summary of EOI (Maximum 200-300 words)	
7	Solution identified with key features	
8	Do you own any Intellectual Property Rights (IPRs) which may be utilised in your EOI? Please specify the exact nature of such IPRs and the status of their Ownership.	
9	Please elaborate on how your solution can be made sustainable	

Please attach details of the Solution

ANNEXURE 2: FUNCTIONAL REQUIREMENT SPECIFICATIONS (FRS)

Tourist Information Management and Engagement shall be created using pre-existing software solutions and to be configured/ customized to meet the specifications as mentioned below.

I. **Digital Tourist Information Management and Engagement**:

Tourist Information Management and Engagement. This mobile and web based application is aimed at assisted Tourist check in and check out at all type of accommodation services in the state.

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Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)
Digital Tourist Information Management and Engagement		
Service Provider Registration		
Access on Mobile /Tablet/ Computer independent of version of mobile operating system / Tourist and type of browser	Hotels / Home Stays / Other approved places of accommodation in the state should be able to access the Digital Tourist Information Management and Engagement solution on Mobile /Tablet/ Computer independent of version of mobile operating system / version and type of browser .	
Service Provider Registration	All accommodation service providers in the state should get an email with link to access the application with one time user ID and password. A	

	service provider should be able to change the password on first sign in. There should be provision to request more logins for a signed service provider so that more employees of the service provider can access the application	
Check in Process 1. Service provider logs into application 2. Takes Live Picture of Tourist. 3. Takes picture of ID Proof 4. System auto extracts relevant fields and fills the form (ability to make corrections by service provider) 5. Confirmation by Tousist. (optional)		
Live Picture	Option 1: Pre registered Visitor: Collect registeration number from Tourist to retrieve all information at the time of registration, then conduct liveness check scan ID and conduct facial match. Option 2: non registered Tourist. Ability to take live picture of the Tourist (six second video with an action to record liveness) at the time of registering at the service providers facility with GPS co –ordinate, date and time embossed on the static picture	

	extracted from live picture.	
Ability to scan ID document of the Tourist.	The application must be able to take picture of the ID proof provided by the Tourist that has address details and save the same with GPS co – ordinate, date and time embossed on the static picture	
Automatic Data Extraction using AI/ML	System should have the ability to extract data from the ID proof picture and auto extract information once 50 copies of an ID type is pictured in the system. First 50 copies of ID proof data will be manually entered and there after the ID type should appear in the dropdown list for auto extraction using AI/ML.	
Confirmation of information correctness by Tourist	On completion of Live picture taking of the Tourist, ID picture taking and auto extraction a message to be send to the Tourist with link to confirm the information with no provision to edit and submit. All edits to be done by service provider. In case Tourist is not interested in providing mobile no/ email to receive this Tourist Information Management and Engagement Digital solution to have an option for declaration by	

	service provider that Tourist is not providing contact information and hence self-confirmation is done by service provider	

Check Out Process

1. Takes Live Picture of Tourist.

2. Facial Match to be done between picture at check in and check out

Live Picture	Ability to take live picture of the Tourist (six second video with an action to record liveness) at the time of check out at the service providers facility with GPS co –ordinate, date and time embossed on the static picture extracted from live picture.	
Facial Match	Ability to carry out facial match between the picture taken at the time of check in and check out. In case of system mismatch a declaration to be given by the service provider that the same person / persons (s) have checked out	

Tourist Information Management and Engagement.

Tourist planning to visit the state should be able to pre-register using a link provided on Tourism website	This link should be accessible on web / mobile. Tourist should be able to take pictures of pre-approved ID's and software should recognize the document, extract needed data and pre fill the form. Tourist should be able to correct the	

	fields, fill other information needed and submit the form and receive a registration no.	
Approval workflow	In case of certain pre set criteria for auto approval of application is not met, application will be send for manual verification by department officials over a multi stage workflow. Applicant will get to see a message that 'application is under process' and a temporary registration number will be issued. Once review process is completed, actual registration number will be issued via a registered email / mobile no.	
General Requirements		
Data Store (off line)	System to be designed to work on line and in case there is no network connectivity, there should be a provision to work off line. Under off line mode, all actions under 'check in process' to be carried out in off line mode and to be auto synchronized when back on line in batch mode.	

Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)
Tourist Engagement.		
Access of engagement platform by Tourist.	Tourist that get on boarded in any accommodation in the state using the Tourist Information Management and Engagement to receive a link to down load the engagement app and also get on boarded to start receiving SMS based information. Tourist to have an option to opt out of the service by sending a SMS message	
Chat like / SMS interface to access content and digitally engage.	Tourist Engagement app with automated intelligent chat like feature to answer questions from Tourist to be working on Android and IOS and available in English language. There should be provision to receive SMS based information once Tourist is in a particular location.	
Disseminate any type of content	Solution should be able to disseminate various forms of content – text messages, images, audio / video files etc.	
Videos Section	Important and regularly accessed videos should be uploaded on the MY APP section and can be directly	

	accessed on a videos section on the APP. Videos can be accessed on basic mobile phones over links which can be opened on browsers using internet.	
Content uploading	Application should have an easy to use content uploading feature. Using this feature, designated people should be able to upload content in a tree structure that will enable automatic creation of guided interactive paths for Tourist on the app. This should also support SMS based delivery of content maintained in the tree structure.	
Crowd Sourced Content sourcing platform	Tourist Information Management and Engagement should have a portal where in public can upload content against various requests published. There must be a provision to publish request for content that can be viewed by public and directly communicated to those who have registered as content creators on Tourist Information Management and Engagement . Interested people should be able to upload content against the published requests and there should be provision for accepting / rejecting the same.	

	Once accepted the content provider to be listed as a contributor on the Tourist Information Management and Engagement portal leader board.	
Tourist Guide Training	There has to be another version on the app that is used by the Tourist guide with more detailed content about various places of Tourist attraction in the state. Tourist guide to have provision to take up tests at regular intervals on the app and get certified to continue their status as Tourist guide. Based on the tests taken there has to be badge displayed against the guide on the app.	
Digital Engagement between Tourist Guide and Tourist	Tourist Guide should be able to add a Tourist on to an engagement path by adding Tourist mobile number / email on Visitor guides mobile app. Once added, Tourist to receive information about a particular Tourist attraction available on Tourist Information Management and Engagement as a communication in mobile / email. This feature is needed to enhance the quality of engagement between guide and Tourist.	
Digital Engagement between	Tourist should be able to	

Tourist and Tourist Guide	search and find a guide from the list of certified guides listed on Tourist app. Should be able to find contact details of the guide and reach out through phone / email.	
	App should display rates for various services provided by the guide and there should be provision to make payment to guide using an on line payment gateway identified by government.	
	Tourist should be able to provide feedback on the guide on the app and same to be displayed against the guide with star rating.	

Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)
Tourist Information Analytics		
Central Data Analytics Platform with ETL facility	There should be a central data analytics engine that has ETL facility and provision to accept data from 'Digital Tourist Registration' and 'Digital Tourist Engagement' solutions The usage of the analytics platform should be freely available to designated officers in the State. The solution should come bundled with user licenses for unlimited number of officers within the State	
Ease of building analysis	Solution should have easy to build analysis by non-technical people	
Map View	There should be provision to plot information on state map for better decision making. Some of the map views include, Tourist movement map (near time and historic), Tourist guide concentration etc	
Adhoc Analysis	Ability to drag and drop data points to arrive at analysis on need basis. Example: all French Tourist visiting the state in last three years and the	

Feature	Description	(Standard Feature (SF) / Customization (CS) / New Development (ND)
	growth pattern. Any seasonal insights or event based insight from the data.	
Web Design	Portal should follow latest web design trends and also ensure state government's logo and other color schemes are maintained.	
Market Place	Design of the web portal to follow the market place approach	
Page for Tourism Service Providers		
Tourism Service Provider to have a page in the portal	There should be provision for easy updating of content in this portal by non technical staff. Portal should be accessible both on web and mobile	
Approval	Provision to approve request for registration by tourism service providers (multi stage work flow at state govt level needed)	
Content updating by tourism service providers	Registered Tourism service provider should be able to update details of their services in a pre-defined template on their own. This content will be reviewed and approved by state govt official and same will get	

	published on portal	
Publishing of tourism service provider details on portal and available for Tourist of search and find services	Tourist should be able to search various services and engage with tourism service providers directly	

Tourist Portal for the State Govt

Web Portal that is also mobile ready for the State Govt to showcase its tourism assets	There should be provision for easy updating of content in this portal by non technical staff. Portal	
Feature	should be accessible both on web and mobile	**(Standard Feature (SF) / Customization (CS) / New Development (ND)**

Grievance Management

Mobile app to accept complaints and grievance from public	Mobile application on iOS and android should be able to scan complaint submitted in written form, add comments by voice / text, route to an official as per the routing rule	
Workflow to manage complaint/grievance	Information captured in mobile solution to flow to departments responsible for resolution with resolutions plan with provision for department to update the action taken	

Search and find status of complaint	Users of mobile solution should be able to search any complaint using few pre defined key words and view the status. Ability to add comments in case resolution is not arrived.	