

**Govt. of Jharkhand**  
**Sports Authority of Jharkhand**  
**(Department of Tourism, Art-Culture, Sports & Youth Affairs)**  
**Gate No. - 28, Birsa Munda Football Stadium, Morhabadi, Ranchi**  
**Email: [sajha9@gmail.com](mailto:sajha9@gmail.com)**

**Clarifications and Updates:**

**Tender ID - SAJHA/60 - Development of Integrated Website and Mobile Application for Sports Authority of Jharkhand (SAJHA)**

Following the queries raised by bidders during the pre-bid meeting convened on **March 18, 2024, at 4:00 PM** and queries received via email, the Request for Proposal (RFP) has undergone the following modifications and updates.

S. No	RFP CLAUSE	UPDATED CLAUSE/ CLARIFICATION
1	1. Time Schedule of Tender 5. Bid Due Date – 28.03.2024, 11:00 AM.	1. Time Schedule of Tender 5. Bid Due Date – 24.04.2024, 04:00 PM.
2	2. Terms & Conditions c) Bid Submission  All bids must be accompanied by a non-refundable Bid fee/Tender Cost INR Rs. 25,000/- (Rupees Twenty-Five Thousand Only) in form of Bank Draft and Earnest Money Deposit (EMD) of INR 5,00,000 /- (Rupees Five Lakhs Only) in the form of Demand Draft valid for period of 3 months.  D(b): Place of development and Operations	2. c) Bid Submission:  All bids must be accompanied by a non-refundable Bid fee/Tender Cost INR Rs. 25,000/- (Rupees Twenty-Five Thousand Only) in form of Bank Draft/ Bank Guarantee and Earnest Money Deposit (EMD) of INR 5,00,000 /- (Rupees Five Lakhs Only) in the form of Demand Draft valid for period of 3 months.  Additionally, MSME Registered in Jharkhand will be exempted from Bid Fees/ Tender Cost of Rs. 25,000/-.  D(b) A dedicated room for operations will be provided by SAJHA. Cost associated with other resources to be borne by the bidder.
3	4. Instructions to Bidders: Earnest Money Deposit (EMD)  a) The bidder is required to submit Earnest money (EMD) of Rs. - 5,00,000/-. (Rupees Five Lakh Only) The EMD should be in the form of Demand Draft in favour of Sports Authority of Jharkhand, Payable at Ranchi.	The exemption for MSMEs registered outside of Jharkhand will be granted in accordance with the Jharkhand Procurement Policy.

	<p>b) The MSME'S will be exempted from submission of the EMD's as per the Jharkhand Procurement policy. The MSME's must have to submit Certificate of Registrations as a MSME's</p> <p>c) The Tender Found without EMD as above shall be summarily rejected.</p>	
4	<p><b>5. Eligibility Criteria for Bidders:</b>  <b>B. MSMEs</b> shall be given relaxation on EMD &amp; Security Deposits provided the MSMEs must have Software Development as their NIC Code on or before the date of Publishing of this tender.</p>	<p><b>5. Eligibility Criteria for Bidders:</b>  MSMEs shall be given relaxation on EMD &amp; Security Deposits provided the bidder has a valid MSME Certificate. The bidders must have Software Development as their NIC Code (i.e., NIC 2 – digit code must be 62) on or before the date of publishing the tender.</p>
5	<p><b>5. Eligibility Criteria for Bidders:</b>  <b>C. Experience criteria</b> – Bidder should have order worth more than 1 crore in field of IT / Software based product for central Govt / State PSU/ Software based product for Sports Data Management in last two financial years.</p>	<p><b>5. Eligibility Criteria for Bidders:</b>  <b>C. Experience criteria</b> – Bidder should have order worth more than 1 crore in field of IT/ Software based product for Central Government/ State Government/ PSU/ Software based product in the last two financial years.</p>
6	<p><b>5. Eligibility Criteria for Bidders:</b>  <b>G. Turnover</b> – Last three financial average Turnover should be more than 1.5 cr.</p>	<p><b>5. Eligibility Criteria for Bidders:</b>  <b>G. Turnover</b> – Last Three Financial Average Turnover should be more than 1.5 crores.</p>
7	<p><b>6. Scope of Work</b>  The Server must be hosted on Dedicated Cloud Based Server.</p>	<p><b>6. Scope of Work</b>  The Server must be hosted on Dedicated Cloud Based Server. (The hosting charges will be borne by the Bidder)</p> <p>Additionally, the quoted price (for 1<sup>st</sup> year) should consider approximately 3000 athletes.</p> <p><u>With following server configuration:</u></p> <ol style="list-style-type: none"> <li>1. Number of concurrent users handling 1,000 users.</li> <li>2. Scalability weekly backup support.</li> </ol>
8	<p><b>6.Scope of Work</b></p>	<p>Refer Annexure – 'A' for detailed scope of work.</p>

<b>9</b>	<b>9. Technical Bid Evaluation Criteria</b>	Refer Annexure – ‘B’ for updated Technical Bid Evaluation Criteria.
<b>10</b>	<b>11. General Terms &amp; Conditions:</b> Payment Milestone	Refer Annexure ‘C’ for updated/ modified payment milestones.
<b>11</b>	<b>8.Proposal Evaluation</b>  <b>B. Financial Evaluation:</b> The Commercial Bids will be opened, in the presence of Bidder’s or their representatives who wish to attend the Commercial Bid opening on date and time to be communicated to all the technically qualified Bidders. Financial evaluation will be based on the Least Quote (L1) basis.	<b>8.Proposal Evaluation</b>  <b>B. Financial Evaluation:</b> The Financial Bids of only the Technically Qualified Bidders shall be opened in the presence of the Bidder’s representatives who wish to attend. For financial evaluation, the service fee inclusive of GST shall be considered for the entire lifecycle of the project (03 Years).

## ANNEXURE – ‘A’

### 6. SCOPE OF WORK

#### B. Scope of Service

In order to provide an integrated and centralized Digital Solution to the Sports ecosystem of Jharkhand, Sports Authority of Jharkhand has decided to develop the Sports Portal for One Stop Solutions that includes but is not limited to the following:

1. **Centralised Sports Repositories** for all Stakeholders like Athletes, Coach, Technical Officials, Sport Federation, Academies and Venue Owners of the State that will serve as the base for digital presence for further activities like real time attendance, sports participation, awards, Training, Venue Booking etc.

(A centralised Sports Person Registration system is a comprehensive database and management platform designed to consolidate and organise information about individuals involved in sports activities. This system serves as a centralised repository for storing, managing, and updating records related to sports persons)

#### 2. Athlete Management System

- a. **Athlete Registration:** Allows athletes to register their profiles with relevant information such as personal details, sports history, achievements, and medical records.
- b. **Profile Management:** Athletes can manage their profiles, update information, and add new achievements or records.
- c. **Performance Tracking:** Enables tracking of athletes' performance metrics, including competition results, training data, and fitness assessments.
- d. **Training Programs:** Provides access to training programs tailored to individual athletes' needs and goals, with the ability to track progress and performance.

#### 3. Verification and Nomination Management System

- a. **Verification Process:** Enables verification of athletes, coaches, technical officials, and other stakeholders by validating their credentials, certifications, and eligibility criteria.
- b. **Document Upload:** Allows users to upload relevant documents, such as identification proof, certifications, and medical records, for verification purposes.
- c. **Verification Status Tracking:** Provides users with real-time updates on the status of their verification process, including any pending actions or requirements.
- d. **Nomination Management:** Allows authorized users (e.g., coaches, team managers) to nominate verified athletes or officials for participation in training programs, competitions, or other sports events.
- e. **Notification System:** Sends notifications to users regarding the status of their verification and nomination requests, as well as any updates or changes to the process.

#### 4. Communication Management System

- a. **Announcements and Alerts:** Enables administrators to send announcements, alerts, and notifications to all or specific groups of stakeholders.
- b. **Event Calendar:** Includes an event calendar displaying upcoming events, training sessions, competitions, and other relevant activities.

## 5. Academy Management System

- a. **Academy Registration:** Allows sports academies to register their profiles with relevant information such as location, facilities, coaching staff, and programs offered.
- b. **Profile Management:** Enables academies to manage their profiles, update information, and add new programs or facilities.
- c. **Participant Registration:** Allows athletes to register for training programs, camps, and other activities offered by the academy.
- d. **Attendance Tracking:** Tracks attendance of participants in training programs and other activities, providing insights into participation and engagement.

## 6. Training Programs Management System

- a. **Program Creation:** Allows administrators to create training programs, including specifying program objectives, duration, schedule, and location.
- b. **Participant Registration:** Enables athletes to register for training programs, providing necessary information such as age, skill level, and medical history.
- c. **Coach Assignment:** Assigns coaches to training programs based on their expertise and availability.
- d. **Session Scheduling:** Creates schedules for training sessions, including dates, times, and locations.
- e. **Attendance Tracking:** Tracks attendance of athletes in training sessions, providing insights into participation and engagement.

## 7. Venue, and Infrastructure Management

- a. **Venue Registration:** Allows venue owners to register their venues with relevant information such as location, facilities, capacity, and availability.
- b. **Facility Management:** Manages venue facilities, including sports fields, courts, tracks, gyms, swimming pools, and equipment.
- c. **Booking System:** Enables users to book venues for sports events, training programs, and other activities, including checking availability and making reservations.
- d. **Availability Calendar:** Displays the availability of venues, allowing users to plan and schedule activities accordingly.

## 8. Booking Management System

- a. **Venue Selection:** Allows users to browse available venues, view details such as location, facilities, and capacity, and select the desired venue for booking.
- b. **Date and Time Selection:** Enables users to select the date and time for their booking, checking the availability of the venue for the chosen slot.
- c. **Payment Processing:** Integrates with payment gateways to facilitate online payment for bookings, including handling of fees, deposits, and refunds.
- d. **Booking Calendar:** Provides a calendar view of bookings, showing booked and available slots for each venue.
- e. **Notification System:** Sends notifications to users regarding the status of their booking requests, including confirmation, rejection, or modification.

## 9. Attendance tracking at sports events or training sessions

- a. **Participant Check-in:** Allows participants to check-in to sports events or training sessions using a mobile app or web interface.

- b. **Real-time Tracking:** Tracks attendance in real-time, providing immediate feedback on participant presence.
- c. **Barcode/QR Code Scanning:** Uses barcode or QR code scanning for quick and easy check-in of participants.
- d. **Manual Check-in:** Allows organizers to manually check-in participants if barcode or QR code scanning is not available.
- e. **Attendance Reports:** Generates attendance reports for events or sessions, showing the number of participants present and absent.
- f. **Automated Notifications:** Sends automated notifications to participants reminding them to check-in or informing them of their attendance status.
- g. **Integration with Registration System:** Integrates with the registration system to ensure that only registered participants are allowed to check-in.
- h. **Privacy and Security:** Ensures that participant attendance data is secure and complies with data protection regulations.
- i. **Access Control:** Provides access control features to restrict entry to events or sessions based on attendance status.

## 10. Accreditation Management System

- a. **Accreditation Application:** Allows stakeholders to apply for accreditation by submitting relevant information and documents.
- b. **Verification Process:** Verifies the authenticity of accreditation applications, including validating credentials and checking eligibility criteria.
- c. **Accreditation Categories:** Supports different accreditation categories based on the role and level of involvement of stakeholders, such as athletes, coaches, officials, and media.
- d. **Digital Accreditation Card Generation:** Generates digital accreditation cards for accredited stakeholders, containing relevant information and access permissions.
- e. **Access Control:** Controls access to sports events and facilities based on accreditation status, ensuring only accredited stakeholders are allowed entry.
- f. **Accreditation Status Tracking:** Enables stakeholders to track the status of their accreditation application and receive updates on approval or rejection.
- g. **Accreditation Renewal:** Allows stakeholders to renew their accreditation for subsequent events or seasons.
- h. **Accreditation Revocation:** Enables organizers to revoke accreditation for stakeholders who violate rules or regulations.
- i. **Accreditation Database:** Maintains a central database of accredited stakeholders, including their profiles and accreditation history.

## 11. Tournament Management System (TMS)

- a. **Tournament Creation:** Allows organizers to create tournaments, specifying details such as name, dates, venue, format, and rules.
- b. **Participant Registration/Entry:** Enables teams or individuals to register/Entry for tournaments, providing necessary information and documents.
- c. **Bracket Generation:** Generates tournament brackets or schedules based on the number of participants and tournament format.
- d. **Match Scheduling:** Creates schedules for matches, including dates, times, and venues, ensuring no scheduling conflicts.
- e. **Results Recording:** Allows officials/Event Managers to record match results, including scores, winners, and any violations or incidents.

## 12. Digital Certificate issuance system for achievements, Training Programs, and participation

- a. **Certificate Template Creation:** Allows administrators to create custom certificate templates, including designs, fields, and logos.
- b. **Certificate Issuance:** Enables administrators to issue certificates to stakeholders, selecting the appropriate template and entering relevant information.
- c. **Certificate Management:** Manages issued certificates, including tracking issuance dates, expiration dates, and reissuance if necessary.
- d. **Notification System:** Sends notifications to stakeholders when certificates are issued or available for download.
- e. **Customization Options:** Allows customization of certificates based on the type of achievement or participation, including adding personalized messages or logos.
- f. **Integration with Athlete Management System:** Integrates with the athlete management system to automatically issue certificates for achievements recorded in the system.

## 13. Simple Chatbot (English & Hindi)

- a. **Information Retrieval:** Provides users with information about achievements, training programs, and participation in sports events based on their queries.
- b. **Notification Alerts:** Sends notifications to users about upcoming events, achievements, or changes in their participation status.
- c. **FAQ Support:** Answers frequently asked questions about achievements, training programs, and participation.
- d. **Feedback Collection:** Collects feedback from users about their experience with training programs or events.

## 14. Grievance and Complaint Redressal System

- a. **Grievance Submission:** Allows stakeholders to submit grievances or complaints through the system, providing details such as nature of grievance, date, and parties involved.
- b. **Grievance Tracking:** Enables stakeholders to track the status of their grievances, including updates and resolutions.

## 15. Sports Specific Assessment guidelines for Coaches and Trainers

(Standard Khelo India Guidelines and any other guidelines that may be issued/developed in due course of time)

- a. Allow users to create accounts or log in via email, social media, or guest mode.
- b. Provide a personalized dashboard displaying recommended tutorials, recent activities, and progress.
- c. Curate a comprehensive library of sports tutorials categorized by sport, skill level, and topic.
- d. Offer engaging tutorials comprising videos, step-by-step guides, animations, and interactive quizzes.

## 16. Grants, Schemes, and Scholarship Management System

- a. **Grant and Scholarship Listings:** Provides a comprehensive list of available grants, schemes, and scholarships for users to explore.

- b. **Application Submission:** Allows users to submit applications for grants, schemes, and scholarships directly through the app.
- c. **Application Tracking:** Enables users to track the status of their applications, receiving updates on the progress and outcome.
- d. **Notification System:** Sends notifications to users about new grants, schemes, and scholarships, as well as updates on their applications.
- e. **Document Submission:** Allows users to submit required documents for their applications, such as proof of eligibility or academic records.
- f. **Review and Approval Process:** Facilitates the review and approval process for applications, ensuring timely processing and transparency.

## **17. Assessment and Evaluation System**

- a. Assessment creation tools for designing and conducting assessments.
  - b. Data collection tools for collecting performance data from assessments.
  - c. Reporting and analytics tools for generating reports and insights from assessment data.
  - d. Feedback mechanisms for providing feedback to athletes and coaches based on assessment results.
  - e. Integration with the portal's dashboard for real-time monitoring of assessment activities.
18. Providing Sports Specific and Subject Matter Experts related to IT Integration of Multiple Modules
19. Interface for dedicated Dashboard for all Stakeholders

## **C. TECHNICAL FEATURES OF THE SPORTS PORTAL**

- 1. Should be bilingual (Hindi & English)
- 2. Role-based Access Control System Implementation
- 3. Online Chat Window functionality (Hindi & English)
- 4. Panel for SMS & Email alert
- 5. Panel to send Push Notification
- 6. Social Media Integration (Prominent Social Media Platforms like Facebook, X, Instagram)
- 7. Integration of Feedback & Suggestions module
- 8. Various Analytics & Statistics as required from time to time
- 9. Pages should be attractive, rich with information & relevant infographics
- 10. Pages should be User friendly and responsive



**ANNEXURE – ‘B’****TECHNICAL BID EVALUATION CRITERIA**

<b>Sr. No</b>	<b>Particulars</b>	<b>Documentary Evidence</b>	<b>Maximum Marks</b>
<b>A</b>	<b>Technical Bid Evaluation</b>		<b>70</b>
1	<p><b>Relevant Experience:</b> Bidder must have executed Website and Application projects as per subject matter of Sports technology (should involve registration of athletes, Accreditation, and communication system through app, recording of records and results) or govt project with Portals, application on IOS and android in the last three Years.</p> <p><b>Marking Scheme:(Projects value size)</b> More than 4 projects - 10 marks More than 3 projects - 5marks More than 1 project - 3 marks</p>	<p>a. Letter of Award/Agreement/Completion Certificate b. The details should be certified by the Statutory Auditor of the Company or Company Secretary</p>	10
2	<p><b>Quality Certification</b> a) CMMI Level 3 or above– (03 Marks) b) ISO 27001 – (01Marks) c) ISO 9001 certifications – (01 Marks)</p>	Proof of Empanelment Letter & Certifications	5
3	<p><b>Go Live on NIC or SDC Server</b> (Experience in Deployment/ Installation of Web Portal/App on NIC or SDC for any State Govt./ Central Govt/Govt. Undertaking (funded by govt.) through bidders' own development Account.)</p>	<p>Deployment/Installation Certificate issued from Govt. Agency/Department &amp; Record of Deployment from SDC. Proof of deployment of Server, SSL Certificate</p>	10

4	<p><b>Working Experience:</b> The agency must have at least five years of experience in Software, Website, and Mobile App development, operations, and maintenance with dedicated expertise in the sports technology area(s) where the end user is Government/ or a govt. funded agency.</p> <p><b>Marking Scheme:</b> - Any single project more than 3 Crores: 20 Marks - Any single project more than 2 Crores: 8 Marks - Any single project more than 1 Crore: 5 Marks A maximum of 02 projects can be submitted. <b>OR</b> Any E- Governance project where the end user is Government/ PSU Where the project order value is more than Rupees 50 Lakh in a similar industry and must have undertaken an assignment in Central/State Government, PSU- <b>10 Marks</b></p>	<p>a. Copy of Work Order and Completion Certificates/ Phase Completion Certificate from the client, OR b. Copy of Work Order and Self Certificate of Completion certified by the Statutory Auditor or the Company Secretary, OR c. Copy of client certificate as documentary proof for the stated criteria and project status.</p>	20
5	<p>To deliver quality projects it is essential to follow quality norms to be among the core team of the organization, any team member who has been in the system for more than 3 years should hold PMP or Prince 2 practitioner certificate</p>	<p>Copy of Certificate from recognized Institute.</p>	5

6	<p><b>Manpower Experience</b></p> <p><i>Marking Scheme:</i></p> <p><b>a) Chief Technology Officer</b>  15 Years Work Experience –05 Marks,  10 years Work Experience -03 Marks  05 years Work Experience- 02 Marks</p> <p><b>b) Project Head</b>  15 Years Work Experience – 10 Marks  10 years Work Experience - 05 Marks  05 years Work Experience- 03 Marks</p> <p><b>c) Sports Automation and Digitization (Subject Matter Experts)</b>  15 Years Work Experience – 05 Marks  10 years of Work Experience -03 Marks  05 years of Work Experience- 02 Marks</p>	<p>CVs of respective team members.</p> <p>CVs of Key people to be deployed highlighting only the relevant experience to be presented during the presentation</p> <p>Remarks-The capacity in which each head worked (designation) in the relevant events is to be mentioned specifically.</p>	20
B	<p><b>Presentation Score</b></p> <p><b>Technical Presentation -Concept and Design Presentation (PPT's)</b></p> <p><b>Approach &amp; Methodology but not limited to the following:</b></p> <p>1. Understanding of the work for SAJHA website and Mobile App development - 5marks</p> <p>2. Demo for similar nature of work in past - 5 marks</p> <p>3. Innovative ideas and suggestions - 10 marks</p> <p>4. Detailed Project Plan and Road Map - 10 marks</p>		30

**ANNEXURE – ‘C’  
PAYMENT MILESTONES**

Sl. No	Milestone	% of Payment	Additional Requirement
1	Preparation and finalization of FRS	20 %	Documentary Proof
2	Submission of Wireframes/UI/UX of Website and Application		
3	Activation of Registration Module of all Categories with Verification and Nomination System	10 %	Documentary Proof
4	Completion of following Deliverables (Web Portal): 1) Communication Management System 2) Simple Chatbot System 3) Accreditation Management System 4) Digital Certificate Issuance System 5) Grievance and Complaint Redressal System	10 %	Documentary Proof
5	FAT and Go Live of following Modules: 1) Sports Games Management System for use of state games 2) Attendance tracking at sports events or training sessions	20%	Documentary Proof
6	FAT and Go Live of following Modules: 1) Academy Management System & Training Programs Management System 2) Booking Management System 3) Venue, and Infrastructure Management 4) Grants, Schemes, and Scholarship Management System	20% (5% will be released on completion of each task)	Documentary Proof
7	FAT and Go Live of following Modules: 1) Sports Specific Assessment guidelines for Coaches and Trainers 2) Athlete Management System 3) Assessment and Evaluation System	15%	Documentary Proof
8	Code Handover and Knowledge Transfer	5%	Documentary Proof

**Note:**

The remaining terms, conditions, and clauses of the Request for Proposal (RFP) shall continue to apply without modification.

Sd/-  
**Deputy Director**  
**Sports Authority of Jharkhand**