



DEPARTMENT OF HORTICULTURE
GOVERNMENT OF HIMACHAL PRADESH

REQUEST FOR QUOTATION- NON-CONSULTING SERVICES

**Implementation and customization of S-A-A-S
based Project Management Information System
(PMIS)
for
Himachal Pradesh Subtropical Horticulture,
Irrigation and Value Addition Project (HPSHIVA)**

Package no.: DOH-HPSHIVA-PMIS-NCS01

FEB, 2025

REQUEST FOR QUOTATION - GOODS (RFQ-NCS)

Project Title : **Himachal Pradesh Subtropical Horticulture, Irrigation and**

Value

Addition Project (HPSHIVA)

Source of Funding: Asian Development Bank

Package Ref : **DOH-HPSHIVA-PMIS-NCS-01**

Date of Issue of Request: **11/02/2025**

To : _____

Sir/Madam:

1. The Project Director, HPSHIVA, Department of Horticulture, Government of Himachal Pradesh (Purchaser) hereby requests you to submit price quotation/(s) for the delivery of the services described in the scope of service attached as **Appendix A** in these documents. If you, however, have been associated with the preparation of this Scope of Services that is the subject of this request, you shall be disqualified.

To assist you in the preparation of your price quotation we enclose, in addition to the **Scope of Service**, the **Form of Quotation** and form of **Contract** are also attached.

2. If you/your firm, however, falls under any of the following conditions, your proposal shall not be considered:
 - (a) you/your firm are/is not a citizen/national of an ADB member country, or
 - (b) you/your firm have/has been associated with the firm that prepared the terms of reference or engaged in the preparation of the Project for which the contract that is subject of this request for quotations was identified, or
 - (c) you/your firm are/is owned by the Client, or
 - (d) you/your firm are/is currently sanctioned or temporarily suspended by the Asian Development Bank for a violation of its Anticorruption Policy (1998, as amended to date) or
 - (e) the contracting of services from your country or any payment to persons or entities in your country is prohibited in compliance with a decision of the United Nations Security Council under Chapter VII of the Charter of the United Nations.
3. To be qualified, you must have experience as a Service Provider of the services covered by this **Request for Quotation**. As evidence, you must attach a document of your experience as Service Provider for implementation of Project Management/ Customization of dash board/ providing customize solution to enterprise in at least one contract in the last 3 years from RFQ issuance date.
4. Your quotation should be submitted in accordance with the following instructions, procedures, and the terms and conditions of the **Contract**.

Preparation of Quotations

- (a) Your price quotation/(s) shall be for all the items as described in the Scope of Services, and submitted only in the attached **Form of Quotation along with filled price schedule**. The currency of quoted prices and payment shall be Indian National Rupees only.
- (b) You shall submit only one set of quotations for the above items. Your quotation must be typed and shall be signed by you or your authorized representative. Without a signature in your Form of Quotation, your quotation will not be considered further.
- (c) You shall submit one copy of the completely filled Form of Quotation.
- (d) Your quotation(s) should be valid for a period of 60 days from the last date for submission of the quotation/(s) as indicated below. If you withdraw your quotation during the validity period and/or refuse to accept the award of a contract when and if awarded, then you will be excluded from the list of Service Providers for the project for two years.
- (e) To assist potential service providers in preparing their quotations and providing necessary clarifications on service providers' queries, a **Pre-Bid Meeting** is scheduled to be held in the office of the Project Director (at the Purchaser's Address indicated below) on **24/02/2025 at 1100 Hours**. Service providers may, at their discretion, choose to participate in the Pre-Bid Meeting. Bidder must carry their authorization letter for attending the pre-bid meeting. Service Providers are advised to demonstrate their previous experience/expertise as well as implementation plan and methodology.

Submission and Opening

- (a) Your duly signed and stamped Form of Quotation with the filled Price schedule and the required documents may be submitted through email (pmuhpshiva@gmail.com) with password protected file on or before the closing date and time **27/02/2025 up to 1600 Hours IST**.

Password of the quotation shall be intimated through email on or before 28/02/2025 up to 1100 Hours IST.

Client's Address : The Project Director
Himachal Pradesh Subtropical Horticulture,
Irrigation and Value Addition Project
Department of Horticulture, Navbahar, Shimla,
Himachal Pradesh 171002

Telephone : +91 177 2842390/ 2841120

Email : pmuhpshiva@gmail.com

- (b) Quotations shall be opened in public, in the presence of participating Service

Providers' representatives who choose to attend physically, **on 28/01/2024, 1130 Hours** in the office of the Project Director.

Evaluation and Comparison

- (a) Quotations determined to be substantially responsive to this **Request for Quotation** will be evaluated by comparison of their offer prices. A quotation is not substantially responsive if it contains material deviations or reservations to the terms, conditions, and specifications in this **Request for Quotation**.
- (a) In evaluating the quotations, the Client will adjust for any arithmetical errors as follows:
- (i) where there is a discrepancy between amounts in figures and in words, the amount in words will govern; and
 - (ii) where there is a discrepancy between the unit rate (where applicable) and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted will govern; and

If you refuse to accept the correction/(s), your quotation will be rejected.

Award of Contract

- (a) Before award of contract, Service provider who has offered the lowest price quotation has to demonstrate the methodology, solution proposed, technical details of the solution, timelines, integration with existing MIS, Integration of the suggested solution with other digital services developed under HPSHIVA etc. in-line with **Appendix A**. Demonstration can be organized physical/ virtual.
- (b) PMU will assess the solution suggested based on technical capability, methods, timeline etc. of the service provider. On the basis of assessment, Client shall award the contract to the Supplier whose quotation has been determined to be substantially responsive to this **Request for Quotation** and who has offered the lowest price quotation. If this does not result in a satisfactory contract then the 2nd ranked may be invited.
- (c) The Service Provider whose quotation has been accepted will be notified by the Client within the bid validity period through the return of a copy of the **Form of Quotation** with **Acceptance** signed by the authorized representative of the Client.
- (d) The successful Service Provider shall sign the Contract governed by the contract term and Conditions. The contract price shall be inclusive of Goods and Services Tax (GST), if applicable, in India.
5. Further information can be obtained from:

Name : Dr. Deepak Gupta, Procurement Manager /Dr. Manoj

Sharma,

Asstt. Procurement Manager
Address : Department of Horticulture, Navbahar, Shimla, H.P. 171002
Telephone : +91 9418001093, +91 8580958221
Fax : 0177-2842389
E-mail : gupta.deepak1768@yahoo.com with cc to
manojsharma3006@gmail.com

6. The Client intends to apply funds from the **Asian Development Bank (ADB)** for eligible payments under the **Contract** resulting from this **Request for Quotation**.
7. Under ADB's Anticorruption Policy (1998, as amended to date) Service Providers shall observe the highest standard of ethics during the procurement and execution of such contracts. ADB may reject a proposal for award, and may impose sanctions or other remedial actions on parties involved, if it determines that the Service Provider recommended for award or any other party, directly or through an agent, has engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices or other integrity violations in competing for, or in executing, the Contract. At the time of submission of your quotation, you should not be in ADB's sanctions list. A firm/individual shall not be eligible to participate in any procurement activities under an ADB-financed, -administered, or -supported project while under temporary suspension or debarment by ADB pursuant to its Anticorruption Policy, whether such debarment was directly imposed by ADB, or enforced by ADB pursuant to the Agreement for Mutual Enforcement of Debarment Decisions.
8. You/your firm, joint venture partners, associates, parent company, affiliates or subsidiaries, including any subcontractors or suppliers for any part of the Contract, are not, or have never been, temporarily suspended, debarred, declared ineligible, or blacklisted by the purchaser's country, any international organization, and other donor agency.

If so debarred, declared ineligible, temporarily suspended, or blacklisted, please state details (as applicable to each joint venture partner, associate, parent company, affiliate, subsidiaries, subcontractors, and/or suppliers):¹

(a) Name of Institution: _____

(b) Period of debarment, ineligibility, or blacklisting (start and end date): _____

(c) Reason for the debarment, ineligibility, or blacklisting: _____

9. You/your firm's, joint venture partners', associates', parent company's affiliates' or subsidiaries', including any subcontractors' or suppliers', key officers and directors have not been [charged or convicted] of any criminal offense (including felonies and misdemeanors) or infractions/violations of ordinance which carry the penalty of

¹ Any such disclosure shall be forwarded by the Purchaser to ADB.

imprisonment.

If so charged or convicted, please state details:²

(a) Nature of the offense/violation: _____

(b) Court/Area of jurisdiction: _____

(c) Resolution (i.e. dismissed; settled; convicted/duration of penalty):

(d) Other relevant details:

10. You/your firm understands that it is your obligation to notify ADB should you/your firm, joint venture partners, associates, parent company, affiliates or subsidiaries, including any Subcontractors or Suppliers, be temporarily suspended, debarred or become ineligible to work with ADB or any other multilateral development banks, the purchaser's country, international organizations, and other donor agencies, or any of your key officers and directors be charged or convicted of any criminal offense or infractions/violations of ordinance which carry the penalty of imprisonment.
11. Any misrepresentation that knowingly or recklessly misleads, or attempts to mislead may lead to the automatic rejection of the quotation/bid or cancellation of the contract, if awarded, and may result in remedial actions, in accordance with ADB's Anticorruption Policy (1998, as amended to date) and Integrity Principles and Guidelines (2015 as amended from time to time).
12. A bidder shall not have a conflict of interest. All bidders found to have a conflict of interest shall be disqualified.
13. Please confirm by fax/e-mail the receipt of this request and whether or not you will submit the price quotation(s).

Sincerely,

Project Director
(HPSHIVA)
Himachal Pradesh

² Any such disclosure shall be forwarded by the Purchaser to ADB.

FORM OF QUOTATION (SERVICES)

Date:

To:

The Project Director,

Himachal Pradesh Subtropical Horticulture, Irrigation and Value Addition Project:

Department of Horticulture,

Navbahar, Shimla, Himachal Pradesh 171002

We offer to execute the _____ [*name and number of Contract*] in accordance with the **Contract Terms and Conditions** and the Scope of Services accompanying this Quotation for the Contract Price not to exceed _____ [amount in words and numbers] (_____) [name of currency]_____ in accordance with Price Schedule annexed to the Scope of Services.

We propose to complete the performance of the services described in the Contract within the Completion Period indicated in the priced Scope of Services.

This Quotation and your written acceptance will constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any Quotation you receive.

We hereby confirm that this Quotation complies with the Validity of the Offer condition imposed by the **Request for Quotation** document.

We: (a) are a national of an ADB member country; (b) have not been associated with the firm that prepared the design and specifications of the contract that is subject of this request for quotation; (c) are not owned by the Purchaser; (d) are not currently sanctioned or temporarily suspended by the Asian Development Bank; and (e) to the best of our knowledge, is not prohibited from being contracted in compliance with a decision of the United Nations Security Council.

Name of Service Provider : _____

Authorized Signature: _____

Name of Signatory : _____

Title of Signatory : _____

Address : _____

Telephone Number : _____

Fax Number, if any : _____

Email address (optional): _____

ACCEPTANCE

The Client accepts the Service provider's offer to provide the services. Attached is the Contract with accepted Contract Price for Supplier's signature to be submitted to the Purchaser within 15 days from receipt.

[Please provide a Performance Security for the due performance of the Contract, within 15 days of receipt of this returned **Form of Quotation**, in the amount equivalent to 10% of the contract price i.e. INR_____, either in the form of **Fixed Deposit Receipt (FDR) or unconditional Bank Guarantee (BG) in favor of "The Project Director, H.P. Subtropical Horticulture, Irrigation and Value Addition Project"**] valid up to 60 days beyond the complete contractual obligations.

Name of Client : _____

Authorized Signature : _____

Name of Signatory : _____

Title of Signatory : _____

Date : _____

PRICE SCHEDULE

S. No.	Item or Activity	Unit	Estimated Quantity	Rate (Rs.)	Amount (Rs.)
1	Implementation and customization of S-A-A-S based Project Management System (PMS) with 1 year of subscription to support the implementation of HPSHIVA Project				
1.1	One time Configuration PMS for CIVIL CONTRACT (Phase I - 40 and Phase II - 30)	per contract	70		
1.2	One time Configuration PMS for consultancy CONTRACT (Phase I - 10 and Phase II - 10)	per contract	20		
1.3	One time Configuration PMS for GOODS CONTRACT (Phase I - 55 and Phase II - 15)	per contract	70		
2	User license cost upto 20 USERS	LS	1		
3	For additional users	per user	5		
4	One configuration cost of progress monitoring through geotagged images including development of web application and android mobile application	LS	1		
5	Infrastructure cost including server, cloud, data base, backup etc. as per requirement	LS	1		
6	HPSHIVA website fine tuning and performance improvement/ upgradation	LS	1		
7	Subscription fee as well as system support for the implementation of HPSHIVA Project for above development	each year	3		
8	Visit of technical person (of the service provider) at PMU, HPSHIVA, DOH Shimla or any other Project location in Himachal Pradesh, including all travel and other allowance (upto the project period) *	per day	30		
9	Sub Total				
10	GST				
11	Contingency	LS	1	10,00,000	10,00,000
12	Total Amount				

* Will be paid in case of execution.

Note: (i) Evaluation Shall Be done for Base Price Only; GST will be discussed and finalized as per applicable norms during Contract Signing.

(ii) Payment of item no 8 shall be made as per actual basis and Service provider can raise their bill at the end of the concerned month.

PAYMENT SCHEDULE
(for item no. 1 to 7 and GST as applicable)

S. No.	Project Deliverables	Timelines	Payment
1	Advance	Within 14 days of signing the contract, upon evidence of mobilization of service Provider	10% of price Schedule Item no. 1 to 6 and applicable GST
2	Configuration and customization of project management dashboard for 1 civil work contract, 1 goods contract and 1 consultancy service contract (up to the satisfaction of PMU)	4 weeks from contract signing	30% of price Schedule Item no. 1 (Phase-I) to 5 and applicable GST
3	On boarding of various users (up to 25 users) including training to project team	6 weeks from contract signing	30% of price Schedule Item no. 1 (Phase-I) to 5 and applicable GST
4	Go live of integrated dashboard including reporting requirement of PMU (Phase-I)	10 weeks from contract signing	20% of price Schedule Item no. 1 (Phase-I) to 5 and applicable GST
5	Go live of integrated dashboard including reporting requirement of PMU (Phase-II)	12 months from contract signing or as per actual readiness	80% of price Schedule Item no. 1 (Phase-II) and applicable GST
6	Improvement of website upto satisfaction to PMU	12 weeks from contract signing	80% of price Schedule Item no. 6 and applicable GST
7	Subscription fees and system support for 2 nd year (25 users)	In the 13 th month from Contract Signing	30% of price Schedule Item no. 7 and applicable GST
8	Balance payment of Integrated dashboard and website (Phase-I)	In the 13 th month from Contract Signing	10% of price Schedule Item no. 1 (Phase-I) to 6 and applicable GST
9	Balance payment of Integrated dashboard and website (Phase-II)	In the 24 th month from Contract Signing	10% of price Schedule Item no. 1 (Phase-II) and applicable GST

S. No.	Project Deliverables	Timelines	Payment
10	Subscription fees and system support for 3rd year (25 users)	In the 25 th month from Contract Signing	30% of price Schedule Item no. 7 and applicable GST
11	Subscription fees and system support for 4 th year (25 users)	In the 37 th month from Contract Signing	30% of price Schedule Item no. 7 and applicable GST
12	Completion of all services of 4 years	At the end of contract	10% of price Schedule Item no. 7 and applicable GST

Note: The quantities mentioned in the price schedule are indicative only and payments will be made on actual basis.

CONTRACT

Name of Country:

Project Name:

Name of Contract: _____

Contract Number _____

This Contract is entered into on _____[*date*]____ day of _____[*month*]____, _____[*year*]____, between _____[*name of Client*]____ (hereinafter called "the Client") on the one part, and _____[*name of Service Provider*]____ (hereinafter called "the Service Provider") on the other part.

Whereas the Client has requested a quotation for _____[*description of services*] to be performed by the Service Provider in accordance with the **Contract**, and has accepted the Quotation by the Service Provider in the amount of _____[*amount in words*] _____[*amount in figures*] hereinafter called "the Contract Price".

The Client and the Service Provider agree as follows:

1. The following documents shall be deemed to form and be read and construed as part of this Contract, viz:
 - a) **Form of Quotation**, with **Scope of Services (Appendix-A)** [*and Price Schedule under Option B form of quotation*]; and
 - b) **Contract Terms and Conditions**;
2. Taking into account payments to be made by the Client to the Service Provider as hereinafter mentioned, the Service Provider hereby enters into this Agreement with the Client to execute and complete the performance of services under the Contract.
3. The Client hereby agrees to pay, in consideration of the successful performance of the services, the **Contract Price** as indicated and accepted in the **Form of Quotation**, under payment terms stipulated in the **Contract Terms and Conditions**.

IN WITNESS whereof the parties hereto have executed the **Contract** under the laws of India on the date indicated above.

Signature and seal of the Client:
For and on behalf of

Signature and seal of the Service Provider:
For and on behalf of

Name of Authorized Representative

Name of Authorized Representative

CONTRACT TERMS AND CONDITIONS

Project Name: _____ Purchaser: _____

Package No. _____

1. Definitions

- (a) “Contract” means the agreement entered into between the Client and the Service Provider, together with the Contract Documents referred to therein, including all attachments, appendixes, and all documents incorporated by reference therein.
- (b) “Contract Documents” means the documents listed in the Contract, including any amendments thereto.
- (c) “Contract Price” means the price payable to the Service Provider as specified in the Contract, subject to such additions and adjustments thereto pursuant to the Contract.
- (d) “Completion” means the fulfilment of the committed services by the Service Provider in accordance with the terms and conditions set forth in the Contract.
- (e) “Client” means the entity purchasing the Services.
- (f) “Services” means the services the Service Provider will perform as specified in the Scope of Services in Appendix A.
- (g) “Service Provider” means the natural person, private or government entity, or a combination of the above, whose bid to perform the Contract has been accepted by the Client and is named as such in the Contract.
- (h) “ADB” is the Asian Development Bank.

2. Applicable Law

- 2.1 The Contract shall be interpreted in accordance with the laws of the Purchaser's country.

3. Language

- 3.1 All communications and documents related to the Contract shall be in English.

4. Assignment

- 4.1 Any assignment of this Contract or of any rights hereunder, in whole or in part without the prior written consent of the Purchaser shall be void.

5. Fraud and Corruption

- 5.1 This Contract shall be covered by the provisions of ADB's Anticorruption Policy (1998, as amended to date) and Integrity Principles and Guidelines (2015, as amended from time to time) that requires Borrowers (including beneficiaries of ADB-financed activity), as well as

Service Providers and Contractors under ADB-financed contracts, to observe the highest standard of ethics during the procurement and execution of such contracts.

6. Performance of the Services

The Service Provider shall carry out the Services with due diligence and efficiency and shall furnish to the Client such information related to the Services as the Client may from time-to-time reasonably request. The Service Provider shall at all times cooperate and coordinate with the Client with respect to the performance of the Services.

7. Required Performance Standards (with attachments as necessary to be prescribed by Client.)

- (a) General Description
- (b) Specific Standards
- (c) Performance Parameters

Service Provider confirms compliance with above standards and parameters.

8. Service Completion Schedule

The services should be completed as per schedule indicated in the Scope of Services but not exceeding 48 months from the date of signing of contract.
However, contract can be extended with mutual consent.

9. Fixed Contract Price

The prices indicated in the **Form of Quotation** are firm and fixed and not subject to any adjustment during contract performance, subject to Clause 11 [Payment] below.

10. Taxes and Duties

The Service Provider shall be entirely responsible for all taxes, duties, license fees, etc., incurred until completion of the services to the Client.

11. Payment

Upon submission by Service Provider of claim and subsequent verification of the claim by Client, payment of the contract price shall be made in the following manner:

- (a) Advance payment of 10% (as per price schedule) with GST as applicable within 14 days of signing the contract, upon evidence of mobilization of service Provider.
- (b) In accordance with the Price Schedule, the amount resulting from multiplying the claimed and verified quantity of the item or activity with the unit price indicated in the accepted Form of Quotation.

12. Resolution of Disputes

The Client and the Service Provider shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute between them under or in connection with the Contract. In the case of an unresolved dispute, the dispute shall be settled in accordance with the provisions of the law of India.

13. Independent Service Provider

Nothing contained in this Contract shall be construed as establishing or creating the relationship of master and servant, employer and employee or principal and agent between the Client and the Service Provider, or his employees or agents or other persons engaged by the Service Provider to perform any of the services.

14. Intellectual Property Rights

Intellectual Property Rights: (a) The Service Provider shall indemnify the Client from and against any and all claims, liabilities, obligations, losses, damages, penalties, actions, judgments, suits, proceedings, demands, costs, expenses and disbursements of whatsoever nature that may be imposed on, incurred by or asserted against, the Client during or in connection with the Services by reason of: (i) infringement or alleged infringement by the Service provider of any patent or other protected right, or (ii) plagiarism or alleged plagiarism by the Service provider.

15. Failure to Perform

The Client may terminate the Contract if the Service Provider fails to perform the services, in accordance with the above terms and conditions, in spite of a 14-day notice given by the Client, without incurring any liability to the Service Provider. In the event of such termination, the amount due under the Contract shall be subject to equitable adjustment.

16. Termination Due to Integrity Violation

The Client may terminate this Contract, in whole or in part, if the Service Provider, in the judgment of the Client has engaged in integrity violations in accordance with Clause 5 [Fraud and Corruption], in competing for or in executing this Contract.

17. Other Grounds for Termination

The Client may also terminate this Contract, in whole or in part, if the Service Provider becomes insolvent, bankrupt or gives the Client reasonable evidence of its inability to complete the Services as specified, or fails to correct any non-conformity in the Services or performs in bad faith by willfully not observing the terms and conditions of this Contract.

17.1 Effect of Termination:

- Upon termination, the client's access to the SaaS application will be revoked, and all associated services will be discontinued.
- The service provider shall be responsible for exporting or backing up the data and provide the same to the client before termination.
- Any outstanding fees or dues must be cleared before termination is finalized.

Data Retention and Deletion: After termination, the service provider will securely retain client data for a limited period (minimum 60 days). After this period, all client data will be permanently deleted in compliance with data protection regulations.

Survival of Certain Clauses: Certain clauses, such as **confidentiality, data security, liability limitations, and dispute resolution**, shall survive termination and remain enforceable.

Reactivation: If the client wishes to resume services after termination, reactivation may be subject to additional fees, data restoration limitations, or new contract terms.

18. Force Majeure

The Service Provider shall not be liable for penalties or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- (a) For purposes of this Clause, “Force Majeure” means an events beyond the control of the Service Provider and not involving the Service Provider’s fault or negligence and not foreseeable. Such events may include, but not restricted to, act of Client in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.
- (b) If a Force Majeure situation arises, the Service Provider shall promptly notify the Client in writing of such condition and the cause thereof. Unless otherwise directed by the Client in writing, the Service Provider shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by Force Majeure event.

19. Accounts and Records

- (a) The Service Provider shall keep accurate and systematic accounts and records in respect of the Services in such form and detail as are customary in its profession and are sufficient to establish accurately that the costs have been duly incurred.
- (b) Notwithstanding anything to the contrary stated herein, the Service Provider shall maintain accounts and records, including original receipts, invoices and other supporting documents evidencing payments made by the Service Provider under this Contract, for the period of the Services and for a period no less than 3 years after the expiration or termination of this Contract.
- (c) The Service Provider shall permit ADB to inspect the accounts, records, and other documents relating to the submission of bids and contract performance of the Service Provider and to have them audited by auditors appointed by ADB.

20. Suspension of ADB Loan or Credit.

In the event that ADB suspends the Loan or Credit to the Client, from which part of the

payments to the Service Provider are being made, the Client is obligated to notify the Service Provider, with copy to the Client's representative, of such suspension within 7 days of having received ADB's suspension notice.

21. Termination Notice Due to Non-payment

If the Service Provider has not received payments due within the 28 days as provided for in Clause 11 [Payment], the Service Provider may immediately issue a 14-day termination notice.

Implementation & Customisation of S-A-A-S based Project Management Information System (PMIS) for HPSHIVA Project

1. BACKGROUND

1.1. Project Rationale

Despite the importance of agriculture in the livelihood of Himachal Pradesh's large rural population, there is a distinct agricultural development gap between the northern (or temperate horticulture areas) and southern (or subtropical horticulture areas) parts of Himachal Pradesh. Subtropical horticulture farmers earn only an equivalent of ₹ 52,095 per year while temperate horticulture farmers earn about 13 times more. Temperate horticulture in northern Himachal Pradesh has been dominated by the production of apple, which is the most important fruit crop for the state accounting for 79% of the state's fruit production in 2017–2018.

The state recognizes the need to diversify horticulture production because apple production fluctuates due to weather and changing markets. It also offers opportunities for subtropical farmers to access off-season markets for other fruits and vegetables, thus reducing income disparity between the northern and southern parts of Himachal Pradesh. The State Government of Himachal Pradesh requested the Asian Development Bank (ADB) to support the development of horticulture in the subtropical areas of the state and reduce the income gap between farmers in subtropical and temperate horticulture regions.

1.2. Project Scope, Impact and Outcome

The Himachal Pradesh Subtropical Horticulture, Irrigation, and Value Addition (HPSHIVA) Project aims to increase the income and climate resilience of at least 20,000 farm households in seven districts (Bilaspur, Hamirpur, Kangra, Mandi, Solan, Sirmour and Una) of subtropical areas of Himachal Pradesh. The project will have the following outcome: agriculture income and climate resilience of targeted farming households in subtropical areas of Himachal Pradesh improved.¹ The project will expand irrigation to farmers, increase subtropical horticulture production and its climate resilience, and raise the profitability of subtropical horticulture production through value chain development of targeted commodities.

1.3. Project Outputs and Activities

The HPSHIVA Project will have the following three outputs:

- **Output 1: Sustainably-operated irrigated areas expanded.** This output focuses on increasing *the sustainability and climate change resilience of irrigation systems comprehensively*⁴*from the water source to the field. Water management and on-farm irrigation will be improved by (i) rehabilitating the existing (functional and non-functional) irrigation schemes;*²²*(ii) building new irrigation schemes that incorporate supervisory control and data acquisition (SCADA) technology; (iii) designing new water sources, including some with solar pumps; (iv) finalizing the irrigation water user associations act and manual so that the water user associations (WUAs) will be empowered to be involved in the design and construction of irrigation projects and operational water management;*²³*(v) setting up and strengthening the WUAs to take on their responsibilities, including increasing the involvement of women; and (vi) strengthening the capacity of Jal Shakti Vibhag (JSV), one of the implementing agencies*

¹ State Steering Committee. 2018. *Strategies for Doubling Farmers Income in Himachal Pradesh*. Himachal Pradesh.

for the project, on all aspects of climate-resilient irrigation design and water management. During years 1 and 2 of the project, about 4,000 ha will be irrigated through 162 schemes (35 already functional, 20 previously non-functional, and 107 new schemes) and managed by about 257 WUAs (footnote 26).²⁴ An additional 2,000 ha will be irrigated in the project years 3 and 4. JSV will implement output 1.²⁵

- Output 2: Climate resilient subtropical horticultural production systems adopted.** This output focuses on supporting about 15,000 subtropical horticulture households, over about 6,000 ha, in adopting climate-resilient practices. About 80% of beneficiaries are marginal, small, and medium farmers (footnote 3), and at least 30% of beneficiary households will be represented by women.²⁶ Subtropical horticulture production (guavas, lychees, oranges, pecans, persimmons, plums, and pomegranates) will be increased by (i) organizing beneficiary farmers in cluster-wide community horticulture production and marketing associations (CHPMAs) ²⁷ and district-wide CHPMA cooperative societies;²⁸ (ii) identifying focus crop(s) per cluster in light of crop potentials, climate change projections, soil health, and market demand; (iii) supporting land preparation, e.g., laying out plots, raising bed heights, managing soil nutrients, and controlling pests and disease;²⁹ (iv) providing agriculture inputs and farm equipment in the initial years; (v) providing communal solar fencing to all the horticulture clusters to protect them from wildlife encroachment; (vi) supplying disease-free or quality planting materials for the crops selected by a cluster; (vii) installing and operating drip irrigation systems (following the designs done under output 1); (viii) introducing intercropping and beekeeping to beneficiary farmers; (ix) modernizing public and private subtropical horticulture nursery facilities and training DOH staff in implementing a nursery certification program;³⁰ (x) establishing a geographic information system-based land resource database; (xi) studying carbon benefits from horticulture farming, including preparing recommendations on a potential benefit sharing mechanism for CHPMA members; and (xii) providing modern extension services to farmers.

More specifically, for the extension service program improvement, the following activities will be implemented: (i) *enhance the training materials (or packages of practice)*; (ii) *explore new techniques and knowledge exchange in partnerships with international and national universities or research institutes*; (iii) *enable motivated farmers to lead farmer-to-farmer train*; (iv) *set up a center of excellence for subtropical horticulture as a state knowledge hub*; (v) *strengthen the capacity of DOH staff on promoting public³private partnerships and climate-resilient agriculture, and optimizing on-farm irrigation*; and (vi) *boost beneficiary farmers' access to information and communication technologies, and other agri-technology systems that provide real-time farm advisories*.³¹ The DOH will implement output 2.

- Output 3: Market access for subtropical horticulture farmers developed.** This output focuses on increasing profitability *to boost the profitability of subtropical farming in the state. This will be achieved by (i) forming a state-level CHPMA apex institution⁴the FPC⁴that leads agribusiness development; (ii) training the FPC in facilitation and negotiation, business plan development, financial management and services, and branding; (iii) supporting the FPC in formulating and implementing the branding and agribusiness promotion strategy by adopting digital technologies; (iv) designing and building value-addition facilities, such as primary washing, sorting and packaging facilities, and commodity storage and collection centers; and (v) assisting each district's*

CHPMA cooperative society and the state government in operating these facilities to generate or increase profits for the CHPMAs. The DOH will implement output 3.

1.4. Project Implementation Arrangement

The HPSHIVA Project will be implemented under the following implementation arrangements:

- **Executing Agency (EA):** DOH as the Executing Agency (EA) on behalf of the Government of Himachal Pradesh for overall project execution of the HPSHIVA Project;
- **Project Management Unit (PMU):** A Joint HPSHIVA Project Management Unit of DOH and JSV is established under the DOH and responsible for the overall project management activities of the Project; and
- **Project Implementation Units (PIUs):** Both DoH and JSV are Project Implementation Units (PIUs) responsible for day-to-day project administration and implementation of the project activities either directly or through engagement of contractors/service providers under their respective jurisdictions.

2. Objectives of the assignment

The Himachal Pradesh Subtropical Horticulture, Irrigation, and Value Addition (HPSHIVA) project, funded by the Asian Development Bank (ADB), aims to enhance productivity, market access, and sustainability of horticultural practices in the region. To ensure efficient project execution, it is critical to establish a robust and integrated Project Management Information System (PMIS). This system will leverage existing MIS infrastructure developed during the PRF (Project Readiness Financing) phase and introduce additional modules to cater to the expanded project scope.

The overall objective is to have access to S-a-a-S based PMIS (Project Management Information System) for HPSHIVA project. Which will be readily able to cater the services with its features and further it can have various customisation and development task under HPSHIVA project. PMIS can be implemented for the following major activities :

- ✓ To streamline and enhance transparency in project management activities.
- ✓ To enable efficient monitoring and reporting of project milestones.
- ✓ To manage procurement, contractor, and consultant processes effectively.
- ✓ To integrate variation and change management processes within the project lifecycle.
- ✓ To leverage and integrate the MIS infrastructure developed during the PRF phase to ensure cost-efficiency and compatibility.
- ✓ To fine tune the project website for better performance and faster in terms of page loading.
- ✓ Monitoring and Management of Existing & new projects.
- ✓ Daily basis real time reporting and track of every projects.
- ✓ Dynamic and interactive dashboard for instant information of the schemes, projects, and expenses.
- ✓ To improve the mechanism to provide information support to the higher authorities to work monitor & physical and financial progress monitoring of projects and insist the necessary administrative control.

- ✓ Physical and financial progress tracking of the of all projects in a single dashboard.
- ✓ To improve the productivity and responsiveness of employees and reduce the cycle time/repetition of activities through introduction of ICT based processes such as workflow automation, database and knowledge store management and better communication mechanism.
- ✓ Automation of standard processes related to Contract Management to reduce paper based manual work Prioritizing work - Reminders, Process to help in prioritization of pending works.
- ✓ Efficiency in creation, movement, tracking of all Projects and contracts.
- ✓ Central repository of all documents of all the projects and beneficiary details for the social sector project.
- ✓ Hosting of the application on Cloud Server, server credentials will be under the control of PMU/ MIS Expert.
- ✓ To finetune the project website for better performance. The link of website is : <https://hpshiva.hp.gov.in/>
- ✓ Training of various departmental officials to use the PMIS system.
- ✓ Maintenance of the PMIS for 4 years.

3. Scope of Work

The selected vendor/consultant will deploy cloud based PMIS for HPSHIVA project. Including further customisation in the S-A-A-S based PMIS modules as per the project requirement / departmental requirements, customise, develop, implement and provide support for the SAAS based PMIS.

PMIS application should have various modules for the project monitoring based on the requirements of the organization including:

3.1 Project Configuration :

There should be a feature to create the project along with the entire details of the project, cost of the project, financing pattern, funding agency etc. Project can have multiple packages and these multiple packages can have multiple sub packages (Clusters & Schemes). There should be a proper mechanism to define multi levels of project.

- .1. To add and configure new projects. There should be a provision to decide up to 3 level of package.

Add Project - Sub Projects / sub- sub- projects

For Example : Project → Package → Cluster → Scheme

- At least three level bifurcation should be there to map to package and then package to Project.
- Provision to Add Funding Agency where one can define the financing pattern.
- It should be package wise as such, as there may be different financing patterns for the different packages.

3.2 User Management -

- With Access Rights (Role Based Access to the system). There can be multiple types of users, PMU/ PIU, Consultant, Contractors, site engineers etc. Also, there can be

subcategory of users in all these major categories, they may have role-based access to the system with the limited features.

-
- There should be master management for all the modules (Project, Package, Level, User, Consultant, Contractor etc) and admin access shall be provided to the PMU/Authorised Person so that all the changes at implementation level can be configured. There should not be any requirement to get in touch with the agency for any kind of modification/ updating on routine basis, after onboarding and training of the stakeholders.

3.3 Project Dashboard: It should be having the key information of the project like the project amount, share of funding agency, share of the state and the expenditure incurred etc. Dashboard should provide easy access to all the project related documents like PAM, Aide Memoire, contract agreements etc.

Project Dashboard should have the information of all the packages under the project and their status - Award and multiple steps of bidding, start date, end date, project cost, contractor name and physical financial progress on real time basis.

There should be major three categories of the contracts :

- Civil / Constructions Contracts
- Consultancy Contracts
- Goods Contracts
- Dashboard (Landing Page): Landing Page will have listing of all the projects along with their basic information in tabular format. Once the user click on the table it will take to the internal pages which are listed next.

Functions under Project Dashboards :

- Task and milestone planning.
- Progress tracking (timeline-based and output-based).
- Automated generation of project reports and dashboards.

Integration:

- Linkages with existing MIS for data consistency.
- Compatibility with financial and operational data for reporting to ADB.

3.4 Major Features integration with Dashboard :

Inner Pages	Description
Project Basic Information	This page will have basic information of project like. Name of package, Cost of Work, Contractor Name, Start Date, End Date Etc
Project Documents	It should have the functionality to add the documents related to project. Like NIT, LOI, LOA, Tender Document, Bang Guarantee, Performance Security etc
Contractual Compliances	There should be a facility to create the rules of the project along with the time line in which the contractor has to submit the list of document. This list should be dynamic so that we

	can add the items to the manager and here the user will be able to update the document as per the compliance
Task Monitoring	According to work plan. Monitoring of the task. When it was planned to start. When the actual start date was recorded and what is the reason of the delay. Gant Chart will help in this section. It should have the feature to upload the MSP work plan so that the activities and their schedule can be captured.
Physical Progress	This section will have the Physical Progress of the project. This progress will be based on the workplan. Like which are the activities which were planned to start by which date. What is their current status and current progress accordingly will have the progress update here.
Financial Progress	This Section will have financial progress of the project. Based on few fields like actual Sope of payment, ADB Share, State Share, Taxation, Deduction, Withheld, LD, Penalty etc. It will also include the amount of running bills paid to the contractor. It should have the feature to update the bill as attachment along with the financial values capturing.
Issues	Issues can be reported by the contractor. Basic details of the issues and attachment as letter can be provided
Hindrances	Issues can be converted in to hindrance so that this will help for delay analysis.
Social Compliance	This section will have the social & gender compliance and related data.
Environmental Compliances	This section will environmental compliance and related data.
Reports	This Section will have multiple reports.

3.5 Procurement Management : Configuration of various packages of Civil Contracts, Consulting Contracts and Goods Contract. Also capturing the details of different packages. Monitoring of various procurement activities starting from ADB approval, NIT publication up to contract signing.

- **Features:**

- Capture the basic details of the procurement packages as per the procurement plan.
- Capture all the bidding /tendering details along with dates and supporting documents.
- Contract award tracking, contract document upload and updates the stages of bidding process.
- Contract management features.
- Compliance management, timely reminders / alerts.
- Procurement schedule tracking and reminders.
- Compliance with ADB procurement guidelines.

- **Integration:**
 - Existing MIS procurement records should be integrated and accessible.
 - Automated alerts for upcoming milestones and deadlines.

3.6 Contractor Management : There should be a provision to capture all the basic information of the contractor, once the contractor is registered in the system, contractor should be provided a user login in so that the concerned contractor can work on the packages which are mapped to the concerned contractors. Configuration of various contractors and their basic contract data sheet details. Mapping of the contractors with the packages and further monitoring of submissions made by the contractors like initial work plan, insurance, bank guarantee, design & drawings etc.

Features :

- Admin user will configure the basic roles and project configurations. Like project credentials, package credentials, mapping of the consultant and contractors with the packages like wise.
- Once the mapping of contractor is done with packages; contractors will be able to provide the update on the project.
- There should be an inbuilt feature of creating the activity schedule (Work plan). In the work plan the major activity / sub activity / sub - sub- activities (Up to 3 level) along with time and cost of the component.
- Contractor should be able to define the scope of work in terms of activity schedule and based on these major activity, sub activities and sub-sub-activities contractor will be able to post the updates which should be reflected physical and financial progress.

3.7 Contractor Man Power :

Contractors should be provided a feature to update the manpower / machinery deployed in the package and it should be mapped with the contractual requirement. Contractually, contractor has to provide skilled/ semi-skilled and non-skilled man power, this module should be capable to capture the information and it should be mapped with the contractual requirements.

- **Features:**
 - Contractor database management.
 - Performance monitoring and compliance tracking.
 - Contractual payment schedule management.
 - Issue and dispute resolution logs.
- **Integration:**
 - Links to financial disbursement systems.
 - Historical data migration from MIS.

3.8 Contractor Work Plan :

Contractors should be provided a feature to create and update the workplan. All the major components / activities of the package shall be mentioned in the workplan along with the start date and end date. This module should be able to enable the contractor to create the workplan within the PMIS environment only. There should be no requirement of any planning or scheduling tool to create the work plan in PMIS.

Features:

- Enable the contractor to create and update the workplan.
- Assign the weightage to each component based on their specific requirement of time, efforts and cost as well.
- Major components should be divided in to sub components and accordingly they should also be assigned the weightage.
 - During the execution, update the progress of the task along with the time stamp.
 - Performance monitoring and progress tracking of individual task and the overall package.
- **Integration:**
 - Links to Package / Cluster/ Scheme.
 - Historical data migration from MIS.

3.9 Consultant Management : Configuration of various consultant, their main role to the project, key positions, their TOR, mobilization of various key experts and non-key experts, their replacements, if the expert's CV is replaced then there shall be option to keep records of replacement CV, their approval date, cv submission details, ADB approval etc. person month consumption, key deliverables of consultants, various submissions made by consultants etc.

Features :

- This module should have the feature to keep track on the progress of consulting firms. Once the consulting firm is registered, they should be able to update the Key position and non-key positions along with the approved person months as per the contract and their quoted prices as well.
- Once the positions and detailed are mapped with the consulting firms, they should be the feature to manage and keep track of all the replacements against the position. This module should be able to keep the records of the replacement CV / their approval letters from ADB / PMU and the duration they worked for the project.
- Also, there should be a feature to update monthly consumption of the person month so that the reports can be produced as and when required by PMU.
- Tracking of deliverables and milestones.
- Payment and invoicing integration.

Integration:

- Synchronization with contract and procurement data.

3.10 Physical Progress Monitoring : Physical monitoring of the works and activities along with their milestone so that overall physical progress can be monitored in reference to the time elapsed.

3.11 Financial Progress Monitoring: Payment Made to the contractors in terms of RA, Deductions, withheld etc, claims raised to ADB, payment received from state govt and ADB etc.

3.12 Disbursement / Claim Management : Keep track of the disbursement plan and the claims sent to ADB. Timely action can be initiated to achieve the targeted disbursement.

Features :

- Once all the basic configuration and setup of the project, package, consultant, contractor is done. There should be a provision to define quarterly disbursement targets for each package/ consulting firms / contractors etc.
- These individual disbursement targets should be consolidated for the entire projects. Hence, PMU should be able to produce the package wise disbursement targets and their achievements against the targets. So the shortfall can be observed in time and corrective measures can be adopted accordingly.
- There should be a payment module - through which the finance department will be able to update the payment details against the packages to the contractor / consultants etc
- The payment module should be able to capture all the payment details including the withheld amount, all kind of taxes and levies, deductions, cess, etc and multiple report generation provision should be there.
- There should be proper mapping of payment module with the concerned package, it should be reflected in the disbursement module also so that the actual achievement against the targets can be visualised.

3.14 Keep track of DMF (Design and Monitoring Framework) : The PMIS can be used to keep track on the progress as per the DMF defined in the PAM for the HPSHIVA project. Key indicators can be defined in the system and accordingly their progress can be updated. Once the progress is punched in the reports can be generated through the system.

3.15 Monitoring of Compliance and Deliverables : PMIS will enable the PMU and EA to keep track on the monitoring requirements of ADB and will ensure timely compliance of the deliverables as per the PAM of project.

3.16 Monitoring & Reporting Dashboard : PMIS dashboards can be designed as per the monitoring requirements. Dashboards can show quick information of the project progress, if required further drill down can take the users to detailed project information. Multiple reports can be generated through the PMIS which will help the EA and stakeholders to initiate timely action in the interest of the project.

3.17 Issues & Hindrances: Issues encountered during the execution of the project can be marked by the contractor and these issues can be resolved by PIU/PMU in a timely manner. If the issues are causing delay in overall completion of the activity/project that issue can be converted in hindrance to the project and accordingly this module will help the PMU to resolve the issues and hindrances it will be also helpful for time extension cases.

3.18 Variation Module : All the variation in the contracts can be recorded under this module and this will enable PMU to keep track on all the variation order and overall project cost estimates.

Features:

- Change request logging and approval workflows.
- Impact analysis (cost, time, scope).
- Version control for documentation.
- Automated notifications to stakeholders.

Integration:

Links to Project Management, Procurement, and Financial systems for holistic tracking.

4 Progress through Geo-Tagged Images – Using Mobile App & web application :

One module should be integrated with PMIS for monitoring of various activities being executed on the site under various packages. This module should be able to help the EA to keep an eye on progress monitoring through geo tagged images. Mobile application shall be provided to the users to mark the progress under various activities under the concerned packages. These images can be monitored based on time stamp through web interface. This module will enable the EA to have access to historical data and progress pics as well. This application should be able to cater the requirement of real time monitoring with the help of geo tagged images. It should also maintain the historical data of project.

GIS shall also be integrated with this module, cluster boundaries, type of crop and other things can be integrated with the help of GIS and those GIS layers can be superimposed with the google map API for better integration. GIS inputs which are required, shall be provided by GIS expert – at PMU level.

The Objective of this endeavour is to monitor the physical progress, project progress and performance of the works in the field with Geo tagged images.

This application should have. One is web application for administrative dash board, monitoring & control and the other is mobile application to capture the progress photographs from the work sites using smart phones.

It should provide role-based access control and full administrative access to HPSHIVA Project Officers (PMU/ DOH/JSV/Consultant/ Contractors etc) to monitor the daily progress of different activities and helps to monitor progress, quality of work, safety issues etc. It should be able to help the authorities to take timely action and decisions in project interest.

It should be able to store historical data based on time stamp to visualize the performance as and when required to review project performance.

Features of Smart Check Engineer Application :

- ✓ Overall Project Monitoring and Administration.
- ✓ Incorporation of GIS Layers and GIS Data. (Through GIS Expert of the project)
- ✓ Stage wise pictorial view of progress from work site.
- ✓ Download / View Analytics of Progress on Dashboard.
- ✓ View Gallery of Pics updated as Progress with various filtration and based on time stamps.

4.1 Features of the Application for Monitoring using Geo Tagged images :

It should be a web based user friendly application to monitor the project progress and performance through images and pictures clicked from the project site.

It should provide the user, role based access control and full administrative access for the staff based on their roles and responsibilities. To store historical data based on time stamp to visualize the performance and when required to review project performance.

It should be available in S-a-a-S (Software-as-a-Service) model, makes projects authentic details available in a central repository in timely manner for easy access of all

the stakeholders in uniform formats, bring transparency, accountability and efficiency in project execution life cycle

This customised application should be based on organizational requirements. The features of this application should be as under :

- ✓ It should provide latest details / information available at a central location (Preferably Cloud servers) for easy access of different stakeholders at various levels in the project hierarchy in anytime, anywhere manner for 24x7x365. On account of this application, project governance improves and thereby enhances transparency, accountability and expedite implementation by arresting time and cost over-runs in project delivery.
- ✓ It should enable real time view of the work progress by stage of implementation based on cluster id and crop id. Though which cluster to cluster and crop to crop monitoring can be done.
- ✓ It should ensures faster access of the civil works/ solar fencing works/ field preparation works etc. ; enabling location based checks of the progress in a chronological frame.
- ✓ In this application, GIS incorporation should also be included. So that administrators of this application can have a look on GIS layer data like cluster boundaries, irrigation schemes, Modular Tanks, Civil Structures, Existing Infra which can be used in the project, pipe laying, Pump Houses, SCADA, CHMA, WUA, crop data, plant health data, produce tracking etc. These layers can be turned on or off as per the requirement of monitoring. Through these various layers one can get to know what was the planned activities and from where the pics are coming. It enhances the accuracy of data captured through mobile application.
- ✓ Directions can be issued using this application over SMS alerts and through email notifications which improves coordination and communication among the stakeholders / departments for improved efficiency of implementation.
- ✓ It will helps the stakeholders to monitor various quality and safety issues, it should give a clear picture of site works sitting in office only and without visiting the work site in personal. Obviously it should improves the quality of work and monitoring too.
- ✓ It should be facilitating to track projects latest actual physical progress with minimal efforts, enabling macro and micro level progress monitoring

4.2 Application should have 3 user roles:

1. Basic User / Field Facilitator
2. Supervisor
3. Administrator

These roles should have different functionalities. Broadly, it should have following features / advantages :

- ✓ On line monitoring of construction work at site
 - ✓ Captured with geo-location at the site
- Enables uploading of the work progress –site situation
- ✓ Uploaded photos on the works become visible & available for review by the PMU and other stakeholders.

- ✓ Various projects sites can be setup and monitored using this application. For each site setup there can be multiple supervisor. It helps to monitor the project at various level and enable us for delegation of power.
- ✓ Email alerts should be incorporated to send alert message at various level.

5. Focal Person on Behalf of PMU for Development and Deployment of PMIS :

The MIS expert, through PISC, will oversee the entire development and deployment of the SaaS-based Project Management and Information System (PMIS) in close consultation with the Project Management Unit (PMU). This includes system design, customization, implementation, and integration with workflows to ensure seamless functionality. The expert will coordinate with stakeholders, manage technical aspects, ensure compliance with security standards, and provide necessary training and support for effective system utilization. The deployment of PMIS will be carried out in a phased manner, incorporating feedback from the PMU to align the solution with project requirements and operational needs.

The Focal Person on behalf of the PMU will act as the primary liaison for the development and deployment of the Project Management and Information System (PMIS). Agency will be responsible for coordinating with the MIS expert (PISC), ensuring that project requirements, objectives, and expectations are effectively communicated and implemented. The focal person will facilitate decision-making in consultation with PMU, oversee progress, provide necessary approvals through PMU, and address any operational challenges during the development and deployment phases. Agency will also ensure that the PMIS aligns with the project's strategic goals, compliance standards, and user needs, enabling a smooth transition and effective system utilization.

6. Renewal of User Subscription License and Annual System Support:

The **Annual System Support and Renewal of Subscription License** for the **Project Management and Information System** ensure uninterrupted access to PMIS and services that enhance project planning, execution, monitoring, system performance, security, and access to all modules of PMIS and its features. The Annual System Support covers regular maintenance, troubleshooting, bug fixes, reports and performance enhancements to keep the software/application running optimally.

The subscription renewal guarantees continued access to updates, security patches, and new functionalities, enabling efficient project planning, execution, and monitoring. By ensuring timely renewal and maintenance, PMU can continue using the PMIS system to enhance productivity and stay aligned with the Project Management activities.

Renewal Period: The subscription for the SaaS-based software/application is valid for one (1) year from the date of activation. Renewal must be completed before the expiration date to ensure uninterrupted access.

Renewal Process: The service provider shall notify the client at least 30 days before the subscription expiration. The client will confirm renewal and complete payment before the due date to continue services without disruption.

License and Usage: Renewal extends the right to use the software as per the original terms. Any modifications to licensing terms, pricing, or service scope will be communicated before renewal.

Upgrades and Updates: Renewal ensures continued access to software updates, security patches, and feature enhancements as per the provider's service policy.

7. Data Security, Data Integrity and Ownership of Data

The service provider has to acknowledge the critical importance of **data security, data integrity, and ownership of data** in the **Project Management and Information System**. All data stored, processed, or transmitted through the system shall remain the sole property of Department of Horticulture, HP ensuring full ownership and control. The service provider shall implement robust security measures, including encryption, access controls, and regular security updates, to protect against unauthorized access, data breaches, or loss.

Additionally, the provider shall maintain data integrity by ensuring accuracy, consistency, and protection against corruption or unauthorized modifications. Upon termination or expiration of the contract, the client (PMU) shall have the right to retrieve all data in a structured format, and the provider shall ensure complete data confidentiality and secure disposal of any residual information, in compliance with applicable data protection laws and industry standards.

8. General Requirements

- **System Integration:** Ensure seamless integration with the existing MIS system developed during the PRF phase, minimizing redundancies and ensuring data compatibility.
- **User Roles and Access Controls:** The PMIS should include a robust user authentication system with role-based access to modules and data.
- **Data Analytics and Reporting:** Include dashboards with real-time analytics for decision-making and compliance reporting to ADB and other stakeholders.
- **Scalability and Flexibility:** The system should be scalable to accommodate future modules or expansions in project scope.
- **Training and Support:** Conduct training sessions for stakeholders and provide user manuals. A helpdesk for technical support should be established.
- **Compliance:** Ensure alignment with ADB guidelines, government regulations, and international best practices for Project Management Information System s.

9. Payment and Delivery Schedule

S. No.	Project Deliverables	Timelines	Payment
1	Advance	Within 14 days of signing the contract, upon evidence of mobilization of service Provider	10% of price Schedule Item no. 1 to 6 and applicable GST
2	Configuration and customization of project management dashboard for 1 civil work contract, 1 goods contract and 1 consultancy service contract (up to the satisfaction of PMU)	4 weeks from contract signing	30% of price Schedule Item no. 1 (Phase-I) to 5 and applicable GST
3	On boarding of various users (up to 25 users) including training to project team	6 weeks from contract signing	30% of price Schedule Item no. 1 (Phase-I) to 5 and applicable GST
4	Go live of integrated dashboard including reporting requirement of PMU (Phase-I)	10 weeks from contract signing	20% of price Schedule Item no. 1 (Phase-I) to 5 and applicable GST
5	Go live of integrated dashboard including reporting requirement of PMU (Phase-II)	12 months from contract signing or as per actual readiness	80% of price Schedule Item no. 1 (Phase-II) and applicable GST
6	Improvement of website upto satisfaction to PMU	12 weeks from contract signing	80% of price Schedule Item no. 6 and applicable GST
7	Subscription fees and system support for 2 nd year (25 users)	In the 13 th month from Contract Signing	30% of price Schedule Item no. 7 and applicable GST
8	Balance payment of Integrated dashboard and website (Phase-I)	In the 13 th month from Contract Signing	10% of price Schedule Item no. 1 (Phase-I) to 6 and applicable GST
9	Balance payment of Integrated dashboard and website (Phase-II)	In the 24 th month from Contract Signing	10% of price Schedule Item no. 1 (Phase-II) and applicable GST
10	Subscription fees and system support for 3 rd year (25 users)	In the 25 th month from Contract Signing	30% of price Schedule Item no. 7 and applicable GST
11	Subscription fees and system support for 4 th year (25 users)	In the 37 th month from Contract Signing	30% of price Schedule Item no. 7 and applicable GST
12	Completion of all services of 4 years	At the end of contract	10% of price Schedule Item no. 7 and applicable GST