

Engagement of Agency for Development of Innovation & Technology Marketplace Portal

Closing time of accepting bids: 11:30 am at September 14, 2026

Time for sharing password of technical and financial bids: between 12:30 pm and 4 pm on September 14, 2026

NIF Incubation and Entrepreneurship Council (NIFientreC)

C/o National Innovation Foundation India (NIF)

Grambharti, Amrapur, Gandhinagar-Mahudi Road,

Gandhinagar, Gujarat- 382650

info@nifientrec.org

Tender Document

Engagement of Agency for Development of Innovation & Technology Marketplace Portal

1) Instructions

- The agencies who are interested in participating in the bid must read and comply with the instructions and the terms and conditions contained in the tender document.
- The bids shall be filled in by the Bidder clearly and accurately. Any alteration, erasure or overwriting would be liable to make the tender invalid unless the same is neatly carried out and attested over the full signature of Bidder. The decision of NIFientreC to interpret the information and rates filled in by the Bidder shall be final and binding on the Bidder.
- The Bidders are requested to make themselves fully conversant with the Terms and Conditions of Contract at the time of submitting their bids. The Bidder is deemed to have examined and understood the tender document and obtained his information in all matters whatsoever that might affect the carrying out the works expressly mentioned or works which may have to be carried out to fulfil his contractual obligation within the scheduled rates and to have satisfied himself to the sufficiency for his offer.
- The Bidders are required to fill in complete and accurate details as required under the tender documents. Failure to furnish all the information as required under the bid documents or submission of a bid containing deviations from the contractual terms and conditions, specifications or requirements shall be treated and rejected as being non-responsive.
- The Bidders are expected to carefully examine all instructions, forms, terms and specifications in the bid documents and to fully inform themselves as to all the conditions and matters which may affect the subject matter of the work/tender or the cost thereof. If any errors, discrepancies or omissions are found in the documents or any Bidder is in doubt as to the true meaning or interpretation of any part, he shall seek necessary clarifications. However, no claim of any nature on account of any errors found in the tender documents shall be entertained.
- The Bidders shall bear all costs and expenses associated with and incidental to the preparation and submission of their respective bids, to attend meetings or conferences

if any, including any pre-award discussion with the successful Bidder, technical and other presentations, etc. and NIFientreC shall not be liable in any manner for the same.

- The Bidder shall be disqualified if any untrue statement or misrepresentation is made in the bid forms, attachments and other supporting documents submitted by the Bidder.
- The agency should not be blacklisted by any Public Sector/Government Agency. A certificate in this regard needs to be enclosed by the bidder.
- For any query related to this tender, the interested parties may contact through email (info@nifientrec.org)

2) Scope of Work:

The major scope of work is to develop a comprehensive, scalable, and user-friendly digital platform to showcase and promote innovative technologies from across India. The platform will serve as a centralized marketplace and knowledge repository connecting innovators, farmers, entrepreneurs, manufacturers, research institutions, and prospective buyers.

The portal shall facilitate the discovery of innovative products and technologies through advanced search and filtering mechanisms based on categories, geographic regions (North, South, East, West, and North-East India), states, districts, and product types. Products shall be displayed with detailed information including descriptions, multiple images, videos, technical specifications, brochures, approximate pricing, rental availability, and geo-location details.

The portal will function as an e-commerce-style marketplace with an online payment gateway. Interested users shall be able to submit purchase or rental inquiries, which will be managed by NIFientreC through an integrated lead and inquiry management system. The platform shall support both product sales and rental opportunities, enabling wider dissemination and adoption of innovative technologies.

The portal needs to be developed using modern web technologies including ReactJS for the frontend, Laravel for the backend, and MySQL as the database platform. The portal shall be fully responsive and optimized for desktops, tablets, and mobile devices.

A comprehensive administrative panel needs to be provided for managing products,

categories, regions, innovators, manufacturers, media content, inquiries, users, and other master data. The administration module shall enable efficient content management, product publishing, and reporting functionalities.

The portal shall support multilingual content management to ensure accessibility across diverse linguistic regions of India. The platform may be deployed with English and Hindi support, with the capability to expand to additional Indian languages.

To support future integration and data sharing requirements, the successful bidder needs to develop secure RESTful APIs enabling authorized external websites, portals, mobile applications, and partner organizations to access and display product information. The API framework shall be scalable and capable of supporting future integrations with innovation databases, government portals, and third-party systems.

The portal should also have provision of vendor and innovator self-registration, product approval workflows, user account management, quotation management, product reviews and ratings, mobile applications, AI-powered recommendation systems, and integration with external innovation ecosystems.

The bidder shall ensure adherence to industry-standard security practices throughout the entire software development lifecycle. The solution shall undergo vulnerability assessment, security testing, and security audit prior to production deployment. All identified vulnerabilities and security issues shall be appropriately addressed and closed before go-live, and the bidder shall provide relevant security audit reports, test reports, and compliance documentation. The solution shall comply with all applicable Government of India rules, regulations, policies, standards, guidelines, and advisories relating to data security, privacy, accessibility, usability, user-friendliness, and protection of information. The portal shall conform to applicable Government of India accessibility standards and guidelines, including the Guidelines for Indian Government Websites (GIGW) and the Web Content Accessibility Guidelines (WCAG), as applicable. The bidder shall also ensure that the portal is responsive, accessible, secure, user-friendly, and compatible across commonly used devices, browsers, and assistive technologies.

The selected bidder has to provide complete source code, technical documentation, deployment support, user training, and post-implementation maintenance.

The fully functional web portal as required in the scope of work needs to be developed and deployed within four months of awarding the contract.

A comprehensive support, maintenance, and warranty period of two (2) years shall be included from the date of successful deployment and acceptance of the developed portal. The support should include troubleshooting, content addition, content editing, page development, etc.

The overall objective of the project is to establish a sustainable, scalable, secure, and nationally accessible digital platform that promotes innovation, enhances technology dissemination, and strengthens the connection between innovators and end-users across India.

3) Submission of Bids:

Two bids (Technical & Financial) : Bids shall be submitted as separate password-protected documents sent through a single email only to ceo@nificentrec.org The passwords to be sent through email one hour after the closing time of bid on the closing date. Open file /non password protected file shall not be considered and disqualified. For any enquiry related to this bid, the interested bidders may write email to info@nificentrec.org

Technical doc : The bidder should enclose the following documents

- I. Company information
- II. Documents related to GST and MCA registration, copy of PAN card
- III. CA certified last three years turnover data
- IV. Documents related to similar experience and work orders
- V. Self-certified integrity certificate stating non blacklisting by any Government Department, Organization, Agency, Authority or any Public Sector Undertaking (PSU)
- VI. Transaction details of EMD amount
- VII. PDF of Technical Presentation on Approach & Methodology as per defined scope of work and previous similar experience

Financial doc: Financial quotation clearly indicating the development cost, applicable GST, and the total cost inclusive of GST.

Earnest Money Deposit

- An amount of ₹ 20,000/- (Rupees twenty thousand only) shall be submitted to NIF Incubation and Entrepreneurship Council (NIFientreC) through NEFT/RTGS (account details are given below)

Name of Bank	Union Bank of India
Account Holder Name	NIF Incubation and Entrepreneurship Council
Bank Account No.	606802050000087
IFS Code	UBIN0560685
Branch	Premchand Nagar, Ahmedabad

- Bids received without EMD shall be summarily rejected.
- EMD of the successful tenderer shall be released only after submission of Performance Security.
- EMD of unsuccessful tenderers will be returned immediately after the completion of the bid evaluation process.

4) Evaluation & Comparison of Bids

4.1 Minimum Eligibility Criteria

- The bidder should be MCA registered
- The average annual turnover in the last three financial years of the Bidder shall be at least Rs. 35 lakh.
- Bidder should have a Positive Net Worth in the last three Financial Years.
- CA-certified document to be submitted as proof of turnover and net positive worth.
- The Agency should have experience of at least three projects having an order value of at least Rs. 10 lakh in the last 3 (Three) years in web portal development.
- The Agency should preferably have an office in Gandhinagar or Ahmedabad for close coordination.

- Bidder should submit copy of valid **GST** registration certificate and **PAN** Card.
- The bidder should not have been blacklisted/ Debarred by any Government Department, Organization, Agency, Authority or any Public Sector Undertaking (PSU) as on the date for Bid submission. Undertaking regarding this shall be submitted by the bidder at the time of bid submission.

The Agency/bidders should enclose an organizational profile including background, availability of resource and experience of the firm, Proof of registered address and Telephone number of the office, escalation matrix and the above-mentioned documents in the technical bid.

Bidders qualifying the minimum eligibility criterion will only be called for technical presentation.

4.2 Evaluation of bids

The Quality cum Cost Based Selection (QCBS) criteria will be used to evaluate the bids, where the Technical Bid Score will get a weightage of 30% and the Financial Bid Score a weightage of 70%.

Technical evaluation marking details (Total 30 marks)

Sr No.	Criteria	Parameters	Maximum Marks
1	Technical Presentation on Approach & Methodology as per defined scope of work and previous similar experience	i) Understanding of the project requirements covering the principal components as mentioned in scope of work ii) Methodology/ approach to address the requirements mentioned in the scope of work iii) Innovativeness / Workable innovative ideas to effectively meet the requirements iv) Plan of work (presentation of model webportal and plan of development and execution of the activities) v) Clarity on functionalities required, accessibility, safety, government rules and regulations, etc vi) Experience related to similar project development	30

- The Bidder must score a minimum of 50 % score in technical evaluation. The Bidder having below 50% shall be considered technically disqualified.
- The Bid having the Lowest Financial Quote shall be termed as the Lowest Evaluated Bid and will be awarded 70 marks. Financial score of all the other bidders will be calculated based on the following formula.

Financial score of Bidder = (Financial Quote of the lowest Bidder x 70) /
Financial Quote of the Bidder.

Total score of each bidding party will be computed by adding the technical score (out of 30) and Financial Score (out of 70).

- The Bidder whose bid has secured the “Highest Total Score” out of 100 as per the above Composite Evaluation will be considered an H1 bidder.

5) Date & Time of receipt and opening of bids

Closing date & time for receipt of bids and opening of technical bids shall be as given below

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Presentation will be held through virtual mode on **September 16, 2026 at 11 am onwards**. The presentation link will be shared with screened in /technical qualified bidders (based on minimum qualification) through email.

6) Performance Security

- a) The successful bidder shall be required to furnish a Performance Security for an amount equivalent to 5% of the total contract value in the form of Bank transfer (NEFT/RTGS), which shall be returned 90 days after completion of the contract period (i.e. 90 days post 2 years of warranty period).
- b) Performance Security has to be submitted within 7 days from the date of issue of the work order/award of the contract. The transaction details of performance security along with acceptance of contract needs to be intimated through email/Official letter head.
- c) Non-submission of Performance Security Deposit in a timely manner shall lead to

suspension of the contract and forfeiture of the amount of EMD of the bidder.

- d) Performance Security of the firm will be forfeited in the events as mentioned under General Terms and Conditions in this Tender Document.

7) Award of contract

- (i) The contract will be awarded to the tenderer using QCBS selection method.
- (ii) NIFientreC reserves the right to cancel the tender/bid and not award the contract to any bidder before the award of the contract without assigning any reason. Further, NIFientreC reserve the right to make partial changes within the general scope of the contract before the award of the contract-

8) Contract period

The total period of the contract will be 28 months including four months of development followed by 24 months after acceptance of portal by NIFientreC. The contract also shall include a non-disclosure agreement.

9) Payment Terms

- (i) No advance payment will be made along with the work order.
- (ii) Payment shall be milestone based as below:
- 20% payment on finalization of plan of work and algorithm
 - 20% payment on demo of prototype web portal
 - 20 % payment on completion of web portal with all features
 - 20 % payment on delivery of all the deliverables
 - 20 % payment after one month use of the completely developed portal
- (iii) Tax Deduction at Source (TDS): TDS shall be deducted from each bill/invoice (as applicable) of the contractor under the statutory rules of Union Govt. in respect of Income Tax & other Taxes etc.

10) Applicable law

The contract shall be interpreted in accordance with the laws of Union of India. For judicial

adjudication, the disputes, if any, arising out of the Contract shall be subject to the jurisdiction of the Courts in Gandhinagar, Gujarat only and will be settled accordingly.

11) Disputes & Arbitration

- (i) All disputes arising out of execution of the contract shall be settled through arbitration. Both the parties shall first try to resolve the disputes amicably by mutual consultation. If they fail to resolve the disputes by such mutual consultation within 21 days, then, depending upon the position of the case, either of the party shall give notice to the other party of its intention to commence arbitration as per the Indian Arbitration and Conciliation Act, 1996.
- (ii) Sole Arbitrator shall be appointed by Executive Director NIFientreC within 30 days of notice regarding appointment of Arbitrator.
- (iii) The arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act 1996.
- (iv) Notwithstanding any dispute between the parties, the agency shall not be entitled to withhold, delay or defer his obligation under the contract and the same shall be carried out strictly in accordance with the terms & conditions of the contract.

12) Guidance Note on Conflict of Interest

Agencies should be deemed to be in a conflict of interest situation if it can be reasonably concluded that their position in a business or their personal interest could improperly influence their judgment in the exercise of their duties. The process for selection of Agencies should avoid both actual and perceived conflict of interest.

13) Liquidated Damages / Penalty Clause

In case the firm does not comply to the terms & conditions mentioned in the contract, action shall be taken against the firm to recover liquidated damages including administrative expenses which shall be a sum equivalent to 01% of the total contract amount per week for unfinished work and the total damages so claimed shall not exceed 10% of the total contract amount.

14) Force Majeure

- (i) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations, if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake, pandemic and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other reasonable circumstances beyond the control of the parties that may have arisen after the conclusion of the Contract.
- (ii) In such circumstances, the time stipulated for the performance of an obligation under the Contract is extended correspondingly for the period of delay attributable to the force majeure circumstances.
- (iii) The party for which it becomes impossible to meet obligations under the Contract due to Force Majeure conditions is to notify the other party, in written form, at the beginning and cessation of the above conditions immediately, but in any case not later than 10 (Ten) days from commencement of those conditions.
- (iv) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the state/country shall be a sufficient proof of commencement and cessation of the Force Majeure conditions.
- (v) If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party hereto may reserve the right to terminate the Contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of its intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

15) General Terms and Conditions:

- a) Any conditional offers made by the bidder or any alternations/ corrections made in the tender form shall not be considered.
- b) Bids submitted after the closing date not be accepted.
- c) While submitting the tender for this work the bidders shall be deemed to have read, understood and accepted all the terms and conditions stated in the tender document.
- d) Bidders shall treat the tender specifications and contents thereof as confidential.

- e) If the service of the agency continuously remains deficient, the Performance Security of the agency will be forfeited.
- f) Non-compliance with any terms and conditions enumerated in the contract shall be treated as a breach of contract.
- g) Under no circumstances the agency shall appoint any 3rd party or sub-lease/sub-let the contract.
- h) The agency shall provide backend support from their office during the warranty period.

Detailed scope of work

1) Objectives

- Create a centralized digital marketplace for agricultural and mechanical innovations.
- Promote grassroots innovations and technologies across India.
- Enable product discovery through advanced search and filtering mechanisms.
- Facilitate product purchase and rental inquiries.
- Provide geographical visibility of products and innovators.
- Support mobile and desktop users through a responsive platform.
- Provide centralized administration for managing products and portal content.
- E-Commerce Style Marketplace (With Online Payment)

2) Technology Stack

Frontend

- React JS
- HTML5
- CSS3
- Bootstrap/Tailwind CSS
- Responsive UI Framework

Backend

- Laravel Framework

Database

- MySQL

Hosting Environment

- Linux-based Cloud/VPS Infrastructure

Additional Technologies

- REST APIs
- Geo-location Integration
- File and Media Management Module

3) Phase wise work

A) Product Discovery & Marketplace Portal

Public Website

Home Page

- Project overview (it should be short and understandable)
- Product compare (Instead of opening multiple tabs, they want to compare it side by side)
- Featured products (Recommended products/Most popular/Most viewed badges)
- Regional product categories
- Latest innovations
- Search functionality (Voice search should be available)
- Quick access navigation

Product Catalogue

- Product listing page
- Category-wise listing
- Region-wise listing
- Innovator-wise listing
- Manufacturer-wise listing

Product Details Page

Each product shall contain:

- Product Name
- Product Description
- Product Category
- Product Images (Multiple Photos)
- Product Videos (Videos with complete explanation of the product with subtitles available in different languages)
- Technical Specifications
- Product Features
- Product Functionality
- Approximate Price
- Product Availability Status
- Rental Availability (also, provide an option for the innovator or buyer of machine to indicate whether the machine is available for instance by specifying that it is currently on rent until a certain date and will become available thereafter)
- Downloadable PDF/Brochure

- Product Location
- Google Map Integration
- Contact Information (Chat with innovators and users)
- Inquiry Form

Search & Filter Features (save search history)

Advanced filtering based on:

- Product Category
- State
- District
- Region
- Product Type
- Manufacturer
- Innovator
- Purchase/Rental Availability
- Price Range
- Voice search
- Auto suggestions

Geographic Mapping

- Geo-location display
- Product location mapping
- Region-wise product visualization

Inquiry Management

- Contact Form (specific inquiry for the CHC and FPOs)
- Product Inquiry Form (if innovators accept for the field visit of customer. They can book & see live demonstration)
- Purchase Request
- Rental Request
- Email Notification System (also add WhatsApp notification system, the customer mostly in India use WhatsApp application)
- A user-facing inquiry tracking timeline should be provided so that users can monitor the progress of their purchase/rental request (e.g., Submitted → Under Review →

Assigned → Contacted → Closed). This improves transparency and reduces the need for follow-up calls or emails.

B) Advanced Features & Expansion

- User Registration
- Innovator Registration
- Manufacturer Registration
- Product Submission Workflow
- Approval Workflow
- Product Analytics
- Dashboard Reporting
- Featured Products Module
- Success Stories
- News & Announcements
- Knowledge Repository
- Multi-level User Roles
- Additional Integrations as required

C) Mobile Application Development Scope

In addition to the web portal, the successful bidder/vendor shall design, develop, test, deploy, and maintain native or cross-platform mobile applications for both Android and iOS platforms.

Mobile Application Deliverables

- Android Mobile Application
- iOS Mobile Application
- Source Code and Project Files
- API Integration with Portal Backend
- App Store Deployment (Google Play Store and Apple App Store)
- Mobile Application Documentation
- User Manual and Admin Guide

Mobile Application Functionalities

User Features

- User Registration and Login
- OTP/Email Verification
- User Profile Management
- Product Search and Advanced Filters
- Category-wise Product Browsing
- Region-wise Product Browsing
- Product Detail Viewing
- Product Image Gallery
- Product Video Viewing
- Product Brochure Download
- Product Ratings and Reviews
- Product Inquiry Submission
- Purchase Request Submission
- Rental Request Submission
- Contact Innovator/Manufacturer
- Geo-location and Map View
- Favorite/Wishlist Products
- Share Product via Social Media
- Multi-language Support
- AI-based Product Recommendations
- Push Notifications for Updates and Announcements

4) Administration Panel

Dashboard

- Portal statistics
- Product statistics
- Inquiry statistics
- Regional statistics

Master Management

- Product Categories
- Product Types

- Regions
- States
- Districts
- Manufacturers
- Innovators
- Rental Types
- Static Pages

Product Management

- Add Product
- Edit Product
- Delete Product
- Product Approval
- Product Status Management
- Product Gallery Management
- Product Video Management
- Brochure Upload
- Location Mapping

Inquiry Management

- Purchase Inquiries
- Rental Inquiries
- Contact Requests
- Lead Tracking

Content Management

- Homepage Content
- Banners
- News
- Success Stories
- Documents
- Downloads

User Management

- Administrator
- Content Manager

- Product Manager
- Super Administrator

5) Multi-Language Support

The portal shall support multiple Indian languages to ensure accessibility across different regions of India. (The icon should be easily understandable, it must be a sign or something)

Features:

- English as the default language.
- Support for additional Indian languages such as Hindi, Gujarati, Marathi, Tamil, Telugu, Kannada, Bengali, Punjabi, Assamese, and others as required.
- Language switcher available on all pages.
- Product descriptions, categories, static content, and informational pages to support multilingual content.
- Admin panel to manage translations and language-specific content.
- SEO-friendly multilingual URLs and metadata.

6) Product Rating

- Product ratings and feedback.
- User reviews and testimonials.
- Moderation and approval controls.
- Product popularity and ranking indicators.
- Most popular/ New arrival/ Most purchased badges should be provided.

7) API Framework & Third-Party Integration

- The platform shall provide a comprehensive API framework to facilitate seamless integration with external systems, websites, mobile applications, and innovation databases.

8) AI-Powered Product Recommendations

- Intelligent recommendation engine based on user interests and browsing behaviour.
- Similar product suggestions.
- Personalized technology and innovation recommendations.
- Advanced search assistance.
- ChatBot

9) Social Media

- Auto Posting on Social Media Platform
- User Friendly URL for Sharing on Social Media Platform

10) Security Audit & Compliance

The successful bidder shall conduct a comprehensive security assessment before production deployment; The portal shall undergo an independent security audit by a CERT-In empaneled auditor or an equivalent recognized cybersecurity auditing agency.

11) Mobile Responsive Design

The portal shall be fully responsive and optimized for:

- Mobile Phones
- Tablets
- Laptops
- Desktop Computers

Supported Browsers:

- Chrome
- Edge
- Firefox
- Safari

12) Innovator & Manufacturer Features

- Registration and Profile Management
- Product Submission
- Product Update Requests
- Product Status Tracking
- Inquiry Management
- Communication with Interested Users

13) Mobile app

Administrative Features for mobile app

- Mobile App User Management
- Content Synchronization with Portal

- Push Notification Management
- Mobile Analytics Dashboard
- Review and Rating Moderation
- App Activity Monitoring

Mobile Application Technical Requirements

- Compatible with latest Android and iOS versions
- Responsive UI for phones and tablets
- Secure API Integration
- Push Notification Services
- Performance Optimization
- SSL-secured Communication
- Role-Based Access Control
- Multi-language Support
- Analytics and Crash Monitoring

Mobile Application Publishing Responsibility

- The vendor shall be fully responsible for publishing the mobile applications on both Google Play Store and Apple App Store.
- The vendor shall create, configure, and manage the developer accounts required for application publishing, if not already available.
- All first-year application publishing, registration, subscription, and store-related charges for Google Play Store and Apple App Store shall be borne by the vendor.
- The vendor shall ensure successful publication, approval, and availability of the applications on both stores.
- The vendor shall provide support for app updates, version upgrades, and store compliance requirements during the support period.

Mobile Application Maintenance & Support

- The vendor shall provide comprehensive maintenance and support services for the mobile applications for a period of **24 Months (2 Years) from the Go-Live Date.**

- Mobile application support shall be included within the overall project maintenance period.
- Bug fixes and security updates.
- OS version compatibility updates.
- Performance optimization.
- Minor functional enhancements.
- App Store and Play Store compliance updates.
- Technical support and issue resolution.
- During the 24-month maintenance and support period, any modifications, enhancements, corrections, or improvements required in the existing modules and functionalities covered under the approved scope of work shall be carried out by the vendor without any additional cost..

14) Security Requirements

- Secure Authentication
- Role-Based Access Control
- Password Encryption
- Data Validation
- Activity Logging
- Backup Management
- Secure File Uploads

15) Deliverables

Portal Deliverables

- Complete Source Code
- Database Scripts
- API Documentation
- User Manual
- Administrator Manual
- Deployment Documentation

Functional Deliverables

- Responsive Website
- Administration Panel
- Product Management Module
- Search & Filter Module
- Geo-location Module
- Inquiry Management Module
- Reporting Module

Non-Functional Requirements

- Mobile responsive design
- WCAG accessibility compliance
- SSL security
- SEO optimization
- Page load time under 3 seconds
- Daily automated backups
- Audit logs
- Scalable architecture
- 99.5% uptime target
- Role-based access control

16) Testing & Quality Assurance

- Functional Testing
- Responsive Testing
- Browser Compatibility Testing
- Security Testing
- Performance Testing
- User Acceptance Testing (UAT)
-

17) Training

Training shall be provided for designated administrators covering:

- Product Management
- Content Management

- User Management
- Report Generation
- Portal Administration

18) Maintenance & Support

Support Scope

- 24 Months from Go-Live Date
- Bug Fixes
- Security Updates
- Performance Optimization
- Technical Assistance
- Issue Resolution
- New Module Development
- Minor Functional Enhancements

19) General requirements

- NIFientreC will provide all product data, images, videos, brochures, and content.
- Hosting infrastructure shall be procured by the development agency with license in the name of NIFientreC. Evidence of payment needs to be shared with NIFientreC.
- Google Maps API and third-party service costs shall be borne by the developer for period of 24 months evidence of payment needs to be shared with NIFientreC.

20) Work Acceptance Criteria

The work shall be considered complete upon:

- Successful deployment of both web portal and mobile app
- Completion of UAT
- Submission of source code and documentation
- Training completion
- The vendor shall provide comprehensive maintenance and support services for the web applications for a period of 24 Months (2 Years) from the Go-Live Date.
- During the 24-month maintenance and support period, any modifications, enhancements, corrections, or improvements required in the existing modules and

functionalities covered under the approved scope of work shall be carried out by the vendor without any additional cost.