

TENDER NOTIFICATION

**Design, Development, Testing, Deployment & Maintenance
of
Tenant Services & Rent Management Portal
for
IT/ITES Special Economic Zone (IT/ITES SEZ), IT Park & Associated
Facilities**

Bid Submission Deadline	24 th September 2026, 01:00 PM
Technical Bid Opening	24 th September 2026, 03:00 PM
Technical Presentations	28 th September 2026, 01:00 PM
Last date for Pre-Bid queries	16 th September 2026, 05:00 PM (via email at query-ccml@ccmlmanipur.in only)
Financial Bid Opening	To be notified later
Mode of Submission	https://manipurtenders.gov.in/
Evaluation Method	Quality and Cost Based Selection (QCBS) — 70:30 (Technical : Financial)
Issuing Authority	Managing Director, CCML

Issued by:
Cyber Corporation Manipur Limited (CCML)
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Disclaimer

This Tender Notification has been prepared by Cyber Corporation Manipur Limited (CCML), solely for the purpose of inviting proposals from eligible vendors for the design, development, testing, deployment, and maintenance of the Tenant Services & Rent Management Portal for the IT/ITES Special Economic Zone (IT/ITES SEZ), IT Park & Associated Facilities, Mantripukhri, Imphal.

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SECTION 1: INTRODUCTION AND BACKGROUND

1.1 About CCML, Manipur

Cyber Corporation Manipur Limited (CCML), a Government of Manipur Undertaking was incorporated on 15th October 2020 as a Special Purpose Vehicle (SPV) to create, develop, run and manage the IT/ITES SEZ Manipur. CCML oversees the operation and management of the IT/ITES Special Economic Zone (IT/ITES SEZ) and the IT Park at Imphal, which serve as a plug-and-play technology hub for IT/ITeS companies, start-ups, Government agencies, and related entities in the State.

1.2 IT/ITES SEZ / IT Park, Manipur

The IT/ITES SEZ and IT Park established at Mantripukhri, Imphal provide dedicated office floor space (carpet area) on lease to tenant organizations, along with common facilities such as conference rooms, co-working spaces, parking areas, broadband connectivity, power backup, housekeeping, and security. Multiple companies, start-ups, and Government units currently operate out of these premises.

1.3 Need for the Portal

Presently, rent collection, maintenance charge billing, and ancillary services billing are managed through manual processes, resulting in:

- Delays in demand-note generation and collection.
- Lack of automated bifurcation of rent into the designated Revenue Account and the Operations & Maintenance Account.
- Absence of a transparent, real-time payment tracking and reconciliation system.
- No self-service channel for tenants to book and pay for ancillary services.
- Inadequate MIS reporting for policy decisions.

CCML therefore proposes to procure the services of a qualified agency for the Design, Development, Testing, Deployment, and Maintenance of a comprehensive web-based Tenant Services & Rent Management Portal.

1.4 Objectives of this Tender Notification

1. To invite competitive bids from eligible vendors for the end-to-end development of the portal.
2. To select the most suitable vendor through a transparent QCBS (Quality and Cost Based Selection) process with a 70:30 weightage (Technical : Financial).
3. To ensure delivery of a robust, secure, cloud-ready, AI-enabled, open-source-based portal within the stipulated timeline and budget.

SECTION 2: SCOPE OF WORK

The selected vendor shall be responsible for the complete lifecycle of the portal, encompassing design, development, testing, deployment, data migration, training, go-live support, and Annual Maintenance Contract (AMC) for one (1) year post go-live.

2.1 Module 1 — Tenant & Lease Management

- Onboarding of tenants with digital lease agreement upload and e-signing workflow.
- Recording and management of allocated floor, wing, unit number, carpet area (in sq. ft. and sq. m.), lease commencement date, and expiry date.
- Maintenance of tenant master data: company name, GSTIN, CIN, authorised signatory, contact details, and bank account information.
- Automated lease renewal alert and NOC generation.
- Handling of multi-floor, multi-unit, and partial-area allotment scenarios.
- Document repository for each tenant (lease deed, security deposit receipt, fit-out approval, etc.).

2.2 Module 2 — Automated Rent Calculation Engine

The rent calculation engine shall auto-compute monthly rent based on the lease master and rate matrix, comprising two mandatory components:

Component	Description	Basis	Credit Account
Carpet Area Rent	Rent for exclusive usable office space leased to the tenant.	Rate per sq. ft. x Carpet Area Allotted (as per lease agreement)	CCML Revenue Account
Common Area Maintenance (CAM) Charge	Proportionate charge for corridors, lifts, lobbies, washrooms, DG backup, housekeeping, security, and other common services.	CAM Rate per sq. ft. x Carpet Area OR fixed % of Carpet Rent (as notified)	CCML Operations & Maintenance Account

- Auto-generation of monthly demand notices / GST-compliant tax invoices with unique demand reference numbers.
- Configurable rate master (updatable by authorised Super Admin only) for rent rate, CAM rate, penalty rate, and annual escalation percentage.
- Annual rental escalation as per lease terms (e.g., 5% per annum) applied automatically.
- Pro-rated calculation for commencement or vacation mid-month.
- Penalty / interest computation for overdue amounts as per notified rates.
- Bulk demand generation for all tenants at the start of each billing cycle.

2.3 Module 3 — Payment Collection & Automated Fund Bifurcation

- Online payment acceptance via integration with Manipur e-GRAS / State-approved Payment Gateway supporting Net Banking, UPI, Debit/Credit Card, and NEFT/RTGS.
- Automatic splitting of each collected payment: Carpet Area Rent component to the CCML Revenue Account; CAM component to the CCML Operations & Maintenance Account — without manual intervention.
- Daily automated bank reconciliation matching payment gateway settlements with bank statements.
- System-generated digital receipts emailed and sent via WhatsApp to tenant on payment confirmation (see Section 2.8 for WhatsApp integration requirements).
- Provision for Admin staff to record offline payments (NEFT/RTGS/DD) with supporting document upload.
- Demand vs. collection tracker with ageing analysis and defaulter list.

2.4 Module 4 — Additional Services Booking & Payment

Tenants shall be able to browse, book, and pay for the following facility services through the portal:

Service	Unit of Charge	Configurable Rate	Credit Account
Parking Space (Monthly / Daily / Hourly)	Per slot per period	Yes	O&M Account
Conference / Board Room	Per hour / half-day / full day	Yes	O&M Account
Co-Working Space	Per seat / per day / per month	Yes	Revenue / O&M as notified
Event Hall / Training Room	Per session / per day	Yes	O&M Account
Dedicated Internet Bandwidth Add-On	Per Mbps per month	Yes	O&M Account
Locker / Storage Space	Per unit per month	Yes	O&M Account

- Real-time availability calendar and online booking engine for all bookable assets.
- QR-code-based booking confirmation pass sent via email and WhatsApp.
- Cancellation, rescheduling, and refund management workflow.

2.5 Module 5 — Tenant Self-Service Dashboard

- Secure tenant login via OTP (mobile / Aadhaar OTP).
- Dashboard showing: current dues, payment history, active bookings, upcoming lease renewal, and pending service requests.
- Downloadable demand notices, rent receipts, NOC / clearance certificates, and GST invoices.
- Online submission and tracking of maintenance and service requests.
- Document upload for lease renewal, change-of-signatory, and address updates.

2.6 Module 6 — Administration, MIS & Reporting

- Role-based access control (RBAC): Super Admin, Finance Officer, Facility Manager, Helpdesk Staff, Tenant, Auditor (read-only).
- Occupancy map and floor-plan-based visual view of vacancy / occupancy status.
- Finance dashboard: daily collection summary, fund bifurcation report, bank reconciliation status.
- Standard reports: Monthly Demand vs. Collection, Tenant-wise Ledger, Defaulter List, Ageing Analysis, CAM Utilisation, Asset Booking Utilisation — exportable as PDF and Excel.
- Custom report builder for ad-hoc queries.
- Complete, immutable audit log of all transactions and Admin actions.

2.7 AI-Enabled Features (Mandatory)

The portal shall incorporate AI/ML capabilities as follows:

- Predictive defaulter identification: AI model to flag tenants likely to default based on payment history patterns.
- Automated anomaly detection in payment transactions (e.g., duplicate payments, split transactions, unusual amounts).
- AI-powered chatbot (WhatsApp + Web) for tenant queries: rent dues, payment status, booking availability, complaint lodging.
- Demand forecasting for facility services (conference rooms, co-working) to assist facility management.
- Automated document classification and validation during tenant onboarding (using OCR + AI).

2.8 WhatsApp Integration (Mandatory)

All system-generated notifications shall be delivered via WhatsApp Business API in addition to email and SMS:

- Monthly demand notice with payment link.
- Payment confirmation with receipt download link.
- Booking confirmation with QR code.
- Lease renewal reminder (90 days, 60 days, 30 days, 7 days).
- Penalty accrual alert.
- Service request status updates (opened, in-progress, resolved).
- AI chatbot on WhatsApp for 24x7 self-service queries.

Note: *WhatsApp Business API integration shall be implemented through a TRAI-compliant, MeitY-empanelled WhatsApp Business Solution Provider (BSP).*

2.9 Post-Deployment Support

- Bug-free warranty support for twelve (12) months from Go-Live date.
- Annual Maintenance Contract (AMC) for one (1) year post-warranty, including minor enhancements (up to 10% of original scope per year), security patches, and platform upgrades.

SECTION 3: TECHNICAL REQUIREMENTS

3.1 Open-Source Software Stack (Mandatory)

All software components used in the development of the portal SHALL be open-source with active community/commercial support and shall not impose proprietary licensing costs on CCML.

Note: No proprietary database (Oracle, MS SQL Server) or proprietary CMS shall be used. All open-source components must have an active upstream community or LTS (Long-Term Support) release available.

3.2 Cloud-Ready Architecture (Mandatory)

- The portal shall be designed and deployed as a cloud-native application, containerised using Docker and orchestrated via Kubernetes.
- Deployment shall be on: (a) State Data Centre (SDC), Manipur; or (b) MeitY-empanelled Cloud Service Provider — as directed by CCML.
- Architecture shall support horizontal scaling to handle peak loads (e.g., end-of-month payment rush).
- Infrastructure-as-Code (IaC) using Terraform / Ansible shall be provided for reproducible deployments.
- Multi-zone / multi-region disaster recovery with RTO $\leq$ 4 hours and RPO $\leq$ 1 hour.
- The system shall be portable across cloud providers without vendor lock-in.

3.3 Security Requirements

- SSL/TLS 1.3 encryption for all data in transit; AES-256 for data at rest.
- OWASP Top 10 and SANS Top 25 compliance mandatory.
- Vulnerability Assessment and Penetration Testing (VAPT) by a CERT-In empanelled auditor before Go-Live and annually during AMC period.
- Web Application Firewall (WAF) and DDoS protection.
- Two-Factor Authentication (2FA) mandatory for all Admin users.
- Data localisation: all data shall reside on servers located within India.
- Regular automated backups: daily incremental, weekly full backup, with 90-day retention.
- Compliance with IT Act 2000, Personal Data Protection norms, and applicable CCML/MeitY security policies.

3.4 Integration Requirements

- State e-GRAS / PFMS / Payment Gateway: for online payment collection and automated fund bifurcation.
- WhatsApp Business API (Meta / BSP): for all tenant notifications and AI chatbot.
- SMS Gateway (BSNL / NIC SMS or equivalent): for OTP and backup notifications.
- Email SMTP (NIC Mail / equivalent): for email notifications and invoices.
- Aadhaar OTP / DigiLocker (optional, for document verification during onboarding).
- State Finance / Treasury API (if available): for revenue remittance reconciliation.
- GIS / floor-plan integration for visual occupancy mapping (SVG / CAD-based).

3.5 Performance & Availability SLA

Parameter	SLA Target	Measurement
System Uptime	99.5% per month	Excluding scheduled maintenance windows (max 4 hrs/month)
Page Load Time (P95)	< 3 seconds	Measured on 10 Mbps connection
Payment Processing Response	< 5 seconds	Gateway response time

Parameter	SLA Target	Measurement
WhatsApp Notification Delivery	< 2 minutes	From event trigger to delivery
Incident Response Time (P1)	< 2 hours	Critical system unavailability
Incident Resolution Time (P1)	< 8 hours	Critical issue
Scheduled Maintenance Window	Sundays 02:00 am – 06:00 am IST	Advance notice of 48 hours required

SECTION 4: ELIGIBILITY CRITERIA

Only bids meeting ALL of the following mandatory eligibility criteria shall be considered for evaluation. Bids failing to meet any single criterion shall be summarily rejected.

Sl.	Criterion	Requirement	Documentary Evidence Required
EC-1	Legal Constitution	The bidder shall be a legally registered entity in India — Company (under Companies Act 2013), LLP, Partnership Firm, or Proprietary firm registered with appropriate authority.	Certificate of Incorporation / Registration Certificate
EC-2	Years of IT Experience	Minimum seven (7) years of experience in the design, development, and deployment of web portals / software applications in the Government / Public Sector as on the date of bid submission.	Self-declaration + Work Order copies for at least 3 Govt. projects
EC-3	Minimum Average Annual Turnover	Minimum Average Annual Turnover of INR 5,00,00,000 (Rupees fiveCrores) from IT services/projects in each of the last three (3) completed Financial Years (FY 2022-23, FY 2023-24, FY 2024-25).	CA-certified Audited Balance Sheets / P&L statements for last 3 FYs (FY 2022-23, FY 2023-24, FY 2024-25)
EC-4	Experience in Government Portal Development	Successfully completed at least 2 (two) IT application projects with a project value of INR 20 Lakhs or above each.	Work Order and Completion Certificate from the client
EC-5	Experience in North East India	At least one (1) project successfully implemented in any State in the North East India region (Assam, Manipur, Meghalaya, Mizoram, Nagaland, Tripura, Arunachal Pradesh, Sikkim) for a Government / PSU / reputed private sector client.	Work Order + Completion / Go-Live Certificate from NE client
EC-6	CMMi Level 3	The bidder should be at least CMMi level 3	Copy of certification.
EC-7	Tax Compliance	Valid GST Registration and Income Tax PAN. Bidder shall not be blacklisted or debarred by any Central / State Government department as on the date of bid submission.	GST certificate, PAN copy, self-declaration of non-blacklisting
EC-8	Open-Source & Cloud Capability	The bidder shall demonstrate prior experience in deploying open-source-stack applications on cloud infrastructure (NIC Cloud / AWS / Azure / GCP / SDC). At least one cloud-deployed live reference portal to be cited.	Reference portal URL, hosting details, architecture diagram
EC-9	No Conflict of Interest	The bidder shall not have any relationship or financial interest with any existing CCML vendor, officer, or advisory committee member that would constitute a conflict of interest.	Self-declaration on company letterhead

Note: JV/Consortium is permitted with maximum number of members limited to 2 (two) only.

Sub-contracting of specific components (e.g., WhatsApp BSP, payment gateway, VAPT) is permitted with prior written approval of CCML and shall be disclosed in the bid.

SECTION 5: BID PROCESS & SUBMISSION INSTRUCTIONS

5.1 Bid Submission Platform

All bids SHALL be submitted exclusively through the NIC Government eProcurement Portal at <https://manipurtenders.gov.in/>. Physical / postal / email submissions will NOT be accepted.

5.2 Bid Structure

Bids shall be submitted in three (3) parts as specified below:

- Part A — Pre-Qualification & Eligibility Documents: All documents listed under Section 4 (EC-1 to EC-9), duly self-attested.
- Part B — Technical Bid: Technical proposal, including solution architecture, implementation methodology, team CVs, project plan (Gantt chart), technology stack details, cloud strategy, AI features description, WhatsApp integration plan, and sample wireframes / prototypes.
- Part C — Financial Bid: Bill of Quantities (BOQ), covering one-time development cost, deployment cost, training cost, and AMC cost for 1 year. No financial information shall be included in Parts A or B.

5.3 Tender Fee

- Tender Fee of Rs 10,000 /- (Non-Refundable) shall be submitted online. No other mode of payment shall be accepted.

5.4 Bid Security (EMD)

- Earnest Money Deposit (EMD): INR 1,00,000 (Rupees One Lakh only) payable via NEFT/RTGS/ online payment on the eProcurement portal.
- Bids without valid EMD shall be summarily rejected. No interest is payable on EMD.
- EMD of unsuccessful bidders shall be returned within 30 days of award of contract.
- The EMD for successful bidder shall be refunded without any interest after submission of 3% of Performance Guarantee.
- However, if the return of EMD is delayed for any reason, no interest / penalty shall be payable to the bidder.

The bidder shall furnish payment receipt details including UTR No./Transaction ID/date/ Amount/Bid No. etc. along with the bid for both Tender Fee and EMD.

1.	A/c Name	Cyber Corporation Manipur Limited
2.	Name of the Bank and Branch Details	State Bank of India, Imphal Secretariat, Babupara, Imphal
3.	Bank A/c Number	39981379253
4.	Account Type	Current
5.	NEFT/IFSC Code	SBIN0004562

5.5 Validity of Bid

Bids shall remain valid and open for acceptance for a period of 180 (one hundred and eighty) days from the bid submission deadline. CCML may request an extension of bid validity, which bidders may grant or decline without penalty on their EMD.

SECTION 6: EVALUATION METHODOLOGY — QCBS 70:30

Bids shall be evaluated using the Quality and Cost Based Selection (QCBS) method with a weightage of 70% for Technical Score and 30% for Financial Score.

6.1 Stage 1 — Pre-Qualification Check

Bids shall first be screened for compliance with all mandatory eligibility criteria (EC-1 to EC-9). Non-compliant bids shall be rejected, and their financial bids shall not be opened.

6.2 Stage 2 — Technical Evaluation (70 Marks)

Technically compliant bids shall be scored as per Section 7. Only bids scoring a minimum of 49 out of 70 in Technical Evaluation shall qualify for financial bid opening.

6.3 Stage 3 — Financial Evaluation (30 Marks)

Financial bids of technically qualified bidders shall be opened and scored as follows:

Financial Score (Fn) = $(\text{Lowest Financial Bid} / \text{Bidder's Financial Bid}) \times 100$

Weighted Financial Score = $F_n \times 0.30$

6.4 Final Score & Ranking

Final Combined Score = $(\text{Technical Score}) + (\text{Financial Score} \times 0.30)$

The bidder with the highest Final Combined Score shall be ranked first (L1-T1) and recommended for award. In case of a tie, the bidder with the higher Technical Score shall be preferred.

6.5 Negotiation

CCML reserves the right to negotiate on the financial bid with the highest-ranked bidder (H1) before issuance of the Letter of Award.

SECTION 7: TECHNICAL BID EVALUATION CRITERIA

Sl.	Evaluation Parameter	Sub-parameters / Scoring Guide	Max Marks
1	Relevant Government/PSU Portal Experience	• 2 qualifying Govt. projects : 7 marks • 5 qualifying Govt. projects: 15 marks • More than 5 qualifying Govt. projects: 20 marks	20
2	Relevant Private sector experience in design & development of portal/application.	• 2 projects : 2 marks • 5 projects: 6 marks • More than 5 projects: 10 marks	10
3	Experience in Northeast India	• 1 qualifying NE project: 4 marks • 2 or more qualifying NE projects: 6 marks • More than 2 qualifying NE projects: 10 marks •	10
4	Technical Presentation	• Clarity and quality of solution presentation: 8 marks • Demonstration of understanding of CCML requirements: 7 marks • Prototype walkthrough: 6 marks • Q & A response and technical depth: 5 marks • Presentation structure and communication effectiveness: 4 marks	30
	TOTAL		70

Note: Minimum qualifying Technical Score: 49 out of 70. Bidders scoring below 49 shall not have their Financial Bids opened. Work order/ completion certificate should be submitted as proof/evidence.

SECTION 8: FINANCIAL BID & PAYMENT TERMS

8.1 Financial Bid Structure

The Financial Bid shall include all-inclusive costs and taxes in Indian Rupees (INR). The BOQ shall cover:

Sl.	Cost Head	Unit	Amount (INR, incl. GST)
A	One-Time Development Cost (All 6 Modules + AI features + WhatsApp Integration)	Lump Sum	
B	Deployment, Data Migration & Go-Live Support	Lump Sum	
C	Training (CCML Admin Staff + Tenant Onboarding)	Lump Sum	
D	Annual Maintenance Contract (AMC) — Year 1 Post-Warranty	Per annum	
	TOTAL CONTRACT VALUE (A+B+C+D)		INR _____

Note:

- i. Rate quoted should be inclusive of taxes and duties and all other costs.
- ii. The quoted rate should not be lower than the minimum wage fixed by the government for the specific type of work and location.

Date:.....

Place:

Signature of the Bidder
Name:
Designation: (Seal)

8.2 Payment Milestones

Milestone	Payment
Inception and approved project plan	10%
Approved SRS, architecture and UI/UX design	20%
Core application development completed	25%
All modules, integrations, testing and UAT completed	25%
Go-live, handover and post-go-live stabilization	20%
Total	100%

SECTION 9: CONTRACTUAL CONDITIONS & SLA

9.1 Contract Duration

The contract shall be for a total period of approximately two (2) years and eleven (11) months: implementation period of approximately 11 months + 1 year warranty + 1 year AMC (1 year initially and extendable as per performance).

9.2 Source Code & IPR

- All source code, documentation, design artefacts, AI models, test cases, and data shall be the exclusive intellectual property of CCML.
- The successful bidder shall deposit source code on CCML-designated GitLab / repository at each milestone.
- No component developed under this contract shall be resold or reused by the successful bidder for other clients without written consent of CCML.

9.3 Liquidated Damages (LD)

- Delay beyond agreed milestones (without approved extension): LD @ 0.5% of the total development contract value per week of delay, subject to a maximum of 10% of total contract value.
- Failure to meet SLA (uptime, response time): Penalty as per Section 3.5 SLA table, deductible from quarterly AMC payment.
- CCML may terminate the contract and invoke performance security if LD accumulates beyond 10% of contract value.

9.4 Key Delivery Obligations

- Complete, commented, and version-controlled source code on CCML repository.
- System design document, SRS, API documentation, database schema, and deployment guide.
- User manuals: Admin manual, Facility Manager manual, Finance Officer manual, Tenant guide (English and Meitei/Manipuri version).
- Training for minimum 20 CCML/IT Park staff and an onboarding session for all active tenants.
- VAPT report (from CERT-In empanelled agency) with no critical/high open findings at Go-Live.
- Disaster Recovery (DR) setup and tested DR drill report.

SECTION 10: GENERAL TERMS & CONDITIONS

10.1 Right to Accept or Reject

CCML reserves the right to accept or reject any or all bids, to annul the bidding process, and to reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder(s) or any obligation to inform them of the reasons for CCML's action.

10.2 Disqualification

CCML may disqualify a bidder if it finds that the bidder has (a) made misleading or false representations in the forms, statements, and attachments submitted; (b) failed to provide clarifications as requested within the stipulated time; or (c) submitted substantially similar or colluding bids.

10.3 Confidentiality

The successful bidder shall treat all data, documents, communications, and information pertaining to CCML and IT SEZ/IT Park tenants as strictly confidential. The successful bidder shall ensure its employees, sub-contractors, and associates execute Non-Disclosure Agreements (NDAs) as required by CCML.

10.4 Governing Law & Dispute Resolution

This contract shall be governed by the laws of India and the State of Manipur. Any dispute arising out of or in connection with this contract shall first be resolved through mutual negotiation. If unresolved within 30 days, it shall be referred to arbitration under the Arbitration and Conciliation Act, 1996, with a sole arbitrator appointed by mutual consent. The venue of arbitration shall be Imphal, Manipur.

10.5 Force Majeure

Neither party shall be liable to the other for any delay or failure to perform obligations caused by circumstances beyond the reasonable control of the affected party, including acts of God, natural disasters, wars, pandemics, or Government orders, provided the affected party notifies the other within 7 days of occurrence.

10.6 Sub-Contracting

The successful bidder shall not sub-contract the core development work without prior written approval of CCML. Sub-contracting of specific auxiliary components (e.g., VAPT, WhatsApp BSP, payment gateway integration) is permitted subject to disclosure in the bid and written approval by DIT. The successful bidder remains fully liable for all work, including sub-contracted components.

10.7 Anti-Corruption

The successful bidder shall observe the highest standard of ethics during procurement and execution. Any corrupt, fraudulent, collusive, or coercive practice shall lead to termination of contract and recovery of all amounts paid, without prejudice to any legal action.

10.8 Amendments

Any amendment to this Tender Notification shall be notified through the NIC eProcurement portal and CCML website. It shall be binding on all prospective bidders. CCML may extend the bid submission deadline, if deemed necessary, to give bidders reasonable time to incorporate amendments, if any.