



REQUEST FOR PROPOSAL (RFP)

Design, Development, Deployment & Maintenance of Integrated Mobile Application for IHC Member Services

India Habitat Centre, Lodhi Road, New Delhi 110003

Reference Number: IHC/IT/IHC-App/2026-07-10/1

Issue Date: July 14, 2026

Pre-Bid Meeting: July 17, 2026 at 03:00 PM

Submission Deadline: July 31, 2026 by 03:00 PM

Tender Commercials Opening: August 05, 2026 at 03:00 PM

1. Introduction

India Habitat Centre (IHC) is a premier institution dedicated to promoting collaboration among individuals and organizations engaged in habitat-related disciplines. The Centre offers diverse services including cultural programs, dining facilities, accommodation, events, and library access.

IHC serves approximately **10,000 individual members and 600 corporate members**, supported by a combination of in-house and third-party software systems for administrative, hospitality, and member service functions.

2. Objective

The purpose of this RFP is to invite proposals from qualified vendors for the **end-to-end design, development, deployment, and maintenance** of a unified **mobile application ("IHC App")** for Android and iOS platforms.

The application will serve as the **primary digital interface for members**, enabling seamless access to IHC services through a secure, scalable, and user-friendly platform.

3. Scope of Services

The selected vendor will be responsible for the complete lifecycle of the application, including design, development, integration, testing, deployment, and post-implementation support.

4. Functional Requirements

4.1 Member Services

- Secure login and authentication (OTP / biometric)
- Profile viewing and updates
- Real-time data synchronization

4.2 Payments & Billing

- Access to invoices and payment history
- Online payment integration
- Automated reconciliation

4.3 Virtual Membership Card

- Digital membership card linked with RFID system
- Optional NFC-based authentication

4.4 Hospitality Services

- Restaurant reservations
- Room booking (integrated with WinHMS)
- Booking history and feedback

4.5 Events & Programs

- Event discovery and notifications
- Ticket booking and payment
- QR-based entry system

4.6 Notifications & Communication

- Real-time alerts (events, dues, bookings)
- Broadcast and targeted messaging

5. System Integration Requirements

The proposed solution must integrate via secure REST APIs with the following systems:

System	Purpose
Membership Software	Member management & billing
Memberspace	Member self-service portal
WinHMS	Room & restaurant bookings
Banquet System	Event and banquet management
Event Registration System	Ticketing and QR entry
Tally	Financial accounting
BOSS	Hospitality accounting
LibSys	Library management

RFID System	Access control
SMS / Email Gateway (Gupshup)	OTP delivery, transactional SMS and email
Website	Content and event information

All integrations must support **real-time data exchange and synchronization**.

6. Administrative Interface

The vendor shall provide a web-based **Admin Panel** with the following capabilities:

- User and booking management
- Notification management
- Role-Based Access Control (RBAC)
- Reporting dashboards and analytics

7. Reporting & Analytics

The system shall include:

- Booking and payment reports
- Member engagement metrics
- Export functionality (Excel/PDF)
- Feedback and CRM tracking

8. Technical Requirements

The solution must meet the following benchmarks:

- Cross-platform compatibility (Android & iOS)
- Support for a minimum of **5,000 concurrent users** (logged-in)
- Minimum **99.9% uptime**
- End-to-end data encryption
- Compliance with App Store / Play Store guidelines
- Integrated analytics and crash reporting

9. Project Timeline

The project shall be completed within **2-3 months** from the date of Work Order. Vendors must submit a detailed **Gantt chart** along with their proposal, covering all phases from requirement gathering to Go-Live. Any deviation from the expected timeline must be supported with a clear rationale.

Indicative Milestones

- Requirement gathering & SRS finalization

- UI/UX design & prototype approval
- Development & integration
- Testing & User Acceptance Testing (UAT)
- Deployment & Go-Live

10. Vendor Eligibility Criteria

Interested vendors must meet the following conditions and enclose supporting documents for each:

- Registered legal entity
- Minimum three years of experience in mobile application development
- At least three mobile applications designed, developed, and delivered (to be supported by case studies)
- Adequate technical team and infrastructure
- Provide audited financials of last 3 years
- Valid GST registration
- Established office / operational presence in **Delhi/NCR**

11. Proposal Submission Guidelines

Proposals must be submitted under a **two-envelope system**: two separate sealed envelopes, both placed inside a single outer envelope superscribed "RFP for IHC Mobile Application".

- **Envelope A - Technical Proposal** (no commercial information whatsoever)
- **Envelope B - Commercial Proposal**

In case of email submission, the Technical and Commercial Proposals must be submitted as two separate password-protected files; the password for the Commercial Proposal will be sought only from technically qualified bidders.

The Commercial Proposal (Envelope B) shall be opened **only after completion of the technical evaluation**, and only for bidders who meet the minimum qualifying technical score specified in Section 12. Disclosure of any commercial information within the Technical Proposal shall render the proposal liable for rejection.

11.1 Technical Proposal

The Technical Proposal shall be organized section-wise, following the exact structure of the Technical Evaluation Matrix in Section 12.1 (criteria 1 to 10). Each section shall contain the content specified in the matrix and shall be evaluated against the corresponding criterion for the marks indicated therein. Criterion 11 (Presentation & Demo) shall be assessed separately through a presentation and demonstration before the evaluation committee.

In addition, the Technical Proposal must include eligibility documents (including proof of Delhi/NCR presence); these shall be screened on a pass/fail basis and carry no marks.

11.2 Commercial Proposal

The commercial bid must quote only the following two values:

- A single lump-sum price covering the complete scope of work: design, development, integration, testing, deployment, Admin Panel, training, documentation, and third-party licences (if any)
- AMC cost, quoted separately for three years (per year, post 12 months warranty period)

12. Evaluation Criteria

Proposals shall be evaluated using **Quality and Cost Based Selection (QCBS)** with weightage of **70%** Technical and **30%** Commercial.

12.1 Technical Evaluation (70%)

Technical Evaluation Matrix (100 Marks)

Criterion	Content Required in Technical Proposal / Evaluated Against	Max Marks
1. Company Profile & Credentials	Company profile and credentials: years in operation, domain experience, organizational capability	5
2. Case Studies	Case studies of minimum 3 relevant mobile app projects delivered	10
3. Architecture & Technology Stack	Proposed architecture and technology stack, with scalability considerations	10
4. API Integration Approach	Approach for API integration with IHC's existing systems	5
5. Functional Coverage	Solution description with clause-wise compliance statement against Sections 4 to 8 of this RFP, highlighting innovation	20
6. UI / UX	Indicative UI/UX concepts or design portfolio demonstrating design quality and usability	10
7. Implementation Plan	Project plan and timelines, with a detailed Gantt chart and risk management approach	10
8. Team	Team structure and CVs of key personnel proposed for the project	10
9. Security	Data privacy and security approach, including compliance with the DPDP Act, 2023	10
10. Support	Maintenance and support strategy, including proposed SLA commitments	5
11. Presentation	Presentation and demonstration of the proposed solution before the evaluation committee	5
Total		100

Minimum Qualifying Technical Score: 70 marks out of 100. Commercial Proposals of bidders scoring below 70 marks shall be returned unopened.

Bidders shall be invited to make a presentation and demonstration of the proposed solution before the evaluation committee; this shall be scored under criterion 11 of the Technical Evaluation Matrix.

$$\text{Normalized Technical Score: } T_n = (T \div T_h) \times 100$$

where T = technical marks obtained by the bidder; T_h = highest technical marks among technically qualified bidders

12.2 Financial Evaluation (30%)

Evaluated Price: $F = \text{Lump-sum Project Cost} + \text{AMC (3 years)}$

$$\text{Financial Score: } F_n = (FL \div F) \times 100$$

where FL = lowest Evaluated Price among technically qualified bidders; F = Evaluated Price of the bidder concerned

Bids more than 25% below the average Evaluated Price of qualified bids may be required to be substantiated in writing; unsatisfactory justification may lead to rejection.

12.3 Final QCBS Score

$$\text{Final Score: } S = (0.70 \times T_n) + (0.30 \times F_n)$$

Award: highest S wins. Tie-breaker: higher T_n prevails.

Illustrative Example

Bidder	T (/100)	T_n	F (Rs)	F_n	S
Bidder A	82	91.11	1,400	78.57	87.35
Bidder B	74	82.22	1,100	100.00	87.56
Bidder C	90	100.00	1,650	66.67	90 - Awarded

Note: the lowest qualified bidder (B) does not automatically win; quality carries 70% weight.

13. Payment Schedule

Payments shall be released against the following milestones, as percentages of the lump-sum project cost (AMC excluded), upon acceptance of deliverables by IHC:

Stage	Milestone	Payment
1	Acceptance of Work Order and signing of contract	10%
2	Finalization of SRS and approval of UI/UX prototype	20%
3	Completion of development phase (Android + iOS + Admin Panel)	30%

4	UAT sign-off by IHC	10%
5	Production Go-Live, App Store deployment, training, and complete documentation handover	20%
6	Completion of 6 months of stable operation post Go-Live	10%

AMC payments shall be made quarterly in arrears, against satisfactory performance of AMC obligations.

14. Warranty & Maintenance

- Minimum **12-month warranty period** post Go-Live, during which all bug fixes shall be provided at no additional cost

AMC to include:

- Bug fixes and troubleshooting
- Security patches and updates
- OS compatibility updates
- Minor enhancements (up to 20 hours/month)
- 99.9% system availability support

The three-year AMC shall commence upon expiry of the 12-month warranty period.

15. Data Security & Confidentiality

- All IHC data shall remain strictly confidential
- Selected vendor must sign a **Non-Disclosure Agreement (NDA)**
- No data sharing under any circumstances

16. Intellectual Property Rights

- All deliverables, including source code, shall be the **exclusive property of IHC**
- Vendor must hand over all assets upon project completion or termination
- No reuse of IHC intellectual property without written permission

17. Terms & Conditions

- IHC reserves the right to modify, amend, or cancel or accept or reject any/all proposals without assigning reasons and without obligations
- The RFP does not guarantee award of contract
- Legal jurisdiction shall be **New Delhi, India**
- IHC reserves the right to request additional information from bidders
- IHC may terminate the contract with 30 days' written notice in case of persistent poor performance, fraud, or breach of confidentiality; upon termination, the vendor shall return all IHC data and hand over all work-in-progress