

राष्ट्रीय सहकारी विकास निगम
(सामान्य प्रशासन अनुभाग)

रा.स.वि.नि:2-2/2020-सा.प्र

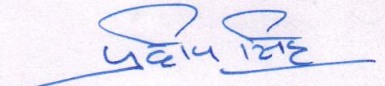
दिनांक:30.12.2020

Tender Notice

National Cooperative Development Corporation (NCDC), 4, Siri Institutional Area, Hauz Khas, New Delhi-110016 invites sealed bids for Design, Development, Testing, Implementation & maintenance of Enterprise Solution (Sanction Release Database & Loan Accounting System and Financial Accounting System) from well established IT and software development agencies/ companies capable of carrying out this work and having already carried out similar work in reputed organizations.

The prospective bidder shall fulfill the following mandatory eligibility criteria:

- i. Should have average annual financial turnover of minimum ₹500.00 Lakh in each of the last three financial years. (Copy of Financial Statements viz trading account, profit & loss account, balance sheet duly signed by CA be enclosed). This turn-over should be on account of only Software development and not Supply of Hardware/ IT infrastructure.
 - ii. The bidder must have during last 3 years experience of having successfully designed, developed, tested, implemented & maintained at least 3 (Three) similar Enterprise Solution costing not less than Rs. 100.00 lakh each in Government/ Public Sector Undertaking/ Autonomous Bodies.
 - iii. The bidder should be a registered company in India as per applicable statute and be in existence for at least five years. Should have valid PAN, Aadhaar and GST registration.
 - iv. The firm/company should be ISO 9001 certified for quality standards and ISO 27001 certified for information security. Copies of the certificates to be attached.
2. Prospective Bidder shall submit their offers in the bidding document specified for the purpose at National Cooperative Development Corporation (NCDC), 4-Siri Institutional Area, Hauz Khas, New Delhi-110016, 4th Floor, West Wing from 11.00 AM to 4.00 PM on all working days (Monday to Friday). The bid document is also available on NCDC's website www.ncdc.in. Each page of the tender document should be signed by the bidder before submission.
 3. The bidding document is required to be submitted in two parts viz. 'Pre-qualification Bid' and 'Financial Bid' in separate sealed envelopes put into one bigger envelop super scribed as "Design, Development, Testing, Implementation & maintenance of Sanction Release Database & Loan Accounting System and Financial Accounting System for NCDC".
 4. The offer (duly filled in & signed), in sealed covers, duly marked "Tender for Design, Development, Testing, Implementation & maintenance of Enterprise Solution (Sanction Release Database & Loan Accounting System and Financial Accounting System) for NCDC" must reach the office of Executive Director(Genl. Admin.), NCDC by 3.00 P.M on 29.01.2021 and the Pre-qualification bid shall be opened at 3:30 PM on dated 29.01.2021 in the office of Executive Director(GA) by committee. Bidders or their authorized representative may present at the meeting held for opening of Pre-qualification.
 5. The tender should be accompanied with earnest money deposit (EMD) amounting to ₹5,00,000/- (Rupees Five Lacs only) in the form of demand draft in favor of **National Cooperative Development Corporation payable at New Delhi**. The tenders without EMD shall be rejected.
 6. The price bid of only those firms shall be opened whose pre-qualification bid & technical bid are found to be acceptable as per eligibility criteria mentioned in the tender document. The time and date of opening of price bid shall be fixed and intimated to the eligible firms separately.
 7. The Corporation reserves the right to accept any or reject all the tenders without assigning any reasons thereof.



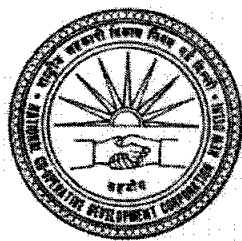
(प्रदीप सिंह)

स. निदेशक(सा.प्र.)

Copy To:

- 1 Chief Director (MIS): With request to upload tender on NCDC website & CPP Portal of Govt. of India.

TENDER DOCUMENT
FOR
DESIGN, DEVELOPMENT, TESTING, IMPLEMENTATION &
MAINTENANCE OF ENTERPRISE SOLUTION
FOR
NCDC, NEW DELHI



NCDC
Assisting Cooperatives. Always!

राष्ट्रीय सहकारी विकास निगम
4, सिरी इंस्टीट्यूशनल एरिया, हौज़ खास, नई दिल्ली-110016

National Cooperative Development Corporation
4, Siri Institutional Area, Hauz Khas New Delhi- 110016

वेबसाइट: <http://www.ncdc.in>

निविदा की लागत – मुफ्त

सूचकांक
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(सामान्य प्रशासन अनुभाग)

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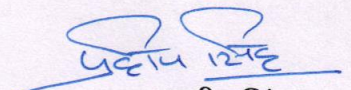
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(प्रदीप सिंह)

स. निदेशक(सा.प्र.)

Copy To:

- 1 Chief Director (MIS): With request to upload tender on NCDC website & CPP Portal of Govt. of India.

पूर्व अहर्ता बोली

Pre-Qualification Bid

PARTICULARS OF THE FIRM

1.	Name of the firm		
2.	Office address		
3.	Telephone No.		
4.	Mobile phone No.		
5.	E-mail address		
6.	Fax No.		
7.	Whether the firm proprietary/ partnership		
8.	Name & Address of partner, in case of partnership firm please enclose a copy of partnership deed/power of attorney		
9.	Date of establishment of the firm :		
10.	Annual turnover for financial years (Please attach copy(s) of audited financial statement, accounts and balance sheets for the last three years 2017-18 to 2019-20)	Annual turnover (in ₹)	Annual turnover on account of only Software development
		2017-18	
		2018-19	
		2019-20	
11.	Technical Manpower details (Submit the resume of Individual Man power describing their Qualification, Experience in years and no. of similar type of projects completed along with brief description of each projects)		
12.	Particulars of DD/Banker's Cheque towards EMD of ₹5,00,000/-		
13.	GST no. of the Firm: (photocopy to be enclosed)		
14.	PAN No: (photocopy to be enclosed)		
15.	Whether the Firm/Company has the following certificates: a. ISO 9001 (Yes/No) b. ISO 27001 (Yes/No) If Yes, furnish the copy of relevant certificates.		
16.	Contact Details and Address of Firm/Company's Office in Delhi /NCR		
17.	Any other relevant information.		

Signature of the Bidder/Firm
(Name & Address of the Bidder/Firm with seal)

(Please attach self attested separate sheet/s, if required)

DETAILS OF EXPERIENCE

(EXPERIENCE OF SIMILAR WORKS/ PROJECTS EXECUTED DURING THE LAST THREE FINANCIAL YEARS OF VALUE MORE THAN ₹ 100 LAKH EACH DURING THE PERIOD 01ST APRIL 2017 TO 31ST MARCH 2020 IN GOVERNMENT/ PUBLIC SECTOR UNDERTAKING/ AUTONOMOUS BODIES)

Sl. No.	Name, Address & Contact details of the Client	Details of the work	Work award cost	Date of completion	Remarks

Note:

- I. Please attach copies of work award letters and/or performance certificates as proof of above information.
- II. The information above will be input for Technical evaluation as mentioned in Annexure-III and must be provided enclosing proof of information as at point I above.

Signature of Authorized person

Name

Address of the Firm

(With seal)

TERMS & CONDITIONS

1. This Tender is open to well establish IT and software development agencies/ companies capable of carrying out the above work and having already carried out similar work in reputed organizations.
2. The envelope 1 containing Technical bid super-scribed as **“Technical Bid for The Work of Design, Development, Testing, Implementation & maintenance of Enterprise Solution (Sanction Release Database & Loan Accounting System and Financial Accounting System) for NCDC”** should not contain any price information and should comprise of following in the below mentioned order:
 - i) Earnest Money Deposit of amount ₹5,00,000/- by Demand Draft/ Pay order drawn in favor of **National Cooperative Development Corporation** payable at **New Delhi**.
 - ii) Compliance with Scope of work as per Annexure ‘II’.
 - iii) Technical Bid in the prescribed format as per tender document, duly signed on each page by authorized person with rubber stamp of the firm.
 - iv) Particulars of the Firm/ Company in Annexure ‘I’.
 - v) Documentary evidences confirming Registration with GST, PAN or any other statutory obligation required to be complied with by the Firm/Company.
 - vi) All the relevant documents as mentioned in Annexure-III should be submitted.
 - vii) An undertaking/declaration from the Firm/Company that Firm/ Company shall honour the warranty commitments including fault free operation of implemented solution, trouble shooting, removing bugs/errors and enhancement (if required) during Warranty & Annual Maintenance Contract period with no extra cost to NCDC in Annexure – IV.
 - viii) Approach, methodology and work plan as mentioned in Annexure-V should be submitted.
 - ix) Personnel to be employed for the work and undertaking to this effect as mentioned in Annexure-VI should be submitted.
 - x) The tender other than in the prescribed form shall not be accepted. Each page of the tender document is required to be signed by the person/ persons submitting the tender in token of his/her/their having acquainted himself/herself/themselves with all the Terms & Conditions.
3. The envelope No.2 super-scribed as **“Financial Bid for The Work of Design, Development, Testing, Implementation & maintenance of Enterprise Solution (Sanction Release Database & Loan Accounting System and Financial Accounting System) for NCDC”** should contain only financial bid. It must give all the relevant price information, (both, in figures & words). The financial offer should not contradict the technical offer in any manner. The price schedule must be filled in completely without any error, cutting or alterations in rates (both in figures & words). The Financial bid of only those tenderers who will qualify in Technical bid will be opened.

The Technical Bid Envelope & the Financial Bid Envelope prepared as above are to be kept in a single sealed envelope super scribed with **“Tender for The Work of Design, Development, Testing, Implementation & maintenance of Sanction Release Database & Loan Accounting System and Financial Accounting System for NCDC”**.

No Tender will be considered unless & until all the documents are properly signed & stamped and all corrections also signed by the bidder.
4. **Earnest Money Deposit:**

EMD of ₹5,00,000/- (Rupees Five Lacs Only) in the form of Demand Draft/ Banker’s Cheque in favour of **“National Cooperative Development Corporation”** and payable at **New Delhi** has to be submitted along with tender documents, failing which the bid will be rejected. Earnest Money shall be forfeited in the event of any of the following

situations:

- a) If the bidder withdraws or amends his Tender or increases the rates after deadline for submission of the Tender but before the validity of the tender expires.
 - b) On refusal to enter into contract after award of contract.
 - c) on failure to furnish the required performance security or
 - d) If the work is not commenced on the date of starting the work after the work is awarded to the contractor.
 - e) Once the tender is submitted, no tenderer will be allowed to withdraw the tender. Even if, any tenderer withdraws the tender, E.M.D. of that tenderer will be forfeited in full.
 - f) Any error on the part of the tenderer while quoting the rates will not be accepted as an excuse for refusal to execute the order for any or all items, if order is placed on the basis of the quoted rates. For refusal of the order, the E.M.D. of the tenderer will be forfeited in full.
 - g) No interest is payable on the Earnest Money Deposit under any circumstances and will be returned on completion of tendering process.
5. The agency/ company should have minimum annual turnover of Rs. 500 lakhs in all of the last 3 financial years. (2017-18, 2018-19 & 2019-20). This turn-over should be on account of only Software development and not Supply of Hardware/ IT infrastructure. (Balance sheets, Trading and Profit & Loss Account of last 3 years as above, to be enclosed duly attested by Chartered Accountant along with relevant documentary proof that the above turn-over is on account of only Software development).
 6. The agency/company must have during last 3 years experience of having successfully designed, developed, tested, implemented & maintained 3 (Three) similar software costing not less than Rs. 100.00 lakh each in Government/ Public Sector Undertaking/ Autonomous Bodies. The copies of Purchase/ Work Orders/ Satisfactory Completion Certificates are required to be enclosed with the technical bid.
 7. The bidder should be a registered company in India as per the applicable statute and be in existence for at least 5 years. Company should have a valid GST Registration, PAN Number allotted by the respective authorities. Self-attested copy of company registration certificate, GST, PAN number. Copy of Article of Association and Memorandum of Association are required to be submitted.
 8. Bidder should be the developer and owner of the products. Bidder should provide single window for all end to end services such as implementation, configuration and training to the end users and onsite technical support person at NCDC office. No consortium is allowed. Authorized person of the bidder shall submit certificate to the effect, that Bidder is the developer and owner of the products and will provide single window for all end to end services such as implementation, configuration and training to the end users at NCDC.
 9. Bidder should submit certificate/undertaking to the effect that firm is neither blacklisted by any government department nor any criminal case is registered against the firm.
 10. The firm/ company should have its core software development centre in Delhi/NCR region. Contact Details and Address of firm's/company's office to be provided in the tender. Physical verification may be done by NCDC before awarding the contract.
 11. **EVALUATION OF BIDS:-**

An Evaluation Committee will evaluate the bids of all the bidders.

 - a) To evaluate the Technical Bid, the committee constituted by the Corporation shall examine the documents furnished by the Firm/ Company in the Technical bid. The firm will be required to make technical presentation. The Corporation may also seek any other mode of evaluation as desired by the evaluation committee of NCDC.
 - b) The Financial Bids of those Bidders only who are technically qualified by the Tender committee will be opened.

The detailed evaluation and award criteria are given at Annexure-III.

12. **CRITERIA OF DISQUALIFICATION**

- a) Failure of any Bidder(s) to provide all of the information / documents required in the bid proposal or any additional information / documents as sought by the Corporation including supporting documents.
- b) Non receipt of Bid proposal on or before due date and time.
- c) Misrepresentation in the Bid proposal
- d) Tender not accompanied with Earnest Money Deposit (EMD).
- e) Incomplete or conditional Bid
- f) Use of unfair means /misrepresentation
- g) Bid found in unsealed envelope, unsigned bids, bids signed by unauthorized person and any unconfirmed material alteration.
- h) Technical Bids containing any price information.
- i) Conditional tenders shall be summarily rejected.

13. NCDC shall have the right to contact and verify bidders' information, references and data submitted in the bid proposal without further reference to the bidder.

14. **PENALTY FOR NOT COMPLETING THE WORK IN TIME**

In case the Firm/ Company fails to complete the work within the stipulated time or extended time, a penalty @ 2% of contract value per week may be imposed on the Firm/ Company. The penalty amount, if any, shall be recovered from any amount due for payment to the Firm/ Company. Besides, imposing penalty as above, the balance work may be got done from any other agency at the risk and cost of the Firm/ Company, after giving a single notice.

15. **EXTENSION OF TIME FOR COMPLETION**

If the Firm/ Company shall desire an extension of time for completion of the work on the ground of his having been unavoidably hindered in its execution or on any other grounds, he shall apply in writing to the Executive Director (GA), with full details within 10 days of the date of the hindrance on account of which he desires such extension as aforesaid. NCDC shall, if in its opinion (which shall be final) reasonable grounds for extension exists, grant such extension of time as may in its opinion be necessary or proper. No compensation shall be payable to the Firm/ Company for any extension of time.

16. NCDC reserves the right to accept any or reject all the tenders without assigning any reason whatsoever.
17. After receiving the confirmed offer from NCDC, the Firm/ Company will give his acceptance and execute an agreement on stamp paper of requisite value on prescribed format as per Annexure-VIII of the tender document, within 15 days from the date of receiving the confirmed order. In case the Firm/ Company fails to execute the agreement within 15 days as above, the offer for the work is liable to be cancelled and the earnest money shall be forfeited. In such case, the Corporation is free to award the work to the next eligible firm/ company.

18. TIMELINES FOR THE WORK

The Successful bidder has to comply with following timelines: -

Sl. No.	Activity	Timeline
1.	Date of award of work	D
2.	Study of requirement and Submission of SRS	D + 30 days
3.	Freezing / Approval of SRS	D + 50 days
4.	Development, Testing, Installation and Demonstration of System	D + 200 days
5.	User Acceptance Testing	D + 240 days
6.	Security audit and source code audit/review	D + 280
7.	Signoff / Installation of Final Version / Legacy data migration / Training / Go Live	L = D + 310 days
8.	Technical Support (Onsite)	D1 = L + 12 months
9.	Warranty Support (Onsite)	D2 = L + 12 months
10.	AMC Support (Onsite)	D3 = D2 + 36 months

19. PAYMENT TERMS

The payments would be linked with the different milestones achieved by the Selected Bidder during System go live. The relevant milestones are depicted in the table below.

#	Milestone	Payment Percentage
I	Software	
	Submission of SRS	10%
	Delivery of Beta Version	30%
	UAT signoff	20%
	Data migration from existing software, implementation of solution in NCDC Head Office, 18 Regional Offices and LINAC training academy and completion of user training	20%
	After 3 months of successful Go-Live i.e. after resolution of all issues encountered in live environment and final acceptance is given by the Corporation.	20%
II	AMC for three years after warranty period (AMC will be paid on yearly basis)	
	Completion of Quarter 1	25%
	Completion of Quarter 2	25%
	Completion of Quarter 3	25%
	Completion of Quarter 4	25%

Any delay in achievement of milestones/ deliverables/ activities from Bidder shall automatically result in delay of corresponding payment from Corporation.

The Bidders should note that the contract entered with the successful bidder will be for 4 Years (1 Year warranty post go-live and 3 Years AMC), extendable at the Corporation's discretion.

20. **SECURITY DEPOSIT**

The successful bidder shall furnish a refundable Security deposit of 10% of the order value in the form of Bank guarantee /Pledge of FDR/ DD in the favor of "National Cooperative Development Corporation and payable at New Delhi" valid for a period of 60 months within 10 days of award of contract. If successful bidder fails to comply obligations of contract in that case Security deposit will be forfeited. No interest shall be payable on the Security deposit.

21. **PRICE COMPOSITION**

The Grand Total price as quoted in Financial Bid should be only in Indian rupees and inclusive of following:

- i.
 - a) The price shall be inclusive of all taxes including GST as applicable.
 - b) Installation/ Configuration and commissioning charges.
 - c) One year comprehensive warranty maintenance covering all technical support and services.
- ii. Post warranty comprehensive AMC for 3 years after expiry of warranty period for 1 year including updates, modifications / expansions, rectification of error, addition or up-gradation and installing patches in the solution.

22. **NO PRICE VARIATIONS**

No upward revision in the price will be considered on account of subsequent increase in foreign exchange. However, if there is any increase/ decrease in government levies/ taxes, during the execution of work, the same shall be passed on to NCDC. All Govt. Levis will be paid on the basis of rates of Levis as prevailing at the time of making payment.

23. **INSTALLATION, COMMISSIONING & TESTING**

- a) The Successful bidder shall comply with all Local, State & Central Govt. Rules, Regulations, Ordinances and Codes & Law relating to the work or the conduct thereof.
- b) The Tenderer has to acknowledge that he has made himself fully acquainted with all the conditions & circumstances under which Design, Development, Testing, Implementation & maintenance of Enterprise Solution (Sanction Release Database & Loan Accounting System and Financial Accounting System) for NCDC required under the contract will have to be done & with all the terms, clauses, conditions, specifications & other details of the contract and the bidder shall not plead ignorance of any of these as excuse in case of complaint against or an rejection of supplies Limited Tendered by him or with a view either of asking for enhancement of any rates agreed to, in the contract or evading any of his obligations under the contract.
- c) NCDC reserves the right to delete any point or add any point not exclusively mentioned in the bid document but found necessary for incorporation at any time during the period of Technical discussion before placement of order. The

same shall be considered a part of Tender and shall be mandatory and binding on the Firm/ Company.

24. **Acceptance Testing:**

Solution will be tested by NCDC or its representatives with required technical and other capabilities to inspect, test and evaluate the solution and determine whether it satisfies the acceptance criteria as per scope of work. Bidder will rectify the deficiencies and other deviations from the scope of work immediately and not later than 10 days from the date of intimation by NCDC. Re-evaluation will be done by NCDC or its representative and if deficiency is not rectified, NCDC will be at liberty to invoke suitable penalty clauses and/or cancel the contract without further notice. Final payment release will be subject to NCDC conveying acceptance after evaluation.

25. **DISASTER RECOVERY AND BUSINESS CONTINUITY PLAN:**

A detailed DRP/BCP for the solution should be submitted as a part of the proposal.

26. **WARRANTY & MAINTENANCE CLAUSE**

- a. The Firm/Company will provide 1 year all comprehensive warranty of solution from the date of completion of implementation of solution (Go Live) in NCDC. During the warranty period, the Firm/Company shall have to attend to all breakdown calls within 2 hours free of cost. In case, the Firm/Company fails to fulfill its commitments during warranty period, the performance bank guarantee shall be revoked.
- b. After expiry of warranty period of 1 year from the date of implementation of solution in NCDC, the solution will be on AMC for a period of three (3) years as quoted in Financial Bid. During AMC period of solution, the Firm/ company will be responsible for Annual Maintenance work of solution including fixation of bugs, updates, modifications / expansions and installing patches.
- c. Resolution Service Level Agreement (SLA) during warranty maintenance and AMC support: The reported issue will be classified as High / Medium / Low by NCDC
 - High level issue: To be attended and resolved within 04 working hours from the time of reporting
 - Medium level issue: To be attended and resolved within 12 working hours from the time of reporting
 - Low level issue: To be attended and resolved within 24 working hours from the time of reporting

Any Failure to resolve the issue within stipulated time will render the vendor liable for levy of liquidated damages @ Rs 1000/- per working hour subject to a maximum of Rs 50,000/- for high level issue / Rs 25,000/- for medium level issue / Rs 10,000/- for low level issue. The liquidated damages if any shall be deductible from the quarterly payment during annual maintenance period.

- d. The AMC charges will be paid at the end of every quarter after expiry of the warranty period on submission of a satisfactory service report duly signed by the authorized official.
27. Bids shall remain valid for 120 days after the date of bid opening prescribed by NCDC. A bid valid for a shorter period shall be treated as non-responsive and rejected.

28. **FORCE MAJEURE CLAUSE:**

- a) The Firm/Company shall be liable for any delay in execution or failure of their respective obligations under this agreement except for delay caused by occurrence of events beyond control of the Firm/Company, including but not limited to natural calamities, fire, explosions, floods, power shortages, acts of God, hostility, acts of public enemy, wars, riots, strikes, sabotage, order/action or regulations of government, local or other public authorities.
- b) In case a Force Majeure situation arises, the Firm/Company shall immediately notify NCDC in writing of such conditions and the cause thereof within two calendar days and prove that the same is beyond his control and is likely to affect completion of the work.
- c) Unless otherwise directed by NCDC in writing, the Firm/Company shall continue to perform its obligations under the contract as far as it is reasonably practical, and shall seek all reasonable means for performance not prevented by the Force Majeure event.

29. **ARBITRATION**

In the event of any dispute or disagreement over the interpretation of any of the terms herein above contained or claim of liability, the same will be referred to an arbitrator to be appointed by the Managing Director, NCDC, whose decision shall be final and binding upon both the parties. Such reference shall be deemed to be a submission to arbitration under the Arbitrations and Conciliations Act 1996. The venue of arbitration shall be New Delhi. Subject here to the court in New Delhi shall have exclusive jurisdiction to the exclusion of all other courts.

Signature of the Bidder/Firm
(Name & Address of the Bidder/Firm with seal)

SCOPE OF WORK

NCDC has implemented Sanction Release Database and Loan Accounting System (SRDB and LAS) and Integrated Financial Management System (IFMS) years back and these systems need significant upgradation in terms of functionalities and features. Bids are invited for:

1. Design, development, testing, implementation & maintenance of fresh enterprise solution (Sanction Release Database & Loan Accounting System and Financial Accounting System)

The scope of the above work is given below.

SCOPE OF WORK of DESIGN, DEVELOPMENT, TESTING, IMPLEMENTATION & MAINTENANCE OF ENTERPRISE SOLUTION

NCDC has envisaged the requirement of Enterprise wide application software as a centralized web-based solution which can be accessed by employees of various offices of NCDC across the country. This application will help the NCDC employees in effective planning, coordination and execution of their day-to-day activities. It will also bring transparency and accountability in the system and provide additional tool for senior management to monitor and analyze the activities at various levels. The system envisaged comprises of three major modules namely SRDB (Sanction Release Database), LAS (Loan Accounting System) and Financial Accounting Management.

1. SRDB (Sanction Release Database) and LAS (Loan Accounting System) modules

- A. Maintenance of masters such as Division, Office, State, District, Co-operative Society Classification, Beneficiaries / Co-Operative Society, Scheme Source, Scheme Details, Ministry Details, Ministry Department, Activity Details, Sector Detail, Purpose Detail, Nature of Assistance, Routing Agency Type, Primary Borrower, Security Type etc.
- B. User management
 - a) Roles
 - b) Rights
 - c) Users
- C. Proposal
 - a) Proposals and subsequent revisions in the proposal
 - b) Proposal Status
 - c) Proposal Beneficiaries
- D. Sanction
 - a) Sanction with Date
 - b) Sanction Beneficiaries
 - c) D-Sanction
 - d) D-Sanction Beneficiaries
 - e) Extend Validity Date
 - f) Security for other than Non Govt. Loans

E. Release

- a) Release Detail
- b) Release Terms & Condition
- c) Preparation of Voucher
- d) Release Payment Voucher
- e) Release Beneficiaries
- f) Revised Terms conditions

F. Budget

- a) Budget Entry
- b) State wise section wise target
- c) Project-wise Physical and Financial progress details to be updated in system by all the divisions.
- d) Category wise Subsidy requirements on the basis of actual expenditure incurred under the project may be updated in system by all the divisions.
- e) If Beneficiary is single, then data should get updated automatically in Beneficiary wise details at the time of Sanction / Additional- Sanction / De-Sanction and Release.
- f) Subsidy Bifurcation while entering data against General, SCSP and TSP.

G. Loan Accounting

- a) Repayment Schedule
- b) Receipt Entry
- c) Demand Calculation
- d) Refund Entry
- e) Overdue Interest Waiver
- f) Exceptional Interest Waiver
- g) Update Activity
- h) One-time settlement
- i) One-time settlement withdrawal
- j) Provision to calculate Average lending rate, Av. short term / long term lending rate during a specific period.
- k) Provision to calculate future dues along with interest for any specified time period.
- l) Early repayments/ refunds shall be adjusted automatically and the repayment schedule shall change accordingly.

m) Provision to modify repayment schedule/ enter specific repayment schedule, at the time of entering release details.

n) Flagging of by the system whenever there is mismatch in loan balances with Loan Cell and Accounts Cell.

o) The interest rates on loans may be entered in the system and while entering release details the rates may be picked automatically on the basis of amount and loan tenure, to reduce chances of typographical error.

p) The credits in the Bank Accounts shall be entered by the cash cell in the software and the receipts may be sent to concerned cells for classification. Concerned cells may classify or forward the receipt to other Cell, as required. The receipts coming to Loan Cell shall have the feature to classify as receipt or refund.

q) Sugar Development Fund (SDF) loans accounting module.

r) SRDB system shall allow the entry and verification of proposals, sanction, release and de-sanction data through separate ids as the concept of maker and checker. Reports generated will reflect the ids of maker and checker. The verifying/posting ID would be minimum Assistant Director Level.

s) SMS and Email alerts to users/ management/ borrowers as per the requirement.

t) Secured access using profile definition

u) Integration with Financial accounting module

i. Borrower to GL Code mapping

ii. Loan Disbursal

iii. Loan Repayment

Reports

A. Proposal Reports

- i. State wise & Section wise Pending Proposals
- ii. Section wise & State wise Pending Proposals
- iii. Region wise & Section wise Pending Proposals
- iv. Sum of State wise Section wise Pending Proposals
- v. Sum of Region wise Section wise Pending Proposals
- vi. State wise Section wise Proposals
- vii. Section wise State wise Pending Proposals

B. Sanction Reports

- i. List of directly financing sanctions
- ii. List of directly financing releases
- iii. List of directly assisted project sanctioned
- iv. Sanction Reports
- v. Security Reports

vi. D-Sanction

C. Release Reports

- i. List of release for the period
- ii. List of Release (Voucher not posted)
- iii. State and Section and Scheme and Division wise release
- iv. Other term loan released
- v. Advance Released during the year
- vi. State and Section and Scheme and Division wise Advance Released

D. Spill Over Reports

E. Budget Reports

- i. Target & Release as on date

F. Loan Accounting Reports

- i. Consol. of loan Assistance Rel. during the Fin. Yr.
- ii. Statement of Accrued Interest during the Fin. Year
- iii. Statement of month-wise receipt
- iv. Summary of balances
- v. Forwarding Letter for Confirmation of Loan Balance
- vi. Details of Outstanding dues/over dues
- vii. Future Cash inflow summary
- viii. Rate of interest wise, time slab wise outstanding
- ix. Future cash inflows - detailed working
- x. Repayment Schedule for individual release
- xi. Consolidated repayment schedule
- xii. Statement of over dues as on a date
- xiii. Statement of Outstanding as on date
- xiv. Interest Received for (less than 5 years)
- xv. Loan Card
- xvi. List of Receipts during the period
- xvii. List of Refunds during the Fin. Yr.
- xviii. Month wise Installment Due / Receipts

G. Cumulative Release Reports

- i. State, Activity wise Releases As on date
- ii. State, Activity wise Releases during Year
- iii. Total Assistance Released to States during Year
- iv. State wise Position of Releases during Year
- v. Activity wise Releases (State wise/All India)
- vi. Assistance Released To Least Developed States
- vii. Assistance Released To North-Eastern States

H. Asset Liability Management (ALM) Reports

- I. Long term short term accrued Reports as on date
- J. Interest received during given period Report
- K. Project details:
 - i. Status of physical and financial progress of project/borrower along with subsidy requirement under Gen, SCSP and TSP category.
 - ii. Project progress details to be updated by respective divisions
- L. Flexible filters for generation of any kind of reports from SRDB and LAS modules.
- M. Project-wise/Borrower-wise spillover report with sanction, release, spillover along with requirement of subsidy updated by programme divisions in r/o CSISAC/DMI subsidy.
- N. Overdues as on date and overdues during a time period – borrower wise, sector wise, State/region wise and release wise.
- O. Overdues generated and overdues received/ recovered during a time period.
- P. Details of a particular borrower – loans advanced release wise, repayments (principal +interest) date wise.
- Q. Loans outstanding as on date and during a time period - borrower wise, sector wise, State/region wise and type of loan wise.
- R. Releases and repayments during a time period (principal and interest) - borrower wise, sector wise, State/region wise and release wise and type of loan wise
- S. Accrued interest as on date - borrower wise, sector wise, State/region wise and type of loan wise
- T. NPA as per the policy of the Corporation - borrower wise, sector wise, State/region wise and release wise
- U. For all the reports, option to export the report in both Excel and PDF with proper formatting should be there.
- V. Key Performance Indicators (KPI) Dashboard with interactive graphical user interface for senior management for decision making purposes.

2. Financial Accounting Management Modules

- A. Maintenance of masters such as Employee, Bank, Account Head, Office, Country, State, District, Vendor/ Payee Name, Hospital, Narration etc.
- B. User management
 - i. Roles
 - ii. Rights
 - iii. Users
- C. Financial Transactions module

- i. Company Accounting
 - ii. Transaction Processing
 - iii. Pre-Payment Voucher
 - iv. Journal Voucher
 - v. Payment Voucher
 - vi. Receipt Voucher
 - vii. Cheque Printing
 - viii. Cheque Sequence and Cancellation
- D. Human Resource module
 - i. Medical, TA and LTC claim module.
 - ii. Medical Bill Advance, Receipt generation, entry and approval
 - iii. TA Advance, Receipt generation, entry and approval
 - iv. TA will also include travelling claims for Foreign, Interview and Training.
 - v. LTC Advance, Receipt generation, entry and approval
 - vi. NOC – no advance stands against any employee
 - vii. Dashboard - Medical, TA and LTC
 - viii. Intimation letter through auto-generated emails to employees including retired employees regarding their claims settled.
- E. TA module
 - i. TA advance should be linked to the Employee Code so that the Advance to be given is entered through Employee code. Also while entering Advance details, the period and place of tour should also be mentioned.
 - ii. NOC to the employee whenever required should be linked to the Advance page of the TA bill so that if no advance stands against his Employee Code, NOC can be issued.
 - iii. Travel Acquittance Role (TAR) is to be prepared on the similar lines of MAR in Medical Cell, so that all details such as Employee name, Designation, Grade Pay/ Pay Matrix, Gross bill, amount settled , Advance taken, net paid are also reflected in the system .
 - iv. MIS of all TA, TTA, LTC and Foreign bills of both HO and RO should be available on the Dashboard of the officers of TA Cell, showing the latest status of the bills. The MIS should be real time showing number of bills and amounts RO wise, Designation wise, Period wise (Specific dates) and in any other form as required from time to time for monitoring purpose.
 - v. In the present system there is a provision of Travelling Expense Register where all bills are diarized and numbered after settlement. In this, all details of the employee need to be reflected. At present this system does not show the

advance taken by any employee till the bill is submitted. This change is very important and should be connected to the Employee code also.

vi. The system should also have the drop down for showing the details of bills separately as LTC, TTA, TA, Foreign, Interview, and Training.

F. Advances

- i. TA/DA Advances
- ii. Medical Advance
- iii. Other Advances

G. Depreciation module

H. Security Deposits (EMD) module

I. Stale Cheque module

J. GST module

K. TDS module

L. NEFT/RTGS Mandate Form generation for submission to banks for payments

M. SMS and Email alert to users/ management

N. Integration with SRDB and LAS module and HRMS software

- i. Loan Disbursal
- ii. Loan Repayment
- iii. Automatic creation of vouchers for SRDB and LAS module
- iv. Payroll module of existing HRMS

O. Reports

- i. Account Reports
- ii. Bank Reconciliation reports
- iii. Ledger
- iv. Cheques
- v. Day Book
- vi. Bank Book as per the format / Bank reconciliation schedule
- vii. GL Report
- viii. Medical
- ix. Travelling Advance
- x. Leave Travel Concession

- xi. Pre-Payment Voucher
- xii. Journal Voucher
- xiii. Payment Voucher
- xiv. Receipt Voucher
- xv. Balance Sheet
- xvi. Advances
- xvii. Depreciation Module
- xviii. Security Deposits
- xix. Stale Cheque
- xx. GST
- xxi. TDS
- xxii. Expense reports
- xxiii. Payee wise report
- xxiv. TDS deduction report
- xxv. GST expense reports
- xxvi. Key Performance Indicators (KPI) Dashboard with interactive graphical user interface for senior management for decision making purposes.

In addition to the above, a wide range of MIS reports shall be generated from the system. The number of reports and the format for each report can be finalized in consultation with NCDC during the detailed system analysis to be conducted at NCDC. Based on this exercise, the final list of reports can be decided.

Note: The above details cover an overview of the envisaged system, however, complete user requirements shall be finalized during the detailed system analysis and finalized under Software Requirements Specification (SRS) document approved by NCDC. This SRS forms the basis for development, delivery and final signoff.

3. Summary of Scope of Services

The scope of services primarily cover implementation of a web-based Enterprise wide System for NCDC. A comprehensive MIS module shall also form part of the envisaged system. It is required to put in place a proper system where in all stakeholders will have access to all the relevant information to take informed decisions. The envisaged system shall have the following capabilities: -

- a) The System shall be accessible to various stakeholders based on their roles and privileges.
- b) The System shall be able to manage the different types of loans being handled by NCDC
- c) The System shall be able to manage / monitor the Sanction Release Database, Loan and Accounting details and Financial Accounting on a real time basis.

- d) The System shall be able to generate MIS based on various parameters that aids in effective decision-making.
- e) System should keep history of each of parameters change and System should provide comprehensive audit trail report on all activities performed on the system including modification of data by any user including admin/system admin.
- f) Integrity of data to be maintained at 100% of time.
- g) The system will be accessed concurrently by 50 users.
- h) Application should be light weight that is easily accessible even in Regional Offices with low bandwidth availability.
- i) The software when completely installed and implemented must provide access response of **5 to 8 seconds** on the terminals with 50 percent total terminals/ 50 percent of total users accessing the applications. The response of the application should not degrade beyond **10 - 12 seconds on full load**. The sizing of hardware is to be suggested accordingly. The vendor will regularly improve its code and performance tuning during and at the end of warranty period.
- j) The solution architecture must be scalable and shall support increasing number of concurrent users and concurrent processing.

The solution from the selected bidder shall be implemented on the designated server provided by NCDL within the timeline specified in the tender. It shall be a web browser-based solution with the following modules: -

- SRDB (Sanction Release Database)
- LAS (Loan Accounting System)
- Financial Accounting Management

The broad scope of work shall be as follows: -

- i) Prepare and submit Software Requirement Specifications (SRS)
- ii) Deliver the Solution as per approved SRS
- iii) Provide Support for User Acceptance Testing
- iv) Implementation of the Solution on the designated server
- v) User Configuration of the implemented solution
- vi) Security audit and source code audit before UAT and after complete implementation
- vii) Data Migration from existing environment
- viii) Provide End User Training at NCDL Head Office, New Delhi
- ix) Provide Warranty Support for initial 12 Months
- x) Provide AMC Support for next 36 Months
- xi) Provide Onsite Technical Support by two technical persons during warranty and AMC period
- xii) Provide User Manual
- xiii) Provide all applicable Licenses

The bidder shall be required to independently arrive at the methodology, based on globally acceptable standards and best practices, suitable for NCDC.

4. Solution Technology

The software should be developed in JAVA platform with database as MySQL. The platform must be fairly free from vulnerabilities. The bidder shall purchase the MySQL Enterprise Edition license from OEM and handover to NCDC. These licenses must be purchased with free update/upgrade and support from the OEM with a validity of at-least one year and handover to NCDC. The perpetual cost and yearly subscription cost of MySQL Enterprise Edition with free update/upgrade and support from the OEM to be mentioned in the financial bid. The installation of MySQL Enterprise Edition license in the NIC cloud server will be carried out by the bidder.

5. Security

The bidder will provide for the following security features for the solution:

- i. Client account, transaction data or any sensitive information is encrypted when in transit.
- ii. Encryption to be used for data traveling between system and other interfacing applications.
- iii. Protection against defacement, hacking.
- iv. Secured Coding Practices, OWASP etc. to ensure 100% security of the Solution.
- v. Design should incorporate security features to protect the solution from Session Hijacking, Sql injection, Cross scripting, Denial of Service and other attacks and vulnerabilities etc.
- vi. Third party Security audit/Information Security Audit of will be conducted by the vendor. The vendor shall also conduct source code audit/review of the provided solution without any added cost to Corporation. The successful bidder has to remedy all discrepancies observed in the audit findings at no additional cost to the Corporation.
- vii. Web interface will be https.

6. Training Needs

Training shall be provided to the users of NCDC at a central location, New Delhi. All necessary infrastructure for conducting the training will be provided by NCDC.

7. Hardware / Infrastructure Needs

The selected bidder shall provide necessary recommendations on the hardware / infrastructure required for ensuring smooth functioning of the system. Based on this recommendation, requisite hardware / infrastructure will be procured on Cloud platform of National Informatics Centre (NIC) by NCDC. Solution shall be platform agnostic – not dependent on a particular hardware setup. The vendor will be responsible to implement the solution on NIC Cloud.

8. Warranty Support

The solution should have minimum one-year warranty from the date of installation of the application in the live environment and Go-Live and the selected bidder should ensure the trouble free operation of the application during the contract period.

9. On-site warranty and maintenance Support

- i. The selected bidder shall depute two technical resources at NCDC Head Office, New Delhi for the technical and handholding support of the solution during warranty and AMC period. On-Site maintenance of solution with customization, change management, addition of new reports and extraction of data by writing adhoc queries in the database as required and desired by the Corporation.

- ii. Performance tuning of application and database, necessary and adequate patches for the solution, database and system, upgrades, utilities, tools etc. after successful Go-Live of the solution, inclusive of providing support for day to day functional and technical support to the Corporation.
- iii. These onsite technical resources will also be responsible for extending the handholding support to the end users after the initial training, day to day administration of the applications, bug fixing, deployment to server, backup of data etc.
- iv. Onsite resources should have effective technical and communication skills to proactively monitor the down calls of solution and ensure that calls are closed in time and submit the monthly/quarterly down call reports to the Corporation for calculation of SLA. The bidder would be required to carry out the customization to the Solution deployed for the Corporation as per the requirements without any extra cost to the Corporation during the contract period.

10. AMC period

Post initial 12 months warranty, AMC support for next 36 months shall be provided by the selected bidder. During the AMC period, the selected bidder should ensure the trouble-free operation of the application.

11. Facility Management Services

The FM support should be deployed at Corporation's premises for supporting the solution by the bidder.

The brief scope for the FM resources is as under:

- a. Responsible for maintaining the System and Application uptime.
- b. Should have knowledge of Database and related Operations required for maintaining the uptime of the solution.
- c. Performing the Backup/restoration/patch/updates/upgrades of related activities corresponding to the OS/APP/DB/WEB/Middleware/Servers and related peripherals of the System & related servers.
- d. Maintain log of all down calls for MIS purpose and provide required MIS/reports etc. to Corporation as per the requirement.
- e. The resource should be well acquainted with processes followed by bidder for various activities related to services offered to Corporation.
- f. Extend necessary support for special activities like Information Security Audits or any other activities pertaining to the scope of work.
- g. Payment for FM services shall be paid in quarterly basis on satisfactory performance.

12. Data Migration

The existing data needs to be migrated to the new system. The authenticated data on a compatible format shall be provided by NCDC. The validity, correctness and completeness of such data will be the responsibility of NCDC. The selected bidder shall facilitate the porting of existing data to the new system. The verification, validation and certification of such ported data on the new system will be the responsibility of NCDC. Wherever data migration is not feasible, data entry screens shall be provided by the selected bidder and bidder will capture the data using these screens.

13. Exit Management

The selected bidder shall submit a detailed exit management plan along with the Software Requirement Specification document. This exit plan will be invoked three months prior to the end of contract period. All requisite knowledge and asset transfer shall be carried out by the selected bidder as part of the exit management plan.

14. Important guidelines for the solution

- The vendor has to share source code including database of product with NCDC from time to time or whenever demanded by NCDC.
- All material/product/design/documents and related codes would be property of NCDC.
- All content should be stored and kept confidential and vendor should not reuse/replicate/ transfer the same to anyone else.
- The vendor should provide all admin/ user manuals.

15. Compatibility:

The solution must be cross-browser, cross-OS compatible and compatible up to the most recent browser / OS / device without requirement of installation of any additional software/tool/client/ plug-in etc. at end user computer system for accessing the solution.

16. Hosting of solution:

Bidder will host the solution in a platform provided by NCDC. The solution to be enabled to record and save access logs with timestamp. The application should allow secured socket layer.

The vendor will also suggest optimum and scalable hardware configuration both for hosting/ running the solution including good level of security with respect to cyber intrusion of any nature.

The vendor has to deploy the application in the Production, Training and Development, UAT environments, Re-installation in the event of system crash/failures and DR environment without any extra cost.

17. Scalability:

The solution shall be capable of integrating with other online software's/ services.

18. Documentation:

Complete documentation on the solution has to be provided to the Corporation by the bidder.

19. Project Deliverables:

The deliverables include:

- Project Plan and Schedule
- System Requirements Study (SRS) Document for implementation and customization
- Providing comprehensive documentation of the application including the application architecture and design, description of the interfaces, the data model, database table structure, Data Flow Diagrams, complete description of the data elements (metadata), user manual, system manual and other necessary documents etc.
- Design Documents
 - Detailed Design Document
- Test Plan Execution Reports
 - Unit Test Reports
 - Integration Test Reports
 - System Test Reports

- Performance Test reports
- Developed Product
 - Source Code Files in CD/DVD/Pen drive
 - Library Files
 - Test Bed Code Files
 - Build (Make) Files
 - Binary Files
- Web Admin and User's Manual
- Training manual – electronic format, both editable document and a pdf.

20. Versioning and Source Code Management:

Source Code Management for all modules and versions of the solution will be done by onsite technical person of the bidder. All source code including source code of the new modules developed during the course of the AMC will be an exclusive property of NCDC. Bidder shall provide daily complete backup of source code changes carried out / new code developed along with database backup at the end of the day or whenever demanded by NCDC.

21. Application Interface Requirements:

All the above modules as mentioned must have an interface with each other, for ease of use and also with external applications namely third party API, SMS gateway, e-mail gateway etc.

Annexure-III

Evaluation & Award Criteria

Technical Qualification Criteria

Bidders who meet the minimum eligibility criteria as per annexure 1 and point no. 2 (Minimum Eligibility Criteria) of terms & conditions would be considered as qualified to move to the next stage of Technical and Financial evaluations.

Technical Evaluation Criteria

Bidder must qualify the following eligibility criteria and should submit required documentary proofs as indicated below. Bids which fail to qualify any of the following criteria will be rejected.

To evaluate the Technical Bid, the Tender committee constituted by the Corporation shall examine the documents furnished by the Bidder in the Technical Bid and Presentation to be given by bidder as per Sl. No. 3 in below Table. Only those Bids which satisfy the Eligibility Criteria will be invited to make a presentation. The date, time and venue will be intimated.

S. No.	Bidder Credentials	Max. Marks	Marks Awarded	Supporting Documentation	Reference Page No
1.	Experience in Central / State Govt. department/ Autonomous Bodies/ Public Sector for similar software projects. <ul style="list-style-type: none">• ≥ 10 projects (10 Marks)• ≥ 3 and < 10 Projects (5 Marks)	10		Work Order and/ or Work completion certificate	
2.	Bidder's experience in successfully Design, Development, Testing, Implementation & maintenance of similar Enterprise Solution in Central / State Govt. department/ Autonomous Bodies/ Public Sector Undertaking during last 3 financial years of value more than Rs. 100 lakhs during the period 01st Apr 2017 to 31st Mar 2020. <ul style="list-style-type: none">• 5 Projects or more = 25 marks• ≥ 3 and < 5 Projects = 15 marks	25		Work Order and/ or Work completion certificate	
3.	The bidder should employ sufficient number of skilled/ technical personnel as per the prescribed parameters and the technology proposed. <ul style="list-style-type: none">• ≥ 100 Professionals (10 Marks)• ≥ 50 and < 100 Professionals (5 Marks)	10		The bidder must also enclose an undertaking stating that all the manpower deployed for execution of the contract would be employees of the bidder's company and under its own payroll.	

4.	Financial Parameter: Annual financial turnover during the previous three financial years on account of only Software development and not Supply of Hardware/ IT infrastructure. <ul style="list-style-type: none"> • ≥ 1000 lakhs (10 Marks) • ≥ 500 lakhs and < 1000 lakhs (5 Marks) 	10		Copy of Financial Statements viz trading account, profit & loss account, balance sheet & certificate that required turnover is on account of only Software development and not Supply of Hardware/ IT infrastructure duly signed by CA be enclosed	
5.	Approach , Methodology & Presentation				
i.	Approach and Methodology to perform the work in this assignment : 1) Understanding of the objectives of the assignment: The extent to which the company's approach and work plan respond to the objectives indicated in the Tender document. 2) Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work.	10		A note on approach and methodology to be adopted by the bidder to execute this project.	
ii.	Presentation Cum Software Demonstration Presentation to be given by bidder after his understanding of requirement, scope, Team structure, project plan. Overall concord between NCDC requirements and the proposal.	25		Technical Proposal explaining their understanding of the objectives of the project, approach to the services, methodology for carrying out the same.	
6.	Certification of the bidder: <ul style="list-style-type: none"> • ISO 27001 certified for information security = 5 marks • ISO 9001 =5 marks 	10		Valid copy of certificate to be enclosed.	
	Total	100			

Combined Evaluation Criteria:

1. The technical bids submitted by the Bidders will be evaluated on a maximum of 100 marks. Minimum qualifying marks required to be qualified in technical bid is 70 on 100. 70% weightage will be given for technical bid and 30% weightage for financial bid. Bidders who will get less than 70 marks in Technical evaluation will be rejected and their financial bids will not be opened.
2. The Technical Evaluation will carry 70% weightage and Price quoted will carry 30% weightage as enumerated below. In case of assessing the quoted fee the following shall apply.
3. Let us assume 3 participating Bidders scoring the marks for the design as per the table below and in case of fees the amount quoted is as under:

Sl. No.	Description	Marks Scored in Technical Bid	Fee quoted by Bidder (Financial)
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			(Rs. in Lakhs)
1	Bidder A	85	23.00
2	Bidder B	80	13.00
3	Bidder C	75	18.00

The maximum scoring points i.e., 85 scoring points will be given 100 percentage and percentage of the other Bidders will be worked out on proportionate basis and thereafter weightage of 70% will be applied on marks so obtained. Similarly the minimum fee i.e., Rs.13.00 lakhs will be given 100 percentage and percentage of the other Bidders will be worked out on proportionate basis and thereafter weightage of 30% will be applied on marks so obtained. The marks so obtained by all the Bidders will be added and the Bidders will be ranked 1, 2 & 3.

Marks obtained by Bidder A – $(85 / 85) \times 70 + (13/23) \times 30 = 86.8$ marks

Marks obtained by Bidder B – $(80 / 85) \times 70 + (13/13) \times 30 = 95.8$ marks

Marks obtained by Bidder C – $(75 / 85) \times 70 + (13/18) \times 30 = 83.2$ marks

As per the weightage, the Bidder B gets the maximum marks and will be ranked one on the basis of overall marks.

Important Note:

- NCDCs decision in respect of evaluation methodology and short listing of bidders will be final and no claims, whatsoever in this respect, shall be entertained.

FIRM'S/ COMPANY'S UNDERTAKING

To

The Executive Director, (Genl. Admin)
National Cooperative Development Corporation
4, Siri Institutional Area,
Hauz Khas, New Delhi 110016.

Sir,

Reg.: NCDC's Tender Ref No.:

dated

We, M/s. _____ who are established IT and
Web designing Firm/Company having registered office at _____
do hereby confirm that we will
extend our full support and comprehensive warranty as per terms and conditions of the tender
Document for Design, Development, Testing, Implementation & maintenance of Enterprise Solution
(Sanction Release Database & Loan Accounting System and Financial Accounting System) for NCDC
against this invitation for Bids, by us.

We shall honour the warranty commitments including fault free operation of
implemented solution, trouble shooting, removing bugs/errors and enhancement (if required)
during Annual Maintenance Contract period and all updates to solution released will be
provided during warranty period with no extra cost to NCDC.

We also undertake to provide following implementation & maintenance support for the
work to be executed by us:

- a) Fine tuning / modifications required in configuration / installation / maintenance of
solution for NCDC.
- b) Configuration, deployment and maintenance of solution for NCDC in the third party
hosting server are acceptable to us.

Dated at _____ this _____ day of _____ 20 _____.

Authorized Signatory

Signature:

Name:

Designation:

Name & Address of the company:

Seal of the Company

* To be submitted on Firm's/Company's letter head duly signed by the Authorized signatory of
Company.

Approach, Methodology and Work Plan

The bidder must furnish a Note on **Approach, Methodology and Work Plan**- Technical approach and methodology to perform the work in this assignment:-

- I. Understanding of the objectives of the assignment: - The extent to which the company's approach and work plan respond to the objectives indicated in the tender document.
- II. Completeness and responsiveness: - The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work.

The above Note is an important input for pre-qualification of bids as indicated as Annexure-III and must be furnished by the bidder.

Personnel to be employed for the work and undertaking to this effect

The bidder should employ sufficient number of skilled personnel as per the prescribed parameters and the technology proposed.

The bidder must enclose an undertaking stating that all the manpower deployed for execution of the contract would be employees of the bidder's company and under its own payroll.

The bidder must also submit the resume of Individual personnel describing their Qualification, Experience in years and no. of similar type of projects completed along with brief description of each projects.

The above information and undertaking are important inputs for pre- qualification of bids as indicated as Annexure-IV and must be furnished by the bidder.

वित्तीय बोली

FINANCIAL BID

Financial Bid

The work of Design, Development, Testing, Implementation & maintenance of Enterprise Solution (Sanction Release Database & Loan Accounting System and Financial Accounting System) for NCDC, New Delhi

S.No.	Activity / Item Description	Amount (₹)	Tax (₹)	Total with Tax (₹)
i.	Development, Delivery and Implementation Cost of Software Application			
ii.	User Training - User Training at NCDC, Head Office, New Delhi			
iii.	Security audit/Information Security Audit and source code audit/review of the provided solution			
iv.	Data Migration from old system			
v.	Technical Support - Technical Support by two dedicated Technical Persons onsite at NCDC, Head Office, New Delhi post Go-Live and during warranty period.			
vi.	Software license cost (MySQL Enterprise Edition Database with free update/ upgrade, support from OEM with a validity of at least 1 year.)*			
	a. Perpetual license cost			
	b. Yearly subscription cost			
vii.	Annual Maintenance Charges (after Warranty)			
	1 st Year			
	2 nd Year			
	3 rd Year			
viii.	Other Cost, if any with details			
	Grand Total(in ₹)			

1. Certified that the above rates are inclusive of all statutory taxes as may be applicable
2. Certified that I agree to all the terms & conditions of the tender document

* NCDC reserves the right in respect of evaluation methodology and short listing of bidders either on the basis of perpetual license or yearly subscription cost.

**Signature of the Bidder/Firm
(Name & Address of the Bidder/Firm with seal)**

AGREEMENT FORMAT

(On Stamp Paper of Rs.100/-)

Articles of Agreement made this ___ day of ___ Two thousand _____ between National Cooperative Development Corporation (hereby known as NCDC) having its registered office at 4, Siri Institutional Area, Hauz Khas, New Delhi hereinafter called "owner" (which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to include its successor or successors and assigns) of one part AND M/s. _____, the firm having their registered office at _____ hereinafter called "the Firm/ Company" as other part .

And whereas the Firm/ Company has agreed to execute upon and subject to the conditions set forth wherein (hereinafter referred to as conditions), the work as mentioned in the tender document containing Scope of work, Terms and Conditions etc. describing the work to be done on the rates quoted in the Financial Bid at a tendered cost of Rs. _____ as per the tender document containing ___ pages and NCDC's award letter No: NCDC : _____, the objectives of which have been assigned by or on behalf of the parties here to

NOW IT IS HEREBY AGREED AS FOLLOWS

- i) In consideration of the said contract amount to be paid at the time and in the manner set forth in the said conditions, the Firm/ Company shall upon and subject to the said conditions execute and complete work described in the said specifications and/or in the schedule of quantities and written instructions and drawings as may be given from time to time during execution.
- ii) The owner shall pay the contract amount or such sum as shall become payable at the time and the manner hereinafter specified in the conditions.
- iii) The owner reserves to himself the right of altering the drawings, quantities and nature of the work of adding to or omitting any item of work or having portions of the same carried out by the owner or otherwise and such alterations or variation shall be carried out without prejudice to this Contract.
- iv) The said contract comprises the work above mentioned and all subsidiary works connected therewith in the same site as may be ordered to be done from time to time even though such works may not be described in the Terms and Conditions, Technical specifications or the schedule of quantities etc.
- v) The said Terms & Conditions, Scope of work, instructions hereto shall be read and construed as forming integral part of this agreement and the parties hereto shall abide by, submit themselves to the conditions and perform the agreements on their part respectively in such conditions as contained.
- vi). Disputes arising out of or in any way connected with this agreement shall be deemed to have arisen in New Delhi.
- vii) Several part of this contract have been read by/to us and fully understood by us.

As witness whereof, we set our hands DD/MM/YYYY.

**Signed by Authorized Person
from Firm/ Company**

Name :
Address:

Witness:

1.

2.

Signed by the owner

Name:
Address:

Witness:

1.

2.