

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



**राष्ट्रीय सहकारी विकास निगम**  
**NCDC**  
*Assisting Cooperatives. Always!*  
सहकारिताओं की सहायता में सदैव तत्पर

**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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**NCDC***Assisting Cooperatives. Always!***राष्ट्रीय सहकारी विकास निगम  
NATIONAL COOPERATIVE DEVELOPMENT CORPORATION**

An ISO-9001:2015 Certified Organization  
Ministry of Cooperation, Government of India  
General Administration Division

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4-Siri Institutional Area,  
Hauz Khas, New Delhi-110016 India  
Website: [www.ncdc.in](http://www.ncdc.in)

**NCDC:2-2/2020-GA****Dated:22.04.2022****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 Disbursement Database & Loan Accounting System and Financial Accounting System) from well established IT and software development 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. The bidder should have minimum annual turnover of Rs. 500.00 lakhs in all of the last 3 financial years. (2018-19, 2019-20 & 2020-21). 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)
- ii. The bidder must have experience of having successfully designed, developed, tested, implemented & maintained at least 3(Three) similar Enterprise Solution costing not less than ₹100.00 lakh each in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Private organizations/ Reputed Financing Companies/ Banks in India during the period 01.04.2017 to 31.03.2022
- 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 and GST registration.
- iv. The 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, 4<sup>th</sup> 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](http://www.ncdc.in). Each page of the tender document should be signed by the bidder before submission.
3. 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. Exemption for EMD is allowed only for Micro and Small Enterprises (MSEs). Valid certificate needs to be attached.
4. The offer (duly filled in & signed), in sealed covers, duly marked "Tender for Design, Development, Testing, Implementation & maintenance of Enterprise Solution for NCDC" must reach the office of The Director (Genl. Admin.), NCDC by **3.00 P.M on 02.06.2022** and the Technical bid shall be opened at 3:30 PM on dated **02.06.2022** by committee. Bidders or their authorized representative may present at the meeting held for opening of Pre-qualification.
5. The Bidders to ensure that Pre-Bid Queries/ clarifications, if any should reach at [hkaur@ncdc.in](mailto:hkaur@ncdc.in) on or before **3.00 P.M on 02.05.2022**, further queries in any manner will not be entertained with respect to the above tender after **02.05.2022**.
6. The price bid of only those companies shall be opened whose 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 companies separately.
7. The Corporation reserves the right to accept any or reject all the tenders without assigning any reasons thereof.

(Harinder Pal Kaur)  
Director (Genl. Admin.)

**Copy To:**

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

तकनिकी बोली

**Technical Bid**

**PARTICULARS OF THE COMPANY**

1.	Name of the company		
2.	Office address		
3.	Telephone No.		
4.	Mobile phone No.		
5.	E-mail address		
6.	Fax No.		
7.	Date of establishment of the company :		
8.	Annual turnover for financial years  (Please attach copy(s) of audited financial statement, accounts and balance sheets for the last three years 2018-19 to 2020-21)	Annual turnover (in ₹)	Annual turnover on account of only Software development
		2018-19	
		2019-20	
		2020-21	
9.	All the technical manpower details of the company to be provided. Resume of all the members of the technical team to be deployed for the work. Resume of individual manpower describing their qualification, experience in years and nos. of similar type projects completed along with brief description of each project to be submitted.		
10.	Particulars of DD/Banker's Cheque towards EMD of ₹5,00,000/-		
11.	GST no. of the company: (photocopy to be enclosed)		
12.	PAN No: (photocopy to be enclosed)		
13.	Whether the company has the following certificates: a. ISO 9001 (Yes/No) b. ISO 27001 (Yes/No) If Yes, furnish the copy of relevant certificates.		
14.	Contact Details and Address of company's Office in Delhi /NCR		
15.	Any other relevant information.		

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

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

### DETAILS OF EXPERIENCE

*(Experience in successfully Design, Development, Testing, Implementation & maintenance of similar Enterprise Solution having Financial Accounting System module and preference will be given to the bidders who have experience of Sanction Disbursement Database & Loan Accounting System module also in Central / State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Private organizations/ Reputed Financing Companies/ Banks in India of value more than Rs. 100 lakhs during the period 01<sup>st</sup> April 2017 to 31<sup>st</sup> March 2022)*

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 Company \_\_\_\_\_  
(With seal) \_\_\_\_\_

## TERMS & CONDITIONS

1. This Tender is open to well establish IT and software development 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 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. Exemption for EMD is allowed only for Micro and Small Enterprises (MSE). Valid certificate needs to be attached
  - 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 company.
  - iv) Particulars of the company in Annexure 'I'.
  - v) Documentary evidences confirming registration with GST, PAN or any other statutory obligation required to be complied with by the company.
  - vi) All the relevant documents as mentioned in Annexure-III should be submitted.
  - vii) An undertaking/declaration from the company that 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 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 Enterprise Solution 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. Exemption for EMD is allowed only for Micro and Small Enterprises (MSE). Valid certificate needs to be attached. 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 bidder should have minimum annual turnover of Rs. 500 lakhs in all of the last 3 financial years. (2018-19, 2019-20 & 2020-21). This turn-over should be on account of only Software development including web application design and development/ web based ERP/ web portal / ERP implementation and not Supply of Hardware/ IT infrastructure. "Annual turnover on account of only Software development including web application design and development/ web based ERP/ web portal / ERP implementation" (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 bidder should have experience in successfully Design, Development, Testing, Implementation & maintenance of similar Enterprise Solution having Financial Accounting System module and preference will be given to the bidders who have experience of Sanction Disbursement Database & Loan Accounting System module also in Central/ State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Private organizations/ Reputed Financing Companies/ Banks in India of value more than Rs. 100 lakhs during the period 01<sup>st</sup> April 2017 to 31<sup>st</sup> March 2022. 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. **The development team of the company should be in Delhi/ NCR region for better coordination during the execution of the work. Contact details and address of company's office in Delhi/ NCR region to be provided in the tender. Physical verification may be done by NCDC before awarding the contract.**
  10. **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 company in the Technical bid. The company 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.
  11. **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.
    - j) Companies which have been blacklisted by Central Government or State Governments or Public Sector Undertakings or any Government Body etc, shall be disqualified from making the bid.



12. 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.

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

In case the 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 company. The penalty amount, if any, shall be recovered from any amount due for payment to the contractor. However, the penalty shall not exceed 10% of the contract value.

14. **EXTENSION OF TIME FOR COMPLETION**

If the 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 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 company for any extension of time.

15. NCDC reserves the right to accept any or reject all the tenders without assigning any reason whatsoever.
16. After receiving the confirmed offer from NCDC, the company will give his acceptance and execute an agreement on stamp paper of requisite value on prescribed format, within 15 days from the date of receiving the confirmed order. In case the 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 company.

17. **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

18. **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
1	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%
<b>II</b>	<b>AMC for three years after warranty period (AMC will be paid on yearly basis)</b>	
	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.

19. **SECURITY DEPOSIT**

The successful bidder shall furnish a refundable Security deposit of 3% 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.

20. **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.

21. **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.

22. **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 Disbursement 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 company.
- d) In case of breach of any terms and conditions of the tender document then without prejudice to any other claim that NCDC may have against the bidder, NCDC may blacklist the company.

23. **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.

24. **DISASTER RECOVERY AND BUSINESS CONTINUITY PLAN:**  
A detailed DRP/BCP for the solution should be submitted as a part of the proposal.

25. **WARRANTY & MAINTENANCE CLAUSE**

- a. The 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 company shall have to attend to all break-down calls within 2 hours free of cost. In case, the 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 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 reportingAny 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.
26. 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.

27. **FORCE MAJEURE CLAUSE:**  
a) The 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 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 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 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.

28. **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/Company**  
**(Name & Address of the Bidder/Company 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 Disbursement 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 Disbursement Database), LAS (Loan Accounting System) and Financial Accounting Management.

**1. SRDB (Sanction Disbursement 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. Disbursement
  - a) Disbursement Detail
  - b) Disbursement Terms & Condition
  - c) Preparation of Voucher
  - d) Disbursement Payment Voucher
  - e) Disbursement 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 Disbursement.
- f) Subsidy Bifurcation while entering data against General, SCSP and TSP.
- g) Provision to feed subsidy requirement by divisions
- h) Report on subsidy requirement
- i) Expenditure, Advance and Transfer (EAT) module details for Public Financial Management System (PFMS) of Government of India.
- j) Scheme/category/ NE/ Non NE wise bifurcation of subsidy from Government of India
- k) Scheme/category/ NE/ Non NE to be defined at the time of sanctioning
- l) Recovery of subsidy in case of de-sanctions to be recovered immediately through succeeding demand.
- m) Reports on recovery of subsidy in case of de-sanctions

G. Loan Accounting

- a) Repayment Schedule of sanction/ disbursement for the entire period with interest
- 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 disbursement 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 disbursement 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 and Agency commission calculation.

- r) SRDB system shall allow the entry and verification of proposals, sanction, disbursement 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
- v) Overdue of specific period/ demand not received during a period.
- w) Provision to feed budget terms and conditions/ voucher
- x) Recovery percentage of demand
- y) Provision for manual adjustment of receipt/ refund wherever required
- z) List of disbursements for which a. Voucher not prepared b. Terms and conditions not entered.
- aa) List of demands during a specific period with interest

#### H. Market borrowing module:

- i. Bank master
  - Date of Sanction, Period, Amount, Type of facilities, Security, Terms & Conditions, Contact details of Bankers
- ii. Bank Loan
  - a. Short Term Loan
    - Date of Borrowing, Period, Rate of Interest (Variable)/ 2 components [(fixed (repo/t-bill/MCLR) +variable)], Repayment Date, Security, Amount of loan, Amount of Repayment (No. of instalments)
  - b. Long Term Loan
    - Date of Borrowing, Period, Rate of Interest (Variable), Repayment Date, Security, Amount of loan, Amount of Repayment (No. of instalments)
  - c. Working Capital/CC
    - (i) Amount Average
      - i) Average ROI – Long Term and Short Term (monthly as well as yearly)
      - ii) Weighted Average ROI – Long Term and Short Term (monthly as well as yearly)
- iii. Commercial Paper
  - Date, Amount (Discounted)/ Gross, ROI/Coupon Rate, Tenor, ISIN, Value Date/Maturity Date, Investor, DP ID/Name, Client ID, Stamp duty, Face value, Units
- iv. Bonds
  - Series, ISIN, Amount, No. of Bonds, Face Value, Coupon rate, Tenor, Interest payment dates (Payable annually), Details of holder (Variable), Maturity/Period, Security, Debenture Trustee, Registrar, Value Date
- v. Bank Guarantees

i) Name of Bank, Date of issue, Period, Amount, Guarantee Fee Date, Name of beneficiary, Date of renewal/Maturity, Security, Margin, Bank Guarantee Number, Date of amendment, Commission Rate

vi. Reports

- i) Bank limits as on every month end
- ii) Receivables as on every month end
- iii) Quarterly certificate for IPA
- iv) Un-hedged Foreign Currency Exposure certificate every quarter
- v) Average rate of interest
- vi) Borrowing Statement (including details like Amount, ROI, Tenure of loan, Type of loan) Bank wise to be updated every time loan is borrowed or repaid.
- vii) Repayment Statement (including details like Amount, ROI, Tenure of loan, Type of loan) to be updated every time loan is borrowed or repaid.
- viii) Details of cash credit/short term loans/CP/Long term loans/Bonds to be updated every time loan is borrowed or repaid.
- ix) Average rate of interest calculation to be updated every time loan is borrowed or repaid.
- x) Raising of funds through issue of commercial paper during each financial year (to be updated every time CP is issued or repaid).
- xi) Bank wise year wise details of interest paid.
- xii) RTGS details

vii. Rating

- i) Agency Name/Rating/Issue date/Valid Till (Renewal date)  
Rating particular – Bank Borrowing/ Commercial Paper/ Bonds.

**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 disbursements
- iii. List of directly assisted project sanctioned
- iv. Sanction Reports
- v. Security Reports
- vi. D-Sanction

C. Disbursement Reports

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



- D. Spill Over Reports
- E. Budget Reports
  - i. Target & Disbursement 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 disbursement
  - 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 Disbursement Reports
  - i. State, Activity wise Disbursements As on date
  - ii. State, Activity wise Disbursements during Year
  - iii. Total Assistance Disbursed to States during Year
  - iv. State wise Position of Disbursements during Year
  - v. Activity wise Disbursements (State wise/All India)
  - vi. Assistance Disbursed To Least Developed States
  - vii. Assistance Disbursed 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, disbursement, 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 disbursement wise.
- O. Overdues generated and overdues received/ recovered during a time period.
- P. Details of a particular borrower – loans advanced disbursement 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. Disbursements and repayments during a time period (principal and interest) - borrower wise, sector wise, State/region wise and disbursement 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 Disbursement 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.
- W. Physical and financial achievement report
- X. Output, outcome format of Government of India

## 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.
  - ix. Paybill cell
    - a) Integration with paybill module of HRMS application for creating voucher in financial accounting module.
- 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. Maintenance of masters such as GST no., PAN, TDS no.

P. Vendor code wise report

Q. Employee/ vendor wise advance payment report

R. Security deposit/ EMD should be linked with vendor/ party.

S. FDR module with accrued calculation as on 31st March of financial year

T. Module for creation of assets

U. Payment of assets to be made only after its creation/ inclusion in asset register. All assets be computerised and accessible online.

V. Advance Taken report of employees as on date

W. Aging of loans and advances for employees and loans

X. Tax collection at source module

Y. 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 covers 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 Disbursement 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) Change management criteria need to be mentioned and provided.
- g) Integrity of data to be maintained at 100% of time.
- h) The system will be accessed concurrently by 50 users.
- i) Application should be light weight that is easily accessible even in Regional Offices with low bandwidth availability.
- j) 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.
- k) The solution architecture must be scalable and shall support increasing number of concurrent users and concurrent processing.
- l) Modular programming approach to be followed for development of Enterprise Solution.

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

- SRDB (Sanction Disbursement 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 NCDC 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. Container/ platform base application design will be preferred. 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. NCDC will coordinate with NIC and get the necessary permission for this.

#### **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.

Sizing of the resources, particularly hardware must have enough cushion to address the work load twice from the present. The sizing, specifications and software requirements parameters provided in the documents are purely indicative and may be revised/ enhanced during preparation of software requirements. The vendor would need to size the resources based on design and other parameters.

#### **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 pro- actively 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 NIC cloud server. NCDC will coordinate with NIC and get the necessary permission for this. The solution to be enabled to record and save access logs with timestamp. The application should allow secured socket layer. Logs of all application transactions need to be captured.

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/ Reputed Private organizations/ Reputed Financing Companies/ Banks in India for similar software projects having Financial Accounting System module and preference will be given to the bidders who have experience of Sanction Disbursement Database & Loan Accounting System module also. >= 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 having Financial Accounting System module and preference will be given to the bidders who have experience of Sanction Disbursement Database & Loan Accounting System module also in Central / State Govt. department/ Autonomous Bodies/ Public Sector Undertakings/ Reputed Private organizations/ Reputed Financing Companies/ Banks in India during last 5 financial years of value more than Rs. 100 lakhs during the period 01st Apr 2016 to 31st Mar 2021. 5 Projects or more (25 marks) >=3 and <5 Projects (15 marks) For each project having Financial Accounting System and Sanction Disbursement Database & Loan Accounting System module, full marks will be awarded to the bidder as given above. For project without Sanction Disbursement Database & Loan Accounting System module, 2 marks per project will be deducted.	25		Work Order and/ or Work completion certificate	

3.	<p>The bidder should employ sufficient number of skilled/ technical personnel as per the prescribed parameters and the technology proposed.</p> <ul style="list-style-type: none"> <li>• <math>\geq 100</math> Professionals (10 Marks)</li> <li>• <math>\geq 50</math> and <math>&lt; 100</math> Professionals (5 Marks)</li> </ul>	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.	<p><b>Financial Parameter:</b> Annual financial turnover during the previous three financial years on account of only Software development and not Supply of Hardware/ IT infrastructure.</p> <ul style="list-style-type: none"> <li>• <math>\geq 1000</math> lakhs (10 Marks)</li> <li>• <math>\geq 500</math> lakhs and <math>&lt; 1000</math> lakhs (5 Marks)</li> </ul>	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.	<b>Approach , Methodology &amp; Presentation</b>				
i.	<p>Approach and Methodology to perform the work in this assignment :</p> <p>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.</p> <p>2) Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work.</p>	10		A note on approach and methodology to be adopted by the bidder to execute this project.	
ii.	<p><b>Presentation</b></p> <p>The bidder will make a presentation on understanding of the requirement and scope of the work, project plan, team structure, approach to be followed for executing the work, its capability to execute the work as per the tender document and projects undertaken.</p>	25		Technical Proposal explaining their understanding of the objectives of the project, approach to the services, methodology for carrying out the same.	
6.	<p>Certification of the bidder:</p> <ul style="list-style-type: none"> <li>• ISO 27001 certified for information security = 5 marks</li> <li>• ISO 9001 = 5 marks</li> </ul>	10		Valid copy of certificate to be enclosed.	
	<b>Total</b>	<b>100</b>			

**Combined Evaluation Criteria:**

1. Technical components will carry 70% weightage and financial component will carry 30% weightage.
2. The technical bids submitted by the Bidders will be evaluated on a maximum of 100 marks.
3. The minimum qualifying marks required to be qualified in technical bid is 70% of the total score for technical component. Bidders who will get less than 70% in Technical evaluation will be rejected and their financial bids will not be opened.

4. Only those bidders, who qualify technically, would be considered for financial evaluation.
5. In case of assessing the quoted fee the following shall apply:  
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) (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.

COMPANY'S UNDERTAKING

To

The 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 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 Disbursement 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 NIC cloud server are acceptable to us.

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_.

Authorized Signatory

Signature:

Name:

Designation:

Name &amp; Address of the Company:

Seal of the Company

\* To be submitted on 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 all the members of the technical team to be deployed for the work. Resume of individual manpower describing their qualification, experience in years and nos. of similar type projects completed long with brief description of each project to be submitted.

**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 Disbursement 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 / code review of the provided solution by CERT-IN empanelled agency.			
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 <sup>st</sup> Year			
	2 <sup>nd</sup> Year			
	3 <sup>rd</sup> Year			
viii.	Other Cost, if any with details			
	<b>Grand Total(in ₹)</b>			

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



### FORMAT OF AGREEMENT

1. Article of agreement made this \_\_\_\_\_ between National Cooperative Development Corporations, 4 Siri Institutional Area, Hauz Khas, New Delhi-110016 (hereinafter called 1<sup>st</sup> party) of the one part and M/s. \_\_\_\_\_, (hereinafter called 2<sup>nd</sup> party) of the other part.
2. WHEREAS a contract for the work of Design, Development, Testing, Implementation & maintenance of Enterprise Solution (Sanction Disbursement Database & Loan Accounting System and Financial Accounting System) for NCDC has been awarded to the 2<sup>nd</sup> party vide letter No. **NCDC:2-2/2020-GA** at a total cost of ₹ \_\_\_\_\_.
3. AND WHEREAS the 2<sup>nd</sup> party shall furnish a refundable performance security equivalent to 3% of the order value at the time of signing contract agreement in the form of BG or demand draft payable or Pledge of FDR to NCDC at New Delhi.
4. The said scope of work & terms conditions for the work of Design, Development, Testing, Implementation & maintenance of Enterprise Solution (Sanction Disbursement Database & Loan Accounting System and Financial Accounting System) for NCDC as incorporated in the tender document as also the work award letter No. NCDC: \_\_\_\_\_ dated \_\_\_\_\_ shall be read & construed as forming integral part of this agreement & the parties here to shall abide by, submit themselves to the conditions & perform the agreement on their part in the said manner as contained therein.
5. All disputes and differences between the parties arising out of or in any way connected with this agreement shall be deemed to have been arisen in New Delhi and shall be subject to jurisdiction of courts in Delhi alone.
6. The several parts of the contract have been read/by to us & fully understood by us.

In witness whereof we set our hands to these presets on this \_\_\_\_\_ day of \_\_\_\_\_ 2022 in the presence of following witnesses.

Signed by the said 1<sup>st</sup> party

Signed by the said 2<sup>nd</sup> party

1. Witness in the presence of

1. Witness in the presence of

2. Witness in the presence of

2. Witness in the presence of