



## **The Jute Corporation of India Limited**

(A Government of India Enterprise)

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Kolkata – 700 087

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**Request for Proposal (RFP) for Design, Development and  
Implementation of Online Systems of Operation Module  
with integrated Mobile Application**

**JCI/IT/EMS/2020-21/RFP dated 11/09/2020**

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## INVITATION FOR PROPOSALS AND SCHEDULE OF RFP

Ref. No: JCI/IT/EMS/2020-21/RFP

Dated: 11<sup>th</sup> September, 2020

JCI invites bids against Request for Proposal (RFP) in the prescribed format to be submitted on from Eligible Bidders preferably engaged in providing web enabled Solutions to Public Sector Enterprises for "Design, Development, Hosting and Implementation of Online systems of Operation Module of JCI with integrated Mobile Application" along with the requisite support viz. Testing, Training, Post Implementation support and maintenance. The schedule of RFP is as under:

S.N.	Particulars	Details
1	Nature of the project	RFP for Design, Development, Hosting and Implementation of Online Systems of Operation Module of JCI with integrated Mobile app
2	Document Fee	₹1,000/- (Rupees Two Thousand only)
3	Earnest Money Deposit (EMD)	₹ 15,000/- (Rupees Fifteen Thousand only)
4	RFP Document Download Start Date & Time	11 <sup>th</sup> September, 2020 1000 hrs.
5	Last date of receipt of Pre-bid queries by email (in prescribed format at Annexure – 8)	Queries related to pre-bid may be sent through e-mail at <a href="mailto:jci@jcimail.in">jci@jcimail.in</a> latest by 18 <sup>th</sup> September, 2020 1100 hrs.
6	Pre-Bid Meeting (via VC)	22 <sup>nd</sup> September, 2020 1200 hrs. <a href="https://meet.google.com/ysb-fwer-puc">https://meet.google.com/ysb-fwer-puc</a>
7	Latest date of Pre-Bid Clarification / Public Corrigendum on Website	25 <sup>th</sup> September, 2020 1800 hrs.
8	Closing Date & Time of Bid Submission	6 <sup>th</sup> October, 2020 1230 hrs.
9	Date & Time of Opening of Technical Bid	6 <sup>th</sup> October, 2020 1400 hrs.
10	Date & Time of Technical Presentation, (if required)	Will be intimated later to the shortlisted bidders on website and/or through email
11	Date & Time of opening of Financial bids	Will be intimated later to the technically qualified bidders through email
12	Online Submission of RFP Document Fee and EMD on or before the closing date and time of bid submission	Bank Name: Punjab National Bank Branch: New Market A/c No.: 0093000100297535 IFSC Code: PUNB0009300
13	Website for downloading RFP Document, Corrigendum	<a href="http://www.jutecorp.in">www.jutecorp.in</a> <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>
14	Request for Proposal (RFP) and Financial Bid Validity	180 Days

### Disclaimer

This RFP is not an offer by JCI, but an invitation to receive offer from Eligible Bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officer of JCI with the vendor.

**Head of the Department (IT)**

## Chapter 1: Abbreviations & Definitions

Authorised Signatory	The bidder's representative / officer vested (explicitly, implicitly or through with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding firm.
Bid	"Bid" means the response to this document (later defined as RFP) presented in Financial Bid, which is supplied with necessary documents and forms, complete in all respect adhering to the instructions and spirit of this document.
Bidder	"Bidder" means any firm / agency / company / contractor / supplier / bidder / vendor responding to Invitation for Bids and who is participating in the Bid.
CERT-In	Indian Computer Emergency Response Team
CMMi	Capability Maturity Model Integration
Contract	"The Contract" means a legally enforceable agreement entered into between JCI and the selected bidder(s) with mutual obligations.
Day	"Day" means a calendar day.
MeitY	Ministry of Electronics & Information Technology, Government of India
EMD	Earnest Money Deposit
GoI	Government of India
Goods	"Goods" means a tangible physical product that can be contrasted with a service which is which is intangible i.e. all the products which the bidder is required to supply to Purchaser under the Contract.
LoI	Letter of Intent
NIC	National Informatics Centre
NICSI	National Informatics Centre Services Inc.
NIT	Notice Inviting Tender.
Project Site	"The Project Site", wherever applicable, means the designated place or places.
Purchaser / Tendering Authority	Person or entity that is a recipient of goods or services provided by a seller (bidder) under a Purchase Order or Contract of Sale; also called Buyer, 'JCI' in this RFP document.
Request for Proposal (RFP)	Request for Proposal (Bid document), is issuing an invitation for suppliers, through a bidding process, to submit a bid on a specific commodity or service.
SAD	System Analysis and Design
SDD	Software Design Development
SLA	Service Level Agreement is an agreement between two parties wherein one is JCI and the other is the service provider. It is a service contract where the level of service is formally defined. In practice, the term SLA is sometimes used to refer to the contracted delivery time (of the service) or performance.
Services	"Services" means the services to be delivered by successful bidder and as required to run the project successfully as per the Contract. A service is the intangible equivalent of an economic good.
SoW	Scope of Work
SRS	Software Requirement Specification
Successful Implementation	Successful Implementation includes: a. Security Audit b. Successful Implementation on Production Server after migration of actual and complete data c. Handover of actual running software source code complete in all respects including source code of DLLs and other supporting libraries.
URS	User Requirement Specification
UAT	User Acceptance Testing

## Chapter 2: Introduction to JCI

### INTRODUCTION

The Jute Corporation Of India Limited (JCI) was incorporated by the Government Of India in 1971 as a price support agency with a clear mandate for the procurement of raw jute / mesta without any quantitative limit from the growers at the minimum Support price (MSP) declared in each year by the Government Of India based on the recommendations made by Commission for Agricultural Cost & Prices (CACP). This protects the jute growers from exploitations in the hands of the middle men. The basic objective is not profit making but a social cause to protect the interest of about 4.00 million families engaged in farming of jute , most of whom are small / marginal farmers. Therefore the presence of JCI in the market provide stability in the raw jute prices.

JCI is located across six jute growing states with Head office at Kolkata. 5 Zonal Offices - Kolkata, South Bengal, North Bengal, North-east and East-coast. 14 Regional Offices / Regional Office-cum-Lead DPCs (RLD). 141 Departmental Purchase Centres (DPC).

### VISION

To be the spearhead in raw jute sector, to promote the interest of growers in particular and economy at large and to cater to National and international markets, with special focus on development of diversified jute business activity, which is environment friendly with the twin motives of self-Reliance and sustainable profitability.

### MISSION

- Implementation of the policy of the Government of India for providing Minimum Support Price (MSP) to the jute/mesta growers of the country.
- Serving as a price stabilising agency in the raw jute sector and taking the necessary measures in this respect.
- Undertaking various extension measures for implementation of different jute related projects.

### ACTIVITIES

- Procurement Operation of Raw Jute under MSP operation and commercial operation as per the situation arises. Procurement is done either through JCI's DPCs and / or through Co-operatives.
- Sales Operation of Raw jute through B-Twill Linkage (for MSP Purchased jute) or through e-auction / e-tender (for commercial procurements) processes.
- Price Stabilisation Activity: Involvement of JCI in commercial trading through judiciously chosen procurement and sales prices, controls the market by maintaining optimally stabilised price range almost throughout the jute year.
- Diversified Business Activities:
  - a) JCI started trading activities of various Jute diversified products like Jute shopper bag, Jute bottle bag, Jute packaging items, Jute stationary items like file – folder, Jute upholstery etc.
  - b) JCI is doing certified jute seed business and thus propagating / educating farmers about good result of using certified jute seeds in place of Truth Level (TL) printed spurious quality seeds.
- Jute I-CARE Project: JCI is the sole implementing agency of Jute I-CARE Project through which advanced cultivation technology and retting technology are propagated among jute farmers. Scientific organization like CRIJAF (under ICAR) is closely associated, through JCI, to jute

farming communities all over India to teach them about utility and facilities of adopting advanced technologies. In every year, coverage of land area, coverage of farmers and distribution – awareness of certified jute seeds under I-CARE Project are gradually increasing. JCI will exert effort to manifold propagate this project in coming years.

### Chapter 3: General Information to Bidders

1. The RFP document has to be downloaded from web site ([www.jutecorp.in](http://www.jutecorp.in) or [www.eprocure.gov.in](http://www.eprocure.gov.in)).

2. No physical sale of Application form will be done and there is no exemption from payment of Document Fee and EMD. Tenders without Document Fee and EMD will not be accepted.

However, Micro and Small Enterprises (SMEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department shall be exempted from payment of Document Fee and EMD only.

3. The bid should be submitted in two cover systems i.e. (a) Technical Bid; and (b) Financial Bid.

4. The downloaded Tender Document must be accompanied along with the proof of payment of Document Fee and EMD through online transfer by NEFT/RTGS.

5. Interested applicants are advised to study the document carefully. Submission of Application shall be deemed to have been done after careful study and examination of the document with full understanding of its implications. The bidder is advised to visit the websites of JCI.

6. The Bidder shall bear all costs associated with the preparation and submission of its bid and JCI will, in no case, be responsible or liable for those costs, regardless of the conduct or outcome of the bid process

7. Each offer shall specify only a single solution which is cost effective and meeting the tender specifications.

8. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of such, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed.

9. JCI reserves the right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of the JCI shall be final and binding.

10. Pre-bid Conference:

JCI will host a Pre-Bid Conference of prospective bidders as per the schedule mentioned at Page No. - 2. The representatives of the interested organizations may attend the pre-bid conference at their own cost. The purpose of the conference is to clarify any doubts regarding the scope of work. It will also provide each bidder with an opportunity to seek clarifications regarding any aspect of the tender document. A maximum of two representatives of each Bidder shall be allowed to participate in the conference.

Link to join Pre-Bid VC Meeting:

Enquiries and Clarifications: Enquiries, if any, shall be addressed to: HoD (IT), JCI. Email: [jci@jcimail.in](mailto:jci@jcimail.in).

i. All clarifications that are received by email in prescribed format on or before the date mentioned in the schedule will be addressed by JCI in the Pre-bid Conference. JCI shall aggregate and respond to all such clarifications as per the schedule of bidding. This response to clarifications will be issued as a Corrigendum to the original tender document.

ii. During the course of Pre-Bid conference, the Bidders will be free to seek clarifications and make suggestions for consideration. JCI shall endeavour to provide clarifications and such further information as it may, in its own sole discretion, consider appropriate for facilitating a fair, transparent and competitive bidding Process.

iii. In respect of clarifications received, the following shall apply:

- a) JCI reserves the right not to consider any condition or query that, in the own sole discretion of JCI, is found unacceptable.
  - b) If in JCI's opinion, certain conditions are acceptable, in whole or in part, the same shall be finalized by JCI and the accepted conditions will be made available on JCI Website (<http://www.jutecorp.in> and [www.eprocure.gov.in](http://www.eprocure.gov.in)).
  - c) In respect of suggestions / alterations proposed, JCI may consider them and the result will be published on JCI Website (<http://www.jutecorp.in> and [www.eprocure.gov.in](http://www.eprocure.gov.in)).
  - iv. If JCI deems it appropriate to revise any part of this Tender Document or to issue additional data to clarify an interpretation of the provisions of this Tender Document, it may issue supplements to this Tender Document. Such supplemental information, including but not limited to, any additional conditions, clarifications, minutes of meeting, official communication over email/ post, etc. will be communicated to all the bidders by putting up on JCI Website (<http://www.jutecorp.in> and [www.eprocure.gov.in](http://www.eprocure.gov.in)). Any such supplement shall be deemed to be incorporated by this reference into this RFP.
  - v. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, JCI, at its discretion, may extend the deadline for the submission of bids, and the extended date will be displayed on the website (<http://www.jutecorp.in> and [www.eprocure.gov.in](http://www.eprocure.gov.in)).
11. Earnest Money Deposit/Performance Security Deposit:
- i. Earnest Money Deposit (EMD)
    - a) The bidder should upload proof of online payment of EMD of ₹ 15,000/- (Rupees Fifteen Thousand only) with the Technical Bid.
    - b) The bids without EMD shall be summarily rejected. However, Micro and Small Enterprises (SMEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department shall be exempted from payment of EMD.
  - ii. Refund of EMD
    - a) The successful bidder shall be required to deposit Performance Security Deposit (PSD) in the form of Bank Guarantee equivalent to 10% of contract value to JCI before release of its EMD.
    - b) EMD shall be refunded to the selected bidder only after signing of the contract and receipt of Performance Security Deposit or may be extended as Bank Guarantee for furnishing of performance security deposit as per section Performance Security Deposit of the tender document.
    - c) EMD will be returned to unsuccessful bidders without interest within 30 days after award of contract or setting aside the tender, as the case may be.
  - iii. Forfeiture of EMD: The EMD will be forfeited:
    - a) If the bidder withdraws the bid, after quoting and submission / acceptance;
    - b) If the bidder withdraws the bid , or unilaterally amends, impairs or rescinds the offer before the expiry of the validity period of the bid or within the time frame of extension given by JCI in special case communicated before the expiry of the bid;
    - c) If the bidder fails to comply with any of the provisions of the terms and conditions of the bid specification;



- d) If the selected bidder fails to execute Service Level Agreement;
  - e) If the bidder fails to furnish the bank guarantee within the prescribed time;
  - f) If the bidder submits the offer with forged documents or alters the RFP terms and conditions or language/wordings in any manner or indulges in corrupt, coercive or fraudulent practices.
- iv. Performance Security Deposit (PSD)
- a) The successful Supplier/ Bidder shall, within fifteen (15) days of award of contract, provide a Performance Security deposit.
  - b) Form of Performance Security Deposit: Performance Security Deposit (PSD) would be for an amount of 10 percent of the value of the awarded contract(s). Performance Security shall be furnished in the form of Bank Guarantee from a Scheduled Commercial bank in favour of JCI as per prescribed format (Annexure-7).
  - c) The proceeds of the Performance Security deposit shall be payable to the Purchaser as compensation for any loss (including loss of opportunity, time or cost) resulting from the Supplier's / Bidder's failure to comply its obligations under the Contract.
  - d) The PBG must be routed through Structured Financial Messaging System (SFMS) from issuing bank to JCI bank by sending IFN 760 COV Bank Guarantee Advice Message. Thereafter only physical Bank Guarantee will be taken as submitted and become operational. JCI bank details are:

1.	Beneficiary Name & Address	The Jute Corporation of India Limited 15N, Nellie Sengupta Sarani, 7 <sup>th</sup> Floor Kolkata – 700 087
2.	Name of the Bank	Punjab National Bank
3.	Bank Branch & Address	New Market Kolkata, West Bengal Pin – 700 087
4.	Beneficiary A/c No.	0093000100297535
5.	IFSC	PUNB0009300

- v. Validity of PSD:
- a) The Performance Security for “Design, Development, Hosting and Implementation of Online Systems of Operation Module of JCI with integrated Mobile App” should remain valid for a period of 60 days beyond the date of completion of all contractual obligations including warranty obligations.
  - b) For Annual Maintenance Contract, a separate agreement shall be signed. The successful bidder has to submit Performance Security @ 10% of total AMC work for a period of four years. It should remain valid for a period of 60 days beyond the date of completion of all contractual obligations for AMC.
- vi. Forfeiture of PSD: Performance Security Deposit shall be forfeited/invoked in the following cases: -
- a) When any term and condition of the contract is breached.
  - b) When the Vendor/ Bidder fails to provide deliverables after partially executing the purchase/ work order or vendor fails to fulfil its obligations under the contract.

- c) No interest will be paid by JCI on the amount of EMD and performance security Deposit.
- d) Forfeiture of earnest money deposit / performance security deposit shall be without prejudice to any other right of JCI to claim any damages as admissible under the law as well as to take such action against the Supplier/ Bidder such as severing future business relation or black listing, etc. as may be deemed fit.

12. Submission of Bid:

- i. It is proposed to have a Two Cover System for this tender
  - a) Technical Bid in another cover duly super scribed as 'Technical Bid'
  - b) Commercial bid in another cover duly super scribed as 'Commercial Bid'

Both –Technical and Commercial bids, should be put in a single sealed cover super scribing **“TENDER FOR DESIGN, DEVELOPMENT, HOSTING AND IMPLEMENTATION OF ONLINE SYSTEMS OF OPERATION MODULE OF JCI WITH INTEGRATED MOBILE APPLICATION”**.

- ii. Documents to be enclosed with the Technical and Commercial Bid- The documents shall be as per the below mentioned checklist in two bid format:

- a) Technical Bid should be submitted containing the following:
  - Tender documents duly completed, signed but without indicating the price.
  - Proof of online payment of Document Fee and Earnest Money Deposit as prescribed.
  - Supporting documents in respect of Eligibility & Pre-Qualification Criteria as per Annexure-1.
  - Letter of Undertaking as per Annexure-2.
  - Declaration about **non-blacklisting** on a Non Judicial Stamp paper as per Annexure-3
  - Schedule and time line for delivery of the project.
  - Performance statement of the firm of last 3 years.
  - Details of similar works executed (Annexure-5) and proof regarding past performance of the similar work/services along with a details of clientele.
  - Representative Authorization Letter (Annexure-6) with Power of Attorney.
  - The list and number of software licenses required and their tentative cost for the proposed system or if the software is open source then stable version with long time support (LTS) compatible with Cloud Server (to be selected from prescribed list of MeitY).
  - An in detail Write up and Presentation on proposed solution indicating broad features, technology to be used & layouts.

- b) EMD must be transferred online through NEFT/RTGS on or before the closing date and time of the bids to the following JCI account:

1.	Bank Name & Branch	Punjab National Bank, New Market
2.	A/c No.	0093000100297535
3.	IFSC Code	PUNB0009300

The receipt of EMD shall not entail the bidder to be eligible for consideration of bid unless and until the bid complete in all respects is submitted through e-Procurement portal.

- c) Commercial bid should be submitted in BoQ format only containing the following: -
- The bidder shall quote the prices/rates as specified in the BoQ format given at Annexure-9.
  - The BoQ template must not be modified/ replaced by the bidder and the same should be uploaded after filling up the relevant columns, else the bid is liable to be rejected. Bidders are allowed to enter the Bidder Name and Values only.
  - The bidders should quote their most competitive prices/rates.
  - All prices/rates should be clearly written both in figures and in words. Failure to write prices/rates both in figures and in words shall render the bid liable for rejection. Bidders should ensure that there are no alterations / corrections in the prices/rates submitted by them.
  - The prices/rates quoted shall be firm throughout the period of the validity of the offer and subsequently during the currency of the contract and shall not be subject to any variation/revision.

Notes:

- JCI will not be responsible for any sort of delay in submission of bids.
- The bidder shall effectively communicate the solution and shall cover all the requirements as given in the Tender Document.
- In case, any bidder encloses the Commercial bid within technical bid, the bid shall be rejected summarily.
- Submission of Technical Bid and Commercial Bid in any other format than prescribed or with any variation/modification from prescribed format may result in invalidation/rejection of such bids. Bid once submitted cannot be modified.
- Reproduced / re-word-processed formats or Bidder own formats for the price bids will disqualify the tender. However the Bidder can reproduce exactly the same format for clarity in filling due to shortage of space.
- All information called for in the enclosed Annexures should be furnished against the respective columns in the forms. If information is furnished in a separate document, reference to the same should be given against respective columns in such cases.
- Not giving complete information called for in the tender forms or not giving it in clear terms or making any change in the prescribed Annexures or deliberately suppressing the information may result in the bidder being summarily disqualified and initiation of legal action under the purview of the applicable law.

13. Undertaking for reasonableness:

The bidder will give an undertaking with Commercial bid that to the best of their knowledge and belief:

- i. Tendered rates are at par with the prevailing market rates and not more than the price usually charged for secure code of same nature/class or description from any private purchaser either foreign or as well as Government purchaser.

- ii. In respect of indigenous items for which there is a controlled price fixed by law, the price quoted is not higher than the controlled price.
- iii. Services/Products/Goods supplied, will be of requisite specification and quality.

14. Rectification of Errors:

Bidders are advised to exercise greatest care in entering the pricing figures. No requests regarding correction of mistakes in the Commercial bids will be entertained after the bids are opened. If any interlineations, erasures, alterations, fluid-marking, additions or overwriting are found the bid shall be rejected summarily. Arithmetic errors in bids will be considered as follows:

- i. Where there is a discrepancy between the amounts in figures and in words, the amount in the words will be considered.
- ii. Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the evaluation, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern or whichever is logically correct.
- iii. If the bidder does not accept the correction of errors, its bid will be rejected.
- iv. Notwithstanding the above, the decision of the Evaluation Committee shall be final and binding.

15. Last Date for Submission of Bids:

Last date of submission of proposal is as per schedule given on Page-3. JCI reserves the right to postpone and/or extend the date of submission/opening of bids or to withdraw the RFP, without assigning any reason thereof. In such a case the bidders shall not be entitled to any form of compensation from the JCI.

16. Acceptance of offer:

JCI reserves the right to accept any bid under this tender in full or in part, or to reject any bid or all bids without assigning any reason. All responses including Commercial and Technical proposals would be deemed to be irrevocable offers / proposals from the Bidders and if accepted by JCI, shall form part of the final contract between JCI and Bidder.

17. Excuse from Claim:

The Bidders at no point of time can excuse themselves from any claims by JCI whatsoever for their deviations in conforming to the terms and conditions, payment schedules, timeframe for implementation etc. as mentioned in Tender document.

18. Adherence to Schedule:

The Bidder has to adhere to the time schedule of activities mentioned in the Tender Document and no request to change the last date or extend period / time for submission shall be entertained by JCI. However, JCI reserves the right to extend the date/time for submission of the responses without assigning any reason by notifying on its website.

19. Presentation before JCI:

The Bidders shall be required to make presentation on technical and operational aspects of the bid including the technology proposed by the bidder during technical bids' evaluation process as described in Chapter 6: Bid Evaluation Criteria and Selection Procedure.

20. Software Requirement and Licenses:

The list and number of software licenses required and their tentative cost for the proposed system shall be provided to JCI by the selected bidder with technical bid. However, if the

software is open source then stable version with long time support (LTS) compatible with Cloud Server (as prescribed by MeitY) should be identified by the bidder. Whether proprietary or open source, the system shall be configured and implemented on Cloud by the bidder.

21. Confidentiality of Process:

Information relating to the examination, clarification, evaluation and comparison of proposals, and recommendations for the award of the Project will not be disclosed by JCI to Bidders or any other persons not officially concerned with such process until the award of work to the successful Bidder has been announced.

22. Right to Termination/Cancellation:

Notwithstanding anything contained in this document, JCI, reserves the right to cancel/terminate the bid/proposal process without assigning any reason whatsoever, at any time, prior to signing the contract and JCI shall have no liability for above mentioned actions.

23. Authentication of Bid:

All the Bidders have to abide by all the terms and conditions mentioned in this Tender document. Each bid document and supporting documents uploaded must be digitally signed. The Bid Document shall be signed by a person duly authorized to bind the organization to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization (as per annexure-6). All pages of the Bid.

Document should be properly numbered and submitted along with forwarding letter on bidder's letter head. There should not be any overwriting or cutting or interpolation.

24. Opening of Technical Bids:

- i. Bids duly submitted & uploaded, will be opened in JCI HO on the schedule date and time. The bids will be opened and the bidders or their authorized representative may, if they so desire be present at the time of opening of the bids.
- ii. Bid of only those bidders will be opened who have submitted requisite EMD as above within the specified time limit.
- iii. If due date of receipt of bids and/or that of opening of bids happens to be a closed holiday(s), the bids would be opened on the next working day but the time of receipt of bids will remain the same.

25. Opening of Commercial Bids:

- i. The Commercial bids will be opened for the shortlisted technically qualified bidders only. The name of Bidder, bid prices of each Bid, shall be announced by JCI during opening of Commercial Bid. The bidders or their authorized representative may, if they so desire be present at the time of opening of the bids.
- ii. The date, time and venue of opening of Commercial bid of the technically shortlisted bidders will be intimated by displaying the same on the website of JCI only.

26. Clarification of Bids:

To assist in the examination, evaluations and comparison of bids, JCI may, at its own sole discretion, ask the Bidder for clarification on the Bid submitted. The request for clarification and the response shall be in writing by post or email. If the response to the clarification is not received before the expiry of deadline prescribed in the request, the Bid shall be rejected. No representation in this regard would be entertained after rejection of the Bid.

27. Completeness of Bids:

Information must be furnished in comprehensive manner against each column of Bid Document. JCI will examine the Bids to determine as to whether they are complete in all respects. In particular, whether

- i. they meet all the conditions of the Tender Document and Technical Specifications
- ii. any computational errors have been made
- iii. required sureties have been furnished
- iv. the documents are as prescribed and have been properly sealed and signed
- v. the Bid Documents are substantially responsive to the requirements of the Tender Document

28. Rejection of Bid:

- i. Bid may be rejected at any stage of the evaluation if it is found that the company has provided misleading information or has been blacklisted by a central or any state government or an autonomous body or has indulged in any malpractice/ unethical practice or has not honoured contractual obligation elsewhere.
- ii. If the bidder deliberately gives incorrect or misleading information in their tender or wrongfully creates circumstances for the acceptance of the tender, JCI reserves the right to reject such a bid at any stage.
- iii. A bid that does not meet all pre-qualification criteria or is not responsive shall be rejected by JCI and will not subsequently be made responsive by correction or withdrawal of the nonconforming deviation or any reservation by the Bidder.
- iv. Even though bidder may satisfy the qualifying criteria, it is liable to disqualification if it has record of poor performance or not able to understand the scope of work etc.

29. Validity of Bid:

Bids shall be valid for acceptance for a period of at least 180 (One Hundred and Eighty) days from the last date of submission of bid. The Bid with lesser validity period is liable to be rejected subject to the validity period of bid being extended further, if required, by mutual agreement from time to time.

30. Designated Contact person:

Mr. Saumyadeep Ghosh

Designation: Assistant Manager (IT & Technical)

Address: 15N, Nellie Sengupta Sarani, 7<sup>th</sup> Floor, Kolkata – 700 087

Telephone: (033) 2252 6720

Email: [jci@jcimail.in](mailto:jci@jcimail.in)

## Chapter 4: Terms of Reference

### 1. Objective:

The purpose of this RFP is to identify competent and professional eligible Bidder(s) for Design, Development and Implementation of online software application of operation module of JCI with integrated mobile app.

### 2. Scope of Work:

#### i. Background

JCI is looking for an Online integrated rules-based system for centralized procurement and sales process management Solution with integrated Android based Mobile Application tailored for evolving policy having Stakeholders Registration, Payment Processing, real-time Inventory Monitoring and Sale Proceeding.

#### ii. The objectives for implementation of such a system are:

- a) Scalable, secure, robust and responsive online system for Procurement and Sales management (purchase, packing, contract, Despatch Instruction (DI), Invoice (Bill of Supply), Claim Settlement) to be integrated with and flexible enough to integrate with new systems in future such as Aadhaar Enabled Biometric Farmer's Registration with High Availability Architecture and Disaster Recovery mechanism in place.
- b) System that is flexible enough to adapt to evolving policy and administrative rules.
- c) Real-time Inventory monitoring with aging analysis.
- d) Fulfil requirements for MIS reports for various departments and external authorities.
- e) Minimize duplication, paperwork and unnecessary redundancy due to manual processing/manual transfer of data to enable JCI officials to focus more on their core activities.
- f) Better App based management and retrieval mechanism.

iii. Through this Tender Document, JCI is looking for Design, Development, Hosting and Implementation of Online Systems of Operation Module of JCI with integrated Mobile App. The newly designed system shall be deployed by the bidder at Data Centre authorised by MeitY, Govt. of India. In addition to above, the selected bidder will also carry out the migration of existing data from systems to be replaced and from JCI Centres to the proposed integrated System.

iv. The selected bidder will have the sole responsibility to manage and maintain the system. The selected bidder should assess the capacity planning and assessment for the solution. The competent and professional organizations/firms having proven expertise in System Study, Design, Development, Implementation and Maintenance of Web enabled applications using latest available proprietary or stable Open Source technologies are requested to submit their bids against this Tender Document.

### 3. Broad Scope of Work

If any services, functions or responsibilities not specifically described in the contract are an inherent, necessary or customary part of the services or are required for proper performance or provision of the services in accordance with the Broad Scope of Work or Indicative List of Required Features, they shall be deemed to be included within the scope of the work to be delivered for the charges, as if such services, functions or responsibilities were specifically described in the scope of work.

The System should be driven by an integrated suite of software modules with customization capabilities that supports the basic internal business processes of JCI activities under scope of work and have a common database and Service Oriented Architecture wherever appropriate or required for integration with other systems.

The work includes:

Study, Requirement understanding and Analysis with respect to developing Online Integrated System for JCI after undertaking the study of the existing systems:

- Preliminary study for existing system of JCI.
  - Requirement gathering through consultation with JCI.
  - Finalisation of Software and Database configuration.
  - Finalization of data migration and changeover strategy for smooth changeover.
- i. Design, Development, Implementation and Maintenance of proposed online integrated system.
  - ii. The system shall have options for multiple level of administrative control having varied rights for all the modules so that they are able to perform functions pertaining to their respective location/Domain as per their assigned rights.
  - iii. System should be robust, responsive and support at least 200 concurrent users per instance and scalable as per need.
  - iv. System front-end should initially be Bilingual and shall have provision for easily supporting other Indian Languages (multilingual) in future, especially Bengali.
  - v. Bidder shall carry out the Data migration /Porting of existing data into the new system. The format/schemes of existing data may be provided to the bidder on request.
  - vi. Bidder shall get the system security audited at its own cost from STQC / CERT-In Empanelled vendors.
  - vii. The selected bidder would be required to provide Warranty, Maintenance, and Technical Support from the date of issue of completion certificate, and Annual maintenance of system with onsite technical support as and when required. Warranty and AMC include minor additional requirements/minor changes apart from regular maintenance. The free warranty period would be of ONE year after the successful implementation of the system on production server. The successful implementation of the system means:
    - a) Sign off of UAT
    - b) Security Audit
    - c) Successful Implementation on Production Server
    - d) Handover of actual running software source code complete in all respects including source code of DLLs and other supporting libraries.
  - viii. After expiry of warranty period, the bidder shall compulsorily offer AMC for a minimum of four years @ 8% per annum of contract value after expiry of warranty period. However, JCI may or may not award the AMC at its own sole discretion.
  - ix. Identify the training requirements and train the concerned JCI staff/officers for successful implementation and maintenance of the developed system. The Training shall include application, database and other related features.



- x. Preparation of User, Design & Technical manuals and other documents for the developed system in an easy to understand and user friendly language with proper Diagrams, Screenshots and charts wherever required.
  - xi. The design should organise business logic (with facility for authorised users to define, modify, add, and delete business rules from front end) and presentation logic separately while developing and implementing the proposed system, thus, restricting the database queries to be inserted inside the presentation and business logic; rather, it should be written in the Database only. Data fields' names should be self-explanatory.
4. Indicative Scope of Work:

The indicative scope of work regarding Design, Development, Hosting and Implementation of Online Systems of Operation Module of JCI with integrated Android based Mobile Application is specified as under:

- i. Phase 1: Analysis
  - a) Finalizing the detailed list of activities, scope and duration of each of the activity and detailed project plan.
  - b) Study of the existing systems which includes database, features and functionality to determine precise requirements of the new system.
  - c) Detailed discussions with concerned JCI officials to understand the overall objectives of the assignment.
  - d) Finalization of Project Objectives/Requirements.
  - e) Submission of detailed Project Proposal /Plan.
  - f) Signoff on detailed project plan, activities, timelines etc. from JCI.
- ii. Phase 2: Design
  - a) Detailed Requirement gathering and analysis.
  - b) Study and analysis of existing /Similar system and include best practices in draft design.
  - c) Carry out a System Study including SOPs, guidelines, programmes, eligibility, existing systems to be replaced and with which to interact, etc. to prepare the Software Requirements Specification (SRS) and Functional Requirement Specification (FRS) document.
  - d) Identification of technologies/platforms compatible with GI Cloud.
  - e) Detailed High level and Low level application designs.
  - f) Information Integration and Consolidation.
  - g) Client Sign-off for Requirement Analysis.
  - h) Vendor shall develop appropriate screen layouts and templates for the user feedback.
  - i) Approval of prototype (design interface) developed by vendor.
  - j) Coordination and collection of required data from JCI.
  - k) Approval on the data gathered by the client department.
  - l) Proper backup policy and Disaster Recovery Management.
  - m) Data migration strategy.

- n) Comply with the terms of website security and Auditing & Logging guidelines issued by NIC, CERT-IN and MeitY, Govt.
- iii. Phase 3: Development
    - a) Coding / Temporary Demo server
    - b) Importing of data for testing
    - c) Application Development
    - d) Adherence to Web Application Audit/ Compliance and Approval / Security Features
    - e) High availability architecture with following elements:
      - Load balancing and Redundancy.
      - Elimination of single points of failure.
      - Detection of failures as they occur.
    - f) Developed System Application should have multiple backend systems interfacing capabilities.
    - g) Rigorous testing of Developed system including Unit Testing, Integration Testing, System Testing, Functional Testing, Peak Load Testing, etc with reports.
    - h) Testing of developed system based upon Compliance to applicable guidelines, Assess the user objective achievement, etc.
    - i) Completed system components for UAT.
    - j) Migration of existing data for UAT.
    - k) UAT Sign-off by JCI.
    - l) Modification based upon user feedback.
    - m) Migration of data to production environment
    - n) Sign off on developed system by JCI
  - iv. Phase 4: Operation and Maintenance support
    - a) Identify and execute training requirements for successful execution of integrated system
    - b) Creations of necessary documents and User Manual for training
    - c) Support in handover of system to JCI.
    - d) Support on Training / Demo as and when required
    - e) Warranty Maintenance
    - f) Annual Maintenance of system

5. Indicative Deliverables:

This section provides indicative deliverables; however actual deliverables will depend upon project specific requirements and will be finalized in consultation with JCI.

- i. FRS, SRS, High Level Design and Architecture Documents
- ii. Performance Test Reports
- iii. Security Test Reports

- iv. UI Usability Report
  - v. User Manual and SOP
  - vi. Technical and Design Manual
  - vii. Data Backup Process and Archival Process
  - viii. Requirement Traceability Matrix
  - ix. Error-free Source Code of the actual running software complete in all respects along with source code of DLLs and other Libraries.
  - x. Infrastructure design document
  - xi. Data Migration Utility
  - xii. Data Model
  - xiii. Security Audit & Functional Audit certificates from STQC / CERT-IN Empanelled agencies before hosting the services.
6. Indicative List of Required Features to be included in the System:
- The following is an indicative outline of required features. Tentative Module outline of the required features under scope of work is at Annexure-10. Detailed requirements will be finalized by the bidder in consultation with user departments of JCI. The online integrated system catering to the needs of all JCI offices include the following:
- i. Finalisation of backup policy and Disaster Recovery Management.
  - ii. Functionalities of Online integrated rules-based system for centralized procurement and sales process management Solution with integrated Android based Mobile Application:
    - a) Farmers' Registration. Future option for Aadhaar Verification should be there.
    - b) Procurement Process – uploading of Purchase Document.
    - c) Progress of Assortment
    - d) Contract Generation – B.Twill Linkage, Free Sale, Commercial
    - e) Financial Concurrence
    - f) Despatch Instruction
    - g) Bill of Supply Generation
    - h) Claim / Credit Note Processing
    - i) Inventory Transfer
    - j) Inventory Monitoring
  - iii. One time migration of data from the old system to the new system
  - iv. Schemas of the existing data may be provided to the bidder on request.
  - v. Secure login-in for each user along with audit/log trail.
  - vi. One login for Super Administrator at HQ and one login for Administrator of each DPC.
  - vii. Super Administrator can create/edit/assign/delete rules, roles and users along with audit/log trail. The bidder shall initially configure the rules at the time of testing and implementation.
  - viii. Database should be normalized, ensure referential integrity, appropriate primary keys should be defined, and data fields should be explanatory.

- ix. Feature of auto periodic backup of database.
- x. The Design should support the single sign On (Connect Once-Access everywhere) multiple logins shall not be required by a single user to access different modules/functions. Existing user credentials of a single user for different modules to be merged.
- xi. There should be a mechanism for Version Control and Bug Reporting & Tracking.
- xii. Mechanism to ensure through version control that any change in rules/procedure etc. does not make the data/information, etc. misleading, incompatible, or corrupt.
- xiii. System should be easy to navigate for prospective users of JCI.
- xiv. Proposed System should be accessible on all platforms and all major popular browsers (e.g. Internet Explorer, Mozilla Firefox, Google Chrome, Safari, Opera, etc.
- xv. System must have security features as follows:
  - a) Vendor should also get the Security Audit certificate (Safe to Host certificate) from STQC / CERT-IN Empanelled agencies before hosting the services.
  - b) Free from OWASP Vulnerabilities (Open Web Application Security Project).
  - c) Strong Password Policy.
  - d) Storing of any kind of username and password / transactional data in the encrypted form in the database.
  - e) Session Management.
  - f) Audit/Log Trail.
- xvi. Audit Trail should be maintained as per guidelines issued by Cert-IN throughout the system and database but should be kept separate as far as possible from main tables including:
  - a) Login attempts with time, IP Address, etc.
  - b) Any change in data with time, IP Address etc.
- xvii. The proposed System to be implemented using either proprietary or any Open Source stable platform compatible with GI Cloud Server and shall be implemented by the bidder on GI Cloud Server keeping a centralized code repository and database with replication to ensure quick responses.

Note: Features requirements indicated above are bare minimum. It does not limit Bidders to give better system.

7. Schedule and time line for delivery of the project:

Project has to be completed within timelines. The maximum time for completion of project and various milestones is as under from the date of award of contract including testing and implementation of the proposed system:

#	Milestone	Time Allowed
1	Analysis of the Project	15 Days
2	Submission of Detailed Project Plan	
3.	Any suggestions for changes by JCI	
4.	Resubmission after modifications suggested by JCI	
5	Sign Off and acceptance by JCI	

6	Detailed Requirement gathering and analysis including Study and analysis of existing/Similar system and include best practices in draft design, Carry out a System Study to prepare the SRS, including Detailed High level and Low level application designs, Information Integration and Consolidation and submission of SRS document	45 Days
7	Client Sign-off for Requirement Analysis, preparation of data design and application architecture for the system, data migration strategy, development of appropriate screen layouts and forms for the users, approval of prototype (design interface) developed, coordination and collection of required data from JCI (design should comply with system security guidelines issued by Cert-IN, NIC, MeitY, Gol)	
8	Development of the system	90 Days
9	Hosting Staging Server, UAT, and Security Audit	30 Days
10	Hosting on the Production Server	15 Days
11	Training	Mutually Decided

Mid Term Review & Audit Mid-term evaluation may be done to critically review the progress of the work and performance of the successful bidder. JCI, at its discretion may also appoint third party for the same. The bidder will have to provide access to all information that may be required by JCI/third party to successfully complete the review/audit.

## Chapter 5: Deliverables from the Bidders

1. Design, Development, Hosting and Implementation of Online Systems of Operation Module of JCI with integrated Android based Mobile Application, JCI has envisaged the following activities that are required to be taken up by the Bidder to achieve the objectives:

- i. To conduct the User Requirement Study, System Requirement Study as per the Chapter 4 – “Terms of Reference” and to finalize the requirements in consultation with JCI.
- ii. Develop “Visual Prototype” and Database Design and obtain approval from JCI, Preparation and submission of SRS, FRS, SDD, etc.
- iii. Development of Online Integrated System after getting the approval of prototype system.
- iv. Testing

The bidder shall thoroughly test the system for load, quality and performance along with proper functioning at its site before deployment of the software on production environment and submit test reports to the buyer.

- a) In addition to above, JCI may hire services of third party to certify the system for load, quality and performance at its own cost to ensure proper functioning of the system. The suggestions given by the third party, if any would be mandatory for the bidder to implement and to incorporate and to execute the same from time to time.
- b) Final approval/User Acceptance of the system shall be given by JCI after the testing and successful implementation.
- c) The system thus developed and tested shall be hosted and maintained at GI Cloud Server by the bidder.
- d) The bidder shall be required to provide performance tuning parameters/configuration of the Server/OS/Application Server software on which the system would be hosted for efficient working of the System.

- v. Security Audit:

Vendor shall get the system security audited for “Safe to Host” certification from CERT-IN/CERT-IN Empanelled vendors before deploying the system in production environment at GI Cloud. The cost of security audit certification will have to be borne by the bidder only.

- vi. Source Code, Proprietorship and Patent:

Vendor will provide the latest and complete source code of the actual running software which can be compiled and deployed by JCI along with all the requisite software (Source Code, Libraries, and IDEs etc.). JCI will be the sole proprietor of the system developed and its Intellectual Property Rights, and any patents arising out the work shall be of JCI, and vendor will have no claim on the same.

- vii. Deployment of System:

Deployment shall include implementation and maintenance of the developed system.

- a) Bidder shall submit ideal minimum deployment requirements for the proposed system that will be sufficient for the smooth functioning of the system without compromising the performance.
- b) These deployment requirements should consist of minimum required virtual hardware and networking items / components that JCI needs to arrange for the successful installation and implementation of system.

- c) Deployment of required system software and application shall be done by the bidder on NIC Cloud.

viii. Preparation of Master Data:

The bidder shall be responsible for one time migration/porting of data from the old system as per the new design required for implementation of proposed system under the supervision of designated officers of JCI HO.

ix. Hands on Training over the developed System:

- a) The bidder shall provide hands on user training to JCI staff for proper functioning, management of the system.
- b) The training shall be conducted for at-least two days at JCI HO, Siliguri, and Guwahati.
- c) The Training Plan shall be mutually decided between JCI and the Bidder.
- d) Training shall be provided on the basis of Training to Tutor model.
- e) During training, user manuals for the system shall be provided by the successful bidder.
- f) No extra cost would be borne by JCI on account of this.

2. Post Implementation Support/Warranty (Support after sign off of UAT)

The Bidder shall be responsible for installation, administration and maintenance of the system for the period of Warranty after successful implementation and porting of data. The warranty period would be of ONE year after the successful implementation of the system on production server.

- i. During the Warranty period, the bidder shall perform all the upgrade/new version update free of cost.
- ii. The bidder shall compulsorily offer AMC for a minimum of four years @8% per annum of contract value after expiry of warranty period. However, JCI may or may not award the AMC at its own sole discretion.

3. Requirements and Expected Features of Proposed Integrated System

- i. Browser Independent: The system so designed and developed should be compatible with all popularly used browsers including mobile browsers.
- ii. Software Platform: The system should be developed using latest proprietary or stable open source technology with Long Term Support. Source code should be well documented. JCI shall have the right to approve the coding practices and may ask the firm, at any time, to change full or some part of the code according to the pattern suggested.
- iii. Mobile Application: Should support android based devices like Mobiles, Tablets. User verification is desired to be IMEI based. Should support offline usage, photo capturing and compressing. The bidder should also make application available /update on "Play Store" on behalf of JCI.
- iv. The system should have user friendly Graphical User Interface (GUI) and should enable role based access rights to each user. The interface needs to be developed for the users as per the FRS, URS and SRS approved by JCI.
- v. The system should be so designed and developed that it gives a feel of a portal with International Level Institute look, shall be User friendly, Easy to access or navigate, and should attract the students/ visitors and prospective stakeholders.
- vi. The Page download/query response/uploads/submissions should be quick and fast.

- vii. The necessary set up and Licenses required for the Security set up should be mentioned in the SRS document prepared.
- viii. The MIS report - Drill down Reports, Matrix reports and other required reports to be developed for the System.

Note: Features discussed above are indicative. It does not limit Bidders to give more features as per best practices elsewhere.



## **Chapter 6: Bid Evaluation Criteria and Selection Procedure**

The Bidding process below specifies the procedures that would regulate the overall bidding process. It contains standard provisions that have been prepared to Design, Prepare, Advertise/ Publish, Submit, Open, Evaluate, Compare bids and Award of Contract and are to be strictly adhered to by the bidder.

### **1. Guiding Principle for Evaluation of Bids:**

- i. The tendering authority shall determine to its satisfaction whether the selected Bidder that has submitted the best and substantially responsive Bid is qualified to perform the Contract satisfactorily.
- ii. The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder and/or presentation by the Bidder.
- iii. An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the Bid, in which event the tendering authority shall proceed to the next best bid to make a similar determination of that Bidder's capabilities to perform satisfactorily.
- iv. The tendering authority/ procurement committee, in observance of best practices, shall:
  - a) Maintain the bid evaluation process strictly confidential as per the details below.
  - b) Reject any attempts or pressures to distort the outcome of the evaluation, including Fraud and corruption.
  - c) Strictly apply only and all of the evaluation and qualification criteria specified in the Bidding document.

### **2. Confidentiality**

- i. Information relating to the examination, evaluation, comparison, and post qualification of Bids, and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with such process until publication of the Contract award.
- ii. Any attempt by a Bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the Bids or Contract award decisions may result in the rejection of its Bid.
- iii. From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the tendering authority on any matter related to the bidding process, he/she is allowed to do so in writing.

### **3. Clarifications of Bids:**

- i. Any clarification submitted by a Bidder with regard to its Bid that is not in response to a request by the tendering authority shall not be considered.
- ii. No change in the prices or substance of the Bid shall be sought, offered or permitted, except to confirm the correction of arithmetic errors discovered by the tendering authority in the evaluation of the Financial Bids.

### **4. Evaluation of Technical Bids (Eligibility Criteria):**

- i. To evaluate a Bid, the tendering authority shall use all the criteria and methodologies defined in this document.
- ii. Only those bids will be considered for QCBS evaluation, which fulfil the eligibility and prequalification criteria as per Annexure-1 of this document and are found to be substantially responsive.

5. Evaluation of Bids on QCBS:

Evaluation shall on the basis of Combined Quality Cum Cost Based System (QCBS) as under:

- i. The score of technical proposal will be allotted weightage of 70%, while the score of financial proposal will be allotted weightage of 30%.
- ii. The technical score will be arrived at after evaluation of technical bids as per the section Parameters for Technical Score on QCBS.
- iii. Financial Bids of only those bidders will be opened, who score at least 70% in the Technical Scoring in addition to fulfilling pre-qualification criteria as above.
- iv. The rate quoted in Financial Bid must be reasonable and valid till the completion of project. The period can be extended with mutual agreement.
- v. Proposal with the lowest cost will be given a financial score of 100 and other proposals will be given financial scores that are inversely proportional to their prices. Illustration:

Bidder	Financial Bid Amount	Financial Score
Bidder1	1,20,000	$100000/120000*100 = 83.33$
Bidder2	1,30,000	$100000/130000*100 = 76.92$
Bidder3	1,00,000	100

- vi. The total score, both technical (TS) and financial (FS), will be obtained by weighing the quality and cost scores and adding them up.

**Highest points basis:** On the basis of the combined weighted score for quality and cost, the consultant/service provider shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. **The proposal securing the highest combined marks and ranked H-1 shall be recommended for award of contract.**

6. Parameters for Technical Score on Quality Cum Cost Based System (QCBS):

Bidders shall be asked to make presentation before the committee formed by JCI to arrive at the final Technical Score (TS). The technical evaluation of the bids to arrive at Technical Score will be done strictly as per the matrix shown below:

#	Parameters	Break Up of Parameters	Weightage / Score	Max. Score
1	Presence of the bidder in e- Governance Based Software Solutions	< 5 yrs	4	10
		5 to 10 yrs	7	
		> 10 yrs	10	
2	Experience in Trading Domain (supported by w/orders)	Turnover < ₹200 crore	3	5
		Turnover > ₹200 crore	5	
3	Experience in Centralized Payment Processing to 3 <sup>rd</sup> Party beneficiaries (supported by w/orders or Client Testimonial)	< 20K Transaction / Year	3	5
		> 20K Transaction / Year	5	
4	Experience in Centralised beneficiary Registration through Mobile App	< 100K Registration	3	5

	(supported by w/orders or Client Testimonial)	>= 100K Registration	5	
5	Experience in Design & Development, and successful implementation of large scale software projects of value more than ₹25 Lakhs in single order	< 2 Projects	5	10
		>= 2 Projects	10	
6	Experience in Design & Development, and successful implementation of web based software projects for Ministry / Autonomous Bodies / CPSEs	< 2 Projects	5	10
		>= 2 Projects	10	
7	Quality Certifications	ISO 9001:2015 &CMMi Level 3	4	10
		ISO 9001:2015 &CMMi Level 4/5	7	
		ISO 9001:2015 &CMMi Level 4/5 & ISO 20000-1:2011	10	
8	Implementation of Function / Location based Dashboards	< 50 Type of Users	3	5
		>= 50 Type of Users	5	
9	Proposed Solution / Technical Presentation	Understanding of Requirements	5	30
		Solution with minimal customization	10	
		Implementation Approach & Methodology	5	
		Technical Demonstration of required features in a single platform	5	
		Open Source Platform / solution	5	
10	Company Credentials	Company History & Performance in e-Governance with Client Testimonials (min 3)	10	10

## Chapter 7: General Terms and Conditions

### 1. Income Tax and Goods & Service Tax

Only Bidders who hold a valid PAN from Income Tax department and who are registered under the Goods and Service Tax Act shall bid. The PAN and the GSTIN should be quoted in the tender document without which the tender is liable to rejection.

### 2. Contract Documents (Non-Disclosure Agreement)

Subject to the order of precedence set forth in the Agreement, all documents forming the Contract (and all parts thereof) are intended to be correlative, complementary, and mutually explanatory. The Bidder shall not, without prior written consent from JCI, disclose the Contract or any provision thereof or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of JCI in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract.

Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance. The Bidder shall not, without prior written consent of JCI, make use of any document or information made available for the project, except for purposes of performing the Contract. All project related documents issued by JCI, other than the Contract itself, shall remain the property of JCI and shall be returned (in all copies) to JCI, on completion of the Bidder's performance under the Contract if so required by JCI.

### 3. Interpretation

- i. If the context so requires it, singular means plural and vice versa.
- ii. Commercial Terms: The meaning of any trade term and the rights and obligations of parties there under shall be as prescribed by commercial terms. All the terms shall be governed by the rules prescribed in the current edition of commercial terms, published by the Indian Chamber of Commerce at the date of the Invitation for Bids or as specified in the bidding document.
- iii. Entire Agreement: The Contract constitutes the entire agreement between the Purchaser and the Supplier and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- iv. Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by duly authorized representatives of each party thereto.
- v. No waiver: Subject to the conditions (vi) and (vii) below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, neither shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.
- vi. Any waiver of a party's rights, powers, or remedies under the Contract must be in writing and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.
- vii. The contract shall be governed by the provisions of GFRs and instructions issued by various government organizations (e.g. but not limited to Ministry of Finance, CVC etc.) having jurisdiction to issue orders/instructions of procurement related matters. In case

the provisions of Contract/Agreement/this Document are at variance with the Orders/Instructions issued by such government organizations, the Orders/Instructions will prevail.

- viii. Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.
- ix. In case of any ambiguity in the interpretation of any of the clauses in the tender document, the interpretation of the clauses by Authorized Representative of JCI shall be final and binding on all parties.

#### 4. Language

- i. The Contract as well as all correspondence and documents relating to the Contract exchanged by the Supplier/ Bidder and the Purchaser, shall be written in English and/or Hindi languages only or as specified in the special conditions of the contract.
- ii. Supporting documents and printed literature that are part of the Contract may be in another language provided they are accompanied by an accurate and authenticated translation of the relevant passages in English language. Supporting material, which is not translated in English and/or Hindi, will not be considered for evaluation.
- iii. For the purpose of evaluation and interpretation of the proposal, the English and/or Hindi language translation shall prevail.
- iv. The Supplier/ Bidder shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

#### 5. Notices

- i. Any Notice given by one party to the other pursuant to the Contract shall be in writing to the address specified in the contract. The term "in writing" means communicated in written form with signatures. Faxes/emails shall be followed by written signed letter.
- ii. A notice shall be effective when delivered on the Notice's effective date, whichever is later.

#### 6. Applicable Law

- i. The contract shall be interpreted in accordance with the Central and State Laws.
- ii. Governing Law and Choice of Forum :
  - a) The laws of India shall govern this project. Any suit, action or proceeding shall be confined to the exclusive jurisdiction of Courts at Kolkata (India).
  - b) Any suit/legal action filed by any third party on account of the services provided by the contractor against any item related/pertaining to this project shall be settled by the contractor at its own cost. JCI will NOT be a party to the same.

#### 7. Deliverables

The bidder shall be single point of contact with JCI and shall be solely responsible for the execution & delivery of the work. The bidder whose tender is accepted shall arrange to start the services as mentioned in the bid document as per Deliverables from the Bidders mentioned in Chapter 4 of this Tender Document.

#### 8. Terms of Payment

- i. The currency or currencies in which payments shall be made to the Bidder under this Contract shall be Indian Rupees (INR) only and shall be paid only as under:

- a) 30% of the contract value after sign off of the UAT and handover of design and technical documents
  - b) 50% of the contract value after the successful implementation as follows:
    - Security Audit
    - Successful Implementation on Production Server.
    - Handover of actual running software source code complete in all respects including source code of DLLs and other supporting libraries.
  - c) 20% of the contract value after three months of “Go-live” of the project.
- ii. No advance payment shall be made including payments of handling charges/service charges etc. under any circumstances to the bidder.
  - iii. All remittance charges will be borne by the bidder.
  - iv. The successful bidder has to sign a service level agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.
  - v. In case the bidder fails to execute the contract, JCI shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
  - vi. Amount payable to the successful bidder as stated in the Contract shall remain non-negotiable and fixed during the tenure of the Contract. The prices quoted shall not be conditional /optional.
  - vii. All payments to the Bidder/agency shall be made through RTGS only for which they are required to submit the following information:
    - a) Bank Account Number of bidder/agency
    - b) Name of the Account
    - c) Bank Name
    - d) Branch Name
    - e) IFSC
  - viii. Tax deduction at source: All Central/State Govt. /Local Body Levies as applicable from time to time shall be deducted at source from the payment to the Supplier/ Bidder as per the respective law in force at the time of execution of contract. JCI shall deduct at source taxes/duties under any other law/statute as may be applicable at the time of making payments.
  - ix. For all services supplied, the Bidder shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed/incurred until delivery of the contracted products or services.
  - x. The rates quoted shall be firm. However, after the award of contract, any variation in government levies shall be as per actuals.
9. Standard of performance
- i. The Bidder shall provide the services and carry out its other obligations under the agreement with due diligence, efficiency, economy, confidentiality, promptness and techniques.

- ii. The Bidder shall adhere to professional, engineering and consulting standards recognized by international professional bodies while observing sound management, technical and engineering practices.
- iii. It shall apply appropriate advanced technology and safe and effective methods during execution of this Project and shall always act in respect of any matter relating to this agreement, as faithful advisors to JCI.
- iv. The Bidder shall always support and safeguard the legitimate interests of JCI, in any dealings with the third party.
- v. The Bidder shall abide by the provisions of the legislation(s), related to the Information Technology, prevalent in India.
- vi. The Hardware, Software and other services provided under this contract shall conform to the standards laid down in the Scope of Work and Technical Specifications and Requirements. The security of the system should be fool proof and shall be treated “not fool proof”, where unauthorized persons being able to access/infiltrate in to the system. The system may be the software or a process adopted by vendor.
- vii. The vender shall be liable to JCI for financial losses by way of some of system and process failure.

#### 10. Copyright

The copyright in all documents and other materials containing data and information furnished to JCI by the Bidder herein shall remain vested in the Bidder, or, if they are furnished to JCI directly or through the Bidder by any third party, including suppliers of materials, the copyright in such materials shall remain vested in such third party.

#### 11. Intellectual Property Rights

- i. No software or services covered by the contract shall be developed, sold, disposed or done by the Bidder in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing of any patent right, trademark or similar right, or of any charge, mortgage or lien.
- ii. The Bidder shall warrant that there is no infringement of any patent or intellectual proprietary rights caused by the supply of IT Infrastructure and Software and the documents, which are subject matter of this project.

#### 12. Confidentiality

- i. The Bidder and their personnel shall not, either during implementation or after completion of the project, disclose any proprietary or confidential information relating to the services, agreement or JCI's business or operations without the prior consent of JCI.
- ii. JCI also reciprocally agrees with the Bidder that all information concerning trade secrets, know-how, technical data, research, products, development, inventions, processes, engineering techniques, strategies, internal procedures, employees and business opportunities, its customers either present or prospective and services rendered by the Bidder to such of its customers along with the information pertaining to its businesses and the proprietary information of the Bidder described herein as “confidential information”, belonging to the Bidder and which may come into the possession or custody of JCI in the course of providing services by the Bidder hereunder shall not be disclosed or divulged to any third parties or make use or allow others to make use thereof either for its own benefit or for the benefit of others directly or indirectly. (Subject to provisions of the law of the land).

#### 13. Penalty Clause / Liquidated Damage

- i. If any of the stages specified, either not completed or not completed satisfactorily as per the approved time schedule, forming part of the contract agreement due to reasons solely and entirely attributable to the contractor and not in any way attributable to the delay on the part of JCI, a penalty @ 0.50% of the contract value, per week or part thereof (subjected to maximum 10%) may be imposed.
- ii. If the delay exceeds for the penalty of more than the maximum penalty of 10%, then the contract shall be terminated with immediate effect and no clarification/justification will be entertained by JCI in this regard, the performance security deposit will be forfeited and other legal action would be initiated as per terms and conditions of contract. JCI may rescind this part of the contract and shall be free to get it done from any other agency at the risk and cost of the contractor.
- iii. During warranty/AMC period, any call shall have to be attended within 24 hours and any software issue shall be resolved within 48 hours of being reported. In case the solution requires more time, the bidder should report to the concerned nodal officer within given time frame in writing with requisite details, time required and justification for requirement of more time for approval. A penalty of ₹1000/- per day for days the issue remains unresolved beyond 48 hours or extra time if allowed shall be imposed subject to maximum of 10% of contract value of the awarded work beyond which its contract is liable to be terminated besides initiation of other actions as deemed fit as per Indian laws.
- iv. Further, if any act or failure by the bidder results in failure or non-operation of systems and if JCI has to take corrective actions to ensure functionality of its systems, JCI reserves the right to claim/recover damages from the implementing agency, which shall be equal to the cost it incurs or loss it suffers from such act or failure.
- v. JCI reserves its right to recover these amounts by any mode including adjusting from any payments to be made by JCI to the bidder, irrespective of whether such payment is related to this contract or otherwise.

#### 14. Consortium

No consortium will be entertained by JCI. The bidder shall hold the full responsibility of the contract. Any consortium formed by the bidder at its end which was formed either to gain entry into the agreement with JCI or during the project for the execution of the agreement will be at the sole risk and responsibility of the bidder and would lead to rejection of tender or termination of contract with penalty.

#### 15. Subcontracts

The Bidder shall not subcontract the awarded contract or part thereof.

#### 16. Delays in the Bidder's Performance

- i. Developing and successful hosting of the new common integrated system as per the timelines is the essence of the work and performance of the Services shall be made by Bidder in accordance with the approved time schedule as committed by the bidder and notified from time to time by JCI to the bidder and will become the forming part of the Contract Agreement.
- ii. The activities involved are time bound and it is expected that no extension of time for performance of any activity/ activities will either be sought or given in this project. However, if at any time during the course of the contract, the Bidder encounters conditions impeding the timely delivery of the items and the performance of the service, the Bidder shall promptly notify to JCI in writing the fact of the delay, its likely duration and its cause(s). JCI will evaluate the situation and in the exceptional circumstances and in the interest of work may extend the Bidder's time for execution of said item of work.



- iii. Delay on part of the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of penalty unless an extension of time is agreed upon.

## 17. Termination

### i. Termination for Insolvency

JCI may at any time terminate the Contract by giving Notice to the Bidder/Contractor if the Bidder/Contractor becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the Bidder/Contractor, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to JCI. Performance Guarantee Bond/Security in any form submitted by the contractor shall stand forfeited.

### ii. Termination for Default

- a) JCI may, without prejudice to any other remedy for breach of contract, by 15 (fifteen) days' notice in writing of default sent to the Bidder/Contractor, terminate the contract in whole or in part if the Bidder/Contractor:
  - has abandoned or repudiated the Contract; or
  - has without valid reason failed to commence work on the project promptly; or
  - persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause; or
  - refuses or is unable to provide sufficient Documentation, Services, or labour to execute and complete the project in the manner specified in the agreed and finalized Project Plan; or
  - makes default in proceeding with the works/job with due diligence and continues to do so after a notice in writing of seven (7) days from JCI; or
  - has obtained the contract as a result of ring tendering, or with illegal measures; or
  - information submitted/furnished are found to be incorrect; or
  - persistently disregards the instructions of JCI in contravention of any provision of the Contract; or
  - fails to adhere to the agreed program of work; or
  - assigns or sublets the work in whole or in part thereof without prior written consent of JCI; or
  - performance is not satisfactory; or
  - fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by JCI; or
  - fails to perform any obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
  - makes an arrangement with or assignments in favour of its/their creditors or agrees to carry out the contract under a committee or inspection of its/their creditors; or
  - in the judgment of the Purchaser has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract; or
  - Commits breach of any condition of the contract.

- b) If JCI terminates the contract in whole or in part then amount of performance security deposit (PSD) will be forfeited.
- c) No claim/compensation shall be payable by JCI as a result of such termination.
- d) JCI shall reserve the right to get work completed at the risk and cost of the contractor and to recover from the contractor any amount by which the cost of completing the work by any other agency shall exceed the value of the contract.
- e) The contractor shall have no claim to compensation for any loss sustained by him by reason of having entered into any commitment or made any advances on account of or with a view to the execution of works or on account of loss of expected profits. vi. The above shall be without prejudice to any other remedies/rights/claims etc. that may be available to JCI under the law.

**iii. Termination for Convenience**

- a) JCI, by Notice sent to the Bidder/Contractor, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the Supplier under the Contract is terminated, and the date upon which such termination becomes effective.
- b) Depending on merits of the case the contractor may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.

**18. Disputes and Arbitration**

In the event of any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, which cannot be mutually resolved, shall be referred (as per the Arbitration and Conciliation Act, 1996 of Government of India or any statutory modifications or re-enactment thereof) to the sole arbitrator to be appointed by the CMD, JCI. The award of the arbitrator shall be final and binding on both the parties. The Court of Kolkata shall have jurisdiction for any disputes and the venue for arbitration shall be Kolkata. Fee payable to the Arbitrator has to be shared equally by the parties.

**19. Reservation of Rights**

JCI reserves the right to:

- i. Extend the Closing Date for submission of the Proposals
- ii. Amend the proposal requirements at any time prior to the Closing Date, provided that the amendment is displayed on JCI's website [www.jutecorp.in](http://www.jutecorp.in) and [www.eprocure.gov.in](http://www.eprocure.gov.in).
- iii. Seek information from the bidders on any issue at any time.
- iv. Allow a Bidder to change its Technical proposal if the same opportunity is given to all Bidders.
- v. To accept any bid not necessarily the lowest, reject any bid without assigning any reasons and accept bid for all or anyone options for which bid has been invited or distribute options to more than one bidder.
- vi. Terminate or abandon this procedure or the entire project whether before or after the receipt of proposals.
- vii. Seek the advice of external consultants to assist JCI in the evaluation or review of proposals.
- viii. Make enquiries of any person, company or organization to ascertain information regarding the Bidders and its proposal.

- ix. Reproduce for the purposes of this Procedure the whole or any portion of the Proposal despite any copyright or other intellectual property right that may subsist in the Proposal.

## 20. Force Majeure

- i. Notwithstanding anything contained in the Bid Document, the contractor shall not be liable for forfeiture of security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.
- ii. For purposes of this clause "Force Majeure" means an event beyond the control of the contractor and not involving the contractor's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, earth quakes, epidemics. The preventive measures for fire breakdown must be followed otherwise will not be applicable here. The decision of JCI, regarding Force Majeure shall be final and binding on the Bidder.
- iii. If a Force Majeure situation arises, the contractor shall promptly notify to JCI in writing, of such conditions and the cause thereof within 15 days of occurrence of such event. Unless otherwise directed by JCI in writing, the contractor shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- iv. JCI may, terminate this agreement by giving a written notice of a minimum 15 days to the contractor, if as a result of Force Majeure; the contractor is unable to perform a material portion of the services for a period of more than 60 days.

## 21. Local Conditions

The Bidder shall inspect the sites of operation and shall satisfy itself of the conditions and/or availability of required resources and shall apprise itself of the procedure to be adopted and shall collect any other information that may be required before submitting the bid. Claims and objections due to ignorance about such things shall not be considered after the submission of bid.

## 22. Change Requests/ Management

- i. JCI may at any time, by a written order given to the firm, can make changes within the general scope of the Agreement w.r.t increase or decrease in the number of items specified for maintenance contract.
- ii. The change request/ management procedure will follow the following steps: -
  - a) Analysis and evaluation of the Change Request – Impact of the change in terms of the estimated cost and the items impacted will be analyzed and documented by successful bidder.
  - b) Approval or disapproval of the change request – JCI will approve or disapprove the change requested including the additional payments, after discussion with successful bidder on the impact of the change on schedule.
  - c) Implementation of the change – The change will be implemented in accordance to the agreed cost, effort, and schedule.
  - d) Verification of the change – The change will be verified by JCI on implementation of the change request.
- iii. All changes outside the scope of contract agreed to herein which may have likely financial implications in terms of the overall cost/ time of the project shall be undertaken by successful bidder only after securing the express consent of JCI.

- iv. In case of non-receipt of consent of JCI within a period of 10 working days from the date of communication, then the change will not be carried out.
- v. The impact of the change in terms of the cost and schedule will be re-estimated and such approval on the new cost and schedule will be taken, if the change is approved after the 10 working days.

#### 23. Special Terms and Conditions

- i. The exact scope of work, deliverables, milestones and timelines shall be mutually decided later at an appropriate time looking to the requirements of the project. However, the decision of the JCI, in this regard, shall be final and binding upon the firm.
- ii. Apart from the original quotation to be submitted in the manner detailed above, no copies should be sent to any other office of JCI. Such offers will not be valid quotations. Offers sent through telegram/telex, and offers not submitted in the standard formats given in the tender document will be summarily rejected.
- iii. The successful bidder has to sign an service level agreement on non-judicial stamp paper which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc. In case the bidder fails to execute the agreement, JCI shall have liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- iv. Bidders are neither allowed to join hands to participate in the tender nor allowed to submit multiple bids. In case of detection of such, their bid (s) is/are liable to be rejected. Bidding through consortium is not allowed.
- v. JCI reserves right to award the work/cancel the award without assigning any reason. In case of differences, if any, the decision of JCI shall be final and binding. The work can be awarded to one or more agencies if need arises.

#### 24. Patent Indemnity

- i. The Bidder shall, subject to JCI compliance with sub-clause (ii) below, indemnify and hold harmless JCI and its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which JCI may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright, or other IPR registered or otherwise existing at the date of the Contract by reason of: -
  - a) the installation of the Products/Services by the Bidder or the use of the Products/Services in the country where the Site is located; and
  - b) The sale in any country of the products produced by using the Products/materials purchased under the contract.

Such indemnity shall not cover any use of the Products/Services or any part thereof other than for the purpose indicated by or to be reasonably inferred from the Contract, neither any infringement resulting from the use of the Products/Services or any part thereof, or any Products/Services produced thereby in association or combination with any other equipment, plant, or materials not supplied by the Bidder, pursuant to the Contract.

- ii. If any proceedings are brought or any claim is made against JCI out of the matters referred to above, JCI shall promptly give the Bidder a notice thereof, and the Bidder shall at its own expense and in JCI's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

- iii. If the Bidder fails to notify JCI within fifteen (15) days after receipt of such notice that it intends to conduct any such proceedings or claim, then JCI shall be free to conduct the same to the cost of Bidder.
- iv. JCI shall, at the Bidder's request, afford all assistance to the Bidder in conducting such proceedings or claim, and shall be reimbursed by the Bidder for all reasonable expenses incurred in so doing.

25. Criminal Charges and Conviction

The Bidder warrants that it has disclosed and will continue to disclose during the term of this Contract full details of all criminal convictions and all pending criminal charges against it or any of its personnel and associates that would reasonably be expected to adversely affect the Bidder and the company who owns the patent of the technology being offered or the Bidder's capacity to fulfil its obligations under this contract.

26. Change in Laws & Regulations

If after the date of proposal submission, any law, regulation, ordinance, order or by-law having the force of law is enacted, promulgated, abrogated or changed which shall be deemed to include any change in interpretation or application by the competent authorities, that subsequently affects the costs and expenses of the Bidder and/or the Time for Completion, the Contract Price shall be correspondingly increased or decreased, and/or the Time for Completion shall be reasonably adjusted to the extent that the Bidder has thereby been affected in the performance of any of its obligations under the Contract.

27. Compliance with Laws

- i. The Bidder and the company who owns the patent of the technology being offered shall undertake to observe, adhere to, comply with and notify JCI about all laws in force or as are made applicable in future, pertaining to or applicable to the Bidder's business, their employees or their obligations towards employees and all purposes of this tender and shall indemnify, keep indemnified, hold harmless, defend and protect JCI and its employees/officers/staff/ personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.
- ii. The Bidder and the company who owns the patent of the technology being offered shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc. as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate JCI and its employees/ officers/ staff/ personnel/ representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and JCI shall give notice of any such claim or demand of liability within reasonable time to the Bidder.
- iii. The Bidder agrees that the Bidder shall not be entitled to assign / sub lease any or all of its rights and or obligations under this tender and subsequent Agreement to any entity including Bidder's affiliate without the prior written consent of JCI.

28. Conflict of Interest

- i. JCI considers a conflict of interest to be a situation in which a party has interests that could improperly influence that party's performance of official duties or responsibilities contractual

obligations, or compliance with applicable laws and regulations, and that such conflict of interest may contribute to or constitute a prohibited practice under JCI's Procurement Ethics.

- ii. In pursuance of JCI's Procurement Ethics requirement that bidders, suppliers, and contractors under contracts, observe the highest standard of ethics, JCI will take appropriate actions against the bidder, if it determines that a conflict of interest has flawed the integrity of any procurement process. Consequently all Bidders found to have a conflict of interest shall be disqualified.
- iii. A Bidder may be considered to be in a conflict of interest with one or more parties in the bidding process if, including but not limited to:
  1. have controlling shareholders in common; or
  2. receive or have received any direct or indirect subsidy from any of them; or
  3. have the same legal representative for purposes of the Bid; or
  4. have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the Bid of another Bidder, or influence the decisions of the tendering authority regarding this bidding process; or
  5. A Bidder participates in more than one bid in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all Bids in which it is involved. However, this does not limit the inclusion of the same subcontractor, not otherwise participating as a Bidder, in more than one bid.

#### 29. Responsibilities of the Bidder

The bidder shall be responsible for the study and development of integrated system along with successful hosting of system as per the terms & specification and directions of JCI.

## Annexure 1: Eligibility Criteria and Application Form

**1. Addressed to:**

<b>Authority</b>	Chairman cum Managing Director
<b>Address</b>	HUDCO Building, 15N Nellie Sengupta Sarani, 7 <sup>th</sup> Floor, Kolkata – 700 087
<b>Telephone</b>	033 – 22526720
<b>Tele Fax</b>	033 – 22521100
<b>Email</b>	<a href="mailto:jci@jcimail.in">jci@jcimail.in</a> ; (Reference no. should be clearly mentioned in the subject of the mail)

**2. Firms Particulars to be given:**

<b>Name of Bidder</b>	
<b>Name &amp; Designation of Authorized Signatory</b>	
<b>Registered Head Office Address</b>	
<b>Details of Incorporation of the Company.</b>	Date:
	Ref #
<b>Details of Commencement of Business</b>	Date:
	Ref#
<b>Valid GSTIN</b>	
<b>Permanent Account Number (PAN)</b>	
<b>Address of the Firm</b>	
<b>Type of Firm</b>	<b>Public Limited/ Private Limited / Partnership/Proprietary / Society</b>
<b>Telephone/Mobile Number(s) of Contact Person</b>	
<b>Email Address of Contact Person</b>	
<b>Web Site</b>	
<b>Whether bidder owns the source code of the System</b>	
<b>Clientele details along with contact numbers from Govt. / PSU / Corporate Clients from whom certificates of satisfactory report can be produced. JCI may also independently seek information regarding the performance From such clients.</b>	
<b>Indicate if organization has been blacklisted for any of the offices of Central or State Govt. or autonomous body or any of its other Customers. If so, details may be provided.</b>	
<b>Please give escalation matrix for problem Resolution. The matrix should include a senior officer in the Head Office of the company. Designation, phone no., and e-mail address of the officials are to be mentioned in the escalation matrix.</b>	

3. **Financial details for last 3 years as mentioned below:**

As per audited Balance Sheets (in ₹ Cr.)				
S.no	Year	2017-18	2018-19	2019-20
1	Turn Over			
2	Net Profit			

4. **Details of EMD Transfer:**

Particulars	Transaction ID / Reference Number	Dated	Amount	Bank from which paid
Earnest Money Deposit			₹ _____,000/- (Rupees _____ Only)	

5. **Eligibility and Pre-Qualification Criteria**

Bidders shall provide such evidence of their continued eligibility satisfactory to the tendering authority as per the "Eligibility & Pre-qualification Criteria" Mentioned in the bidding document and/ or as the tendering authority shall reasonably request. The Bidder must furnish the following information along with self-attested copies of supporting Documents, failing which the proposal shall not be considered:

Sl. No.	Eligibility & Pre-Qualification Criteria	Supporting documents	To be Annexed as
1.	Covering Letter + Application Form	On Company / Firm's Letter head	Anx.-A
2.	The Bidder should have been in existence for a period of at least 3 years as on 31-03-2020 and must be one of: <ul style="list-style-type: none"> <li>• A company incorporated in India Under Indian Companies Act, 1956/2013; or</li> <li>• A partnership firm registered under The Partnership Act 1932/LLP Act, 2008; or</li> <li>• A society registered under Societies Act, 1860 / State Act.</li> </ul> <b>Consortium of companies/ firms is not Allowed.</b>	<b>Copy of the certificate of Incorporation of the Company/Firm's Registration Certificate.</b>	Anx. –B
3.	Bidder must possess and submit a valid: <ul style="list-style-type: none"> <li>i. Permanent Account Number (PAN) of Bidder</li> <li>ii. GST Registration Certificate</li> </ul>	Valid copy of all the mentioned Certificates / Documents.	Anx. –C
4.	The Applicant should have experience in at least one assignment of providing solution in Trading (Production & Sales) Domain for any Government / Private organization in India during past three years Ending 31-03-2020.	Copy of the relevant Work Order with Scope of Work and Completion Certificates from Client.	Anx. – D
5.	The Applicant should have experience in at least one assignment of providing solution including Experience in Centralized Payment Processing to 3rd Party beneficiaries for any Government / Private organisation in India during past three years Ending 31-03-2020.	Copy of the relevant Work Order with Scope of Work and Completion Certificates / Testimonial from Client.	Anx. – E
6.	The Applicant should have experience in at least one assignment of providing solution including Centralised Beneficiaries Registration through Mobile Application for	Copy of the relevant Work Order with Scope of Work and Completion	Anx. – F



	any Government / Private organisation in India during past three years ending 31-03-2020.	Certificates / Testimonial from Client.	
7.	The Applicant should have experience in at least one assignment of Design & Development, and successful implementation of web based software projects for Ministry / Autonomous Bodies / CPSEs during past three years ending 31-03-2020.	Copy of the relevant Work Order with Scope of Work and Completion Certificates / Testimonial from Client.	Anx. – G
8.	The Applicant should have experience in at least one assignment of providing similar solution including <b>Role based Cluster level Dashboards</b> showing aggregated reports (PAN India) for any Government / Private organisation in India during past three years ending 31-03-2020.	Copy of the relevant Work Order with Scope of Work and Completion Certificates / Testimonial from Client.	Anx. – H
9.	Bidder should have been working on end-to-end Software Solution Projects in India from Requirement Gathering to User Training and Maintenance of Integrated Solutions during past three years ending 31-March-2020 with at least two of the projects of value not less than ₹ 25 lakh each (Excluding cost of hardware).	Reference, information and certificates from the respective clients certifying technical, delivery and execution capability of the bidder. The documentary evidence in form of work/contract and client report must be enclosed which should indicate the deliverables, commissioning/ Completion certificates and the scope of relevant assignments.	Anx. – I
10.	The Bidder should be ISO 9001:2015 (For Quality Management System) certified company and shall possess CMMi Level 3 or higher (Software Development & Customization) certification.	Valid copy of mentioned/ required Certificate(s).	Anx. – J
11.	Bidder should be empanelled with anyone of the government bodies like NICS/ NISG / GeM portal etc.	Valid copy of mentioned/ required Certificate(s)	Anx. - K
12	The Bidder should have on its payroll minimum 15 IT professionals for the Proper execution of the contract.	The bidder should submit an undertaking that it has minimum of 15 IT professionals on its roll. The Bidder should also submit a list of the <b>professionals who will be involved in this work</b> stating clearly their roles in this work along with their CVs as per the format attached as <b>Annexure-4.</b>	Anx. – L

13.	The Applicant should have an average annual turnover of at least ₹ 5 Crores (Rupees Five Crores Only) during the last three financial years (2017-18, 2018-19 and 2019-20).	Copies of audited balance sheets including profit & loss accounts/annual reports of last three financial years / CA Certificate.	Anx. - M
14.	During each of the last three financial years ending 2019-20, the applicant must have been profit (net profit) making.	CA Certificate for the same	Anx. – N
15.	The Bidder should either have a local support office at Kolkata or must submit an undertaking on its letter-head regarding timely establishment of same within 15 days from the date of work order, if awarded to it.	Address Proof of Local Office (Lease agreement or sale deed)/Undertaking on letter head.	Anx. - O
16.	The bidder should not have been under sanction, cross-debarred, debarred in participating in any procurement activities in India by JCI or any State or Central Government or autonomous or Central Government or autonomous body/SPSUs/CPSUs/any other govt organization or its subsidiaries.	Undertaking to this effect shall be submitted by the applicant on its letter head and on Stamp Paper as Per <b>Annexure-3</b> .	Anx. – P

We agree to abide by all the conditions mentioned in this Tender Document issued by the JCI and also the further conditions of the said Tender Notice given in the attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein). We understand that JCI is not bound to accept the offer and that JCI has the right to reject the offer without assigning any reasons whatsoever.

Yours faithfully,

Name of the Bidder: -

Authorized Signatory: -

Seal of the Organization:-

Place:

Date:

## **Annexure 2: Letter of Undertaking**

### **(ON THE LETTER HEAD OF THE BIDDER)**

To  
The Chairman cum Managing Director  
The Jute Corporation of India Limited (JCI),  
HUDCO Building, 7<sup>th</sup> Floor, 15N, Nellie Sengupta Sarani  
Kolkata - 700 0087, India

**Subject: Design, Development, Hosting and Implementation of Online Systems of Operation Module of JCI with integrated Android based Mobile Application.**

Sir,

This bears reference to JCI RFP No. \_\_\_\_\_ dated \_\_\_\_\_. We have critically examined the proposal and hereby, accept all the terms and conditions for submitting bid as mentioned in this RFP Document. We hereby certify that no terms and conditions have been stipulated by us in the Financial Bid and all declarations/undertakings are in the format Prescribed.

We warrant that the service do not violate or infringe upon any patent, copyright, Trade secret or other property right of any other person or other entity. We agree that we shall **indemnify/protect** JCI from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & Conditions of bid document and contract.

Until a formal contract is prepared and executed, this proposal, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us. We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.

We understand that you are not bound to accept the lowest or any proposal you may receive.

The above document is executed on \_\_\_\_/\_\_\_\_/2020 at (place) \_\_\_\_\_ and we accept that if anything out of the information provided by us is found wrong our tender/work order shall be liable for rejection.

Thanking you,

Yours faithfully,

Name of the Bidder: -  
Authorized Signatory: -  
Seal of the Organization: -

Date:  
Place:

### **Annexure 3: SELF-DECLARATION NON-BLACKLISTING**

**(On Non-Judicial Stamp Paper of ₹100/- duly attested by the Notary Public)**

To  
The Chairman cum Managing Director  
The Jute Corporation of India Limited (JCI),  
HUDCO Building, 7<sup>th</sup> Floor, 15N, Nellie Sengupta Sarani  
Kolkata - 700 0087, India

Sir,

In response to the RFP No. \_\_\_\_\_ dated \_\_\_\_\_ Design, Development and Implementation of Online integrated rules-based system for centralized procurement and sales management Solution with integrated Android based Mobile Application, I/ We hereby declare that presently our Company/ firm \_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt & fraudulent practices in similar services either indefinitely or for a particular period of time by any State/ Central Government/PSU/Autonomous Body during last three years preceding the date of Government/ PSU/Autonomous Body during last three years preceding the date of Submission of bid.

We further declare that presently our Company/ firm \_\_\_\_\_ is not debarred and not declared ineligible for reasons other than corrupt & fraudulent practices in similar services by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission during last three years preceding the date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Name of the Bidder: -  
Authorized Signatory: -  
Seal of the Organization: -

Date:  
Place:

## **Annexure 4: Format for providing CVs of Staff to be deployed**

### **(ON THE LETTER HEAD OF THE BIDDER)**

**1. Proposed Position/Role:**

**2. Name of Staff:**

**3. Date of Birth:**

**4. Nationality:**

**5. Education:**

*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained: (Graduation onwards)*

Degree / Diploma	University/ Institution	Year in which obtained	%-age of Marks obtained/CGPA

**6. Other Training / Certification: (Relevant ones only)**

**7. Languages:** For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing

Language	Speaking	Reading	Writing

**8. Work Experience (in Years):**

**9. Experience in Current Company / Firm (in Years):**

**10. Detailed Tasks Assigned:** List all tasks to be performed under this Assignment/job

**11. Work Undertaken that best illustrates the experience as required for the Role**

Among the Assignment/jobs in which the staffs has been involved, indicate the following information for those Assignment/ jobs that best illustrate staff capability to handle the tasks listed under point 10.

<b>Name of assignment/job or project</b>	
<b>Name of the client</b>	
<b>Year</b>	
<b>Main Project Features</b>	
<b>Position Held</b>	
<b>Activities performed</b>	

12. I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

Place:

\_\_\_\_\_  
[Signature of staff member or authorized representative of the staff]

Full name of authorized representative:

## **Annexure 5: DETAILS OF SIMILAR WORKS EXECUTED**

**(ON THE LETTER HEAD OF THE BIDDER)**

Sl. No	Name of Work/ Project & Location	Owner of sponsoring organization	Cost of Work (in crores)	Date of commencement as per contract	Stipulated date of completion	Actual date of completion	Litigation/Arbitration pending in progress with details, if any	Name, Designation and Address /telephone number of officer to	Remarks
1	2	3	4	5	6	7	8	9	10

Name of the Bidder: -  
Authorized Signatory: -  
Seal of the Organization: -

Date:  
Place:

**Annexure 6: REPRESENTATIVE AUTHORIZATION LETTER**  
**(ON THE LETTER HEAD OF THE BIDDER)**

Date: \_\_\_\_\_

Ref: \_\_\_\_\_

To  
The Chairman cum Managing Director  
The Jute Corporation of India Limited (JCI),  
HUDCO Building, 7<sup>th</sup> Floor, 15N, Nellie Sengupta Sarani  
Kolkata - 700 0087, India

Dear Sir,

Ms. /Mr. \_\_\_\_\_ is hereby authorized to sign relevant documents on behalf of the agency for the RFP for **“Design, Development and Implementation of Online integrated rules-based system for centralized procurement and sales management Solution with integrated Android based Mobile Application”**. She/he is also authorized to attend Meetings & submit technical & financial information as may be required by you in the Course of processing above said tender.

Thanking you,

Authorized Signatory

Representative Signature

Company Seal

## **Annexure 7: FORMAT FOR BANK GUARANTEE**

To  
The Jute Corporation of India Limited (JCI),  
HUDCO Building, 7<sup>th</sup> Floor, 15N, Nellie Sengupta Sarani  
Kolkata - 700 0087, India

**Sub: Performance Guarantee for Design, Development and Implementation of Online integrated rules-based system for centralized procurement and sales management Solution with integrated Android based Mobile Application**

Dear Sir,

This Deed of Guarantee executed by the \_\_\_\_\_ (Bank name) a Scheduled Bank within the meaning of the Reserve Bank of India Act, 1934 and carrying out banking business including guarantee business and having its head office at \_\_\_\_\_ (hereinafter referred to as "the Bank") in favour of The Jute Corporation of India Limited, a CPSE under the administrative control of Ministry of Textiles, Government of India and having its Registered office at 15N, Nellie Sengupta Sarani, 7<sup>th</sup> Floor, Kolkata - 700087 for Design, Development and Implementation of Online integrated rules-based system for centralized procurement and sales management Solution with integrated Android based Mobile Application (Rupees \_\_\_\_\_) (Approx. \_\_\_% of \_\_\_\_\_), being the total value of the items purchased including all taxes) after supply and installation of the items towards performance warrantee of the item (s) Supplied.

This Guarantee is issued subject to the condition that the liability of the bank under this guarantee is limited to a maximum of \_\_\_\_\_ (Rupees \_\_\_\_\_ only) and the Guarantee Shall remain in force up to(\_\_\_\_\_) year from the date of Issue of this Bank on Guarantee and cannot be invoked, otherwise than by a written demand or claim under this guarantee served the Bank on or before \_\_\_\_\_ by JCI, Kolkata.

And whereas the bank \_\_\_\_\_ (name and address) has agreed to give on behalf of the Supplier a Guarantee.

Therefore, we hereby affirm that we unconditionally Guarantee and are responsible to you on behalf of the Supplier, up to a total amount of-\_\_\_\_\_ (Rupees \_\_\_\_\_ only) and we undertake to pay you, at the very first instance without any demur upon your demand without cavil or argument, any sum or sums as specified by you within or up to the limit of \_\_\_\_\_ (Rupees \_\_\_\_\_ only) i.e. the amount of bank guarantee as aforesaid, without your need to prove or to show grounds or reasons for your demand of the sum specified therein. This Guarantee shall not be affected by any change in the Constitution of the Bank or supplier or beneficiary.

### **NOTWITHSTANDING ANYTHING CONTAINED HEREIN**

The bank hereby covenants and declares that the guarantee hereby given is an irrevocable on and shall not be revoked under any circumstances and/ or by a Notice or otherwise.

The Bank agrees that the amount hereby guaranteed shall be due and payable to JCI on serving us with a notice before expiry of Bank Guarantee requires the payment of the amount and such notice



shall be deemed to have been served on the bank either by actual delivery thereof to the Bank or by registered post at the address of the Bank.

This guarantee shall remain in force up to \_\_\_\_\_ provided that if so desired by JCI, this guarantee shall be renewed at the instance of supplier or JCI for a further period as may be indicated by them on the same terms and conditions as contained therein.

Dated at                      This                      Day of

SEALED & SIGNED BY THE BANK

Note: for information

1. The guarantee should be furnished by a Nationalized Bank/Scheduled Bank, authorized by RBI to issue a Bank Guarantee.
2. This bank guarantee should be furnished on stamp paper specified for the purpose.
3. The stamp paper should have been purchased in the Name of the Bank executing the Guarantee.
4. The PBG must be routed through Structured Financial Messaging System (SFMS) from issuing bank to JCI bank as given in the tender document by sending IFN 760 Bank Guarantee Advice Message. Thereafter only physical Bank Guarantee will COV be taken as submitted and become operational.

## **Annexure 8: PRE-BID QUERIES FORMAT**

**Name of the Company/Firm:**

**Address of the Company/Firm:**

**Name of Person(s) Representing the Company/ Firm:**

<b>Name of Person</b>	<b>Designation</b>	<b>Email-ID(s)</b>	<b>Tel. Nos. &amp; Mobile no.</b>

**Query / Clarification Sought:**

<b>Sl.No.</b>	<b>RFP Page No.</b>	<b>RFP Rule No./Clause</b>	<b>Rule Details</b>	<b>Query/ Suggestion/Clarification</b>

**Note:-** Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX/ .ODF).Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority.

**ANNEXURE 9: FINANCIAL BID**  
**(ON THE LETTER HEAD OF THE BIDDER)**

Ref. RFP: \_\_\_\_\_ dated \_\_\_\_\_

Sub: Consolidated financial proposal for “**Design, Development, Hosting and Implementation of Online Systems of Operation Module of JCI with integrated Android based Mobile Application**” is as follows:

Sl. No. (A)	Description (B)	Amount (INR) (C)	GST		Total Amount (INR) (E)=(C)+(D)
			%age	Amount (INR) (D)	
<b>01</b>	<b>Design, Development, Hosting, Implementation, Data Migration, Training, Security Audit, Warranty Support and other allied activities of Integrated System as per the detailed scope of work.</b>				

**I undertake that:**

- a. Tendered rates are at par with the prevailing market rates and not more than the price usually charged for secure code of same nature/class or description from any private purchaser either foreign or as well as Government purchaser.
- b. In respect of indigenous items for which there is a controlled price fixed by law, the price quoted is not higher than the controlled price.
- c. Services/Products/Goods supplied, will be of requisite specification and quality.
- d. I/We shall be bound to compulsorily offer AMC services for four years after expiry of warranty period @8% per annum of the contract value. However, JCI may or may not award the AMC at its own sole discretion.

**Notes:**

1. The price quoted shall include the cost of security audit, functional process audit certificate of both Web Portal and Mobile Application (Safe to Host certificate) by STQC / CERT-In empanelled agency.
2. The Bidder must quote rate in absolute Indian Rupees.
3. The rate quoted will be valid till the completion of the project i.e. including Warranty & AMC period. The period of validity of rates can be extended with mutual agreement.
4. No condition will be entertained and conditional tender will be liable to be rejected.
5. The selection the agency will be on the basis of QCBS, with 30% weight age given to Commercial Bid score and 70% weight age given to Technical Score (TS) as per the RFP terms.

Name of the Bidder: -  
Authorized Signatory: -  
Seal of the Organization: -

Date:

Place:

**Note:** By submitting the financial bid, bidder agrees and will abide by all the terms and conditions specified in this Annexure as well as this RFP.

## **ANNEXURE 10: BROAD SCOPE OF MODULES**

Broad scope of modules to be developed shall include but not necessarily limited to the following:

### **Module – 1: Farmer’s Registration**

1. Farmers will be registered by DPCs and / or Co-operatives
2. Each farmer will have Unique ID
3. Identity will be verified either by AADHAR / EPIC
4. Bank A/c details will also be captured
5. Capturing Mobile No. will be optional
6. Supporting documents will have to be uploaded – Registration Form, Identity Card, Bank Mandate, Bank’s document.
7. A 2<sup>nd</sup> level verification stage will be there, before initiation of any transaction
8. Provision for sms notification will be kept for the farmers

### **Module – 2: Procurement of Raw Jute & Payment**

1. 4 Varieties – Tossa, White, Mesta, Bimli
2. 2 Basis – MSP, Commercial
3. Other Mandatory fields – Farmer ID, Crop Year, Quantity, Value
4. Purchase entry will be done for DPCs
5. Transactional Slip will have to be uploaded along with each transaction
6. 2<sup>nd</sup> level verification (by data entry) will be made at respective controlling office, prior to payment initiation
7. JCI is mandated to pay sum to farmers within 3 days in case of MSP operation.
8. Payment against DPC’s purchase will be processed from Zonal / Head Office of all the verified transactions. F&A department will also check some transactional data as per policy.
9. Payment advice sheet will be sent to bank for payment processing. Payment status will subsequently be uploaded into the system. Failed transaction(s) are processed separately.
10. Co-operatives will enter consolidated daily purchase data only for MSP Operation.
11. In case of Commercial Operation, system verification of ceiling rate (as notified by HO) will have to be checked.
12. All the purchases are to be associated with “Estimated Grade Composition” figures.

### **Module – 3: Progress of Assortment**

1. Each variety of jute is further be segregated into 5 / 6 grades.
2. Physically unassorted jute is assorted and baled as per variety-grade.
3. Assortment process completes with preparation of Bale of 60/ 130 / 150 Kgs.
4. DPC and Co-operatives intimate daily assortment status based on – basis, variety, crop year.
5. Additional information of storage godown can be captured.
6. This DPC’s assortment data will be used for settlement of monthly labour payment.
7. Combining Procurement and Assortment data will lead to inventory position
8. Inventory sometimes requires to be shifted to temporary godowns as well as another DPCs.

### **Module – 4: Market Arrival**

1. Raw jute arrival data viz. quantity, price, moisture content, quality is being reported by DPCs and Co-operatives on daily basis.
2. This data are collected from local markets (mokam).

3. Kolkata landed price of baled jute are also collected from JBA on daily basis.
4. These prices are analysed for providing ceiling limit of Commercial Operation by Head Office.

#### **Module – 5: Sale of Raw Jute**

1. Raw Jute procured under MSP, sold to jute mills under B.Twill Linkage PCSOs issued by Jute Commissioner's Office.
2. Upon receiving inventory position of raw jute procured under MSP, JC Office issues PCSO to JCI. Subsequently, JCI issue contract against each jute mills.
3. Price of raw jute has been mutually decided and fixed for a particular crop year; in case B.Twill (BT) Contracts.
4. Raw Jute procured under MSP, which is not sold through BT Contracts, are sold through auction / tender. This is called "Free Sale" (FS).
5. Raw jute procured under commercial operation are sold through tender / auction. This is called Commercial Sale (CS).
6. Calculation of base price of quantity, which will be put on auction / tender under FS and CS Contracts have to be system driven.
7. In case of all type of Contracts, payment terms are mandatorily be "In advance".
8. JCI accepts payments in form of NEFT, Draft and Letter of Credit (LC).
9. After receiving payment, F&A Department issues "Financial Concurrence" (FC) to O&M Department for further action.
10. In case of delayed payment, Penalty / Carrying Cost is levied from jute mills.

#### **Module – 6: Despatch Instruction**

1. After receiving FC, O&M issues Despatch Instruction (DI) to Regional Offices.
2. Each DI have reference of – Contract, Mill Location, Regional Office, variety-grade wise quantity, shipment period. In addition to these DIs are enumerated with unique reference number.
3. Each DI then further be segregated from Regional offices to DPCs and Co-operatives.

#### **Module – 7: Despatch of Raw Jute**

1. Despatches are taken place from DPCs and Co-Operatives.
2. Bill of Supply along with delivery challan are provided in support of despatch.
3. Bill of supply is generated against DI issued from HO.
4. Received copy of Bill of Supply is then sent to HO through RO from DPC / Co-operatives.
5. Transporter's payment is made from RO.
6. In case LC, delivery documents are then sent to bank for realisation of payment through JCI's advising banker.
7. Payment for any short weight related issue, made through Credit Note to mills.
8. Any other claims e.g., moisture, quality are lodged through Mill Receipt copy.
9. An inspection team from HO then visit mills for mutual settlement of claims.
10. After considering the settlement reports, payments issue to mills.

#### **Module – 8: MIS and DSS**

Important Reports required (tentative and non-exhaustive)

1. Daily Region-wise Purchase Statement
2. DPC wise Purchase Register
3. DPC wise Packing Register
4. DPC wise Performance Report

5. Daily State-wise Market Arrival Report
6. Mill Register
7. DI Register
8. DPC wise Performance Report
9. DPC wise Sales Register
10. Inventory Aging Report
11. Purchase Payment Report
12. Sales Realisation Report