Terms of Reference (TOR)

**Selection of Software Agency(s)
through Open Tender For
Study, Design, Development/ Up-gradation,
Implementation & Maintenance of
Different Cloud Based Applications
which can be accessible through Web-APP
& Mobile -APP"**

Released by:

**The Haryana State Cooperative Supply & Marketing
Federation Limited,
Corporate office, Sector 5, Panchkula
Phone (0172) – 2590520-26**

DISCLAIMER

This Terms of Reference (TOR) for Selection of System Partner(s) for Study, Design, Development, Implementation & Maintenance of Different Cloud Based Applications which can be accessible through Web-APP & Mobile - APP for HAFED. The information contained in this TOR is selective and is subject to updation, expansion, revision and amendment at the sole discretion of HAFED. It does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this TOR, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project, the regulatory regime which applies thereto and by and all matters pertinent to this Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this Project. HAFED shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the TOR in any manner whatsoever.

This TOR includes certain statements, projections, etc. with respect to the Project. Such statements, projections, etc. reflect various assumptions made by the management, officers, employees, consultants, and experts of HAFED, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of assumptions on which they may be based and nothing in this TOR is, or should be relied on as, a promise, representation or warranty.

HAFED shall be the sole and final authority with respect to qualifying bidder(s) through this TOR. The decision of HAFED in selecting the System Partner(s) (SP) who qualifies through this TOR shall be final and HAFED reserves the right to reject any or all the bids without assigning any reason thereof. HAFED may terminate the TOR process at any time without assigning any reason and upon such termination, HAFED shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

Table of Contents

1. Key Events and Dates

Data Sheet

1.	Tender Inviting Authority and Address	The Haryana State Cooperative Supply & Marketing Federation Limited, Corporate Office:- Sector – 5, Panchkula
2.	Name of the Work	Selection of Software Agency through Open Tender for Study, Design, Development, Implementation & Maintenance of Different Cloud Based Applications which can be accessible through Web-APP or Mobile -APP of HAFED.
	Place of Execution	Panchkula
3.	Tender document availability	Tender notice & tender document is available at https://etenders.hry.nic.in from 22.07.2020 5.00 pm to 11.08.2020 (11.00 am)
	Tender document cost	The Payment for Tender Document cost INR 5,000/- (Rupees Five Thousand Only) (Non-refundable) can be made by eligible bidders/ contractors online only.
	Tender processing fee	The Payment for Tender processing fee of INR 1,000/- (Rupees One thousand Only) (Non-refundable) can be made by eligible bidders/ contractors online only.
	Earnest Money Deposit (EMD)	The Payment for EMD INR 2,00,000/- (Rupees Two Lacs only) online with technical bid can be made online directly through RTGS/ NEFT.
4.	Pre-Bid Meeting Date & Time	30.07.2020 11 AM
5	Publication of Corrigendum if any	05.08.2020
6.	Last date and time for submission of e-Tender	11.08.2020 upto 11.00 AM
9.	Emailaddress for communication for any queries/ clarifications	hafed@hry.nic.in
10.	Last date & time of submission of Hard Copy of technical bid to HAFED	11.08.2020 upto 11.00 AM. Hard Copy of Technical bid as uploaded on e-procurement portal by the respective bidder must be submitted by bidder in the O/o The Haryana State Cooperative Supply & Marketing Federation Limited, Sector-5, Panchkula.
11.	Date and time for opening of Technical bids	11.08.2020 at 11.30 AM.
12.	Date and Time for	To be intimated later.

	Technical Presentation	
13	Date and Time of Opening of Commercial Bids	14.08.2020 (tentative).

Bidders are advised to visit https://etenders.hry.nic.in**website on regular basis for any updates/ corrigendum issued by HAFED related to this DOCUMENT. No separate communication will be sent to any bidder.**

In case a Central/ State Holiday is declared on any day/ dates as specified above, the event shall be held on the next working day at same time and same venue.

2. Contact Person's Address for correspondence

The Addl. GM (Systems),
HAFED Corporate Office,
Sector-5, Panchkula
PHONE: 0172- 2590520-26
Website: www.hafed.gov.in; Email: hafed@hry.nic.in

Abbreviations

For the purpose of this TOR, the following table gives the Terminologies used and the reference to/ definition of these terminologies.

S.No.	Terminology	Reference To/ Definition
1.	GoH	Government of Haryana
2.	HAFED	Haryana State Co-operative Supply and Marketing Federation Limited
3.	EMD	Earnest Money Deposit
4.	HQ	Head Quarters
5.	INR	Indian National Rupees
6.	IPR	Intellectual Property Right
7.	IT	Information Technology
8.	MIS	Management Information System
9.	O&M	Operation and Maintenance
10.	PBG	Performance Bank Guarantee
11.	TOR	Terms of Reference (referring to this document)
12.	RFP	Request For Proposal (referring to this document)
13.	SLA	Service Level Agreement
14.	TPA	Third Party Agency
15.	SP	System Partner
16.	SRS	Software Requirement Specifications
17.	PMT	Project Management Team

DEFINITIONS

The definitions of various terms that have been used as part of this TOR are as follows:

i. **"Contract / Agreement / Contract Agreement"** means the Agreement to be signed between the successful bidder and, including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the TOR/RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.

ii. **"Authorized Representative / Competent Authority"** shall mean any person authorized by either of the parties i.e. Bidder and HAFED.

iii. **"Bidder/ Agency/ Service Provider/ System Partner/ Software Vendor/ IT System Partner/ Implementation Partner (IP)"** means any firm offering the solution(s), service(s) and /or materials as required in the TOR/RFP. The words **Bidder/ Agency/ Service Provider/ System Partner/ Vendor/ IT System Partner/ Implementation Partner (IP)** when used in the pre-award period shall be synonymous with parties bidding for this TOR/RFP, and when used after award of the Contract shall mean the successful party with whom HAFED signs the agreement for rendering of services for implementation of this project.

iv. **"Party"** means HAFED or Bidder individually and "Parties" mean HAFED and Bidder, collectively.

v. **"Client"** will mean HAFED.

vi. **"Proposal/ Bid"** means the Technical and Commercial bids submitted for this project against this TOR/RFP.

vii. **"Terms of Reference (TOR) / Request for Proposal (RFP)"** means this document and its annexure and any other documents provided along with this TOR/RFP or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.

viii. **"Requirements"** shall mean and include schedules, details, description, statements of technical data, performance characteristics and standards (Indian & International) as applicable and specified in the TOR/RFP.

ix. **"Default Notice"** shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.

x. **"Law"** shall mean any Act, notification, bye law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central

Government and/ or the State Government or regulatory authority or political subdivision of government agency.

xi. **"LoI"** means Letter of Intent, which shall constitute the intention of HAFED to place the Purchase/Work Order with the successful bidder.

xii. **"Termination Notice"** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.

1 TERMS OF REFERENCE (TOR) PROCESS

1.1 Bid Documents

a) HAFED invites responses ("Tenders") to this Terms of Reference ("TOR") from Software Development Agencies ("Bidders") for Study, Design, Development, Implementation & Maintenance of Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP of HAFED described in this TOR, "Scope of Work".

b) HAFED reserves the right to extend the Term for a period as mentioned in this document, such extensions on the same terms and conditions, subject to HAFED obligations at law.

c) Proposals must be received not later than time, date and venue mentioned in the TOR. Proposals that are received late will not be considered in this procurement process

1.2 Pre-Qualification Criteria for Bidders

This invitation for bids is open to all IT Companies/ Agencies for Software Development. **Formation of consortium for this project in all the respective stages is NOT allowed**. Bidder would be completely responsible to HAFED for discharging of all responsibilities related to the bid finalization and implementation of project (if selected as the 'System Partner').

Pre-Qualification Criterion:

Sr. No.	Parameter	Criterion	Evidence to be submitted
1	Legal Entity	a. A company incorporated in India under the relevant Companies Act, 1956. b. Registered with the GST Authorities in India with active status c. PAN d. EPFO Registration e. ESIC Registration	a. Copy of Certificate of Incorporation b. Copy of Registration Certificates with GST c. Copy of PAN d. EPFO Registration No. e. ESIC Registration No.

2	Nature of Business	The firm should be in the business of providing software development services for at least 03 year as on 31.03.2020	Attested copy of the Memorandum and Articles of Association/ Partnership Deed etc.
3	Turnover	The company shall have Minimum Average Turnover of **INR 5 Crores** during last three financial years (i.e. Year 2017- 18, year 2018-19 & year 2019-20). The net profit of the company shall be positive each of the last three financial years. The net worth shall be positive in each of the last three financial years.	Audited Annual Financial Statements and Annual Reports and Certified statement from the Current Statutory Auditors of the bidder.
4	Resources	a) The bidder shall have at least **25 (Twenty Five)** full time technical resources on its payroll as on Bid date--> to **technical resources** which includes (Developers/ Testers/ Business Analysts/ L1 - L2 Supporting resources) b) Should have at least 2 Senior profile having BE/ B.Tech/ MCA degree with minimum 15+ year of Experience on its payroll as on Bid Date c) Should have at least 1 CA profile either on their payroll or on advisory board having 15+ year of experience	a) Employee wise PF stmt for last 3 (Three) months b) Experience Certificate from respective employer along with their Degree Certificate c) CA certificate from ICAI which clearly mentioned the passing year.
5	Experience	The bidder must have successfully completed at-least one assignment of Software Solutions (Cloud & Server)/ Data Analysis/ Uploading/ Data Management/ Mobile-APP for any State/ Central Government Department/ PSU/ organization in Agri-Business with a minimum order value of **Rs.25 Lakhs.**	Copy of Work Order & Successful project completion certificate should be attached.

6	Certification	The bidder must have valid ISO 9001:2015, ISO 27001:2013 certificates as on date of bidding.	Self-attested copies of certificates
7	Office Location	Company should have either registered or branch office in Haryana	GST Certificate should be attached

Note: Joint venture/ Consortium of any kind will not be allowed.

The bid without the supporting documents mentioned above may be dis-qualified. HAFED may at its own discretion seek any clarification and other supporting documents from bidder wherever required.

Bidder shall be evaluated as per prequalification criteria mentioned at 1.2 The bidders who fulfill all the prequalification criteria will qualify for further Technical Evaluation.

1.3 Bidder Inquiries and Department Responses

All enquiries related to this TOR must be directed in writing exclusively to the address as mentioned in the Data Sheet. The mode of delivering written queries would be in hardcopy on bidder's letter head or through email at the following email address : hafed@hry.nic.in

The bidder (s) shall have to mandatorily submit their bid queries in the following format only :

Sr. No	Company Name	TOR Section No.	Para No.	Page No.	TOR existing Clause	Bidder Queries	Remarks (If any)
1							
2							
n…							

HAFED will endeavor to provide a timely response to all received enquiries and would provide information to the extent it is currently available to the best of the knowledge. However, any queries received after the prescribed timelines or not in the above format shall not be accepted or entertained.

1.4 Supplemental Information to the TOR

If HAFED deems it appropriate to revise any part of this TOR or to issue additional information to clarify any section of this TOR, it may issue supplements/amendments/ addendums/ corrigendum etc to this TOR. All such supplements/ amendments/ addendums/ corrigendum etc. shall be communicated to the respective Companies/ Agencies through the website only. All

such supplements/ amendments/ addendums/ corrigendum etc. shall be a part of this TOR and the bidders shall ensure to submit their proposals accordingly.

1.5 TOR Format

This TOR provides Bid process and includes the scope of work for the bidder with regards to the Selection of System Partner for Design, Development, Implementation of Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP of HAFED to facilitate in determining bidder's suitability as the proposed solution provider for the requirements outlined in this TOR. The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible and focus on demonstrating bidder's suitability to become the proposed solution provider for the requirements outlined in this TOR.

1.6 Proposal Preparation Costs

The bidder will be responsible for all costs incurred in connection with the participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of bid, providing any additional information required by HAFED to facilitate the evaluation process, and all such activities related to the TOR process. This TOR does not bind HAFED to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

1.7 Instructions to Bidders on Electronic Tendering System

These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.

    I.   Registration of bidders on eProcurement Portal :-
        All the bidders intending to participate in the tenders processed online are required to get registered on the centralized e-Procurement Portal i.e. https://etenders.hry.nic.in. Please visit the website for more details.

    II.   Obtaining a Digital Certificate:

        a. The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

        b. A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager/ Post Master/ Gazetted Officer. Only upon the receipt of the required

documents, a digital certificate can be issued. For more details please visit the website – https://etenders.hry.nic.in.

c. The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities.

d. Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during of bid preparation stage. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).

e. In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/ power of attorney/ lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

f. In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person/ user on behalf of the firm/ company. The procedure for application of a digital certificate however will remain the same for the new user.

g. The same procedure holds true for the authorized users in a private/ Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

III. Pre-requisites for online bidding:

a. In order to bid online on the portal https://etenders.hry.nic.in, the user machine must be updated with the latest Java & DC setup. The link for downloading latest java applet & DC setup are available on the Home page of the e-tendering Portal.

IV. Online Viewing of Detailed Notice Inviting Tenders:

a. The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at https://etenders.hry.nic.in.

V. Download of Tender Documents:

a. The tender documents can be downloaded from the e-Procurement portal https://etenders.hry.nic.in.

VI. Key Dates:

a. The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

1.8 HAFED Right to Terminate the Process

i. HAFED may terminate the bidding process at any time without assigning any reason. HAFED makes no commitments, express or implied, that this process will result in a business transaction with anyone.

ii. This TOR does not constitute an offer by HAFED.

1.9 Venue & Deadline for submission of bids

i. Technical Proposals/ Documents be submitted in the HAFED office as per the details mentioned in Data Sheet of this TOR.

ii. Last Date & Time of submission: As per the Data Sheet table.

iii. HAFED may, at its discretion, extend the deadline for submission of proposals in which case all rights and obligations of the proposed project and the bidders will thereafter be subject to the deadline as extended.

1.10 Late bids

Bids received after the due date and the specified time for any reason whatsoever, shall automatically stand rejected.

1.11 General Guidelines for bid opening

i. Bids will have to be submitted in two parts (Pre-Qualification + Technical and Financial) as indicated in the TOR. There will be two bid-opening events (i) for Pre-Qualification + Technical Bids and (ii) for the Commercial bids.

ii. Every page of the Technical Bid (Pre-Qualification + Technical) Document submitted needs to be clearly stamped & duly signed by the authorized signatory of the bidder.

iii. HAFED will open the Pre-Qualification + Technical bid and list them for further evaluation. The 'Commercial Bid' shall not be opened until the evaluation of the Technical bids is complete.

iv. All the bidders will be invited during the opening of commercial bids. However, if there is no representative of the bidder, HAFED may still go ahead and open the bids.

1.12 Bid Opening

The venue for the opening of bids is given below:

HAFED Corporate
Office, Sector 5,
Panchkula-134109.

Tel: 0172-2590520-26.
* HAFED always reserves the right to postpone or cancel a scheduled Tender opening.

2. SCOPE OF WORK

2.1 About the Project

HAFED is the largest apex cooperative federation of Haryana State. It came into existence on November 1st, 1966 along with the formation of Haryana as a separate State. Since then, it is playing a leading role in serving the farmers of Haryana as well as consumers. Over the years HAFED has become one of the leading organizations in the State in the following segments:

- Largest Food Grains Procurement agency of the State.
- A premier Warehousing agency of the State for scientific storage of Food Grains.
- Largest chain of Agro - Processing units in the State.
- Major supplier of quality, hygienic and safe Consumer Products, Cattle/ Animal Feeds in   the Domestic and Overseas Markets.
- Largest supply chain network upto the village level in Haryana State for distribution of Agri - Inputs like Fertilizers, Pesticides, Seeds etc.

The main business activities of Hafed are:

- Sales and Distribution of Agri – Inputs to the Farmers
- Procurement and Warehousing of Food Grains.
- Processing of Agriculture produce for value addition
- Manufacturing and Sales of Cattle Feeds and Pesticides.
- Marketing of Consumer Products.

It has been considered that presently :

i)   The accounts of HAFED i.e. all divisions of Head office and all the concerned field offices are being maintained through Tally Accounts Software.

ii)   Payroll of employees is also being generated through the Tally Accounts Software,

iii)   Employees data is being maintained at Head Office in the HRMS Software which has been developed by NIC.

iv)   No application has been implemented for Inventory Management, Assets Management and Contracts Management.

v)   The existing Warehouse Management Software has become obsolete in terms of technology and also wider scope is to be covered in the proposed system.

vi)   The existing Sales Management Software has become obsolete in terms of technology and also wider scope is to be covered in the proposed system.

2.2 Proposed Cloud Based Software applications :

I. Sales & Marketing Management System

II. Warehouse Management System.

III. Inventory, Assets and Contracts Management System on Cloud through Web & Mobile Apps

IV. Integration of Organization's Accounts being maintained through TALLY ERP 9.0 and Employees/ Payroll Data on Cloud through Web & Mobile Apps (Required licenses for integration for Tally ERP 9.0 and support will be provided by HAFED)_

The broader scope and features of the above applications/ solutions is as under :

2.2.I SALES & MARKETING MANAGEMENT SYSTEM

The existing product range of HAFED products is broadly categorized into following three categories but can be increased in future so system should consider this extension of categories and associated products :

S.No.	Product Category	Products
1.	Agri – Inputs	Fertilizers, Pesticides, Insecticides and Certified Seeds etc.
2.	Consumer Products	Rice, Oils, Wheat Atta, Sugar etc.
3.	Cattle – Feeds	Cattle/ Animal/ Poultry Feed, Feed supplements etc.

HAFED has a chain of own Agro-processing units like Oil Mills, Rice Mills, Sugar Mill, Wheat Seed Plant, Flour Mill etc. Most of the products in its product range are processed in-house, however, some of the products are purchased and then marketed by Hafed.

The distribution/ sale of the above products is carried out through following distribution/ sales channel :

i.   **Sale of Consumer Products (Rice, Oil, Atta, Sugar, Turmeric Powder etc.) :**

HAFED is one of the few top brands known for its quality products among the consumers.

The consumer products are sold through its retails outlets, approved distributors/ dealers, consignee agents in Haryana, Delhi, Chandigarh and Himachal Pradesh etc. Presently, there are 29 no. own Sales outlets, 135 no. Distributors and 174 nos. of institutions working in & out of State of Haryana.

ii. **Sale of Cattle Feed/ Poultry Feed Products (Cattle feed Pallet, Cattle Mash, Layer Mash etc.) :**

The sale of cattle feed/ animal feed is done through its approved dealers/ distributors, Cooperative Milk Unions, Cooperative Milk Societies, Mini Banks/ PACS, Government Departments/ institutions in Haryana & Rajasthan State. Presently, 161 no. Distributors working in & out of State of Haryana.

iii. **Distribution of Agri Inputs (Fertilizers, Pesticides, Certified Seeds etc.) :**

HAFED sell the Fertilizers/ Pesticides/ Certified Seeds through the cooperative marketing societies (CMSs), however, in case a CMS does not exist in any particular place or the existing CMS does not function properly, then Hafed opens its Wholesale Depot (WSD) for sale of Fertilizers in that area. The Primary Agriculture Cooperative Societies (PACs) makes only the retail sale of Fertilizers whereas the Cooperative Marketing Societies (CMSs) make whole sales to the PACs and also make retail sales. Presently, there are 70+ CMSs and 650+ PACS working in the state of Haryana.

Existing Process of Executing Sale Orders :

Presently, the entire process of placement of indents, order processing, order tracking and payments is manual. As a result, this entire process starting from the placement of indents till its execution takes abnormally longer time and many times results into dissatisfaction of the stakeholders due to non-execution of indents especially on the ground of non-availability of indented items etc.

To address the above problems and to facilitate the stakeholders with the advantages of IT based solution, HAFED intends to implement an Integrated Sales and Marketing Portal for all categories of products for monitoring sales of all products of Hafed online through a single portal and to provide ease of doing business to all its external stake-holders like Distributors, Dealers,

Institutions etc. The portal will have provisions for online indent placements, payment transfer, indents tracking etc. The availability of inventory of all the HAFED products shall be made accessible online to various stakeholders of HAFED so that the dealers/ distributors/ C&F agents etc. can place the indents accordingly and the availability of stock of particulars products would also be verified at the placement of indents etc.

Sales & Marketing

The proposed solution will have mainly following modules, however, the micro level scope and boundaries of modules will be worked out at the time of Systems Study phase of the project :

    i)   Inventory and Supply-chain Management System.

    ii)   Sales Monitoring and Management System.

    iii)   Mobile Application Development - Android & iOS (Native / Hybrid App).

    iv)   Electronic payment gateway and SMS integration

    v)   Grievance Redressal System.

i.   **Inventory and Supply-chain Management System :**

The Proposed system shall keep track of each and every product and provide up-to-date information of each product. At a specific time period, if the inventory is below the threshold level, order information is proposed to be generated for specific stakeholders in order to restock the required items. The proposed solution would also have provisions for generating requirements of inventory based upon the dynamic conditions and buying patterns linked to seasons, market conditions etc. and likely events that may influence near future sales. Broadly, following inventory related transactions shall be carried out in this module :

-    Online status of item quantity in terms of on-hand, available, reserved, ordered, to order, rejected, defective and re-workable quantities.
-    Notification upon stock reaching below a user-specified level to enable re-order.
-    Re-order point = (Lead time x average daily usage) + Safety stock.
-    Safety stock = (Maximum daily usage x Maximum lead time).
     (Average daily usage x Average lead time).
-    Multiple dispatch location for customers/dealers.
-    Stock Transfer between warehouses for multi-location companies.
-    MIS for analyzing stock inventory for various stock locations.

- Lot wise tracking of inventory at sales counters/ processing units etc.
- Receiving material against sales order processing, material requirement, subcontracting, gate pass and production requisition.
- Analysis which help in maintaining optimum stock levels.

The authorized dealer, distributors, institutions, C&F agents etc. would be able to place the indents/ supply order of different products on the basis of inventory details of the products available online and the same would be accessible through the interface. Products details like products catalogue, shopping cart, check out facility be also made in the interface to facilitate users. Mainly, following transactions shall be carried out in this module:

- Complete stock-to-dock tracking of sales order processing cycle.
- Detailed Customers/ Business Partners/ Dealers database including bank details, TDS details, contact details and credit limit.
- Order amendment history.
- Authorization of orders and invoices.
- Order scheduling over a period of time and tracking delivery schedule.
- Order tracking through status and transaction reports.
- Generation of production advice to plan for production based on sales orders.
- Preparation of dispatch advice.
- Multiple dispatches reports.

ii.   **Sales Monitoring and Management System :**

This module includes the activities to be carried out at sales outlets of Hafed and it mainly covers the transactions relating to feeding & raising of sales bills both in offline & online mode, notifications/ alerts to customers, handling of complaints/ feedback of customers, customer rating & review. In addition to above, proposed solution shall also cover following transactions:

- Prospect tracking through various stages, detailed competitor products information location-wise, scheduling marketing executives' visits, tracking expenses.
- Marketing surveys for estimating demand for various products to prepare an effective marketing strategy.

- Target setting for distributors/ dealer/ marketing officers.
- Generation of production advice to plan for production based on sales orders.
- MIS for analyzing sales trends to project and forecast sales.
- Consolidation of sales data for all the distributors/ dealers/ sale counters etc.

Based on different parameters, different type of sales reports shall be generated by the proposed solution as given under:

- Total sale of Products done.
- Total Revenue Reports.
- Customer wise & product wise sale reports.
- Total indents executed at the sale point.
- Total Monetary benefits coming from the sale outlet.

iii. Online portal (B - B)

A state of the art Online portal of HAFED which would facilitate online purchasing of HAFED's products by external stake holders i.e. distributors/ dealers, institutions etc. It would help the stakeholders with information about products of Hafed, New products, featured products, offers & discounts. They can view product listing of products offered by Hafed. Following facilities shall be provided by E-Commerce portal of HAFED for online purchasing:

- Order scheduling over a period of time and tracking delivery schedule
- Order tracking through status and transaction reports
- Order amendment history
- Tracking sales returns
- User can filter the products as needed.
- Analyzing top sales order through the portal.
- Portal will be Multilingual.
- User can view overview of recent orders, personal information, primary billing address, primary shipping address, shopping cart, recently ordered items.
- User can save the products in their Wish list for future purchase.
- User can check out with product shortlisted for purchase.

iv. **Electronic payment gateway and SMS integration :**

 Electronic Payment gateway is expected to be integrated with applications, services of HAFED. Payment Gateway shall allow net banking and debit card payments through leading banks in the country besides payments through credit cards (VISA, Master card etc.). Payment gateway should enable receipt of all payments such as Tax, interest, penalty, arrear and fee etc and crediting the same to the HAFED Department account.

Key features :
- Facilitate e-payment by providing redirection to end users over a secure encrypted channel
- Generate authenticated receipts as proof of transactions
- An automated generated receipt of the payment through e-mail and SMS should also be sent to the payer
- Settlement of transactions as per applicable RBI guidelines in this regard
- Reconciliation of the transactions on daily basis
- All charges of Payment gateway will be inclusive (or exclusive) of prices proposed
- Email/ SMS communication is required and mandatory. Any extra cost to this will should be mentioned explicitly in financials and all documentation required for this as part of TRI regulations will be provided by HAFED.

v. **Grievance Redressal System :**

 This module is proposed to have capability to handle the stakeholders/consumer grievances and suggestions. The stakeholders would be able to lodge complaints and provide suggestions using this system. This system should have following sub-modules:
- Lodging of complaint: This sub-module should contain the sections for capturing the detailed nature of the complaints, location and details of the complainant.
- Tracking of the complaint: In this sub-module, can keep track of status of their complaints via the fields like the complaint registration number with other supplementary details like complaint type, ward number, date of complaint, etc.

- Complaint redressal: In this sub-module, the system can allocate the complaint to the concerned officer and can raise a Service Ticket for him through e-mail. The system can enforce proactive grievances redressal by "Auto-Escalation" if the complaint is not action on within the specialized timelines. An automatic alert can be sent to the higher authority in such cases. This module can help to enforce defining pragmatic rule-based grievance redressal mechanism.

vi. **Integration with other applications** :

In case, there is a requirement of integration/ interfacing of the proposed application with any other applications of Hafed, the service provider would make required provisions for the same.

2.2.II WAREHOUSE MANAGEMENT SYSTEM

In order to facilitate the warehousing, Hafed has its warehouses which are located across the state. At some locations storage capacity is also hired by the Hafed from other agencies (Govt/ Private) from time to time on need basis. In addition, it also manages the stock of central pool in the Godowns constructed under the Private Entrepreneurs Godown (PEG) 10/9/7 years Guarantee Scheme of Govt. of India. Presently, Hafed has following infrastructure for Warehousing :

1. Covered Godowns   : 18.67 Lac MT Capacity (121 Locations)

2. Open Plinths   : 11.02 Lac MT Capacity (76 Locations)

3. 7/9 Year Own PEG Godowns   : 5.94 Lac MT Capacity (21 Locations)

4. 10 Year PEG Godowns   : 28.47 Lac MT Capacity (109 Locations)

5. Commercial Warehousing   : 2,75,584 Sq ft Capacity (3 Locations)

Storage location can be a Covered (Godown) or Open (Plinth) and it can be owned by HAFED or it can be Hired. There are different modes of Hiring (Full Capacity/ Actual Utilization). Major commodities being stored are Wheat, Paddy/ Rice, Mustard Seed, Bajra, Fertilizer besides other items like stock articles, bardana etc.

Broadly following activities relating to Warehousing are carried out :

- Planning of Storage Space, Stock Articles, Watch & Ward etc.
- Carry out pre-storage activities :
  a) Inspection of the storage locations.
  b) Cleanliness and dis-infestation of godowns.
  c) Estimation of capacity.
  d) Drawing up of stack plan.
  e) Dunnage
- Hiring/ De-hiring of Godowns/ Plinths.
- Linkage of Warehouses with Mandies
- Ensuring proper Watch & Ward arrangements.
- Receipt of foodgrains and other commodities/ stock articles.
- Preservation of food grains/ Maintenance of Health of stocks.
- Dispatch of the stock as per the request and delivery schedule to FCI
- Insurance of stocks wherever required.
- Maintenance of warehouses.
- Maintaining required inventory fumigants, Covers, Dunnage etc.
- Physical Verifications.
- Internal Movements of stocks/ articles
- Treatment of Stocks
- Periodic inspections
- Stacking/ De-stacking
- Made-up/ Sweepage
- Shortages/ Gains
- Maintenance of required registers/records
- Contractor's Bills Preparation and Verification
- Preparation of Invoice on the basis of Weight-Check-Memo and submission to FCI

Processes :

The above warehousing activities are broadly categorized into following processes :

i) Pre-Storage Planning

ii)   Stocks Management

iii) Stock Articles Management

iv)   Quality Control

v)   Physical Inspections

vi)   Contracts Management

vii) Billing, Payments and Accounting

viii) Records Preparation and MIS Reporting

I. **Pre-Storage Planning**

Following activities are carried out as a part of Pre-Procurement Planning for Commodities

- Planning for Procurement of a Commodity for the coming crop year.
- Planning for requirements of Stock Articles for the coming financial year as per norms.
- Planning for Centre to Mandi Linkage for the coming crop year.
- Planning for quantity of Commodities to be processed under custom milling.
- Planning for the watch & ward staff arrangement for the coming crop year.
- Planning for expected direct delivery of commodity directly from mandi to FCI. This information is also used in preparing the storage requirement planning.

Hiring and De-hiring of godowns :

- HAFED hires the godowns based upon the space requirement. Payments have to be made depending upon mutual agreement hiring for full capacity or the number of bags stored in godowns
- HAFED hires the godowns on seasonal basis and payments are made irrespective of space occupied
- Forecasting of the godowns to be hired is estimated by Head office as per the requirement given by the District Office. District Offices on various assumptions like carryover stocks, delivery to FCI & expected procurement & future local delivery
- Godowns are hired on full capacity basis or on actual storage basis
- Payments are made according to the approved norms of Head Office
- Utilization of hired godowns is monitored weekly/monthly

II. **Stocks Management**

Receipt and Storing of Commodity in Godown

The Process flow of Receipt at Warehouse is as under :

```
┌──────────┐   ┌──────────┐   ┌──────────┐   ┌──────────┐   ┌──────────┐
│ Entry of │   │Weighing of│  │          │   │          │   │          │
│Vehicle into│→ │Vehicle through│→│   QA    │→ │Unloading │→ │ Stacking │
│the premise│   │Computerize│  │inspection│   │of stocks │   │of stocks │
│          │   │weighbridge│  │          │   │          │   │          │
└──────────┘   └──────────┘   └──────────┘   └──────────┘   └──────────┘
```

```
┌──────────────┐
│Preparation of│
│records (Receipt)│
└──────────────┘
```
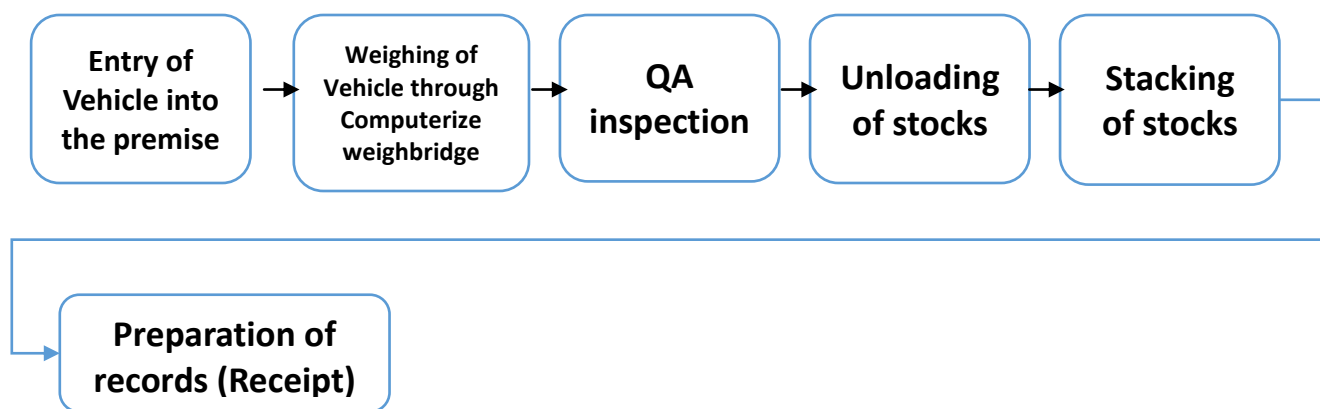
- Entry of Commodity to the centre happens when a truck/ cart loaded with commodity comes inside the centre with a Gate Pass/ inward delivery challan containing details like mandi, commodity, No. of Bags, Weight, Arthiya Name, Driver, Vehicle type, Vehicle no., name of field inspector etc.

- For each such Entry, an Entry is made in the inward Register.

- Weigh man weighs the commodity (weighing can be done from outside) and makes a corresponding entry in the Weighment Register and generates the Weighment slip on that basis. Store Keeper also checks the quality, Moisture as per norms and if any mismatch which is not acceptable/ tolerable, storekeeper informs field inspector who had dispatched the commodity from mandi.

- Field Inspector (Store) matches the Gate Pass against the Weighment slip. Receipt entry is made in the daily receipt Register. For any shortage, entry in the shortage register is made against the receipt.

- Commodities are stacked Variety wise, Quality wise, Lot wise inside the Godowns (Godowns may be open)

- For each stack, a stack card with Stack entry in it is generated. The stack card is affixed to the stack.

- Also an entry under receipt is made in the Godown Register and simultaneously Godown card is updated.

- Receipt of Stock is maintained (both within and outside the district, and the same is maintained at District Office in CSR.

Dispatches of Commodity

The Process flow of Dispatches from a Warehouse is as under :

```
┌─────────────────────────────────────────────────────────────┐
│                      Despatch of stocks                      │
│                    ┌─────────────────────┐                   │
│                    │  Despatch of stocks │                   │
│                    └─────────────────────┘                   │
└─────────────────────────────────────────────────────────────┘
```

Entry of Empty Vehicle	→	Weighing of empty vehicle through computerized weighbridge	→	Loading of vehicle	→	Weighing of loaded Vehicle through computerized weighbridge	→

Preparation of Gate pass	→	Exit of loaded Vehicle
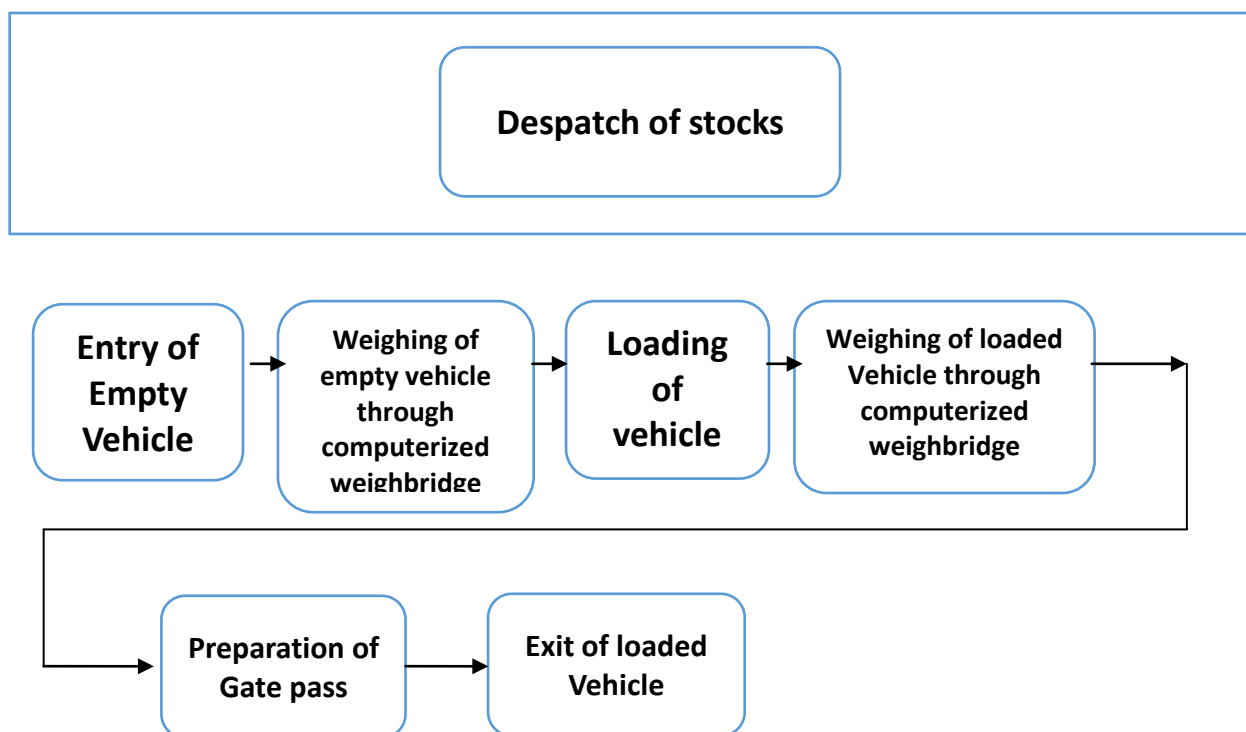
- Stores Manager receives indent (letter) from District office / Head office for the dispatch of the Commodity.

- Stack wise dispatch of the Commodity from a particular Godown takes place and both stack card and Godown cards are updated. Simultaneously entry in the Godown register is made against the dispatch of commodity.

- Stores Manager orders for the Weighment of the commodity. Entry in the Weighment register and Stock register is made for commodity to be dispatched. Weighment Slip is issued.

- Stores Manager issues the Gate Pass for the Dispatched commodity. Entry of the Gate Pass along with quantity Dispatched is made in the outward register.

- Dispatch of Stock is maintained (both within and outside the district, and the same is maintained at District Office in CSR.

- A weight check memo is received from FCI against the above delivery and accordingly, an invoice is raised to FCI for payment of the above delivery.

III. Stock Articles Management

The following activities are carried out in Stock articles Inventory :

- District Office generates the procurement plan for Stock Articles. Entry of Procurement Plan is made into the System.

- The plan is sent to the Head Office.

- Head office raises purchase order for the supply of Stock articles district wise. Entry of Purchase order is made into the System.

- Field Inspector on behalf of District Office receives Stock Articles against the Railway receipt submitted by supplier and maintains Railway Receipt Register.

- Field Inspector distributes the stock articles to different centres on the basis of distribution plan / orders from District Office.

- In District Office, the Field Inspector maintains Central Stock Register (CSR) for district office for allocation of Stock articles to various centres Date wise, Packaging wise & Quality wise.

- Also transfer/ receipt of Stock articles is maintained both within and outside the district and the same is maintained at District Office in CSR.

- In case of Gunny bags, further transfer of gunny bags from centres to various mandies takes place. Account of which is maintained at District Office as a whole in CSR.

- In Case of stock articles (Wooden crates, Polythene covers, Nylon ropes, Nylon Nets, Beam/ Scale platform etc.) no further allocation to mandi is made.

- Old/ New/ Once used/ Damaged/ rags is also maintained in CSR at District Office

- Centres showing stock positions of bardana (Gunny bags) are sending monthly report and the consolidated statement are being sent to Head Office by District Office.

- Monthly Statement showing stock article availability centre wise is sent to Head Office

- Monthly Statement showing stock position of loose & packed bardana centre wise is sent to Head Office.

IV. Quality Control

Treatment of Commodity is done in the Godowns on the basis of the pre-planned schedule. Entry in the Fumigation Register is made against the operation performed.

- One of the major responsibilities of the storekeeper is quality control of commodity stored in warehouse

- Field inspector/ storekeeper analyses the requirement of various fumigants raw material, pesticides for fumigation of stored commodity before start of procurement. Fumigants requirement is given to head office for procurement by the District Manager.

- Field inspector/ storekeeper performs fumigation of stocks in the warehouse as per the instructions given by head office. Fumigation details are entered in quality control register and on the stack card (placed on the stacks)

- Field Inspector (quality control) records the treatment details using the Treatment Entry Form

- The Technical Officer Storage (TOS) ensures the implementation & maintenance of the health of stocks stored in the godowns/ plinths of the District. He ensures implementation of chemicals as per schedule and keeps record/ periodical reports of inspection/ health of stocks. He arranges fumigants and takes follow up action. He also submits all the required reports to the H.O/quarter concerned from time to time.

V. **Physical Inspections**

Physical inspection/ verification of the stocks in a warehouse is done by the designated teams on defined frequency and sometimes this is also done on specific circumstances. Physical Verification process includes counting of stocks, Weighment of the stocks, if required and checking the dead stock inventory etc. The observations of the Physical Verification are recorded and compiled in shape of a Physical Verification report. It mainly covers the following :

- The physical verification of all the stocks and stock articles is carried out periodically as well as at the close of the financial year of each and every store-keeper of Hafed and the physical verification report is financially tallied with the books of accounts of the District Office/ Unit. The consolidate reports are prepared for compilation of the annual accounts at Distt. Office/ unit level. Discrepancies found, if any, is also attended and accounted for in the same financial year & the same is communicated to H.O. for further necessary actions.

- Annual physical verification reports are also submitted to Head Office, Internal audit with a copy to concerned division for necessary actions and are also checked by the Internal Audit, External audit during the audit.

VI. **Contracts Management**

- Job Contract Services: A job contractor is one with whom contract is made for a particular period to provide different kind of services such as lifting of commodity from mandi to warehouses, transport of commodities etc. Jobs such as Sweepage etc are also done by the job contractor. For different services being provided by them, they submit a job slip for the payment and the same is verified. Thereafter, the payment is released.

- HAFED hires the godowns/ plinths based upon the space requirement. Payments have to be made depending upon mutual agreement of hiring for full capacity or on the actual utilization basis.

VII. Billing, Payments and Accounting

The following activities are carried out in this process:

- Preparation of Invoice/ Bills for FCI on account of delivery of stocks.

- Payments made to the labour, transporter/ contractor job against invoice/ bills.

- Payments to the private parties for hiring of Godowns/ plinths.

- Preparation of Invoice/ Bills for Private depositors on a/c of Commercial Warehousing.

VIII. Records Preparation and Reporting

The application allows for recording of various transactions connected with the warehousing and warehousing planning process. The application facilitates generation of daily (tentative) MIS for sharing of daily stock position with FCI. The application allows generation of reports region wise (district wise, Warehouse wise etc)

Core Questions regarding the proposed solution :

Some of the relevant questions to be addressed by the service provider while designing the proposed solution are as under :

- How can this function be integrated with accounting, finance, planning and functions of other departments?

- How can we improve the reporting, monitoring and validation mechanism?

- How can we avoid multiple data entry efforts?

- How can we better connect with the suppliers/ farmers?

- How can we have view on analysis of various data regarding warehousing?

- How to enhance transparency in operations to mitigate leakages and diversion of funds?

- How can the information received from FCI and other state agencies be integrated with the warehousing system?

- How can the real time procurement and warehousing status be made available to FCI and other state agencies?

- How can this process be linked with issuance of food grains to millers?

- How can reports of physical verification, inspections and approvals be made available online for reference?

- How can be the past performance of various entities involved including milling plants, contract farmers etc be integrated into the system?

- How can the performance of the millers be monitored?

- How can this module be integrated with functions of farm inputs?

- How can pre storage related planning for storage, transportation?

- How can Logistics management/ supply chain management solutions may be assessed for optimum network analysis for logistics?

- How can GIS based solutions for transportation and logistics may be assessed?

2.2.III INVENTORY, ASSETS AND CONTRACTS MANAGEMENT SYSTEM :

i) Inventory Management :

The scope of an inventory system cover many needs, including valuing the inventory, measuring the change in inventory and planning for future inventory levels. The value of the inventory at the end of each period provides a basis for financial reporting. Measuring the change in inventory allows determining the cost of inventory sold during the period. This allows planning for future inventory needs. The proposed solution may be implemented on the cloud server provided & maintained by the service provider bidder and it may be a web browser based solution with the following modules:

- Inventory Management
- Inventory Tracking
- Transfer Management
- Purchase Management
- Sales Management
- Order Management
- Reporting and Analytics
- Deployment

ii) Assets Management :

The Asset Management Solution may be a scalable Web based solution for management of all types of Assets of the organization and broadly may cover the following :

- Asset On boarding

- Asset Tagging

- Asset Inventory

- Asset Discovery

- License Management

- Life Cycle Management

- Reporting Services

iii)   Contracts Management :

The proposed solution may be able to manage various types of contracts being entered into by the organization from time to time like Supply/ Work Orders, Services Contracts, Transport & Labour Contracts etc. and broadly may cover the following :

- Contract Creation (including Service Level Agreements, Bank Guarantees etc.) Bank Guarantees are manually uploaded in system and does not intend to have any integration with banking platforms.

- Contract Tracking by providing alerts and triggers regarding completion of contracts/ renewals due.

- Online Maintenance of Contract Documents.

- Communication/ Alerts to Vendors through SMS/Email/ Whatsapp etc.

- Dashboard for Contracts Duration/ Expiry/ Renewals etc.

- Contracts Life Cycle Management:

2.2.IV INTEGRATION OF ORGANIZATION'S ACCOUNTS BEING MAINTAINED THROUGH TALLY ERP 9.0 AND EMPLOYEES/ PAYROLL DATA ON CLOUD :

Currently, the accounts of HAFED i.e. all divisions of Head office and all the concerned field offices are being maintained through Tally Accounts Software and Payroll of employees is also being generated through the Tally Accounts Software. Whereas the Employees data is being

maintained at Head Office in the HRMS Software which have been developed by NIC.

The details of Tall ERP 9.0 Accounting Software:

HAFED has adopted the TALLY Accounting solution for computerising its accounting operations. HAFED has also integrated all its Fields Offices with the accounts of H.O. through the implementation of the TALLY ERP 9 Package. The main features of Software are as under:

- One click synchronization of data to Head Office from all 52 entities at 29 locations (1 HO, 17 DOs. 11 Mills/ Units). This implicitly considers connectivity requirements. Vendor has to take care of process if some nodes are unavailable for sync and can be set to sync at later point with manual running of process again.
- Facilitate the preparation of Statutory Accounts & Statements that may be required
- Facilitate the generation of timely & accurate information for different level of management.
- Ensure uniformity in classification of transactions to reduce redundancy.
- Facilitate data redundancy with easy synchronization between various locations
- Ensure availability of inventory details along with accounts on a common chart of accounts
- Payroll of the employees in all the offices of HAFED is also prepared through TALLY software.
- Licensing and required support from Tally for integration will be provided by HAFED.

Hafed has implemented the Human Resource Management System (HRMS) software developed by NIC in .Net & SQL Server. The following day to day transactions are entered into the HRMS portal:

- Service Verification
- Balance Leave
- Posting/ Transfers/ Promotions
- Service Breaks
- Extra Ordinary Leave
- Leave
- Annual Increments
- Family Details
- Qualification
- LTC
- Punishment/ Suspension

The proposed solution may integrate with the existing applications for a cloud based access with

mainly following features :

- Anytime Anywhere access of Departmental accounts on single click to the authorized stakeholders

- Accounts Dashboard will be available on single click as a tool for a Decision Support System.
.
- Better coordination between offices of HAFED through Integrated Systems

- To facilitate secure, instantaneous and online payment options for the compensations, taxes and statutory benefits associated with the Payroll/ HR services

- Provisions of online Statutory Compliances like PF, ESIC, TDS etc.

- Provisions of online Gratuity Calculation at the time of F&F, Bonus calculation as per bonus act.

- Provision of online approval of Loan/recovery from employees.

- Online submission of Investment Declaration proofs by employees.
- Reports for leaves for all employees online

Scope: Disclaimer

All Indicative requirements / activities given above are not exhaustive, they are provided in order to explain the requirements related with that section / category. Detailed requirements would be captured by the Application Service provider during the Requirements gathering Phase. The above mentioned details have been mentioned about the macro level scope about the proposed solutions, however, micro level details will be worked out on the basis of actual Systems Study by the service provider to be engaged for this purpose. The tentative scope for the proposed service provider(s), may be as under :

2.3 Project Duration :

The proposed software solution is required to be developed and implemented within 8 months from the award of the work order to the service provider. Any delay will attract penalty @ 1% of the order value per week upto a maximum 5% of the order value. However, penalty shall be applicable only if the delay is attributed to the service provider. Any delays in information sharing

from HAFED side will add to duration which needs to intimated to HAFED in timely manner so as authorities can take corrective actions. Thereafter, Hafed will have the right to cancel the work order and get the job done from other service provider at the risk & cost of the service provider. The period of contract would be initially for five years after successful implementation of the project which would be extendable further on mutually agreed terms.

2.4 Proposed Technology

Front End	MEAN Stack / MERN Stack / PHP / JAVA / .NET / HTML5 / CSS3
Javascript Framework	Bootstrap / jQuery
Back End	JAVA / PHP / Node JS - Express JS
Database	MySQL / PostGreSQL / SQL Server
Reporting Platform	Jasper / or any open source platforms
SMS Platform	SMS delivery for all mobile networks with in optimum period
Email Delivery Platform	Email Delivery for all networks with in optimum period with Acknowledgement facility to confirm if read / delivered or is undelivered
Mobile Application	Hybrid Application - Cordova / Ionic
Mobile Platform required	Android (all latest Devices) , iOS (all latest devices)
Cloud Environment	AWS / Azure / VPS / Dedicated Servers
Back up	Weekly / Monthly / Quarterly Back ups of data
Firewall	Cloudflare / Cloudfront
SSL Configuration	All applications should be protected by SSL
Licensing cost	Every thing will be borne by Vendor except Tally integration cost or any other integration which is not part of this documents. Its cost will be mutually agreed upon once it comes.
Monitoring Tool	24/7 Monitoring Tool of all systems and status of it if are working fine or not

The SP will choose technology to deliver the required solution from above mentioned stack and will ensure all requirements are delivered with these chosen platforms.

2.5 Server features for Hosting of Web Application:

HAFED requires a server that can perform standard web hosting functions: Backup Server for redundancy, Full Administration Access, Full Database Administration Access, Server Security feature, Alerts and Monitoring, Fully Scalable feature, Automated Data base backup. Bidder need to be provided the hosting services only from MeitY (Ministry of Electronics and Information

Technology) empanelled CSPs (Cloud Service Provider).

2.6 Security Features of application

1) Should be in conformity with established Govt. guidelines for websites/portals and support a variety of popular browsers & platforms. Mandatorily to implement Guidelines for Government of India websites (GIGW), World Wide Web Consortium Compliance for Website (W3C) and Web Content Accessibility Guidelines (WCAG2.0).

2) Web portal should be free from OWASP Vulnerabilities (Open Web Application Security Project).

3) Web portal should be mandatory GIGW certified from STQC.

4) Web portal should be mandatory security audited (Safe to Host Certificate) every year from CERT-In/ CERT-In Impaneled vendors during the entire contract period.

5) Hafed understands these processes are time consuming so time required for these processes are not part of time limit given for completion of project, but while it is mentioned all delays should be mentioned to HAFED in timely manner and once all recommendations given by above panels it should be implemented not more than 1 month period.

2.7 Approach to Project Implementation

Seeing the complexity and the stakes involved, a phased project implementation approach has been proposed by HAFED for implementation of end to end Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP for Hafed.

The complete activities have been planned under various phases as given below:

1) **Phase-1:** Onsite Detailed Functional & Systems Requirement Study and Systems Design of Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

2) **Phase-2:** Systems Development, Testing and Pilot Implementation

3) **Phase-3:** User Manuals, Training

4) **Phase-4** : Deployment/ Replication Integration, Acceptance and Go-Live

5) **Phase-5:** Maintenance of Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

The indicative list of activities to be performed by SP in each of the above phase has been mentioned in the sections below but shall not be treated as an exhaustive list of activities. It

is the entire responsibility of the System Partner to perform all the requisite activities required for successful implementation of end to end Application Softwares.

2.7.1 Phase 1: Detailed Functional & Systems Requirement, Study and System Design

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

i. The SP shall prepare & submit an Integrated Project Plan for the entire project that covers detailed tasks which are intended to be performed as part of the project along with the scope and duration of each of the activity.

ii. The SP shall thoroughly study the existing Application Softwares already working in HAFED to understand the procedure/ process followed in warehouses.

iii. The minimum indicative requirements for the proposed Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP in terms of broad level Functional Expectations have been provided in the Section 2.2& of this TOR.

iv. However, the SP needs to go through this TOR, and shall perform its own individual assessment by consulting with HAFED, to obtain more details on the current scenarios & various other requirements of the project envisaged in this TOR.

v. The SP shall ensure to conduct a detailed Functional Requirements gathering and prepare a Functional Requirements Specifications (FRS) document. The SP shall have to get a sign-off separately for the Functional Requirements Specifications (FRS) document.

vi. The SP Shall ensure deployment of onsite team and Project Manager for detailed Functional Requirements gathering and prepare a Functional Requirements Specifications (FRS) document during Phase-1: Detailed Functional & Systems Requirement, Study and System Design. No extra cost will be borne by HAFED.

vii. The selected SP will be free to suggest re-engineered processes as per the Standard Market Practices. But any such processes will be effective only after due approval from HAFED.

viii. The SP shall perform its own individual assessment, conduct comprehensive discussion with HAFED and subsequent analysis to ensure that each of the requirements captured

during the FRS are covered in the system/software requirements analysis done as part Software Requirement Specifications (SRS) and are later captured for Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP. The SP shall have to get a sign-off separately for the Software Requirement Specifications (SRS) document.

ix. The SP shall also prepare a requirements traceability matrix (RTM) mapping the requirements specified in the FRS (signed off) with the sections dealing with those in the Software Requirement Specifications (SRS).Hafed and SP will agree to acceptance criteria for each application and will be frozen at this level only so as all deliverable will be accepted against this acceptance criteria.

x. The SP shall have to ensure that both the Functional Requirements Specifications (FRS) document as well as Software Requirement Specifications (SRS) document for Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP, shall detail the requirements of the complete solution up to the last possible detail.

xi. The SP shall prepare & submit a comprehensive Systems design documents for Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP based on the FRS & SRS document signed off from HAFED. This design should include Solution Architecture/ Designing, user interface designs, API's being used Database designing, Application Software development, Security planning; Hardware Sizing; Bandwidth Utilization, Software/ Hardware Deployment Model, etc. for Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

xii. The SP shall be entirely responsible for the architecture of the system implemented to satisfy all features, functions, performance and especially the security of the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP & shall ensure that the Systems design documents should adhere to the industry wide best practices.

xiii. During the System Design, the SP shall make necessary provisions for management reports (if any), dashboards, business intelligence tools for report extraction etc, SMS/ email gateway and Data migration in line with the expectations from Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP provided in the functional requirements. It is very important that the Application Software should be able to support all latest common browsers (like Internet explorer, Mozilla, Chrome

etc.).

xiv.   The SP shall ensure that the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP would also require the use of unique user IDs and passwords for authentication purposes and OTP's as applicable.

xv.   The SP shall have to get a sign-off separately for the Systems design documents from HAFED.

xvi.   The SP shall ensure that the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP would also be capable of uploading of historical data of any year provided by HAFED thru bulk upload functionality .Historical data will be provided by HAFED either in form of Excel/CSV.

2.7.2 Phase-2: Systems Development, Testing and Pilot Implementation

i.   The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

ii.   The SP shall perform the software development/ configuration based on the Functional & Software requirement specifications and solution design finalized thereof. The development/ configuration process should ensure that the standards specified during the design phase are adhered to during the entire cycle. A standard methodology shall be adopted for Software Engineering, covering the entire SDLC (Software Development Life Cycle).

iii.   The SP shall update the Requirement Traceability Matrix (RTM) mapping the software components developed or deployed with the requirements specified as part of the FRS/ SRS.

iv.   The development of the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP for the HAFED should be performed at the premises of the SP for which the SP should have the following minimum supporting infrastructure in their premises–
    a) Application Staging Server
    b) Database Staging Server
    c) Version control & management server
    d) Build Server
    e) Developer Machines

v.   The SP shall design & develop the user interfaces as per the department's requirements and implement workflows, within the application system, with well-defined business rules.

vi.   The HAFED shall have total and exclusive Intellectual Property Rights over the source code written for developing or customizing the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP for HAFED.

vii.   The SP must ensure that granularity is built in Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP application modules, sub modules and individual functionalities so that these functionalities can be enabled or disabled through the application administrator as per requirement.

viii.   The system must possess easy-to-use user interfaces, able to perform tasks with minimum of clicks, maximum select options and provide suitable short-cuts wherever possible and guided through screens.

ix.   The SP shall ensure adherence to all relevant standards as defined, applicable and notified by Government of India (GoI)/ Information Technology ACT from time to time.

x.   The SP shall visit regular basis at HAFED office for project status, updates approval and demonstration of application. No extra cost will be borne by HAFED

xi.   The SP must ensure that any changes made to database are captured centrally and securely stored, such that the audit trails cannot be manipulated by anyone including super users and DBAs. There should also be facility to send alerts for the suspicious activities or attempts to policy violations.

xii.   The SP shall ensure the requisite software testing internally before releasing it to any user.

xiii.   The System Partner would be required to provide / facilitate centralized MIS reports (if any) to meet the reporting requirements of HAFED. The System Partner will also ensure anytime- anywhere availability of these MIS reports.

xiv.   HAFED and/ or its designated Third-Party Agency would perform a detailed acceptance testing over the application deployed, from where the system is expected to be accessed i.e. test from the software.

xv.   The SP shall help the end user in performing the testing of the solution based on the test plan and criteria; document the results and shall fix the bugs found during testing.

xvi.   The SP shall ensure to incorporate the necessary changes in the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP as many numbers of times till the system has been accepted by the end user.

xvii.   The SP shall ensure the successful software implementation at two/ more Pilot location(s).

xviii. The SP shall have to make deployment of requisite Infrastructure in the hosting environment

xix.   This includes installation/ configuration of required system software, SSL certificate, application software, relevant database, OS, integration tools and other requisite hardware/ software's as per the BoM/ licenses procured. The SSL certificate shall be enabled from the date of Go-Live.

xx.   The SP shall ensure hardware configuration & complete software's installed shall in conformance to the industry standards & must adhere to prevalent data centre/Cloud policies to facilitate smooth running of the end to end Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

xxi.   The SP shall also describe and document the process to be followed for installing and operating the same.

xxii.   The SP shall ensure the complete system testing internally and performing necessary GIGW Certification from STQC and security audits from CERT-IN empanelled vendors before making it Go-Live. The SP should adhere to the following, but not limited to :

   a) The SP shall design the testing strategy, test cases and conduct testing of various components of the solution deployed.

   b) The testing of Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP shall include all the components viz. the functional, operational, security and performance requirements of the project.

   c) The objective of testing is to ensure that the entire system in totality, including all hardware, software and human components, which are part of this project, performs as per the objectives laid down in this RFP. The results coming out from

the testing process should ensure that the objectives enshrined here are met successfully.

d) The SP shall have to share the testing strategy and the test cases with the department.

e) The SP shall perform the testing of the solution based on the test plan and criteria; document the results and shall fix the bugs found during testing.

f) The SP shall also ensure necessary security audits from the State designated agency/third party, if nominated by HAFED in addition to mandatory GIGW compliance from STQC & yearly security audits from CERT-IN / CERT-IN empanelled vendors.

g) It is ultimately the entire responsibility of the SP to ensure that the end to end Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP delivered by the SP meets all the requirements specified in this TOR and the signed off FRS &SRS.

2.7.3 Phase-3: User Manuals and Training

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

i. The SP shall prepare module-wise comprehensive User Manuals in accordance with the industry standards.

ii. The SP shall conduct Training Needs Analysis of all the concerned staff and draw up a systematic training plan in line with the overall project plan. In addition, the assessment of technical training needs shall also be assessed and finalized in consultation with the department. The SP shall be responsible for conducting Training as per the scope of work and as per the detailed training strategy plan.

iii. The SP shall develop & provide relevant training materials to all members. The training pedagogy will be designed to impart hands-on experience with adequate usage of cases and scenarios to the extent feasible. The training content and material prepared by the SP shall be approved by the department.

iv. Training content will focus on scenarios and case studies with respect to each type of

operation with the purpose of giving a realistic approach to the trainee on how to handle a particular case. Also, stress would be on giving as much hands-on experience as required to make the trainees fully conversant and able to work effortlessly on the application.

v.   The SP must impart training to all the concerned staff members of HAFED to make them well conversant with the functionalities, features and processes built in the new system. This is aimed to ensure smooth operations enabled through new system. In addition, trainings should also include Technical trainings for its identified developers on management of the entire solution, template designing, Patch Management, etc.

vi. The duration of training shall be finalized jointly by the SP and HAFED. However, the period should be sufficiently long for effecting meaningful assimilation of training content by an average user.

vii. Two rounds of training at each location shall be provided under this phase by the SP. The locations shall be Head Office/ any Field Offices of HAFED. Head office training will be in person training and field office training will be remote training or if HAFED can arrange for all of them to one location can be in person too.

viii. The SP should conduct trainings in the training facilities provided by the department however, the training materials shall be provided/ arranged by the SP itself for further distribution to training members. In case of requirement for any printed training materials, the required number of copies shall be printed by HAFED at its own cost.

ix. The SP shall also be responsible for re-training the above staff free of cost whenever changes are made in the application and/or personnel.

x.   It is the responsibility of the SP to identify the exact effort required for conducting the training and quote accordingly in the commercial bid. The department will not entertain any type of claims caused by delays or wrong estimation done by the SP.

2.7.4 Phase-4: Deployment/ Replication, Integration, Acceptance and Go-Live.

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

i.   The SP shall ensure that the complete Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP has successfully passed the requisite system testing & security audits for all of the components viz. the functional, operational, security

and performance requirements of the project.

ii. The SP shall ensure the usernames and passwords have been created in line with the roles & responsibilities assigned to each individual & as per workflows defined in the system

iii. Necessary Back up & restoration procedures have been well defined & put in place.

iv. The SP shall ensure the Go-Live & successful software deployment/ replication at all the designated locations of HAFED.

v. The SP shall deploy a dedicated team experienced in development, configuration, customization, integration and testing, implementation, deployment of the proposed Different Cloud Based Applications and which can be accessible through Web-APP & Mobile -APP for HAFED.

vi. The acceptance of application would be essential before Go-Live of Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

2.7.5 Phase-5: Maintenance of the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

The various activities to be performed by the System Partner during this phase will be mentioned as below but are not limited to:

i. The System Partner will be required to maintain the complete end to end Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP for a period of Five (5) years after Successful implementation/ date of final Go-Live of the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

ii. The SP should ensure the requisite yearly security audits from CERT-IN/ CERT-IN empanelled vendors and submission of audit reports / certificates to HAFED as well as Hosting Agency.

iii. The SP will be required to provide the Technical Support for the applications developed as per this document for below list but not limited to :

   a. Resolution of any bugs & issues including bug fixing, improvements in presentation and/ or functionality.
   b. Provide the latest updates, patches/ fixes, version upgrades relevant for the application software components.
   c. Software version control and software documentation management reflecting features and functionality of the solution.
   d. Installation of the necessary patches and application upgrades

iv. The SP should ensure the availability of developed MIS Reports and will have to undertake the upgrade of the MIS to meet the future requirements of the Department.

v. To look after the application database and data security related matters and to maintain security features.

vi. **No change requests shall be accepted by HAFED during the contact period for any upgrades as part of the technical support from SP as well as from result of any necessary amendments from statutory compliances.** Only in case of significant changes to the solution by HAFED itself, the request for change requests shall be made to the HAFED in accordance with Section 6.1 of this RFP. While said that any new integration will be mutually agreed for integration between HAFED and SP with cost implication and effort estimation.

vii. HAFED at its discretion will also undertake an exercise for complete audit of the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP through a state designated agency/ third party before the Go-Live of application or at any time (as required) during the contract period. HAFED will have the complete rights to verify all the components of the system viz. the functional, operational, security and performance requirements etc.

viii. SP shall coordinate with the department and/or the nominated agency for performing the complete audit as **per the need arises on applications changes or as required annually as part of statutory security audits prescribed by the Government/ IT Department from time to time**. During the audit process the department will only play the role of observer and facilitator, while the SP will be responsible for ensuring that the audit is successfully concluded and appropriate approval is received from the designated auditor. All the requisite changes as a result of audit findings have to be incorporated by the SP without any extra cost & delay.

ix. At the end of the contract period or in the event of termination of contract, the SP is required to provide necessary handholding and transition support, handing over the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP (including source code, program files, configuration files, setup files, project documentation etc), addressing the queries/ clarifications of new System Partner selected by HAFED alongnwith complete code and it rights.

x. During the exit/ transition management process, it is the responsibility of the SP to address and rectify the problems identified with the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP of HAFED.

xi. During the contract period, the SP shall ensure that all the documentation including policies, procedures, configuration documents, etc. are kept up to date and all such documentation is handed over to HAFED during the exit management process.

xii. At its discretion the department may also extend the contract period on mutual terms with the exiting vendor or may select the new SP for smooth running of the Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

xiii. The SP should ensure to deploy at least requisite resources onsite/ offsite for ensuring smooth & effective functioning of Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP of HAFED.

xiv. The SP should ensure that the system should be regularly updated & maintained with the latest information. Requisite Resources viz Business Analyst, Web Developer, UI Designer, Content Writer & other back end team should be available as & when required for meeting the project needs.

2.8 Indicative Deliverables

This section provides indicative deliverables to be submitted by SP; however actual deliverables will depend upon project specific requirements and will be finalized in consultation with Department. The SP will have to submit the indicative deliverable as identified below, but not limited to:

i. Project Inception Report including Detailed Project Plan
ii. FRS, SRS, High Level Design and Architecture Documents
iii. Requirement Traceability Matrix
iv. Performance Test Reports
v. Security Test Reports
vi. UI Usability Report
vii. Deployment Script
viii. Training Material and SOP
ix. User Manuals
x. Data Backup Process and Archival Process

xi. Source Code

xii. Infrastructure Design Document

xiii. GIGW compliant certificate from STQC and yearly Security Audit certificate (Safe to Host certificate) from CERT-IN/ CERT-IN Empanelled agencies.

2.9 Desirable Timelines for Project Implementation

The following schedule would be followed for during the Project implementation in line with scope of work:

#	Name of Phase	Desired Timelines (including non working days/ holidays)
1.	**Phase-1:** Onsite Detailed Functional & Systems Requirement Study and Systems Design.	**T + 75 Days**
2.	**Phase-2:** Systems Development, Testing and Pilot Implementation.	**T + 150 Days**
3.	**Phase-3:** User Manuals and Trainings	**T + 180 Days**
4.	**Phase-4:** Deployment/ Replication, Integration, Acceptance and Go-Live	**T + 240 Days**
5.	**Phase-5:** Maintenance of the Application Softwares of HAFED	**5 years from Date of Acceptance**

2.10 Performance Requirements (SLAs)

The purpose of this Service Level Agreement (SLA) is to clearly specify performance criteria that shall be adhered to by the bidder for the duration of the project.

#	Major Area	Parameter	Requirements	Penalty/Breach
1	Implementation of end to end Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP	Timelines for completion of phases as per approved project plan during entire implementation period	Delay of no more than 4 weeks for any given phase	Between 4 and 8 weeks, Delay of per week will attract 2% penalty per week of total purchase order value (on that milestone payment), And Between 8 and 16 weeks, Delay of per week will attract 4%

			penalty per week of total purchase order value (on that milestone payment) and will be 'breach' thereafter
2	Availability of application	IT application covering all business functionalities	97% availability between 8 am and 8 pm during all working days. (computed monthly)	Will constitute breach if it is less than 90% for two consecutive quarters.
3	Resolution Time (Only for Bug fixing)	Time taken by the SP to fix the problem & release the same into the production system	Severity Level 1: within 24 hours Severity Level 2: within a maximum of one week. Problems with Severity Level 3: within a maximum of three week.	Inability to resolve as per Severity level (1/2/3) on more than two occasions in a quarter shall attract a penalty of 2% (on that quarter payment) for each additional 24 hours of delay beyond permissible limit upto maximum 15%.

Software Defect Categorization:

Severity level 1 : Critical business functionality is impacted.

Severity level 2 : Problems which affects the normal execution of the work, but work around
is available for the work to be completed in the existing functionality.

Severity level 3: Problems which have minimal impact on the operation or system and are
trivial in nature.

2.11 Bidder Responsibilities

i.   Nominate a senior person in the capacity of a Project Manager, who will serve as the
single point of contact for the Department and shall attend all meetings related to the
project

ii. Plan and execute the project through a suitably qualified technical team. As part of this
requirement, submit a project plan and keep it updated at all times.

iii. Finalize the detailed requirements and suggest any improvements to the processes
being followed by HAFED that would be necessary as a result of the proposed Different

Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

iv. Design, Develop, Test, Baseline and Release the software solution consistent with applicable guidelines of State/GoI.

v. Carry out necessary acceptance tests including certifications (as may be applicable) and report the test results including satisfactory conformance to requirements.

However, the Bidders are requested to take note of the following :

a) System Partner will host Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

b) All other requisite infrastructure including any system software, SSL certificate (with 5-year validity), application software, relevant database, OS, integration tools, hardware and other requisite software's/ licenses **shall be provided/ procured by System Partner itself** only to ensure smooth running/ best performance of Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP. No extra cost shall be borne by the department in respect of the same.

c) Emails / SMS where costing is based on usage which needs be communicated in financial bids explicitly. It should include base slab for this usage included in bid and should mention other slabs for costing when it exceeds base slab.

d) Provide Comprehensive Technical Documents and other deliverables as indicated under Section- 2.8 (Indicative Deliverables).

e) Impart training to the end users and also develop Training materials.

f) Ensure requisite infrastructure (Desktops/Laptops/Printers etc) to the resources deployed (onsite/offsite) during the entire project.

g) Provide implementation and other support services, as proposed and mutually agreed upon, to ensure that the solution is rolled out to all the participating stakeholders and is smoothly operational as per the work (project) plan that is agreed upon.

h) Provide the said maintenance and support for a period of Five (5) years. Such maintenance support period shall commence from the date the system is fully rolled out/ Go-Live.

i) During the maintenance and support period, successful bidder shall provide IT operations and administration of the installed solution in conformity with the States/ Government IT policies, fix software defects, enhance the software as per an agreed plan and provide such other technical support and hand-holding necessary for the

smooth functioning of the overall solution covered under the scope of the project in conformity with the agreed performance criteria.

vi. The selected bidder agrees to make good any defects and shortcomings in the software that is part of the agreed requirements.

a) The bidder will be solely responsible for arranging/ procuring requisite infrastructure including any system software, SSL certificate (with 5-year validity), application software, relevant database, OS, integration tools, hardware and other requisite software's/ licenses at his own cost and HAFED in no case will be responsible for arranging any such software/ tools. This excludes hardware (like desktops/ mobile phones), ISP requirements which are needed to access applications delivered as a part of scope of this documents.

vii. In the event of a major scope change involving significant time and effort over and above routine maintenance and support, the selected bidder shall facilitate the assessment of impact to technical matters, timelines, cost and also justify the effort involved. Further, the bidder agrees to implement these changes after obtaining approval from the competent authority.

viii. Only in case of significant changes to the solution by HAFED itself, the request for such change requests shall be accepted by HAFED in accordance with Section 6.1 of this TOR.

ix. Facilitate audit and assessments, as and when required.

x. Submit periodic reports and support project reviews as may be agreed and necessary.

xi. At the end of Maintenance and Support period, assist in smooth transition of the operations to the Department or a designated agency(s).

xii. Ensure all types of audits - GIGW compliance from STQC & yearly security audits from CERT-IN/ CERT-IN empanelled vendors for the entire contract period.

xiii. Bidder will provide hosting solution which can perform standard web hosting functions: Backup Server for redundancy, Full Administration Access, Full Database Administration Access, Server Security feature, Alerts and Monitoring, Fully Scalable feature, Automated Data base backup. Bidder need to be provided the hosting services only from MeitY empanelled CSPs (Cloud Service Provider).

2.12 Department Responsibilities

i. Nomination of a single point of contact for all communications & interaction required for this project.

ii. Carry out project tasks which fall under the Departmental responsibility, within reasonable time limits, particularly in matters related to providing all necessary data, reviews, approvals, acceptance, timely payments to the Bidder etc.

iii. Provide the required timely access to personnel, test data, clarifications, and decisions and to resolve any issues as may be necessary for the selected bidder to carry out their obligations under this contract (including the work plan).

iv. Report technical issues to the selected bidder's personnel for resolution.

v. Provide seating space, internet connectivity and basic office amenities preferably in HAFED to the agreed number of bidder personnel who will be involved in the course of the project.

vi. Formal requests for changes to Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP and conform to the agreed process in approving and implementing these changes.

vii. HAFED shall ensure providing necessary support/ permissions for installation of requisite software licenses provided/ procured by System Partner for Operationalization of Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP.

viii. Facilitate procurement/ provisioning of necessary IT infrastructure limited to hosting space, email/ SMS gateway and payment gateway as applicable.

ix. Facilitate acceptance testing, certification and roll-out of the project including any internal (organizational/ statutory) issues that needs to be addressed for this purpose.

3 INSTRUCTIONS TO BIDDERS

Bids must be direct, precise, concise, and complete. HAFED will evaluate bidder's proposal based on the response to the requirements of the project as outlined in this TOR.

3.1 Period of Validity of Bids

a) The technical and commercial bids shall be valid for a period of 90 days or Three (3) months from the closing date of submission of the bids.

b) A bid valid for a shorter period may be rejected as non-responsive.

c) HAFED may solicit the bidder's consent for an extension of the validity period for the bids. The request and the responses thereto shall be made in writing to the Managing Director, HAFED.

3.2 Non-Conforming Bids

Any bid may be construed as a non-conforming bid and ineligible for consideration if it does not comply with the requirements of this TOR.

3.3 Amendment/ Corrigendum of bidding documents

At any time prior to the deadline for submission of bids, HAFED, for any reason, will modify the bidding documents and may issue supplements/ amendments/ addendums/ corrigendum etc to this TOR. All such clarifications/ amendments/ addendums/ corrigendum etc. shall be available to the Companies/ Agencies through the website only and shall be part of this TOR as well as binding on the bidders. HAFED, at its discretion, may extend the deadline for the submission of bids.

3.4 Language of Bids

The bids and all correspondence & documents shall be written in English. All bids and accompanying documentation will become the property of HAFED.

3.5 Prices

The price would be as per Annexure-II of this document. The bids not conforming to the format shall be rejected.

3.6 Correction of errors

i. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted price will be entertained after the quotations/ bids are submitted.

ii. Arithmetic errors in bids will be corrected as follows: In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.

3.7 Measurements and Arithmetic Conventions

All the evaluations/ calculations will be in the metric system and calculations done to 2 (two) decimal places only.

3.8 Rejection

i. The bids are liable to be rejected in the following cases or in case bidder fails to meet the bidding requirements as indicated in this TOR:

a) Proposal not submitted in accordance with this document.

b) During validity of the bid, or its extended period, if any, the bidder increases his quoted prices.

c) The bidder qualifies the bid with his own conditions.

d) Proposal is received in incomplete form.

e) Proposal is not accompanied by all requisite documents.

f) Information submitted in technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.

g) Bidder tries to influence the bid evaluation process by unlawful means at any point of time during the bid process.

h) In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/ bidders are withdrawn upon notice immediately.

ii. Bidders may specifically note that while evaluating the bids, if it comes to HAFED's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form an alliance/ cartel then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by HAFED.

Blacklisted by the Government of India ("GoI"), State Government or any other Government owned agency including quasi-Government sector organization or company, for corrupt, fraudulent practices or reasons related to non-performance in an engagement on the date of opening of bid.

3.9 Modification and Withdrawal of Proposals

No bid shall be withdrawn in the interval between the deadline for submission of bids and the expiration of the bid validity period specified by HAFED. Any modification or withdrawal of bid during this period shall result in the forfeiture of the EMD.

3.10 Proposal Cover Letter

The bidder should submit the proposal with the Proposal covering letter (on company's letter head) only.

3.11 General information of the bidders

The bidder shall provide the General information about them (on company's letter head) only.

3.12 Bidder's Authorization Certificate

The bidder shall provide the Bidder's Authorization Certificate (on company's letter head) only.

3.13 Conflict of Interest

Bidder shall furnish an affirmative statement/ self-declaration (on company's letter head) as to the existence/ absence of any potential conflict of interest on the part of the bidder due to prior, current, or proposed contracts, engagements, or affiliations with HAFED. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the bidder to complete the requirements as given in the TOR.

3.14 Authenticity of Documents submitted

Bidders should submit an unconditional declaration only in the format described in the Section - Submission of Bids that all the requisite Forms/ Declarations/ Covering Letter/ Annexure/ Documents submitted as part of, technical bid is in the same format as given in the TOR and shall not include any conditional statements. Deviations (if any) from the defined scope of proposed project are explicitly mentioned in the Form designed for Deviations and exclusions.

3.15 Completeness of the Bidding Documents

Bidder should furnish unconditional declaration for Completeness of the Bidding Documents.

3.16 Unconditional Bidding Documents

Bidder should furnish unconditional declaration for Unconditional Bidding Documents.

3.17 Complete Responsibility for the completion and execution of the project in all respects.

Bidder should furnish unconditional declaration for Complete Responsibility of the project.

3.18 Source Code and Intellectual Property Rights

The IPR of complete IT system implemented under this project shall lie with HAFED and shall be the sole proprietor of the IT system implemented. Any patents arising out the work shall be of HAFED, and bidder/ system partner shall have no claim on the same. Bidder should furnish unconditional declaration for supporting the clause.

3.19 Deviations and Exclusions

The bidder shall provide the deviations and exclusions, if any, from the defined scope of proposed project.

3.20 Acknowledgement of Understanding of Terms

By submitting a bid, each bidder shall be deemed to acknowledge that it has carefully read all sections of this TOR, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

3.21 Other Conditions

The following terms are applicable to this TOR and the bidder's bid.

i. While every effort has been made to provide background information and requirements, **Bidders must form their own conclusions about the solution needed to meet the requirements.** Bidders and recipients of this TOR may wish to consult their own legal/ technical advisors in relation to this TOR. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the HAFED on the basis of this TOR.

ii. This TOR supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

iii. The Bidder shall perform the services and carry out its obligations under the contract with due diligence and efficiency, in accordance with generally accepted techniques and practice used in the industry and with professional engineering and training/consulting standards recognized by national/ international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to HAFED and shall, at all times, support and safeguard HAFED's legitimate interests in any dealings with Third parties.

iv. HAFED reserves the right to assess the performance of the bidder prior to commencement or in between the work progress. The assessment may cover all areas related to the assigned work order, especially methodology, manpower, infrastructure etc. HAFED reserves the right to cancel the work order assigned to the System Partner at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the work order is cancelled then the costs incurred will be borne by the System Partner and under no circumstances the System Partner shall be eligible for any payment or damages from the HAFED.

v. System Partner shall ensure compliance of all Labour Laws i.e. Minimum rates of wages applicable in the State of Haryana as per the Minimum Wages Act and would be responsible for compliance of EPF and ESI.

vi. Any work product, whether acceptable or unacceptable, developed or customized under a contract awarded as a result of this TOR shall be the sole property of the HAFED unless stated otherwise.

vii. Timing and sequence of events resulting from this TOR shall ultimately be determined by HAFED.

viii. No oral conversations or agreements with any official, agent, or employee of the HAFED shall affect or modify any terms of this TOR, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of HAFED shall be superseded that results from this TOR process. Oral communications by HAFED to bidders shall not be considered binding on HAFED, nor shall any written materials have provided by any person other than HAFED.

ix. Proposals are subject to rejection if they limit or modify any of the terms and conditions or specifications of this TOR.

x. By responding, the bidder shall be deemed to have represented and warranted: that its bid is not made in connection with any competing bidder submitting a separate response to this TOR, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the TOR development process and had no knowledge of the specific contents of the TOR prior to its issuance; and that no employee or official of HAFED participated directly or indirectly in the bidder's bid preparation.

xi. A third party or any statutory audit may be conducted any time before Go-Live or after start of O&M phase by HAFED to analyze the performance of the bidder/ system partner. The auditing party would be decided by HAFED. Bidder would be required to support the audit exercise as part of the project execution.

xii. Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against HAFED or any of its respective officials, agents, or employees arising out of or relating to this TOR or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

xiii. Post the release of the TOR and until contract award, bidders shall not, directly or indirectly, solicit any employee of HAFED to leave HAFED or any other officials involved in this TOR process in order to accept employment with the bidder, its affiliates, or any person acting in concert with the bidder, without prior written approval of the HAFED.

xiv. The HAFED reserves the right to terminate the full Bank Guarantee or any part of it furnished by the System Partner with or without termination of contract, in case HAFED or its nominated agency at any time during the tenure of the project observed that the System Partner failed to comply with its obligations under the Contract.

xv. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by HAFED. Any notification of best evaluated/ preferred bidder status by HAFED shall not give rise to any enforceable rights by the Bidder. HAFED may cancel this public procurement at any time prior to a formal written contract being executed by HAFED.

4 PROPOSAL EVALUATION PROCESS

4.1 Evaluation of Bid

Proposals will be reviewed by a Committee of Officers (the "Committee"). Evaluation of the bids will be done in two stages. The final awarding of the contract will be done based on a Quality & Cost Based Selection (QCBS) procedure. The following is the procedure for evaluation:

4.2 Technical evaluation

The technical bid documentation furnished by the bidder shall be examined in detail in order to determine whether they are substantially responsive to the requirements set forth in this document. In order to reach such a determination, HAFED will examine the information supplied by the Bidders, and shall evaluate the same as per the evaluation criteria specified as under :

Evaluation Criteria

S.No	Criteria/ Sub Criteria	Max. Criteria/ Sub Criteria Points	Section No. and Page No. against each Criteria/ Sub Criteria compliance in the Bidders Proposal
1.	Approach and Methodology Proposed in Terms of Project Understanding and proposed Project Management Plan.	25	
2.	Experience in Successfully Completing of Software Solutions (Cloud & Server)/ Data Entry/ Data Analysis/ Uploading/ Data Management/ Mobile-APP for any Organization Department of Central/ State Government/ PSUs etc. dealing in Agri-Business of minimum order value of Rs. 5 Lakhs, 5 marks for each project (maximum of 3 projects)	15	
3.	Experience in Successfully Completing Software solutions of	15	

	minimum order value of Rs. 10 Lakhs for overseas clients		
	5 marks for each project (maximum of 3 projects)		
4	Detailed Resource Deployment Plan of the proposed manpower Including Team structure and CV of the resource(s)	**15**	
5.	Technical Presentation Proof of concept Demonstration	**30**	
	Total Technical Marks	**100**	

Dated:

Place: Signed &sealed (Authorized representative of the firm)

The Bidders are requested to take note of the following:

i. Full weight age shall be given to the bidders proposing the Software solution on open source platform as mentioned in section 2.4. However, bidders are free to propose solution on any platform.

ii. The detailed information of 3 projects may be provided **Work Orders along with Completion Certificate from client shall be mandatorily attached along with in support of each project**.

iii. The bidders have to provide the project/work plan.

iv. The bidder has to provide the resources information (Team Composition and Task Assignments) and Curriculum Vitae (CV) for Proposed Professional Staff respectively.

v. The overall technical score cutoff is 70 marks. As one of the criteria, the bidder will require to attain the overall cutoff marks or more during the evaluation, for their commercial bids to be considered.

vi. Technical proposal should not contain any financial information. Technical bids containing financial information will be summarily rejected.

vii. A proposal shall be rejected at this stage if it does not respond to important aspects of the TOR, and particularly the Scope of Work or if it fails to comply with the technical requirements.

viii. After the technical evaluation is completed and approved, HAFED shall open the

Commercial Proposals of only those bidders who complied with the technical criterion specified in the TOR and qualify the minimum technical score of 70.

4.3 Commercial evaluation

Based on the results of the technical evaluation, the committee will then proceed to open and evaluate the Commercial bids of only those bidders who are able to qualify the Technical evaluation (as per Section 4.1). The Commercial evaluation will take into account the information supplied by the Bidders in the Commercial Bid, and the same shall be evaluated in accordance with the evaluation criteria specified in this document. The Bidders are requested to take note of the following:

i. Bidders intending for commercial bid should necessarily give the financial details in the format given in **Annexure II**. All the financial details should be given in the prescribed format only and in accordance to the details mentioned in the TOR.

ii. Assignment of marks to the financial bids will be done as follows: Once all the financial bids (of eligible bidders as mentioned above) have been opened, marks will be assigned to each financial bid as per the formula below:

Marks assigned to financial bid = 100 * [F1 / Financial Bid under consideration]

Where Financial Bid is the total bid amount of the bid being evaluated as per Annexure-II (charges quoted in Column 'A') and F1 = the lowest financial bid of all the bids opened (charges quoted in Column 'A').

iii. The commercial bid should not be conditional and no technical information should be provided along with the commercial bid. In such cases, the bids would be summarily rejected.

iv. The bid should be comprehensive and inclusive for all the services to be provided by the bidder as per scope of his work. The payments would be made to selected bidder on the basis of the bid submitted**.** No separate payment shall be made for services that are to be delivered by the System Partner as part of his scope of work for this project.

v. The bidder is required to quote for all the defined requirements on a fixed price basis.

vi. The prices quoted shall be inclusive of all taxes, duties and statutory payments incident upon the bidder and it shall be a fixed price bid. Once the prices have been submitted as part of Commercial bid to HAFED, no change/ modification will be entertained for any

cause whatsoever. The prices once provided by the bidder will be valid for the entire period of validity of the bid (till completion of project for the selected bidder as System Partner/ Implementation Partner).

vii. Any increase/ decrease in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid/ project will be to the account of the HAFED.

viii. Financial Evaluation shall be done as per Annexure-II (charges quoted in Column 'A').

ix. **Proposals not containing cost for any of the cost components or proposal with any intentional manipulation in prescribed commercial format shall be straightway rejected without any further consideration**.

x. The System Partner shall be responsible for the costs towards travel/ stay, daily allowance or any other allowances with respect to their staff deployed for the execution of this project before or after the award of the contract.

xi. Agency/ System Partner would be responsible for making the solution perform on a turnkey basis. In case the Agency/ System Partner does not consider any specific infrastructure including any hardware/ software/ system/ service in their bid, which would hamper the performance of the solution, as per SLAs mentioned, HAFED would not be held responsible. In such a case, the System Partner has to provide additional infrastructure/ services, without any additional cost to HAFED.

4.4 Quality and Cost Based Selection

The method employed for the final selection of the System Partner and award of the contract will be QCBS i.e. Quality and Cost Based Selection method, which would ensure the quality of the solution as well as the cost effectiveness of the same. Each bidder would be assigned a Technical Score (TS) and a Financial Score (FS) based on the technical and financial evaluation of the bid respectively. These scores would then be combined with pre-assigned weights (0.7 for technical score and 0.3 for financial score) and the bidders would be ranked as per this combined score. Bidder with the highest final composite score **(Final Composite Score = TS*0.70 + FS*0.30)** shall be declared as "Best Evaluated Bidder" and shall be entitled for the award of the contract.

The Bidders are requested to take note of the following:

i. The weights assigned for each item is for the purpose of evaluation of this bid only and does not necessarily reflect the actual transactions/ quantities that would be undertaken for

the period of contract.

ii. In case of a tie in the final composite score, the bidder having highest technical score will be considered eligible for leading to the award of the contract.

iii. HAFED may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the relative ranking of any Bidder.

iv. Negotiations may be done as per Haryana Govt. Guidelines/ instructions.

5. SUBMISSION OF BIDS

Bids must be direct, precise, concise, and complete. HAFED will evaluate bidder's proposal based on the response to the requirements of the project as outlined in this TOR..

5.1 Overall Bid Content

The bids shall comprise of two parts with following items and others as listed in the Annexure to this document.

- **Part-1**: Pre-Qualification and General Information of the Bidder in the format as specified in **Annexure-I** of this document.

- **Part-2:** Commercial Bid in the format as specified in **Annexure-II** of this document.

Any other information that is required to be submitted may be submitted alongwith the Technical bid.

Please note:

The Financial Proposal should only indicate prices without any condition whatsoever and should include all taxes, duties, fees, levies and other charges levied by Central & State, as may be applicable in relation to activities proposed to be carried out.

i. The commercial bid must be submitted online only.

ii. The bidder is required to quote for all the defined requirements on a fixed price basis.

iii. Financial Evaluation shall be done on the basis of price quoted for total items (i.e. grand total amount of Col. A).

iv. Proposals not containing cost for any of the cost components shall be straightway rejected without any further consideration.

6 TERMS AND CONDITIONS - POST AWARD OF CONTRACT

6.1 Change Request

i. No change requests shall be accepted by HAFED during the contact period (Implementation Period plus 5 years from the date of Go-Live) for any upgrades as part of the technical support cum O&M support from SP as well as from result of any necessary amendments from statutory compliance. This excludes any new third party integration which is not mentioned at this point of time.

ii. In the event of a major scope change (In case of totally new requirements as part of this project) involving significant time and effort over and above routine maintenance and support, the selected bidder shall facilitate the assessment of impact to technical matters, timelines, cost and also justify the effort involved. The request for change requests (after due analysis by competent committee) shall be accepted by HAFED in such cases. Further, the bidder agrees to implement these changes after obtaining approval from the competent authority.

6.2 Limitation of Liability

The entire & collective liability of the bidder arising out of or relating to this engagement, including without limitation on account of performance or non-performance of obligations hereunder, regardless of the form of course of action, whether in contract, tort or otherwise, shall in no event exceed the total Contract Price under this project plus invoking of the Bank Guarantee submitted by the bidder.

6.3 Termination

6.3.1 Material Breach

(a) In the event that either Party believes that the other Party is in Material Breach of its

obligations under this Agreement, such aggrieved Party may terminate this Agreement upon giving a one month's notice for curing the Material Breach to the other Party. In case the Material Breach continues, after the notice period, the HAFED as the case may be will have the option to terminate the Agreement. Any notice served pursuant to this Clause shall give reasonable details of the Material Breach, which could include the following events and the termination will become effective:

(i) If the Implementation partner is not able to deliver the services as per the SLAs defined in this TOR which translates into Material Breach, then the HAFED may serve a 7 days written notice for curing this Material Breach. In case the Material Breach continues, after the expiry of such notice period, the HAFED will have the option to terminate this Agreement. Further, the HAFED may also offer a reasonable opportunity to the System Partner to explain the circumstances leading to such a delay.

(b) In the event that System Partner undergoes change of control, HAFED may, as an alternative to termination, require a full Performance Guarantee for the obligations of System Partner by a guarantor acceptable to HAFED or its nominated agencies. If such a guarantee is not furnished within 30 days of HAFED's demand, the HAFED may exercise its right to terminate this Agreement in accordance with this Clause by giving 15 days further written notice to the System Partner.

(c) The termination provisions set out in this Clause shall apply mutatis mutandis to the SLA.

6.3.2 Effects of termination

(a) In the event that HAFED terminates this Agreement pursuant to failure on the part of the System Partner to comply with the conditions as contained in this Clause and depending on the event of default, Performance Bank Guarantee furnished by System Partner may be forfeited.

(b) Upon termination of this Agreement, the Parties will comply with the Exit Management Schedule set out in this Agreement.

(c) On termination of this Agreement for any reason, the HAFED will decide the appropriate course of action.

6.3.3 Termination of this Agreement due to bankruptcy of System Partner

The HAFED may serve written notice on System Partner at any time to terminate this

Agreement with immediate effect in the event that:

(a) The Software Agency reporting an apprehension of bankruptcy to the HAFED;

(b) HAFED or its nominated agencies apprehending a similar event.

6.4 Exit Management Clause

6.4.1 Exit Management Purpose

(a) This schedule sets out the provisions, which will apply on completion and termination of the contract

(b) The bidder/ System Partner shall provide Exit Management plan clearly specifying the duration and activities required for such transition/ migration before three months period from the date of expiry of contract, or termination of the operations

(c) The parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule

(d) Cooperation and provision of information - During the exit management period the existing System Partner will allow new designated agency to access information required to define the current mode of operation; enabling the new designated agency to assess the existing services being delivered and take proper control of the Infrastructure being used.

(e) In case of premature termination of contract, the bidder shall initiate exit management and shall carryout all operations till the time, handover to the new designated agency is completed. During such transition/migration phase it is also to be ensured that there is no service downtime.

(f) The bidder shall provide handholding support/overlapped operations for a period of 3 months with the new designated agency who is going to manage the operations thereafter.

6.5 Force Majeure

The vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the and not involving bidder's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the HAFED in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions, and freight embargoes.

If a Force Majeure situation arises, the bidder shall promptly notify the HAFED in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If an event of Force Majeure continues for a period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/ services already delivered or performed.

6.6 Disputes Resolution

6.6.1 Amicable Settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the aggrieved party shall issue a written notice setting out the Dispute/ differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 60 days from the date of receipt of written notice, the matter shall be referred for Arbitration.

6.6.2 Arbitration

In case of any dispute, either party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with the provisions of the Arbitration Conciliation Act, 1996. The arbitral proceedings shall be conducted by a sole arbitrator that may be appointed with the consent of Parties to such dispute. If there is no agreement among the parties to the identity or appointment of such sole arbitrator within 30 days of issue of notice of reference, then the arbitral proceedings shall be conducted by a panel of three arbitrators, one arbitrator to be appointed by the Client and other appointed by System Partner and the third arbitrator to be mutually appointed by the other two arbitrators in accordance with provisions of Arbitration and Conciliation Act, 1996. Arbitration proceedings shall be conducted in and the award shall be made in English language. Arbitration proceedings shall be conducted at Chandigarh/ Panchkula and following are agreed:

(a) The arbitration award shall be final and binding on the Parties, and the Parties agree to be bound thereby and to act accordingly.

(b) The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel)

(c) When any dispute is under arbitration, except for matters under dispute, the Parties shall continue to exercise their remaining respective rights and fulfill their remaining respective obligations under this Agreement.

(d) Any legal dispute will come under Panchkula Civil Court jurisdiction only.

7 AWARD OF CONTRACT

7.1 Award Criteria

The Best Evaluated Bidder according to QCBS evaluation & further discussions and negotiation towards the process of selection in line with the latest guidelines of Govt. of Haryana will be considered for award of contract by the HAFED.

7.2 Right to accept/ reject any or All Proposals

HAFED reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of contract, without thereby incurring any financial or other liability to the affected bidders or any obligation to inform the affected bidders of the grounds for HAFED decision.

7.3 Notification of Award

Prior to the expiration of the validity period, HAFED will notify the successful bidder in writing or by fax, to be confirmed in writing by letter, that its bid has been accepted.

In case the tendering process/ public procurement process has not been completed within the stipulated period, HAFED may request the bidders to extend the validity period of the bid. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance guarantee, HAFED will promptly notify each unsuccessful bidder. HAFED shall not be bound to give reasons for rejection of any bid.

7.4 Contract Finalization and Award

Department will take approval from the competent authority as per procedure before allotment of project to Company/ Agency and such award shall be subject to the norms/ latest guidelines of Govt. of Haryana.

7.5 Performance Bank Guarantee

i. The successful bidder shall at his own expense deposit with HAFED, within Ten (10) working days of the date of notice of award of the contract, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a nationalized bank or scheduled bank acceptable to HAFED, payable on demand, for the due performance and fulfillment of the contract by the bidder. The EMD (if any) would be returned to the successful bidder on receipt of Performance Guarantee. In case the PBG is not furnished within the timelines mentioned, the EMD will be forfeited. This Performance Bank Guarantee will be for an amount equal to 10% of the value of the contract awarded. The value of the contract will be calculated as the sum of all payments (as stipulated by the contract pertaining to the scope of work) to be made by HAFED to the bidder during the contract period. All charges and expenses whatsoever such as premium; commission etc. with respect to the performance bank guarantee shall be borne by the bidder. The performance bank guarantee shall **be valid initially till 6 months after the completion of the contract period**. In case, the project will be extended/ delayed beyond the timelines, the bidder shall be required to extend the Bank Guarantee till the actual date of completion of project. The performance bank guarantee may be discharged/ returned by HAFED upon being satisfied that there has been due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

ii. In the event of the bidder being unable to service the contract for whatever reason, HAFED would evoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of HAFED under the contract in the matter, the proceeds of the PBG shall be payable to HAFED as compensation for the pre-estimated, pre-determined and pre-agreed loss resulting from the bidder's failure to perform/ comply its obligations under the contract.

iii. HAFED shall also be entitled to make recoveries from the bidder's bills, performance bank guarantee, or from any other amount due to him, an equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or mis statement.

7.6 Signing of Contract

Within 15 days of receipt of the initial Notification of Award, the successful Bidder shall execute the Contract with HAFED. The submission of Performance Bank Guarantee shall be a pre-condition for signing of the contract.

7.7 Term of the Contract

The term of this Contract shall be for a period of Five years commencing from the date of **"Successful Implementation/ Go-live"** of end to end Different Cloud Based Applications which can be accessible through Web-APP & Mobile -APP for HAFED. However, the contract maybe extendable, on mutually agreed terms and conditions.
(The Date of Go-Live will be date on which bidder received Letter of Successful Implementation/ Go-live from HAFED)

7.8 Failure to agree with the Terms & Conditions of the TOR

Failure of the successful bidder to agree with the Terms & Conditions of the TOR shall constitute sufficient grounds for the annulment of the award, in which event HAFED may award the contract to the next best value bidder or call for new bids or invoke the PBG.

8 PAYMENT SCHEDULE

The following section outlines the payments to be given by HAFED to the selected bidder for successful execution of the project at each milestone of the project.

8.1 Payment Schedule for the Services provided by the System Partner

The following schedule would be followed for payment during the Project implementation in line with scope of work:

S. No	Key Activities/ Milestones	Description	Payment (%) of Fixed Price Cost	Remarks
1.	Completion of Phase 1	Onsite Detailed Functional &Systems Requirement Study and Systems Design.	20%	**Payment (%) of One Time Project Costs**
2.	Completion of Phase2	Systems Development, Testing and Pilot Implementation.	20%	
3.	Completion of	User Manuals and Training.	10%	

	Phase3			
4.	Completion of Phase4	Deployment/ Replication, Integration, Acceptance and Go-Live.	50%	
5.	Completion of Phase 5	Maintenance of the Application Softwares for a period of Five (5) years after Go live. Hosting of the Application Softwares for a period of Five (5) years.	Quarterly Payments to be made (on a pro-rated basis) Annual Payments to be made	One Quarter Payment = Total Maintenance cost for particular year/ 4

8.2 Other Payment Terms

    i.   Any increase/ decrease in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid/ project will be to the account of the HAFED.

    ii.   Whenever the penalty is levied on System Partner for failing to meet the required SLA, the payment shall be made for the quarter and the penalty (if any) will be adjusted in the payments of next quarter.

    iii.   Any delay on account of HAFED & stake holders department officials (and not attributable to the System Partner) shall not be taken into account while computing adherence to service levels for the System Partner. The final authority in deciding the responsibility lies totally with the HAFED only.

    iv.   Any monetary figure in decimal shall be rounded off to the nearest INR.

    v.   All payments would be subject to withholdings, if any, due to SLA and performance criteria besides other statutory with holdings.

    vi.   All payments will be cleared if there are no issues from SP's side with in 30-45 days from date of receiving invoices which are appropriate in all aspects.

Technical Bid   **Annexure-I**

a) **Pre-Qualification Criteria**

Sr. No.	Parameter	Criterion	Evidence to be submitted	Attached (Yes/No)
1	Legal Entity	a) A company incorporated in India under the relevant Companies Act, 1956. b) Registered with the GST Authorities in India with active status c) PAN d) EPFO Registration e) ESIC Registration	b) Copy of Certificate of Incorporation c) Copy of Registration Certificates with GST d) Copy of PAN e) EPFO Registration No. f) ESIC Registration No.	
2	Nature of Business	The firm should be in the business of providing software development services for at least 03 year as on 31.03.2020	Attested copy of the Memorandum and Articles of Association/ Partnership Deed etc.	
3	Turnover	The company shall have Minimum Average Turnover of **INR 5 Crores** during last three financial years (i.e. Year 2017- 18, year 2018-19 & year 2019-20). The net profit of the company shall be positive each of the last three financial years. The net worth shall be positive in each of the last three financial years.	Audited Annual Financial Statements and Annual Reports and Certified statement from the Current Statutory Auditors of the bidder.	

3	Resources	a) The bidder shall have at least **25 (Twenty Five)** full time technical resources on its payroll as on Bid date. -> to **technical resources** which includes (Developers/ Testers/ Business Analysts/ L1 - L2 Supporting resources) b) Should have at least 2 Senior profile having BE/ BTech/ MCA degree with minimum 15+ year of Experience on its payroll as on Bid Date c) Should have at least 1 CA profile either on their payroll or on advisory board having 15+ year of experience	a) Employee wise PF stmt for last 3 (Three) months b) Experience Certificate from respective employer along with their Degree Certificate c) CA certificate from ICAI which clearly mentioned the passing year.	
4	Experience	The bidder must have successfully completed at-least one assignment of Software Solutions (Cloud & Server)/ Data Analysis/ Uploading/ Data Management/ Mobile-APP for any State/ Central Government Department/ PSU/ organization in Agri-Business with a minimum order value of **Rs.25 Lakhs.**	Copy of Work Order & Successful project completion certificate should be attached.	
5	Certification	The bidder must have valid ISO 9001:2015, ISO 27001:2013 certificates as on date of bidding.	Self-attested copies of certificates	
6	Office Location	Company should have either registered or branch office in Haryana	GST Certificate should be attached	

Note: Joint venture/ Consortium of any kind will not be allowed.

The bid without the supporting documents mentioned above may be dis-qualified. HAFED may at its own discretion seek any clarification and other supporting documents from bidder wherever required.

b) General information of the bidders

General Information			
Details of the Bidder			
Name			
Address			
Telephone		Fax	
E-mail		Website	
Details of Authorized person/representative of the bidder			
Name		Designation	
Address			
Mobile Number (s)		Landline Number (with extension if any)	
Email			

Dated:

Place: Signed & sealed: (Authorized representative of the firm)

Please Note:

a. **All Fields are to be mandatory filled & should not be altered or left blank**

Detail of Cost Components   **Annexure-II**

S. No.	Cost Components **Cloud Based Applications**	Detailed Functional &Systems Requirement Study, Systems Design, Systems Development, Testing, Pilot Implementation, Documentation, Acceptance & Go-Live. **(In Rs.)** **(A)**	Annual Maintenance charges **(In %age of Col 'A'.)** **(B)**	Technical Support & Training charges **(per day in Rs.)** **(C)**	Annual Hosting charges **(In Rs.)** **(D)**
1.	Sales & Marketing Management System				
2.	Warehouse Management System				
3.	Inventory, Assets and Contracts Management System" on Cloud through Web & Mobile Apps.				
4.	Integration of Organization's Accounts being maintained through TALLY ERP 9.0 and Employees/ Payroll Data on Cloud through Web & Mobile Apps				
Grand Total cost **(1+2+3+4)** for Bid Evaluation in Figures:					
Grand Total cost **(1+2+3+4)** in Words:					

Dated:

Place: Signed & sealed: (Authorized representative of the firm)

Please Note:

i.   The Bidder will have submit financial bid for all the four Application Softwares, It is necessary for the bidders to fill in all the fields of the Commercial Bid format strictly as per the format defined.

ii.   Bidder need to submit financial bid online only.

iii. For the purpose of working out financial score of the financial bids, the charges quoted in Column 'A' will be considered, however, the successful bidder will have to match the lowest bids (of other bidders if any) in respect of the other components i.e. the AMC charges (mentioned in Col 'B'), Technical Support & Training Charges (Col. 'C') and Annual hosting charges (mentioned in Col 'D').

iv. It is mandatory to give the price for all the cost components of one Application. Bids with any missing cost components shall be rejected.