



## **Request for Proposal For**

# **Study, Design & Development of Integrated Software Solution for Online Scheme Monitoring along with Hosting & Maintenance**

**Tender No. NSIC/HO/TISDC/71**

**(This RFP document is issued to bidders shortlisted as a  
result of Expression of Interest NSIC/HO/TISDC/71 dated  
December 29, 2017)**

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## **BACKGROUND**

The National Small Industries Corporation Limited (NSIC) is a PSU established by the Government of India in 1955 to promote and develop micro, small and medium enterprises (MSMEs) in the country.

NSIC has proved its strength within the country and abroad by promoting MSMEs through modernization, upgradation of technology, quality consciousness, strengthening linkages with large medium enterprises and enhancing exports - projects and products of MSMEs.

NSIC operates through countrywide network of its 166 offices including 07 Technical Centres and 04 Training cum Incubation Centres in the Country which are well connected with the internet connection, most of them having leased lines. In addition, NSIC has set up Training cum Incubation Centres under PPP mode & with a large professional manpower, NSIC provides a package of services as per the needs of MSME sector.

## NOTICE INVITING TENDER

### **Subject :- Study, Design & Development of Integrated Software Solution**

Sealed quotations are invited in two bid systems (Technical & Financial bid in two separate sealed envelopes contained in one bigger envelope) for Study, Design & Development of Integrated Software Solution from “**Shortlisted Bidders**” as detailed below:

|  |   |
|--|---|
| Requirement                              | Study, Design & Development of Integrated Software Solution for Online Scheme Monitoring along with Hosting & Maintenance   |
| Technical Bid                            | The details for submission of Technical Bid is placed at Annexure-`A`   |
| Financial Bid                            | The details for submission of Financial Bid is placed at Annexure-`B`   |
| Earnest Money Deposit along with Tender  | Rs.1,00,000/- (Rupees One Lac only) or exempted as detailed available in “Instructions to the Tenderers” at Page no. 5  |
| Date & Time of Pre-Consultative Workshop | June 12, 2018 from 11:00 AM onwards   |
| Venue for Pre-Consultative Workshop      | NSIC Bhawan<br>The National Small Industries Corporation Limited<br>(A Government of India Enterprise)<br>NSIC Bhawan, Okhla Industrial Estate Phase – III,<br>New Delhi– 110 020   |
| Last date of submission of tender        | 26 <sup>th</sup> June, 2018 up to 14:30 hours   |
| Date of opening of Technical Bid         | 26 <sup>th</sup> June, 2018 up to 15:00 hours   |
| Address for Tender Inquiry and Delivery  | Chief General Manager (TISDC)<br>The National Small Industries Corporation Limited<br>(A Government of India Enterprise)<br>NSIC Bhawan, Okhla Industrial Estate Phase – III,<br>New Delhi– 110 020   |
| Contact Person for Queries               | Sh. Prashant Srivastava<br>Chief Manager (TISDC)<br>The National Small Industries Corporation Limited<br>(A Government of India Enterprise)<br>NSIC Bhawan, Okhla Industrial Estate Phase – III,<br>New Delhi– 110 020<br>Tel. – 011-26926295<br>Email: cmit@nsic.co.in |

## INSTRUCTIONS TO THE TENDERERS

1. Tender documents can be downloaded from our website [www.nsic.co.in](http://www.nsic.co.in) from 4<sup>th</sup> June, 2018 to 26<sup>th</sup> June, 2018.
2. The Earnest Money Deposit of Rs. 1,00,000/- (Rupees One Lac only) by way of demand draft only drawn in favor of "The National Small Industries Corporation Ltd." payable at New Delhi shall be submitted along with Technical Bid.

The offers without EMD will be rejected. However, there is exemption of EMD applicable to the units registered with Central Purchase Organization (DGS&D), National Small Industries Corporation (NSIC) or the concerned Ministry or Department as defined under Rule 157 of General Financial Rules (GFR), 2005. Further exemption will also be provided as per the "Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012"

A copy of valid certificate/ proof of registration must be enclosed along with the Technical bid for availing exemption.

3. Tender shall be duly, properly and exhaustively filled in. All pages of the tender should be signed with stamp by the Authorized Signatory of Tenderer with company stamp on all the pages of this tender.
4. A pre-consultative workshop is scheduled, as per details provided in **Notice Inviting Tender**. The bidders are advised to attend the pre-consultative workshop where officers from various departments of NSIC will be present and will brief about the requirement of their respective department w.r.t. the Integrated Software Solution.
5. Any cutting/over writing etc. in the tender must be signed by the person who is signing the tender. The rates and units shall not be overwritten. The financial figures in commercial bid shall always be both in figures and words. In case of any discrepancy in figures and words, the amount written in words shall be considered.
6. The Tenderer shall submit the copy of PAN, & GST along with the Technical Bid of the tender document.
7. The tender shall be placed in a properly sealed bigger envelope addressed to:  
**Chief General Manager (TISDC),  
The National Small Industries Corporation Limited,  
(A Government of India Enterprise),  
NSIC Bhawan, Okhla Industrial Estate Phase – III,  
New Delhi– 110020**

and the said bigger envelope shall contain two separate sealed envelopes containing Technical & Financial bids.

8. The bigger envelope shall be super-scribed as “Study, Design & Development of Integrated Software Solution for Online Scheme Monitoring along with Hosting & Maintenance”. The two sealed envelopes inside the bigger envelope must be super-scribed as:
  - A. *Envelope No-1: The said envelope is for technical bid & shall be super-scribed as “Study, Design & Development of Integrated Software Solution for Online Scheme Monitoring along with Hosting & Maintenance – TECHNICAL BID”.*
  - B. *Envelope No-2: The said envelope is for financial bid & shall be super-scribed as “Study, Design & Development of Integrated Software Solution for Online Scheme Monitoring along with Hosting & Maintenance – FINANCIAL BID”.*
9. The Technical Proposal should be submitted in One Hard Copy and One Soft Copy (in CD/DVD/Pen Drive). In case of discrepancy, the hard copy submitted will be considered as final.
10. Technical bid will be opened on 26<sup>th</sup> June, 2018 at 15:00 hours in the office of Chief General Manager (TISDC). A representative of the Tenderer may be present at the time of opening of the tender. The date for opening of second envelope containing financial bid will be intimated to the qualified bidders separately.
11. NSIC reserves the right to accept or reject any or all of the quotations received in response to the above referred invitation, without assigning any reason.
12. In the event of any dates mentioned in the tender document is declared as holiday for NSIC, the bids will be received / opened on the next working day at the appointed time.
13. This tender document is not transferrable.

*We confirm with our acceptance to the Instruction to the tenderers at S.No-1 to 13 as stated above.*

Signature of the Bidder with stamp

# **Terms of Reference**

**For**

## **Study, Design & Development of Integrated Software Solution for Online Scheme Monitoring along with Hosting & Maintenance**

## 1. OBJECTIVE

The selected Organization will be responsible for developing an integrated software platform which will serve as single dashboard for monitoring the performance of various schemes of NSIC.

## 2. Current Software System at NSIC

NSIC is exhaustively using IT applications for its various internal requirements and also to facilitate MSMEs under various schemes. Corporation has number of e-governance software applications. Brief description of each of the IT applications being used in NSIC is provided below

### 1. Single Point Registration Scheme

- i. Description: This application is being used for online registration of applications received under Government Purchase Scheme and thereon issue of Certificated to units who qualify the inspection carried out by third party agency.
- ii. Technology Used: .Net & MS SQL Server

### 2. B2B Services

- i. Description: This is online B2B portal of NSIC ([www.msmemart.com](http://www.msmemart.com)). Through this various value-added service are being provided to members on yearly subscription basis.
- ii. Technology Used: PHP & MY SQL upgrading to MS SQL

### 3. Raw Material Assistance

- i. Description: This is scheme monitoring application being used at branch level to monitor the assistance provided to MSE units under Raw Material Assistance Scheme.
- ii. Technology Used: Visual Fox Pro, being upgraded to .Net

### 4. Financial Accounting using Tally & TATA Ex

- i. Description: Accounting package being used at the branches of NSIC for upkeep of day to day accounts.
- ii. Technology Used: Tally ERP 9 with GST& TATA Ex (being replaced with Tally)



**5. Performance & Credit Rating**

- i. Description: This is an online portal for monitoring the scheme of Performance & Credit Rating.
- ii. Technology Used: .Net and SQL Server

**6. Finance Facilitation Portal**

- i. Description: This is an online portal for credit facilitation scheme of NSIC, wherein applications for credit facilitation received from units is being fed onto the system and the application goes through various stages online with realtime information available to various stakeholders.
- ii. Technology Used: .Net and SQL Server

**7. Exhibition (PRISM)**

- i. Description: This is an online portal for Marketing Assistance Scheme where details of exhibitions and units participating in them is captured along with fees and subsidy details.
- ii. Technology Used: .Net and SQL Server

**3. Proposed Solution Landscape**

NSIC desires to have an integrated system which will involve development of applications and integration of new applications to one single platform which will facilitate in consolidation of real-time target versus achievement data for all the branches under various schemes.

The proposed integrated system is aimed at providing a real-time monitoring and performance report to NSIC’s top management.

The below table depicts the proposed application landscape:

| S.No | Application / Module Name | Existing / New | Technology    | Purpose  |
|------|---------------------------|----------------|---------------|--|
| 1    | Raw Material Distribution | New            | .Net & MS SQL | This application is proposed to be used for collating the demand for Raw Material  |
| 2    | Agency Sales              | New            | .Net & MS SQL | NSIC manages warehouses of producers such as SAIL / NALCO / BALCO, etc. against handling charges. Handling charges and other details needs to be captured in this application. |

|    |                                  |             |               |   |
|----|----------------------------------|-------------|---------------|---|
| 3  | Tender Marketing & Consortia     | New         | .Net & MS SQL | This application will help in capturing the details of tenders participated by NSIC on behalf of the MSME units.  |
| 4  | Student Training Module (NTSCs)  | New         | .Net & MS SQL | This module will help in capturing student data and revenue from training activities.   |
| 5  | Technology & Incubation Centre   | New         | .Net & MS SQL | This module will capture details of revenue from  |
| 6  | Common Facilities                | New         | .Net & MS SQL | This module will capture the details of parties and revenue from material testing activities.   |
| 7  | HR & Payroll Module              | New         | .Net & MS SQL | Managing all details of employee from recruitment to retirement, including increments, promotions, pay fixations, investment declaration, tax computation, generation of salary slip, form 16, etc. |
| 8  | Renting & Leasing                | New         | .Net & MS SQL | This module will help in will managing the renting and leasing of real estate of NSIC along with the exhibition complexes and halls.  |
| 9  | SCST Hub Database                | New         | .Net & MS SQL | This module will help in capturing various activities taken under National SC / ST Hub  |
| 10 | Beneficiary Database             | New         | .Net & MS SQL | This module will capture / manage details of beneficiaries assisted under various schemes.  |
| 11 | Exhibition (PRISM)               | Inhouse     | .Net & MS SQL | To be integrated with new application and data to be shown in the dashboard and reports   |
| 12 | Single Point Registration Scheme | Inhouse     | .Net & MS SQL | To be integrated with new application and data to be shown in the dashboard and reports   |
| 13 | Finance Facilitation Portal      | Inhouse     | .Net & MS SQL | To be integrated with new application and data to be shown in the dashboard and reports   |
| 14 | Internal Training Activities     | Inhouse     | .Net & MS SQL | This module will capture the details of internal training activities done by Training Division  |
| 15 | B2B Portal                       | Third Party | PHP & MS SQL  | To be integrated with new application and data to be shown in the dashboard and reports   |
| 17 | RMA Against Advance Payment      | Third Party | .Net & MS SQL | To be integrated with new application and data to be shown in the dashboard and reports   |
| 18 | RMA – BG                         | Third Party | .Net & MS SQL | To be integrated with new application and data to be shown in the dashboard and reports   |
| 19 | Tally ERP 9                      | Third Party | -             | Tally ERP 9 is required to be integrated with new application, so that the figures from Tally ERP 9 flows seamlessly to the new application and the data is processed and displayed in dashboard    |

|    |   |             |               |  |
|----|---|-------------|---------------|--|
|    |   |             |               | and reports.   |
| 20 | Centralized Biometric Attendance System | Third Party | .Net & MS SQL | To be integrated with new application and data to be shown in the dashboard and reports. The data related to employee attendance to be used for calculating salary.  |
| 21 | Dashboard & Flexi MIS Reports           | New         | -             | Realtime Dashboard & Flexi MIS Reports are the crux of this Integrated Software Solution. The dashboard should be able to display all information related to various schemes and should be user customizable. Similarly the user should be able to design and generate Flexi MIS reports as per the requirement. The user should also be able to generate the report in the formats as provided at <b>Annexure E</b> . |

All the existing applications are developed in .Net Platform using MS SQL as Database except B2B portal which is developed using PHP & My SQL and being revamped using PHP & MS SQL. New applications to be developed will also be required to be developed in .Net Platform using latest version of MS SQL as Database.

The selected bidder will be responsible for developing the new applications as a part of integrated technology platform and integrating the existing applications with the integrated technology platform.

#### 4. SCOPE OF WORK

1. To engage Technology Implementing Agency / Company for Study, Design & Development of Integrated Software Solution.
2. To Study the features and functions of various schemes of NSIC and software applications used.
3. Undertake detailed gap analysis, making System Requirement Specifications(SRS).
4. Identifying / Developing mechanism to integrate various existing and new applications to a single integrated software platform.

5. Design Integrated Software Platform taking care of all the requirement identified at the time of study.
6. Thorough Testing of the Application.
7. Providing consultancy to NSIC for hiring of server for hosting of the application.
8. Configuration of server, hosting of the application on the server, troubleshooting, etc.
9. Providing Server management, Reporting, Online MIS, Flexi Reporting, Admin Panels.
10. Providing support and maintenance activities for a period of 2 years from the date of expiry of warranty.
11. Warranty including Bug Fixes for a period of 12 months from the date of Final Go-Live at no additional cost.
12. Depute a fulltime manpower in NSIC Head Office Delhi from the date of start of work till expiry of AMC period, as per the following qualification:
  - Software Developers with 03 years of IT experience in software development and implementation with domain knowledge of eGovernance Applications & ERP. Person should be proficient in development using .NET Technology & SQL Server.
13. Development of any additional module identified at the time of study and preparation of SRS (Software Requirement Specification).
14. Development of new modules during the warranty / AMC period based upon the requirements identified / communicated by NSIC. The charges for the same shall be worked out based upon the manhour estimate submitted by the selected agency after studying the requirement which will be evaluated and approved by the constituted committee for the said purpose. The bidders also need to quote per man hour rates at S.No. 4 (Table 2) in the Financial Bid as per **Annexure 'D'**.
15. Providing the complete source code of all the applications developed to NSIC. The ownership rights of the source code will remain with NSIC.

## 5. DSDM Methodology

NSIC expects the bidder to follow Dynamic Systems Development Method (DSDM) for entire lifecycle of this project and follows its principles.

## 6. Technology and Platform to be used

The Portal to be developed should be made using the latest technology .NET Technology and MS SQL as Back End.

## 7. SELECTION METHOD

### Stage I: Expression of Interest (EOI)

This RFP is being issued to the firms who have qualified as “Shortlisted Bidders” against the Expression of Interest floated by NSIC.

### Stage II: Request for Proposal (RFP)

1. The firms shortlisted as a result of EOI are being issued this detailed RFP.
2. The short-listed firms will be required to carry out the required study of the requirements, at their own cost, based on the TOR (Terms of Reference) issued by NSIC.
3. A pre-consultative workshop is being organized as per the details provided in “Instruction to Tenderers”.
4. The short-listed firms shall submit a detailed Technical and Financial Proposal as per RFP document.
5. The technical proposals submitted by the firm should include all details as per RFP shared with them and will be evaluated by a Technical Evaluation Committee of the Corporation.
6. Firms will be required to submit financial proposals as per the financial bid format provided in the RFP.
7. For selection of the final bidder, the following procedure shall be adopted:
  - a. All the proposals received by NSIC would be scrutinized with reference to the Technical evaluation criteria. Bidders meeting the Technical Evaluation Criteria shall only be considered for financial evaluation. These bidders shall be called as ‘**Eligible**’ bidders. The bidders may please note that mere meeting of the Technical Evaluation Criteria does not entitle any bidder the right for award of contract.
  - b. Technical evaluation criteria will be based upon the technical Proposal submitted by the bidder, which will be as follows:

| S.No | Criteria   | Total Marks |
|------|--|-------------|
| 1    | Management Approach and Understanding of the Requirement | 20          |
| 2    | Technical Approach                                       | 20          |
| 3    | Proposed Technical Architecture                          | 20          |

|   |  |            |
|---|--|------------|
| 4 | Proposed Manpower  | 20         |
| 5 | Proposed Training Methodology  | 10         |
| 6 | Quality of Technical Proposal, w.r.t Printing, Readability, Binding, Marking, etc. | 10         |
|   | <b>Total</b>   | <b>100</b> |

- c. The final evaluation will be based on the Financial Bids. To qualify for the Financial evaluation, the Bidder needs to qualify in the Technical Bid by securing minimum of 80%.
- d. The per hour manpower rates for Additional Work after Final Go-Live as mentioned in table 2 S. No. 1 of Financial Bid (Annexure D) will be multiplied by 365 days (which is planned project period) and will be added to the price quoted at S. No. 1 of table 1 of Financial Bid (Annexure D) to decide the L-1 bidder. However, the work order will be released and the payment will be done on the basis of the price mentioned in table 1 S. No. 1 of Financial Bid plus taxes as applicable.
- e. The bidder quoting the lowest rates (calculated as mentioned at S.No 7(b) above) in Financial Bid will be considered as L1 Bidder

## 8. Timelines

| S.No.            | Activity   | Time Line                           |
|------------------|--|-------------------------------------|
| 1                | Defining Software Requirement  | 4 Weeks<br>from date of work order  |
| 2                | Submission of Software Requirement Specification   | 6 Weeks<br>from date of work order  |
| 3                | Submission of Design for Realtime Dashboard  | 8 Weeks<br>from date of work order  |
| <b>Phase I</b>   |  |                                     |
| 4                | Integration with Existing inhouse Applications<br>- Finance Facilitation Centre  | 24 Weeks<br>from date of work order |
|                  | Integration with Third Party Applications<br>- B2B Portal<br>- Student Training (NTSCs)<br>- Tally ERP 9<br>- RMA – BG   |                                     |
|                  | Development & Integration of New Modules<br>- Agency Sales<br>- Common Facilities<br>- SCST Hub Database<br>- Raw Material Assistance Against Advance Payment<br>- Dashboard & Flexi MIS Reports |                                     |
| 5                | Testing, Hosting & Training for Phase I modules  | 26 Weeks<br>from date of work order |
| 6                | Go-Live Phase I  | 28 Weeks<br>from date of work order |
| <b>Phase II</b>  |  |                                     |
| 7                | Integration with Existing inhouse Applications<br>- Single Point Registration Scheme   | 40 Weeks<br>from date of work order |
|                  | Integration with Third Party Applications<br>- Tally ERP 9<br>- Centralized Biometric Attendance System  |                                     |
|                  | Development & Integration of New Modules<br>- Tender Marketing & Consortia<br>- Raw Material Distribution<br>- HR & Payroll<br>- Dashboard & Flexi MIS Reports                                   |                                     |
| 8                | Testing, Hosting & Training for Phase II modules   | 42 Weeks<br>from date of work order |
| 9                | Go-Live Phase II   | 44 Weeks<br>from date of work order |
| <b>Phase III</b> |  |                                     |
| 10               | Integration with Existing inhouse Applications<br>- Internal Training Activities<br>- Exhibition (PRISM)<br>- Any other application identified   | 52 Weeks<br>from date of work order |
|                  | Integration with Third Party Applications  |                                     |

|    |  |                                     |
|----|--|-------------------------------------|
|    | - Tally ERP 9<br>- Any other application identified  |                                     |
|    | Development & Integration of New Modules<br>- Renting and Leasing<br>- Technology & Incubation Centres<br>- Beneficiary Database<br>- Any other application identified at the time of SRS<br>- Dashboard & Flexi MIS Reports |                                     |
| 11 | Testing, Hosting & Training of the Phase 3 Modules   | 54 Weeks<br>from date of work order |
| 12 | Final Go-Live  | 56 Weeks<br>from date of work order |
| 13 | Warranty Including Bug-Fixes   | 12 Months from Final<br>Go-Live     |
| 14 | AMC for 2 Years after completion of Warranty   | 2 Years                             |

## 9. PAYMENT TERM

The payment shall be released on successful completion of following tasks as under: -

| S.No. | Deliverable  | Payment Percentage |
|-------|--|--------------------|
| 1     | Submission of Gap Analysis Report & SRS and Approval of SRS by NSIC  | 20%                |
| 2     | Go-Live of Phase I   | 15%                |
|       | Go-Live of Phase II  | 15%                |
|       | Final Go-Live  | 20%                |
| 3     | Maintenance for 2 years from the date of completion of Bug-Fixes Warranty. (Payable Quarterly @ 3.75% per quarter) | 30%                |
|       | Total  | 100%               |

## 10. Addition of New Features

Any major additional features required on the application after the warranty will be mutually discussed between NSIC & the selected bidder. For this purpose, a committee consisting of 2 representatives from NSIC and 2 from the selected bidder will be formed to freeze the requirement and manhour required.

Based on this the effort estimate will be submitted by the selected bidder, the charges for the same will be paid as per the manhour rates quoted in the financial bid at the time of submission response to RFP.



## 11. Warranty including Bug-Fixes

The selected bidder will provide 12 months free of cost warranty including bug fixes from the date of Final Go-Live of the portal.

## 12. Maintenance

The bidders are required to maintain the application for a period of 2 years after completion of Warranty. The maintenance includes but is not limited to:

- Routine Backup (daily) of the application and database
- Monitoring of Server against any virus threat, crashes, etc.
- Restoring of the application in case of any server / application crash.
- Ensuring 99.5% uptime of the application. Providing regular reports in respect to the same.
- Any other activity required / necessary for smooth running of the application.

## 13. Liquidated Damages

Liquidated damage of (1/2) half percent per week of delay subject to a maximum of 5% of the order value will be levied for delay in execution of the contract. If the assignment is not completed in all respects or left in complete in between the study, the amount of the security deposit will be forfeited and no request for further extension shall be granted.

## 14. Penalty

During the warranty and AMC period issues reported to the selected bidder will be classified as **Major** or **Minor** based upon the severity and their effect on the over all functionality of the module(s) / application.

For **Major** issues, if the issue is not resolved within 15 working days of reporting, a penalty of Rs. 100/- (Rupees One Hundred Only) per day will be levied subject to maximum of 5% of the Quarterly AMC Value. This penalty will also be applicable during the warranty period.

For **Minor** issues, if the issue is not resolved within 3 working days of reporting, a penalty of Rs. 100/- (Rupees One Hundred Only) per day will be levied subject to maximum of 5% of the Quarterly AMC Value. This penalty will also be applicable during the warranty period.

## 15. All-inclusive Prices

The price quoted should be all inclusive.

## 16. Force Majeure

The Term "Force Majeure" shall include, without limitation, acts of nature, fire, explosion, storm, or other similar occurrence; order or acts of military or civil authority; national emergencies, insurrections, riots, wars, strikes, work stoppages, or other labor disputes, supplier failures, shortages, breach, delays or raw water resource not being available/ getting defunct / altered/ non-usable.

## 17. Arbitration

- i. For any dispute or differences arises between NSIC and the bidder with this regard to this Tender Document, the same shall be referred to the sole arbitrator appointed by CMD/ Director (Planning & Marketing)/ Director(Finance) of NSIC. Such appointed arbitrator shall be either an employee serving or retired from the office of NSIC or of any other Public Sector Undertaking (PSU) or Law Faculty Member of Government University or any other Advocate Retired Judge. There shall be no objection by any party for appointment of such person as Arbitrator. The award of the Arbitrator so appointed shall be final and binding on the parties to this Tender Document/ Agreement.
- ii. The Venue of Arbitration shall be at Delhi.

## 18. Confidentiality

All the material sent to the bidder shall be treated as confidential and should not be disclosed in any matter to any unauthorized person under any circumstances. The bidders are to furnish a Non-Disclosure Agreement (NDA) as per attached format at Annexure "C".

**Annexure – A`**

**TECHNICAL BID**

**FORMAT & REQUIREMENTS**

1. Tender Ref. No: **NSIC/HO/TISDC/71**
2. Name of Bidder: .....
3. Complete office address of Bidder .....
- .....
4. Contact details of authorized person of Bidder who have signed the tender.
  - a. Name.....
  - b. Designation.....
  - c. Phone (Office).....
  - d. Phone (Mobile).....
  - e. E mail.....
5. Due date & Time of submission of bid: .....
6. EMD payment details (DD number & bank detail) .....
7. Documents to be enclosed with the Technical bid are as under :
  - a. Duly signed & stamped Tender documents (All pages) as a mark of your acceptance.
  - b. Copy of PAN & GST duly Signed & Stamp.
  - c. Bidder's Authorization Certificate as per **Annexure 'B'**
  - d. NDA on letter head as per **Annexure "C"**.

Signature of the Bidder with stamp

Name :.....

Designation :.....

Date : .....

**Annexure – `B`**

**Bidder's Authorization Certificate**  
**(To be submitted on the letter head of the bidder)**

To:  
Chief General Manager (TISDC),  
The National Small Industries Corporation  
Limited, NSIC Bhawan,  
Okhla Industrial Estate,  
New Delhi-110020

<Bidder's Name> \_\_\_\_\_  
<Designation> \_\_\_\_\_ is hereby authorized to sign  
relevant documents on behalf of the company in dealing with Tender of  
reference dated \_\_\_\_\_. He is also authorized to attend meetings  
& submit technical & commercial information as may be required by you in the  
course of processing above said tender.

Yours Sincerely,

Signature of the Bidder with stamp

Name :.....

Designation :.....

Date : .....

## Annexure – `C`

### Non-Disclosure Agreement (NDA)

#### Third Party Non-Disclosure Agreement

I, \_\_\_\_\_, on behalf of the \_\_\_\_\_ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with NSIC on contract is confidential and that the nature of the business of the NSIC is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the NSIC. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data.

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to NSIC all documents and property of NSIC, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to NSIC business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also. I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the NSIC, and are reasonable given the nature of the business carried on by the NSIC. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

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

Signature of the Bidder with stamp

Name :.....

Designation :.....

Date : .....

**Annexure – `D`**

**FINANCIAL BID**

**FORMAT & REQUIREMENTS**

1. Tender Ref. No.: **NSIC/HO/TISDC/71**
2. Name of the Bidder: .....
3. The offer with rates for the schedule of requirements of items, as elaborated under, to be submitted. Adhering to the format given below is a Pre-requisite for considering your quotations:

| S.N | Description   | Amount (in Rs.) |
|-----|---|-----------------|
| 1   | Charges for Study, Design & Development of Integrated Software Solution along with Warranty for 1 Year and Post Warranty Maintenance Support for 2 Years (For All Phases) |                 |
| 2   | Taxes   |                 |
| 3   | Total (Including Taxes)   |                 |

**Table – 1**

In words (Rs.....)

4. Charges for Additional Work after Final Go-Live (This will not be included in the total bid price)

| S.N | Description                    | Charges / Man Hour (in Rs.) |
|-----|--------------------------------|-----------------------------|
| 1   | Additional Development Charges |                             |
| 2   | Taxes                          |                             |
| 3   | Total Including Taxes          |                             |

**Table – 2**

I/we hereby confirm that to the best of our knowledge and belief:

1. The rate quoted will be reasonable and valid for the period of one year from the date of opening of financial bid. The period can be extended with mutual agreement.

2. Tendered rates are at par with the prevailing market rates and not more than the price usually charged for same nature/class or description from any other, either foreign or as well as Government purchaser.
3. In respect of indigenous items/services for which there is a controlled price fixed by law, the price quoted are not higher than the controlled price.
4. Services/Products/Goods supplied, will be of requisite specification and quality.
5. The per hour manpower rates for Additional Work after Final Go-Live as mentioned in table 2 S. No. 1 of Financial Bid (Annexure D) will be multiplied by 365 days (which is project period) and will be added to the price quoted at S. No. 1 of table 1 of Financial Bid (Annexure D) to decide the L-1 bidder. However, the work order will be released and the payment will be done on the basis of the price mentioned in table 1 S. No. 1 of Financial Bid plus taxes as applicable.
6. Also, the manpower rates per hour for Additional Work after Final Go-Live will be considered as mentioned at the table 2 S. No. 1 and the payment shall be made on its basis.

Note:

1. The Bidder is advised to quote rate in absolute Indian Rupees.
2. The rate quoted will be reasonable and valid for period of contract from the date of opening of financial bid. The period can be extended with mutual agreement.
3. No condition will be entertained and conditional tender will be liable to be rejected.

Signature of the Bidder with stamp

Name : .....

Designation : .....

Date : .....

## Annexure – E

### Current MIS Report Format

| S.No.         | Activities  | Annual Targets FY 2018-19 |                     | Achievements     |                     |                  |                     | % to Prorata Target Value |
|---------------|---|---------------------------|---------------------|------------------|---------------------|------------------|---------------------|---------------------------|
|               |   |                           |                     | For the month    |                     | Cumulative       |                     |                           |
|               |   | Nos.                      | Rs.in Lacs          | Nos.             | Rs.in Lacs          | Nos.             | Rs.in Lacs          |                           |
| <b>1</b>      | <b>BG ADDITIONS</b>   |                           |                     |                  |                     |                  |                     |                           |
| a.            | New Addition of RMA Units against BG                                  | 0                         |                     | 0                |                     |                  |                     | --                        |
| b.            | BG Addition during the Month  |                           |                     |                  | 0                   |                  |                     |                           |
| c.            | BG Withdrawn/Invocation during the Month                              |                           |                     |                  | 0                   |                  |                     |                           |
|               | <b>Net BG Additon (b-c)</b>   |                           | <b>0</b>            |                  | <b>0</b>            |                  |                     |                           |
| <b>Part-I</b> | <b>MARKETING SUPPORT</b>  |                           |                     |                  |                     |                  |                     |                           |
| <b>1</b>      | <b>RMA Against Advance Payment</b>                                    | Qty(MT)                   | Rs.in Lacs          | Qty(MT)          | Rs.in Lacs          | Qty(MT)          | Rs.in Lacs          |                           |
| a.            | Aluminium   | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| b.            | Iron & Steel  | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| c.            | Parafin Wax   | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| d.            | Coal  | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| e.            | Copper  | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| f.            | Others(New Initiative)  | 0                         | 0                   | 0                | 0                   |                  |                     | 0.00                      |
|               | <b>Sub Total</b>  |                           |                     |                  |                     |                  | <b>0.00</b>         | --                        |
| <b>2</b>      | <b>Agency Sale</b>  | Qty(MT)                   | Rs.in Lacs          | Qty(MT)          | Rs.in Lacs          | Qty(MT)          | Rs.in Lacs          |                           |
| a.            | Aluminium   | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| b.            | Zinc  | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| c.            | Copper  | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| d.            | Polymer   | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| e.            | Others  | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
|               | <b>Sub Total</b>  |                           |                     |                  |                     |                  | <b>0.00</b>         | --                        |
| <b>3</b>      | <b>Tender Marketing</b>   | Nos.                      | Rs.in Lacs          | Nos.             | Rs.in Lacs          | Nos.             | Rs.in Lacs          |                           |
| a.            | Op. Balance of Tender Awarded pending execution at beginning of Month |                           |                     | 0                | 0                   |                  |                     |                           |
| b.            | Op.Bal of Tender Underprocess at beg. of Month not Awarded            |                           |                     | 0                | 0                   |                  |                     |                           |
| c.            | Tender Participated   |                           |                     | 0                | 0                   |                  |                     |                           |
| d.            | Tender Awarded  |                           |                     | 0                | 0                   |                  |                     |                           |
| e.            | Tender Executed   | 0                         | 0                   | 0                | 0                   |                  |                     |                           |
| e1.           | Without Fin. Support  |                           |                     | 0                | 0                   |                  |                     |                           |
| e2.           | With Fin. Support   |                           |                     | 0                | 0                   |                  |                     |                           |
| f.            | Tender Awd. pending Execution incl. last Month (a+d-e)                |                           |                     | 0                | 0                   |                  |                     |                           |
| g.            | Tender Rejected   |                           |                     | 0                | 0                   |                  |                     |                           |
| h.            | Tender U/Pr. (b+c-d-g)  |                           |                     | 0                | 0                   |                  |                     |                           |
| <b>4</b>      | <b>Consortia Formation</b>  | No. of Consortia          | Business Transacted | No. of Consortia | Business Transacted | No. of Consortia | Business Transacted |                           |



|                 |   |                |                   |                |                   |                |                   |          |
|-----------------|---|----------------|-------------------|----------------|-------------------|----------------|-------------------|----------|
| a.              | New Consortia                                       | 0              | 0                 | 0              |                   |                |                   |          |
| b.              | Units served under Consortia                        | 0              | 0                 | 0              | 0                 |                |                   |          |
| <b>5</b>        | <b>Single Point Registration Scheme</b>             | <b>Nos.</b>    | <b>Rs.in Lacs</b> | <b>Nos.</b>    | <b>Rs.in Lacs</b> | <b>Nos.</b>    | <b>Rs.in Lacs</b> |          |
| a.              | Fresh Registration                                  | 0              | 0                 | 0              | 0                 | 0              |                   | --       |
| b.              | Renewals  | 0              | 0                 | 3              | 0                 | 0              |                   | --       |
|                 | <b>Sub Total (a+b)</b>                              |                |                   |                | <b>0</b>          |                | <b>0.00</b>       | --       |
| <b>6(a)</b>     | B2B   | 0              | 0                 | 0              | 0                 |                |                   |          |
| <b>6(b)</b>     | B2C(%prorata target nos.)                           | 0              | 0                 | 0              | 0                 |                |                   |          |
|                 | <b>Sub Total (B2B+B2C)</b>                          |                | <b>0.00</b>       |                | <b>0.00</b>       |                | <b>0.00</b>       | <b>0</b> |
|                 | <b>Sub Total P I</b>                                |                | <b>0.00</b>       |                | <b>0.00</b>       |                | <b>0.00</b>       | --       |
| <b>Part-II</b>  | <b>CREDIT SUPPORT</b>                               |                |                   |                |                   |                |                   |          |
| <b>1</b>        | <b>RMA Against BG(Bulk Supply)</b>                  | <b>Qty(MT)</b> | <b>Rs.in Lacs</b> | <b>Qty(MT)</b> | <b>Rs.in Lacs</b> | <b>Qty(MT)</b> | <b>Rs.in Lacs</b> |          |
| a.              | Aluminium   | 0              | 0                 | 0              | 0                 |                |                   |          |
| b.              | Iron & Steel  | 0              | 0                 | 0              | 0                 |                |                   |          |
| c.              | Parafin Wax   | 0              | 0                 | 0              | 0                 |                |                   |          |
| d.              | Coal  | 0              | 0                 | 0              | 0                 |                |                   |          |
| e.              | Copper  | 0              | 0                 | 0              | 0                 |                |                   |          |
| f.              | Others (New Initiatives)                            | 0              | 0                 | 0              | 0                 |                |                   |          |
| <b>2.</b>       | <b>RMA Ag. BG(Excluding Bulk Supply)</b>            |                |                   |                |                   |                |                   |          |
| a.              | Bitumen   |                |                   | 0              | 0                 |                |                   |          |
| b.              | Cement  |                |                   | 0              | 0                 |                |                   |          |
| c.              | Polymer   |                |                   | 0              | 0                 |                |                   |          |
| d.              | Zinc & Others                                       |                |                   | 0              | 0                 |                | 0.00              |          |
|                 | <b>Sub Total: RMA Ag. BG(Excluding Bulk Supply)</b> | <b>0.00</b>    | <b>0.00</b>       |                |                   |                | <b>0.00</b>       | --       |
|                 | <b>Sub Total(1+2)</b>                               | <b>0.00</b>    | <b>0.00</b>       |                |                   |                | <b>0.00</b>       | --       |
| <b>3.</b>       | <b>Bill Discounting</b>                             | <b>0</b>       | <b>0</b>          | <b>0</b>       | <b>0</b>          |                |                   |          |
| <b>4.</b>       | <b>Credit Facilitation through Banks</b>            | <b>Nos.</b>    | <b>Rs.in Lacs</b> | <b>Nos.</b>    | <b>Rs.in Lacs</b> | <b>Nos.</b>    | <b>Rs.in Lacs</b> |          |
| a.              | Proposals U/Process at the beg. of the Month        |                |                   | 0              | 0                 |                |                   |          |
| b.              | Proposals submitted                                 |                |                   | 0              | 0                 |                |                   |          |
| c.              | Proposals sanctioned                                | 0              | 0                 | 0              | 0                 |                |                   |          |
| d.              | Proposals rejected                                  |                |                   | 0              | 0                 |                |                   | 0        |
| e.              | Proposals under process(a+b-c-d)                    |                |                   | 0              | 0                 |                |                   | 0        |
| f.              | Fee for Sanctioned Proposals                        |                |                   |                | 0                 |                |                   |          |
|                 | <b>Sub Total PII (1+2+3+4)</b>                      |                | <b>0.00</b>       |                | <b>0.00</b>       |                | <b>0.00</b>       | --       |
| <b>Part-III</b> | <b>TECHNOLOGY SUPPORT</b>                           | <b>Nos.</b>    | <b>Rs.in Lacs</b> | <b>Nos.</b>    | <b>Rs.in Lacs</b> | <b>Nos.</b>    | <b>Rs.in Lacs</b> |          |
| <b>a.</b>       | <b>Training Activities</b>                          |                |                   |                |                   |                |                   |          |
| (i)             | Internal Candidates                                 | 0              | 0                 | 0              | 0                 |                |                   |          |
| (ii)            | Sponsored   | 0              | 0                 | 0              | 0                 |                |                   |          |

|                |                               |   |             |   |             |  |             |    |
|----------------|-------------------------------|---|-------------|---|-------------|--|-------------|----|
| <b>b.</b>      | Common Facilities Service     | 0 | 0           | 0 | 0           |  |             |    |
|                | <b>Sub Total (a+b)</b>        |   | <b>0.00</b> |   | <b>0.00</b> |  | <b>0.00</b> | -- |
| <b>Part.IV</b> | <b>OTHER SUPPORT SERVICES</b> |   |             |   |             |  |             |    |
| <b>a.</b>      | <b>Infrastructure</b>         |   |             |   |             |  |             |    |
| (i)            | STP                           |   | 0           |   | 0           |  |             |    |
| (ii)           | EMC & EMDBP-Hyd               |   | 0           |   | 0           |  |             |    |
| (iii)          | NTSCs                         |   | 0           |   | 0           |  |             |    |
| <b>b.</b>      | <b>Other Income</b>           |   |             |   |             |  |             |    |
| (i)            | TICs                          |   |             |   | 0           |  |             |    |
| (ii)           | Sale of Scrap                 |   |             |   | 0           |  |             |    |
| (iii)          | Interest earned               |   |             |   | 0           |  |             |    |
| (iv)           | Processing Fee earned         |   |             |   | 0           |  |             |    |
| (v)            | Discount earned               |   |             |   | 0           |  |             |    |
| (vi)           | Other Income                  |   |             |   | 0           |  |             |    |
|                | <b>Sub Total P-IV</b>         |   | <b>0.00</b> |   | <b>0.00</b> |  | <b>0.00</b> | -- |
|                | <b>GRAND TOTAL</b>            |   |             |   |             |  | <b>0.00</b> | -- |

| <b>Part. V NON REVENUE PARAMETERS</b> |   |                             |   |                                 |  |                                 |   |
|---------------------------------------|---|-----------------------------|---|---------------------------------|--|---------------------------------|---|
|                                       | <b>Marketing Events(Nos.)</b>                                     | <b>Target No. of events</b> | <b>Target No. of units participated</b> | <b>Ach.Month( No of events)</b> | <b>Ach.Month( No of units participated )</b> | <b>Cum. Ach. (No of events)</b> | <b>Cum. Ach. (No of units participated)</b> |
| a.                                    | International Exhib. Organised in India                           | 0                           | 0                                       | 0                               | 0  |                                 |   |
| b.                                    | Exhibition participated (Domestic)                                | 0                           | 0                                       | 0                               | 0  |                                 |   |
| c.                                    | Intensive Campaign/Workshop/Seminars                              | 0                           | 0                                       | 0                               | 0  |                                 |   |
| d.                                    | Cosponsoring of Domestic Exhibition                               | 0                           | 0                                       | 0                               | 0  |                                 |   |
| e.                                    | Buyer Seller Meet   | 0                           | 0                                       | 0                               | 0  |                                 |   |
| f.                                    | Exhibition participated(Foreign)                                  | 0                           | 0                                       | 0                               | 0  |                                 |   |
| g.                                    | Vendor Dev. Prg. for MSEs incl. SC/ST                             | 0                           | 0                                       | 0                               | 0  |                                 |   |
|                                       |   |                             | <b>Target Value(Lacs)</b>               |                                 | <b>Ach. For Month Value(Lacs)</b>            |                                 | <b>Ach.Cumm. Value(Lacs)</b>                |
| .                                     | Disbursement against addition of BG at S.No.1.1st.C of MOU signed |                             | 0                                       |                                 | 0  |                                 |   |

End of the Document