

**TENDER DOCUMENT**  
**FOR**  
**Software Application Development Services**

**Reference Number: UB/Systems/001/2025-26**

**Cost of the Tender Document:**

**NIL**

**S.E., S.E.C. & E.Co. Railways Employees' Co-operative  
Credit Society Limited (SESECECORLYECCS)**

93, Circular Garden Reach Road, Kolkata-700043.

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## Tender for Software Application

### 1. Tender Highlights:

Document Reference	UB/systems/001/2025-26
Price of Tender Document	NIL
Date of Commencement of opening of Document	02 <sup>nd</sup> April, 2025
Pre Bid Meeting	Tentatively after 15 days of opening.
Last date and time of online offer submission	25 <sup>th</sup> April, 2025 at 17.00 hrs.
Last date of submission of hard copies of offer	2 <sup>nd</sup> May, 2025 at 17.00 hrs.
Date of Technical Bid Opening	7 <sup>th</sup> May, 2025 at 12.00 Noon
Date of Financial Bid Opening	Will be communicated to vendor by email.
Address for Communication	Sub-Head, Computer Section, S.E., S.E.C. & E.Co. Railways Employees' Co-operative Credit Society Limited, 93, Circular Garden Reach Road, Kolkata- 700043.
Contact Telephone Numbers	9830601776
Email	<a href="mailto:eccscmcell@gmail.com">eccscmcell@gmail.com</a>

**Terms and Conditions, eligibility criteria and procedure for submission of Bids are given in the tender document.** The Tender document may be downloaded from the official website of our society- [www.sesececorlyeccs.com](http://www.sesececorlyeccs.com).

Date: 2<sup>nd</sup> April, 2025

Place: Kolkata

  
Chief Manager

CHIEF MANAGER  
S.E., S.E.C. & E.Co. Rlys. Employees'  
Co-operative Credit Society Ltd.  
93, C.G.R. Road, Kolkata-700043

### 2. Society Background:

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S.E.S.E.C.E.Co. Railways Employees' Co-operative Credit Society Ltd (hereinafter referred as the Society) is a Multi -State Co-operative Society formed in 1909. It is rendering its services to the Railway employees working under South Eastern Railway, East Coast Railway, South East Central Railway, Kolkata Metro Railway and this Society over last 10 decades. The Head office of the society is located at Kolkata and there are 12 branches in different states. The official website of the society is [www.sesececorlyeccs.com](http://www.sesececorlyeccs.com) . The objects of the Society are to receive money by way of CMTD, Savings deposits, Fixed Deposits, Recurring Deposits from members, to grant and to secure the repayments of loans from its members. The Society is also having Holiday Homes for its members at different places in various states. The Society, operating since the year 1909, is having a membership strength of around 1.40 lakhs and its last year's Profit figure crossed Rs 100 Crores mark. It boasts of a fabulous Loan and Deposits portfolio of Rs 2,700 Crores and Rs 2,000 Crores respectively.

The Society initiated the process of computerization of its operations in a phased manner starting in 2018-19.

At present the Society has computerized environment on SQL Server. The Society is expecting a complete solution which should have all modules for smooth operations of its business.

### 3. Tender Objective:

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The objective of this Tender is to call responses from vendors for Development & Implementation for Software Application.

### 4. INSTRUCTIONS TO TENDERER/VENDOR:

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#### 4.1 QUALIFICATION CRITERIA (Eligibility of the Tenderer/ Vendor)

- A. Vendor organization must have Indian Ownership registered under the Indian Companies Act / Partnership Act.
- B. The vendor should have a minimum of 10 (Ten) years' experience in the field of Software Development and Implementation Business. (Must attach company incorporation certificate).
- C. The Annual Turnover (sales) of IT products of the vendor should be at least Rs. 10 Crores per year for last 10 years. ( **A certificate from CA to be attached**)
- D. Must have served minimum 50 customers and should have minimum 70 employees, who are Members of E.P.F.O under the organization's P.F Code.

- E. The vendor should have sound financial condition and should be in profit for last three years. A copy of last three financial years audited balance sheet, Profit & Loss statement should be submitted along with the technical bid. ( **A certificate from CA to be attached**)
- F. The vendor should have never been blacklisted / barred / disqualified by any regulator / Statutory Body and the bidder/firm is otherwise not involved in any such incident what so ever, where the job undertaken / performed and conducted has been questioned by any authority, which may lead to legal action. Self-declaration to that effect should be submitted along with the technical bid. On a later date if self-declaration is found to be void it may entail disqualification.
- G. The list of support centers containing Office Address, Telephone Numbers and contact persons etc. shall have to be submitted.
- H. Please provide the names of the clients, Copy of previous work orders/agreements along with completion certificates.
- I. The vendor should have extensive knowledge and experience (minimum of twenty (20) years) in the field of supply, installation, services for Hardware, Networking equipment, Software Development, Implementation and software products.
- J. The vendor should be able to commit qualified and experienced personnel for the duration of the Project.
- K. Vendor must comply with all above-mentioned criteria. Non-compliance of any of the criteria will entail rejection of the offer summarily. Photocopies of relevant documents / certificates should be submitted as proof in support of the claims made. Society reserves the right to verify /evaluate the claims made by the vendor independently. Any decision of Society in this regard shall be final, conclusive and binding on the vendor.

### 4.2 TWO BID SYSTEM

- A. The offer should be submitted in two (2) separate envelopes and later in one common envelope. Likewise all sealed envelopes are to be put in one common outer envelope. The details thereof are as follows:

#### 1) ENVELOPE-I (Technical Offer):

- The Technical Offer (TO) should be completed and complied with in all respects and contains all information asked for, except prices.
- The TO should be in strict adherence to the **Paragraph 4.3** and shall include all items as asked for in it.
- It is mandatory to submit technical details in the prescribed format (**Annexure B**) duly filled in along with the offer.
- The TO should not contain any price information.

- Society, at its sole discretion, may not evaluate a TO in case of non-submission or partial submission of technical details.
- The following information is required on the envelope
  1. Bidders name and address
  2. “Technical Bid for Data Centre and Software Application” should be quoted on the envelope.

### 2) ENVELOPE-II (Commercial Offer):

- The Commercial Offer (CO) should give all relevant price information and should not contradict the TO in any manner.
  - The CO should be in strict adherence to the **Paragraph 4.4** and shall include all items as asked for in it.
  - CO should be given strictly in the format given as **Annexure E** of the Tender
  - The following information is required on the envelope
    1. Bidders name and address
    2. “Commercial Bid for Data Centre and Software Application” should be quoted on the envelope.
- B.** The Details such as Name, Address and Contact Numbers of the authorized person representing the vendor must be written on all the envelopes.
- C.** A Pen Drive containing the soft copies of the documents (excluding commercial offer) shall be placed in the respective envelopes.
- D.** All three envelopes should be properly sealed.
- E.** The DD for obtaining the tender document is to be submitted in a separate envelope and not along with Technical bid or Commercial bid.

### 4.3 FORMAT FOR TECHNICAL OFFER/TECHNICAL BID

- A.** The Technical offer/Technical bid must be made in an organized, structured and neat manner and shall be spiral bound. Booklet / Brochures/ leaflets / specifications of Bill of Material etc. should not be submitted in loose form.
- B.** Vendor must ensure that all the documents are sealed and signed by the authorized signatory.
- C.** The printed copy of Technical bid proposal as given in **Annexure –A to Annexure I**, neatly typed on the letterhead of the vendor, duly filled in, signed and complete in all respect including annexure for detailed specifications of equipment etc. as directed.
- D.** Other documents to be submitted in the Technical Bid are:-
- a)** Index
  - b)** Copies of vendor related documents
    - i. Vendor Registration Certificate of relevant authority.
    - ii. Sales Tax Registration Certificate, TAN No. /TIN No.
    - iii. GST Registration Number
    - iv. Certificate of EPFO and ESI Code
    - v. Audited Balance Sheet and Profit and Loss for past three years.
    - vi. IT Returns of last three years.
    - vii. MAF(Manufacturer Authorization Form) form from the manufacturer.
  - c)** Profile, Infrastructure of vendor / Partners, Establishment location – Branches, support and development centers etc.

- d) Technical Documentation (Product Brochures, leaflets, manuals etc.).
  - e) Valid Society Draft or deposit electronically in NEFT Account No 35239343776 (IFS Code – SBIN0001402, title of account – “EMD for Development of Software Application” as EMD. (Must submit in technical bid only).
  - f) Detail Project Plan with Delivery Schedule (whatever is applicable).
  - g) Tentative briefing about the team to be deployed: number, qualifications etc.
  - h) List of customers and services provided. Please attach proofs of the same.
  - i) All Claims made by the vendor will have to be backed by documentary evidence. In case the same are found to be lacking in terms of the claims made, the vendor is liable to disqualification. Society may request the vendor to demonstrate all the technical functionalities and features (mentioned as ‘compliant’ in the vendor’s technical bid) as per Society’s discretion. Vendors who cannot show a feature or demonstrate functionality (mentioned as ‘compliant’ in the vendor’s technical bid) will be disqualified
- E. A soft copy (Word/Excel/Power Point) of the entire Technical Bid document should be submitted **on a Pen Drive in the same sealed envelope** along with the hard copy of the Technical Offer excluding Commercial Information.
- F. The Technical Bid submitted in response to this Tender Document along with the supporting material, will become the property of the Society.

#### 4.4 FORMAT FOR COMMERCIAL OFFER

- A. Rates should be quoted in Indian Rupees (INR) only.
- B. The taxes shall be quoted in a separate column as given in the **Annexure E**.
- C. The Commercial offer/Commercial bid must not contradict the technical offer/Technical bid in any way.
- D. The suggested format for submission of Commercial offer/Commercial bid is as follows:
  - 1) Index
  - 2) A detail Rate schedule (as per **Annexure E**).
  - 3) The commercial offer must contain all price information, including comprehensive AMC details.
  - 4) A statement that the vendor agrees to the Payment schedule given in the tender.
- E. A soft copy (Word/Excel/Power Point) of the entire Technical Bid document should also be submitted **on a Pen Drive in the same sealed envelope (excluding commercial offer)** along with the Hard Copy of the Technical Offer.

### 4.5 GENERAL TERMS & CONDITIONS

- A. The tender documents cannot be resold and / or transferred / assigned. If the same is done, tender documents are liable to be summarily rejected by Society. Any decision of Society in this regard shall be final, conclusive and binding on the vendor.
- B. No changes should be made in this tender document. Vendor has a liberty to quote separately for new technical solutions or specifications wherever it is necessary other than general specifications.
- C. The products/services offered should strictly confirm to the specifications given in the product literature. The technology proposed/marked for withdrawal from the market or under quality testing should not be offered.
- D. In case, the software application delivered and installed are not as specified in the Purchase Order or not found working in the testing by the Society, the vendor will have to replace immediately the software application or upgrade it as per specifications in the purchase order. All the expenses in this regard shall be entirely borne by the vendor.
- E. If Society is not satisfied with technical specifications and the feasibility of the technical offers, the commercial offers of the respective vendor will not be opened. Technically disqualified offers will not be taken up for further process.
- F. The price quoted by the vendor shall be inclusive of all taxes (tax details to be elaborated) and need to furnish concerned documents to Society while delivering the items.
- G. In case of technically qualified bidders with lowest overall price quote, the Society reserves the right to request the bidder to match the product wise lowest price of other vendors.
- H. Vendor should ensure efficient and effective rollout of the project as well as to ensure smooth operations of the complete system during the entire project life, the prospective vendor will be required to work in collaboration from the beginning of the project with the Society appointed Consultant.
- I. **EARNEST MONEY DEPOSIT**
  - i. Vendor shall furnish, as part of its bid, EMD of Rs 5,00,000/- (Rs Five lakh Only) in the form of Demand Draft from any Scheduled Society drawn in favor of **“S.E., S.E.C & E. CO. RLY EMP CO-OPERATIVE CREDIT SOCIETY LTD.”** payable at **Kolkata** or deposit electronically in NEFT Account No 35239343776 (IFS Code – SBIN0001402) , title of account – “EMD for Development of Software Application”) as EMD.
  - ii. Unsuccessful vendor's EMD will be discharged within thirty (30) days from the Tender Award date.
  - iii. No interest will be payable on EMD.
  - iv. Tender made without paying EMD will be rejected. Any decision of Society in this regard shall be final, conclusive and binding on the vendor.



**v. EMD may be forfeited:**

- If the vendor withdraws its bid during the period of bid validity.
- If vendor makes any statement or encloses any form which turns out to be false, incorrect and/or misleading at any time prior to signing of contract and/or conceals or suppresses material information; and / or
- In case of the successful vendor, if the vendor fails:
  - ✓ To sign the agreement in the form and manner to the satisfaction of Society
  - ✓ To furnish performance security in the form and manner to the satisfaction of Society
- In case the successful vendor complies with the requirement mentioned above, EMD will be returned within 30 days of compliance thereof.

**J. PRE BID vendor MEETING:**

There will be a meeting with all the vendors, to address any queries in connection with the tender document. It is essential that all clarifications / queries be submitted to SOCIETY on the date specified for this purpose.

**K. PERIOD OF VALIDITY OF BID**

- 1) Validity Period:** Bids shall remain valid for Ninety (90) days after the date of bid opening prescribed by SOCIETY.
- 2) Extension of Period of Validity:** In exceptional circumstances, the SOCIETY may solicit the vendor's consent to an extension of the validity period. The request and the response thereto shall be made in writing. Extension of validity period by the vendor should be unconditional and irrevocable. EMD provided shall also be suitably retained further. A vendor may refuse the request without forfeiting the EMD. A vendor granted the request, will not be permitted to modify its bid. The decision of SOCIETY in this behalf will be final, conclusive and binding on the vendor.

**L. MODIFICATION AND WITHDRAWAL OF OFFERS/BID**

Vendor may modify or withdraw its bid/offer after its submission, provided that written notice of the modification or withdrawal is received by the SOCIETY prior to the closing date and time prescribed for submission of offers. No offer can be modified or withdrawn by the vendor, subsequent to the closing date and time for submission of offers.

**M. PRELIMINARY SCRUTINY**

SOCIETY will scrutinize the offers/bids to determine whether they are complete, whether any errors have been made in the offer/bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule.

**N. CLARIFICATION OF OFFERS/BIDS**

To assist in the scrutiny, evaluation and comparison of offers/bids, the SOCIETY may, at its sole discretion, ask some or all vendor for clarification of their offer/bid wherever

required. The request for such clarifications and the response will necessarily be in writing and no change in the price or substance of the bid shall be sought, offered or permitted. Any decision of the SOCIETY in this regard shall be final, conclusive and binding on the vendor.

### **O. SIGNING OF THE BID**

The bid shall be signed by a person or persons duly authorized by the vendor with signature duly attested with official stamp. In the case of a body corporate, the bid shall be signed by the duly authorized officers and supported by internal corporate authorizations.

### **P. ERASURES OR ALTERATIONS**

The offers/bids containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer/bid. Technical details must be completely filled up. Correct technical information of the product being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure/manual" is not acceptable. SOCIETY may treat offers/bids not adhering to these guidelines as unacceptable. The bid form and the documents attached to it shall not be detached or removed one from the other and no alteration (s) or mutilation (s) (other than filling in all the blank spaces) shall be made in any of the bid documents attached thereto. Any alterations or changes to the entries in the attached documents shall be made by a separate covering letter, in the absence of which it shall be rejected forthwith. Any decision in this regard by SOCIETY shall be final, conclusive and binding on the vendor.

### **Q. COST OF PREPARATION & SUBMISSION OF BID**

The vendor shall bear all costs for the preparation and submission of the bid. SOCIETY shall not be responsible or liable for reimbursing/compensating these costs, regardless of the conduct or outcome of the bidding process.

### **R. ARITHMETICAL ERRORS**

SOCIETY reserves the right to adjust arithmetical or other errors in the bid, in the manner in which SOCIETY considers appropriate or deem fit. Any adjustments so made by SOCIETY shall be stated to the vendor, if SOCIETY makes an offer to accept his bid. The final decision as to any error manifest or otherwise shall be at the sole discretion of SOCIETY and be final, conclusive and binding on the vendor.

### **S. LANGUAGE**

The bid prepared by the vendor, as well as all correspondence and documents relating to the bid exchanged by the vendor and SOCIETY and supporting documents and printed literature shall be in English.

### **T. BID REJECTION CRITERIA**

The bid(s) will be rejected in case of any one or more of the following conditions:

- i. Bids are not substantive and not in strict compliance with the pro-forma given in this document.
- ii. Bids are not made in compliance with the procedure mentioned in this document.

- iii. Failure on part of the vendor to provide appropriate information as required in the bid proposal or any additional information as requested by the Society including any supporting document.
- iv. Incomplete or conditional bids or partly quoted bids or bids that do not fulfill all or any of the conditions as specified in this document.
- v. The submission of more than one bid under different names by one vendor is not acceptable. If the same is found at any stage, all the bids by that vendor and related partners will be rejected.
- vi. Material inconsistencies in the information submitted.
- vii. Misrepresentations in the bid proposal or any supporting documentation.
- viii. Bid proposal received after the last date, time and submission mode specified in this document.
- ix. Bids found in unsealed cover, unsigned bids, bids signed by unauthorized person and unsigned corrections in the bids.
- x. Bids containing erasures or overwriting except as necessary to correct typographical errors made by the vendor, in which case such corrections shall be authenticated by the person or persons signing the bid.
- xi. Any threat or communication to the Society officials or Consultant for marketing of any vendor name

### **U. DISCLAIMERS AND EXCLUSIVE RIGHTS OF THE SOCIETY:**

- 1) Any decision as to compliance of the terms and conditions of the tender document and on rejection of any tender document or any part thereof shall be at the sole discretion of SOCIETY and shall be final, conclusive and binding on the vendor.
- 2) At any time, up to the last date of receipt of Bids, the Society may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment. All such amendments shall be binding on the entire vendor. The Society shall inform such amendments to all the vendors only by e-mail on the PROVIDED Email ID by the vendor.

In order to afford prospective vendor reasonable time to take the amendment into account in preparing their Bids, the Society may, at its discretion, extend the last date for the receipt of Bids and date of opening the bids which shall be conveyed to all the vendor only by e-mail on the PROVIDED Email ID by the vendor.

- 3) SOCIETY reserves the right to accept or reject in part or full any or all the offers without assigning any reasons thereof. Any decision of SOCIETY in this regard shall be final, conclusive and binding on the vendor.
- 4) SOCIETY reserves the right to re-issue the tender and or any part thereof without assigning any reason whatsoever, at the sole discretion of SOCIETY. Any decision in this regard shall be final, conclusive and binding on the vendor.

- 5) Society reserves the right to accept or reject any bid in part/full or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the ground for its action. Any decision of the Society in this regard shall be final, conclusive and binding on the vendor.
- 6) Society reserve the right, not an obligation, to carry out the capability assessment of the vendor (with the help of outside agency, if required) and pre dispatch inspections at the cost of the vendor. The Society's decision shall be final in this regard.
- 7) Society reserves a right to give minor deviations to any / the entire vendor in the techno-commercial specifications of bid. Any decision of the Society in this regard shall be final and shall be binding on the vendor.
- 8) In case, any difference of opinion between vendor and the Society about any term / clause / condition, the interpretation of the Society shall be final and conclusive.
- 9) **RIGHT TO ALTER MODULES:** The Society reserves the right to issue Purchase Order in phases specified in the offer. The Society also reserves the right to delete one or more items from the list of items specified in offer. Any decision of the Society in this regard shall be final, conclusive and binding on the vendor.
- 10) **NO COMMITMENT TO ACCEPT LOWEST OR ANY OFFER/BID:** SOCIETY shall be under no obligation to accept the lowest or any other offer received in response to this offer notice and shall be entitled to reject any or all offers without assigning any reason whatsoever. SOCIETY has the right to re-issue tender/bid. SOCIETY reserves the right to make any changes in the terms and conditions of purchase that will be informed to all vendors. SOCIETY will not be obliged to meet and have discussions with any vendor, and/or to listen to any representations once their offer/bid is rejected. Any decision of SOCIETY in this regard shall be final, conclusive and binding on the vendor.

## 5. EVALUATION CRITERIA AND PROCESS

Vendor evaluation and selection would be done based on a comprehensive Techno Commercial Evaluation.

### A. Short-listing of vendor

1. The general criteria for selection shall be as below but subject to change and its sole discretion of Society:

- i. Technical Evaluation: 75% for qualification.
- ii. Commercial Evaluation : 100%

As per Society policy this tender category is in general supplies. After qualification is done the selection of vendor will be purely on commercial evaluation only.

2. **Technical evaluation :**

SOCIETY will prepare a short-list of technically qualified vendors who scores minimum, 75 marks in technical scrutiny. Commercial offers/bids of only those vendors will be opened who qualify in the technical scrutiny.

- 2.1 The marks for Technical Evaluation would be as follows:

- 2.1.1 Part I (Hardware)

Sr. No	Evaluation Criteria	Max Marks	Marks to be awarded
<b>A</b>	<b>Experience</b>	<b>20</b>	
i	Less than 10 Years		0
ii	For 10 years to 20 years		10
iii	For 20 years to 30 years		15
iv	For more than 30 years		20
<b>B</b>	<b>Organization related</b> (Average annual turnover (sales) through IT products during last 3 years)	<b>15</b>	
i	Up to Rs. 10 Cr.		0
ii	Rs.10 Cr. to Rs.20 Cr.		7
iii	Rs. 20 Cr. to Rs.40 Cr.		10
iv	Above Rs. 40 Cr.		15
<b>C</b>	<b>AMC Services</b>		
i	Hardware & Software (No. of Clients)	<b>25</b>	
i.a	25 to 35		10
i.b	35 to 50		15
i.c	More than 50		25
ii	Networking & Peripherals (No. of Clients)	<b>10</b>	
ii.a	5 to 6		5
ii.b	7 to 10		7

ii.c	More than 10		10
<b>D</b>	<b>Customer Feedback</b> 2 marks per client (max 15 marks)	<b>15</b>	
i	Feedback certificates from a client being served for minimum 5 servers & 70 desktops		2 marks per client (max 15 marks)
<b>F</b>	<b>Software Installed in No. Of Devices</b>	<b>15</b>	
i	200 desktops or 50 laptops		8 marks
ii	300 desktops or 100 laptops		12 Marks
iii	400 desktops or 150 laptops		15 Marks
	<b>Grand Total</b>	<b>100</b>	

### 3. Commercial evaluation :

In this lowest bidder shall be allotted maximum 100 marks and accordingly other bidders will be allotted marks in proportion to the lowest bidder.

- a. The commercial bid shall be opened only for technically shortlisted vendors.
- b. The Society reserves the right to contact any vendor, Client for clarification or information submitted, to contact current and past customers of the vendor and to use other sources of obtaining information regarding the vendor, which may be deemed appropriate and would assist in the evaluation
- c. Society reserves the right to determine selection process. The Society in its best interest also reserves the right to reject/modify the proposed product/solution even after short listing.
- d. Vendor, in their proposal, must address any exceptions or alternate offerings to this tender if any. The Society has attempted to provide information herein to assist Vendor to respond properly to this tender. However, it is not intended to limit a proposal's content or to exclude any relevant or essential data there from. Society reserves the sole right to determine what is considered to be "equivalent" or "equal".

### B. Statutory Requirements and Right of inspection.

The Contract will be executed by abiding laws and the directives, instructions, guidelines issued by the Regulators and competent authority from time to time. During the tenure of the Contract nothing shall be done by the vendor in contravention of any law, act and/ or rules/regulations, there under or any amendment thereof governing inter-alia customs, foreign exchange, etc., and shall keep the SOCIETY indemnified in this regard.

### 6. SCOPE OF THE ENTIRE PROJECT

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The Vendor has to submit his offer for Development and Implementation of Software Application and maintenance of that Software application and its operating systems/software and peripherals etc. as per the technical specifications for Head Office and branches of the Society at various locations and ensure to comply the following points.

1. Defining and documenting the architecture and the detail design / development for the new web platform/app based for propagation as per the requirement of the society. Analysis of Existing vs. Proposed system in respect of value addition / advantage. Design should be structured such that implementation of new changes in application software as and when any new business rules, logic processes come into effect.
2. Defining the hardware specification for the new web platform. Creating detailed project deliverable documents (User Scenarios and workflows, User Requirements Specification, Detail Design Document, Test Case documents etc.). The Society wants to minimize investment on hardware by using existing hardware to the maximum extent.
3. The Modules in the proposed solution must cover the entire process of Opening of membership, share allotment, Monthly CMTD recovery, Loan application, Loan processing, Loan disbursement, Loan Recovery, Membership settlement, Opening of Savings deposits, Fixed deposits, Recurring deposits as well as TDS on Interest at branch levels.
4. The proposed solution shall contain important features like Overdue and recovery management, MIS and Statutory Reporting, Period end operations, Centralized Accounting, Fixed asset management, Users Access Control, investments at H.O level and any other details specified later.
5. The proposed solution shall convert the Recovery Sheet sent by Railways and auto process the Same in to the system without any manual intervention.
6. The Proposed Solution shall also allow the booking of Holiday Homes and show the availability of Holiday homes on different dates, details of the member who booked the Holiday Homes, also allow UPI payment gateway.
7. The Proposed solution can avail our existing website to display the details after logging in by shareholders or can create a new website with same domain name.
8. The Software application / Online Portal we intend must be having a robust system structure and high parameterization features **with high performance at minimum time**.
9. The Proposed solution must adhere to all the latest cyber security norms and guidelines of MSCS Act, Concerned authority's orders and regulations.
10. Provisioning of **In House Data Centre** with all requisite Software like Database, Operating System etc, and all relevant hardware, firewall, router with good configuration. The Main Data Center shall be located at Head Office and the Back up data centre shall be located at other place. The documentation for restoration process shall also be submitted.

11. All the history / existing data of the society should migrate in the new system. There should not be any history / existing data loss.
12. Support & Migration of data during a parallel run: At the time of Production Deployment both applications (Existing and New) will be run parallel for a certain time period for smooth Functionality Testing. After successful verification and approval the existing application will be sunset and the data entered during the pilot run will also have to be migrated to New System.
13. Provision for all entitlements / privileges for all types of Profiles like as End Users, Super Users, IT Users, IT Administrators, DB Administrator and Super Administrator with password assistance through SMS and email. Role based access and authorization of various modules.
14. Vendor Should provide specifications for recommended Network Data Bandwidth (VPN Network) at the Data center to cater to all users from HO and branches.
15. The Application should pass OWASP Top10 security check certificate to stop hacking attempts before going LIVE. A CERT-In empaneled auditor must certify that the application is found to be free of all OWASP Top 10 vulnerabilities. Managing security of the new system from all type of 69 external attacks (like hacking, SQL Injection, Cross Side Scripting, Denial of Service Attack etc).
16. Provisioning of Firewall at Data Centre and Provision of Disaster Recovery Service with the relevant hardware should be setup to ensure business continuity.
17. The vendor will be responsible for maintaining and managing the performance and real time display of the hardware / software system developed and implemented by them by configuring and optimizing Operating system, Database optimization and log management / shipping for DR and backup, SSL, software updates / patches, minor updations etc. of the Production Environment during the contract period.
18. Vendor will be responsible for providing User Training, User Manuals for all types of users (including Administrator role) and Technical Documents. (Softcopy should be digitally signed by project manager of the vendor).
19. Managing the staging and development environment of Software Application at HO data center (Kolkata) for each and every release starting from day 1 of development.
20. The solution should be scalable and published / accessible without distortion across the latest three versions / types of browser .
21. The Application should be tested against a peak load of 100 users at minimum time on half yearly basis and certified documentation of such test to be provided during the maintenance phase. The application should perform consistently during the peak period.
22. User management / Role profiling: Robust login system/ Secure Log-in allowing stakeholders to access the system as per their roles / authorization thereby having retrieve & reset password facility on email / SMS. True Factor authentication shall be part of the system.
23. Financial reconciliation: Automation of reconciliation of MIS Reports and other Periodic reports. Generation of additional reports and modify existing reports & queries as per user's requirement.



24. On demand scaling options – The firm shall be responsible for integrating the application system for further scalability in future. In addition, the vendor is expected to apprise and advise the bank of current trends and best practices in the market in relations to the application software and components being used by Society.
25. The vendor must provide the list of hardware such as Servers etc. that will be required to create the Development, Staging and Production Environment as a part of solution along with the required configuration details. The Society wants to use the existing hardware to maximum extent.
26. The application should customize itself to Mobile (compatible with the iOS, Android, Windows) for End Users.
27. Help (Animated Guided tour with screen demo on how to use portal, New Users, New Features, Customization of page, Online Validation)
28. The Software application should maintain logs and keep a record of events for later verification with search features for readable output. The database should be in Normalized form with proper indexing and exception handling.
29. The application is expected to allow business users to design and generate reports on the fly. Vendor to propose a mechanism and detail how the proposed application will address the needs of ad-hoc reports.
30. The system should be open to be integrated with any third-party application in future.
31. Software Development / Maintenance Procedure/Stages should include the following:
  - a. Undertake Requirement Gathering, preparation of Project Documents
  - b. Preparation of System Requirement Specification (SRS) and System Design Document (SDD)
  - c. Development of the Application Software
  - d. Testing of the Application
  - e. Assisting UAT (User Acceptance Team) in providing the Test Scenarios / cases prepared at the time of testing the application
  - f. Deployment and Configuration of Application
  - g. Undertake activities like bug fixing, application enhancement etc.
  - h. Debugging, modification and updation in the Application
  - i. Maintain change management log
  - j. Proper version control of the source code
32. Post deployment of the application, the application development team shall monitor the performance of the application and make necessary modifications to enhance application. Team shall also undertake necessary corrective actions to resolve all the reported bugs to achieve Application Go Live.
33. The vendor should guarantee that the software and allied components used to service the society are licensed and legal.
34. The vendor shall mention the time period for Scheduled Maintenance, Rescue Maintenance, Corrective Maintenance, Preventive Maintenance activities. The vendor shall also ensure that there would be no issues during Patch deployment process.
35. All the Terms and conditions shall be mentioned in detailed in the **Service Line Agreement** after awarding of the tender to the successful bidder.

## **7. STEPS INVOLVED IN THE PROJECT**

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### **A. INITIATION:**

The Society's expected plan of action to handle the project includes

1. For Development & Implementation of Software application, Network Devices and Software licenses etc.

For Supply, Installation (wherever required) of Software licenses

2. Warranty and Support
3. User Manual or Operation Manual supplied for Hardware/Software/Networking devices

### **B. RESPONSIBILITIES OF SELECTED VENDOR**

1. Vendor must provide details of the support to be given to the Society. Vendor, in this respect is responsible for: Development & Implementation of Software application, Supply of hardware, Installation and its maintenance.
2. Vendor shall maintain the infrastructure provided to the Society for the implementation and operation of the project and allied services.

### **C. Warranty:**

The offer must include a minimum comprehensive onsite warranty of three years from the date of installation and acceptance of the system by the Society.

Vendor shall be fully responsible for the manufacturer's warranty in respect of proper design, quality and workmanship of all equipment accessories etc. covered by the tender. Vendor must warrant all equipment, accessories, spare parts etc. against any manufacturing defects during the warranty period. During the warranty period vendor shall maintain the systems and repair / replace at the installed site, at no charge to the Society, all defective components.

Warranty should not become void if the Society buys any other supplemental hardware from a third party and installed it within these machines. However, the warranty will not apply to such third-party hardware items installed by the Society.

### **D. ANNUAL MAINTENANCE CONTRACT (AMC):**

The vendor should also quote separately for Annual Comprehensive Onsite Maintenance for additional three years from the date of expiry of the initial warranty period of three years (post warranty). This rate should be quoted as mentioned in Annexure F of this tender document.

It may be noted that for additional AMC for three years, the Society reserves its right to ask for performance Society guarantee to the tune of 10% value of the order for AMC, for three-year duration, if required. This Society guarantee will be linked to the AMC performance of the vendor.

The offer must give commitment to provide maintenance at the price quoted as above for three years from the date of expiry of warranty. Vendors are expected to maintain the equipment supplied for at least six years from the date of acceptance by the Society.

AMC charges will be paid by the Society in Indian Rupees for every quarter after the end of each quarter after submission of invoices along with maintenance / service report. Vendor will have to sign SLA for the AMC period.

After warranty of three years & AMC of three years, Society may at its option to renew AMC beyond the 3rd year at the rate of AMC for 3rd year.

### **E. MANUALS AND DOCUMENTS:**

- a) The vendor should provide System Administration manuals, User/ Operational manuals and all related manuals which shall be used by Society.
- b) All installation and configuration reports in desired formats, documents, diagrams etc are to be supplied before commissioning / installation of each equipment supplied.

### **F. TIME PERIOD FOR COMPLETION**

- a) The time line for completion of the project shall be three month from the date of acceptance of proposal.
- b) The project will be deemed complete only when all the solutions with **source code** and items as per the contract are delivered in good condition, installed, implemented along with the associated documentation and training provided to Society's employees; as per the requirements of the contract executed between the Society and the vendor. After the successful installation/implementation of the solutions, a User Acceptance Test Report and Business User Test Report (**with high-speed performance**) will be released by the Society which is a precondition for the release of payment to the vendor.
- c) The delivery period would be 6 weeks from the date of PO.

### **G. SECURITY AND COMPLIANCES**

- a) The vendor shall ensure that the entire IT infrastructure to be provided in response to this tender shall be in conformity with the requirements of applicable provisions of Information Technology Act, 2000 and related amendments to the act, Reserve Bank of India guidelines and other statutory and regulatory authorities.
- b) The vendor shall assist the Society in planning for security and related authorization, registration, and audit capabilities. This includes authentication capability (access rights and passwords), logon administration and synchronization across servers and applications, and support for required security classifications.

- c) Vendor shall use the system access granted by the Society only to the extent necessary to perform the Services.
- d) Vendor shall notify the Society of any security violations & license requirement / action required from the Society.
- e) Vendor shall agree not to share, leak, copy, reproduce, sell or damage or use the Society's data to anywhere other than notifying Society in writing having written approval from SocietyAuthority. In case of such experiences during the implementation or after the post implementation in future, the contract will be terminated with immediate effect by issuing notice in writing.

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## **8. POST SELECTION INSTRUCTIONS AND TERMS & CONDITIONS**

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### **A. RESPONSIBILITIES OF SELECTED VENDOR**

- 1) The vendor shall undertake and complete the project as per the given Project Plan. After getting assignment, the total work of installation at the H.O and all the Branch office level should be completed within 3 (three) months.
- 2) The vendor shall supply the list of hardware to be installed with name of the company, specification and price.
- 3) The vendor must provide details of the support and maintenance to be given to the Society.
- 4) The vendor shall maintain the infrastructure provided by the Society for the implementation and operation of the project and allied services.
- 5) It will be the sole responsibility of the vendor to maintain/reinstall the system. If damaged due to any reason not attributed to the Society.

### **B. RESPONSIBILITIES OF THE SOCIETY**

- 1) The Society shall provide space / infrastructure, related equipment and components etc. On day to day basis the officials of the Society shall help engineers deputed by the vendor for the job in their capacity. Nothing will be the responsibility of the society to run or install the system except provision of accommodation for the purpose of hardware installation
- 2) The Society will provide the updated data for hardware from time to time.

### **C. SCHEDULE OF PAYMENT**

The generic payment schedule for the finalized vendor shall be as follows:

#### **Part I:**

1. 60% of the order value will be paid on Completion of the Development & Implementation of Software application.
2. 30% of the order value will be paid on completing successful installation and commissioning and acceptance of equipment's ordered. The Society will make this payment against the acceptance of the installations.
3. 10% will be paid against a performance Society guarantee (as per the format prescribed by the Society) for the Hardware value, valid for three years warranty period.

### **D. RATES**

The rates quoted shall remain firm throughout the period of contract and this contract will remain valid up to the date of completion of the job by the vendor and shall not be subject to any upward modification whatsoever.

### **E. TAXES AND DUTIES**

The applicable taxes should be mentioned separately and shall have to be included separately

in the bills by the vendor to whom tender may get awarded.

**F. PERFORMANCE GUARANTEE**

The selected vendor shall furnish unconditional and irrevocable Bank guarantee for 10% of the Project value, in favor of SOCIETY, from a scheduled commercial Bank acceptable to SOCIETY towards due performance of the contract in accordance with the specifications and conditions of the bid document mentioned in paragraph C.(3) above.

The vendor shall submit the above guarantee within one week from the effective date (the date of acceptance of the order). The contract performance guarantee shall be kept valid for three years till the completion of the Guarantee/Warranty period. The guarantee/warranty should have additional claim period of three months after expiry of guarantee.

**G. PENALTY / INCENTIVE**

For any delay in installation and implementation of the software application within specified schedule, the Society will charge penalty @ 0.5% of the order value per week or part thereof, subject to maximum of 5%.

Vendor must resolve any error/problem that is reported to be down within next 24 Hrs. from the time of reporting. In case vendor fails to meet the above standards of maintenance, there will be a penalty as specified in the table as under:

Sr. NO.	Category of Error	Amount Rs.
1	Desktop PCs	500/-
2	Dot Matrix Printers 132 Col.	500/-
3	Dot Matrix Printers-80 column	500/-
4	Pass Book Printer	500/-
5	Laser Printer	500/-
6	Scanners	500/-
7	Laptop	500/-

**H. INSURANCE**

The Society will not pay for any insurance charges against loss or damage of whatsoever nature in respect of hardware, software, networking equipments, employee of the vendor or third party contract working for the vendor. The vendor shall be responsible for the same and expectation of providing required insurance is necessary whenever and wherever required.

**I. FORCE MAJEURE DURING THE PENDENCY**

Force Majeure is herein defined as any cause, which is beyond the control of the selected vendor or SOCIETY as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics

2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area

Provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The vendor or SOCIETY shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality and dispute resolution mechanism survive termination of the contract.

### **J. CONFIDENTIALITY**

Vendor agrees that they shall hold in trust any Information received by them, under the Contract/Agreement, and the strictest of confidence shall be maintained in respect of such Information. Vendor also agrees:

1. To maintain and use the Information only for the purposes of the Contract/Agreement and only as permitted by SOCIETY;
2. To only make copies as specifically authorized by the prior written consent of SOCIETY and with the same confidential or proprietary notices as may be printed or displayed on the original;
3. To restrict access and disclosure of Information to such of their employees, agents, strictly on a "need to know" basis, to maintain confidentiality of the Information disclosed to them in accordance with this Clause
4. To treat all Information as confidential.

Confidential Information does not include information which:

1. Vendor knew or had in its possession, prior to disclosure, without limitation on its confidentiality;
2. Is independently developed by the vendor without breach of the Contract/Agreement ;
3. Information in the public domain as a matter of law;
4. Is received from a third party not subject to the obligation of confidentiality with respect to such information;
5. Is released from confidentiality with the written consent of the SOCIETY.

Vendor shall have the burden of proving that Clauses (1) or (2) above are applicable to the information in the possession of the vendor.

Notwithstanding the foregoing, the vendor acknowledge that the nature of the Service(s) to be performed under the Contract/Agreement may require the vendor's personnel to be present on premises of SOCIETY/Purchaser or may require the vendor's personnel to have access to computer networks of SOCIETY while on or off premises of SOCIETY. It is understood that it would be impractical for SOCIETY to monitor all information made

available to the vendor under such circumstances and to provide notice to the vendor of the confidentiality of all such information. Therefore, the vendor agrees that any technical or business or other information of the vendor that the vendor's personnel, or agents acquire while on the SOCIETY's premises, or through access to SOCIETY's computer systems or databases while on or off SOCIETY's premises, shall be deemed Confidential Information. Confidential Information shall at all times remain the sole and exclusive property of SOCIETY. Upon termination of the Contract /Agreement, Confidential Information shall be returned to SOCIETY or destroyed, if incapable of return. The destruction shall be witnessed and so recorded, in writing, by an authorized representative of each of SOCIETY and the vendor. Nothing contained herein shall in any manner impair rights of SOCIETY in respect of the Service(s), and Documents, etc.

In the event that SOCIETY hereto becomes legally compelled to disclose any Confidential Information, the vendor shall disclose to a third party any Confidential Information without the prior written consent of SOCIETY. The obligations of this Clause shall be satisfied by handling Confidential Information with the same degree of care, which the receiving Party applies to its own similar confidential information but in no event less than reasonable care.

The provision of this clause shall survive termination of the Contract till such Confidential Information enters public domain.

**If the vendor directly or indirectly infringes the intellectual property rights of any third person, vendor shall be primarily liable to indemnify the society to the extent of direct damages against all claims, demands, costs, charges, expenses, award, compensations etc. arising out of the proceedings initiated by the third party for such infringement.**

### **K. TERMINATION OF CONTRACT**

The Society shall be entitled to terminate the agreement with the vendor at any time by giving 30 days (Thirty days) written notice in advance to the vendor. On termination of contract due to any reason, all the technical knowhow to run the system should be handed over to the Society or any third party as nominated by the Society

### **L. EFFECT OF TERMINATION**

- a. Vendor agrees that it shall not be relived of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment
- b. Vendor agrees that after completion of the term or upon earlier termination of the assignment the vendor shall, if required by the Society continue to provide maintenance services to the Society at no less favorable terms than those contained in this tender

### **M. Ownership and Retention of Documents**

- a. SOCIETY shall own the documents, prepared by or for the vendor arising out of or in connection with the Contract.
- b. Forthwith upon expiry or earlier termination of the Contract and at any other time on demand by SOCIETY, the vendor/ shall deliver to SOCIETY all documents provided by or originating from SOCIETY / Purchaser and all documents produced by or from or for the vendor in the course of performing the Service(s), unless otherwise directed in writing by



SOCIETY at no additional cost.

- c. Forthwith upon expiry or earlier termination of the Contract and at any other time due to any reason, all the technical knowhow to run the system should be handed over to the society or any other third party, as nominated by the Society.
- d. Vendor shall not, without the prior written consent of SOCIETY / Purchaser store, copy, distribute or retain any such Documents. Vendor shall preserve all documents provided by or originating from SOCIETY/ Purchaser and all documents produced by or from or for the vendor in the course of performing the Service(s) in accordance with the legal, statutory, regulatory obligations of SOCIETY/ Purchaser in this regard.

### **N. ARBITRATION**

All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the sole arbitrator to be appointed by the Society. The award of the sole arbitrator shall be final and binding on both the parties under the provisions of the Arbitration and Conciliation Act or by statutory modification/re-enactment thereof for the time being in force. Such arbitration shall be held at Society's head office located in Mumbai in Maharashtra state

### **O. JURISDICTION OF COURTS**

Vendor will abide by all applicable Indian laws and regulations and will obtain (or demonstrate current possession of ) any and all permits, licenses, certifications or other approvals that may be required and/ or appropriate for performing services hereunder. The laws of India will govern any agreement resulting from this tender. In all matters and disputes arising there under, the appropriate Courts at Mumbai in Maharashtra state only shall have the jurisdiction to entertain and try them.

### **P. REPRESENTATIONS AND WARRANTIES**

In order to induce SOCIETY to enter into the Contract, vendor hereby represents and warrants as of the date hereof, which representations and warranties shall survive the term and termination hereof, the following:

1. That the vendor/ has the requisite qualifications, skills, experience and expertise in providing Service(s) contemplated hereunder to third parties, the technical know-how and the financial wherewithal, the power and the authority to enter into the Contract and provide the Service(s) sought by SOCIETY / Purchaser.
2. That the vendor is not involved in any major litigation, potential, threatened and existing, that may have an impact of affecting or compromising the performance and delivery of Service(s) under the Contract/Agreement.
3. That the representations made by the vendor in its bid are and shall continue to remain true and fulfill all the requirements as are necessary for executing the duties, obligations and responsibilities as laid down in the Contract/Agreement and the Bid Documents and unless SOCIETY/ Purchaser specifies to the contrary, the vendor shall be bound by all the terms of the bid.
4. That the vendor has the professional skills, personnel and resources/ authorizations that are necessary for providing all such Services as are necessary to perform its obligations under the bid and this Contract/Agreement.
5. That the vendor shall ensure that all assets including but not limited to software, licenses, Databases, documents, etc. developed, procured, deployed and created during the term

of the Contract are duly maintained and suitably updated, upgraded, replaced with regard to contemporary and statutory requirements.

6. That the vendor shall use such assets of SOCIETY as the Society may permit for the sole purpose of execution of its obligations under the terms of the bid, Tender or the Contract. The vendor shall however, have no claim to any right, title, lien or other interest in any such property, and any possession of property for any duration whatsoever shall not create any right in equity or otherwise, merely by fact of such use or possession during or after the term hereof.
7. That the vendor shall procure all the necessary permissions and adequate approvals and licenses for use of various software, for hardware to be supplied and any copyrighted process/product free from all time claims, titles, interests and liens thereon and shall keep SOCIETY indemnified in relation thereto.
8. That all the representations and warranties as have been made by the vendor with respect to its bid are true and correct, and shall continue to remain true and Applicable only in case vendor is a vendor within the meaning of Companies Act, 1956 correct through the term of the Contract.
9. That the execution of the Service(s) herein is and shall be in accordance and in compliance with all applicable laws.
10. That the vendor has the corporate power to execute, deliver and perform the terms and provisions of the Contract and has taken all necessary corporate action to authorize the execution, delivery and performance by it of the Contract.
11. That all conditions precedent under the Contract has been complied.
12. That neither the execution and delivery by the vendor of the Contract nor the vendor's compliance with or performance of the terms and provisions of the Contract (i) will contravene any provision of any applicable law or any order, writ, injunction or decree of any court or governmental authority binding on the vendor or (ii) will conflict or be inconsistent with or result in any breach of any or the terms, covenants, conditions or provisions of, or constitute a default under any agreement, contract or instrument to which the vendor is a party or by which it or any of its property or assets is bound or to which it may be subject or (iii) will violate any provision of the Memorandum and Articles of Association of the vendor.
13. That all registrations, recordings, filings and notarizations of the Contract and all payments of any tax or duty, including without limitation stamp duty, registration charges or similar amounts which are required to be effected or made by the vendor which is necessary to ensure the legality, validity, enforceability or admissibility in evidence of the Contract have been made.
14. That the vendor confirms that there has not and shall not occur any execution, amendment or modification of any agreement/contract without the prior written consent of SOCIETY, which may directly or indirectly have a bearing on the Contract or Service(s).
15. That the vendor owns, has license to use or otherwise has the right to use all Intellectual Property Rights, which are required or desirable for the Service(s) and the vendor does not, in carrying on its business and operations, infringe any Intellectual Property Rights of any person. None of the Intellectual Property or Intellectual Property Rights owned or enjoyed by the vendor or which the vendor is licensed to use, which are material in the context of the vendor's business and operations are being infringed nor, so far as the vendor is aware, is there any infringement or threatened infringement of those

Intellectual Property or Intellectual Property Rights licensed or provided to the vendor by any person.

16. All Intellectual Property Rights (owned by the vendor or which the vendor is licensed to use) are valid and subsisting. All actions (including registration, payment of all registration and renewal fees) required to maintain the same in full force and effect have been taken thereon and shall keep SOCIETY/Purchaser, its directors, officers, employees, agents, representatives and consultants indemnified in relation thereto.

### **Q. CANCELLATION OF THE CONTRACT & COMPENSATION**

SOCIETY reserves the right to cancel the contract placed on the selected vendor and recover expenditure incurred by SOCIETY under the following circumstances: -

1. Vendor commits a breach of any of the terms and conditions of the bid.
2. Vendor goes into liquidation, voluntarily or otherwise.
3. An attachment is levied or continues to be levied for a period of seven days upon effects of the bid.
4. The progress regarding execution of the order accepted, made by the selected vendor is found to be unsatisfactory.
5. If deductions on account of liquidated damages exceeds more than 5% of the total contract price.
6. If uptime is less than 98% during warranty of servers / desktops.
7. In case the selected vendor fails to deliver the quantity as stipulated in the delivery schedule of 6 weeks, SOCIETY reserves the right to procure the same or similar product from alternate sources at the risk, cost and responsibility of the selected vendor.
8. After the award of the contract, if the selected vendor does not perform satisfactorily or delays execution of the contract, SOCIETY reserves the right to get the balance contract executed by another party of its choice by giving one month's notice for the same. In this event, the selected vendor is bound to make good the additional expenditure, which SOCIETY may have to incur in executing the balance contract. This clause is applicable even if for any reason, the contract is cancelled.
9. SOCIETY reserves the right to recover any dues payable by the selected vendor from any amount outstanding to the credit of the selected vendor, including the pending bills and/or invoking the Society guarantee under this contract.

### **R. LIQUIDATED DAMAGES**

Notwithstanding SOCIETY's right to cancel the order, liquidated damages at 0.5% of the system value per site per week will be charged for every week's delay in the execution of the purchase order beyond the specified delivery/installation schedule subject to a maximum of 5% of the value of the systems ordered. SOCIETY reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by SOCIETY to the vendor. Liquidated damages will be calculated per week on per site basis.

**Annexure – A**  
**Offer Covering Letter**

To,  
The S.E.,S.E.C. & E.Co. Railways Employees' Co-operative  
Credit Society Limited,  
93, Circular Garden Reach Road, Kolkata-700043.

Dear Sir,

**Sub : Supply, Installation, Commissioning & Implementation of Data Centre & Development and Implementation of Software Application.**

We have examined the Tender and we offer for Supply, Installation, Commissioning & Implementation of Computer Hardware, Laptops, Peripherals & Software as per the terms and conditions and technical specifications spelt out, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer/bid.

We agree to abide by this offer till expiry of the period of validity of our offer and our offer shall remain binding upon us and may be accepted by SOCIETY any time before the expiry of that period.

We agree to abide by providing warrantee for three years from the date of supply of hardware and further to collect the existing hardware from respective locations with the prior permission of the Society.

Until a formal contract is prepared and executed, this offer, together with SOCIETY's written acceptance thereof and SOCIETY's notification of award shall constitute a final, conclusive and binding contract between us.

We also certify that the information/data/particulars furnished in our bid are factually correct. We also accept that in the event of any information/data/particulars proving to be incorrect, SOCIETY will have the right to disqualify us from the bid.

We understand that SOCIETY may reject any or all of the offers without assigning any reason whatsoever. Any decision of SOCIETY in this regard shall be final, conclusive and binding on us.

The above arrangement is binding on our successors and assigns. We agree not to assign these provisions / presents without prior written approval of SOCIETY.

Yours faithfully,  
(Name and Designation)  
For and on behalf of \_\_\_\_\_

**Pl. furnish the corporate authorization on letterhead.**

## Annexure – B

**Technical Bid**

Note: This bill of material must be attached in Technical Offer/Technical Bid as well as Commercial offer/Commercial bid. The format will be identical for both technical and commercial offers/bids, except that **the technical offer should not contain any price information**. Technical offers/bids without the detail (including make, model and detail technical specs) bill of material will be liable for rejection forthwith.

Vendor must take care in filling price information in the commercial offer/commercial bid, to ensure that there are no typographical or arithmetic errors. All fields must be filled up correctly.

Details	Available (Y/N)	Remarks
<b>Membership</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Authorized share capital and per member ceiling		
Shares allocation, certificate printing		
Share transfer		
Membership Register		
Dividend calculation as per society rules		
Dividend payout		
Dividend transfer to Savings, Loan, Reserve Fund etc		
Dividend transfer to member's bank account		
<b>Assets Management</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Tracking of fixed assets and inventory		
Printing and stationary Stock Management		
User assignments as asset owners		
Depreciation Calculations		
Purchases entries with vendors management		
GST management		
Sell-offs		
<b>Centralized Accounting</b>	<b>Available(Y\N)</b>	
Double Entry System of Accounting		
Chart of accounts — General Ledger		
Day book, Cash book		
Cut Book, Balance Book		
Account Statements & Schedules		
Bank Reconciliation and data upload from Excel/CSV filesfrom bank		
Auto posting and reversal of Journals		
Period closing		
Multiple formats of financial year statements as per regulations		
Accounting Transactions(Cash, transfer, Contra)		
<b>Reports</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Receipts and Payments		
Cash / Bank / Day Book		
Trial Balance		

Income – Expenditure Statement		
Balance Sheet		
<b>Administration Module</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
System level parameters		
Branches Configuration		
User-defined Access Control -Users and User Roles		
Holiday Master		
Audit trails and logs		
Maker-Checker System		
Cashier or Teller mode option		
Multi-session banking		
<b>Deposits – Term Deposits</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Variety of Scheme types (Term Deposits, CashCertificates, MIS, Recurring Deposits)		
Multiple schemes (Products) for each type		
Nomination		
Guardian		
Joint Accounts		
Auto-renewal option		
Overdraft against deposit(Deposit Lien)		
Accounting Provisions for interest accrued		
Standing Instructions for interest transfer, account closing		
Pre-mature interest and charges calculation		
SMS Alerts		
<b>Savings Deposits</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Multiple schemes (Products)		
Minimum Balance		
Interest calculation types – Daily, Monthly minimumbalance		
Charges management		
Cheque book		
Passbook Printing		
Email account statements		
SMS Alerts		
<b>Loan Application Processing</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Member Loan - Member Personal Guarantee Loans		
Emergency Loans		
Staff Loans		
Application processing Option		
Limits and rules checking like salary, retirement age etc		
Cross guarantee verification		
Guarantor (Surety) Exposure Limits		
<b>Loan Management</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Loan schemes (Products) as configurations		
Loan Eligibility Calculations		
Interest calculation on daily reducing balance or monthlyproduct basis option		

## Tender for SoftwareApplication

Variable or fixed installment options		
Flexible parameters like period, interest rates, installments, penal interest, rebate rates, loan amounts		
Application of different charges like processing fee, pre-payment charges etc.		
Collateral Security Register		
Surety/guarantors		
Loan against Deposits: FD, Recurring and all other Deposits types		
Repayment Schedule		
Management of various expenses by linking with Loan account		
Insurance information		
Alerts for insurance policy renewal		
Passbook printing facility		
Staff Loans		
Loan renewals		
<b>Overdue and Recovery Management</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Facility to levy penal interest on overdue loans based on different criteria		
'Parent Employee' assignment to loan accounts for monitoring		
Overdue reports based on variety of criteria like scheme, amount etc		
Computation of overdue amounts / receivables ageing		
Period and amount-wise analysis of loans		
Notices to borrower, guarantor, employer		
NPA Classification		
Gross and Net NPA calculations		
NPA Provisions		
<b>Demand and Recovery from The Society Pay Offices</b>		
Office, departments, designation masters		
Monthly Demand configuration		
Compulsory and voluntary contribution from salary		
Demand generation for pay offices		
Bulk Recovery entry by file upload		
Stop recovery option		
Short recovery management		
Direct Counter Recoveries		
Recovery from surety/ guarantor		
<b>Investment</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Term deposits in various banks		
Tenure, interest rates and interest types as per requirement		
Maturity reminders		
Renewals		
Interest management		
TDS management		
<b>MIS</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Comparative Profit/Loss A/c and Balance Sheet		
Branch-wise and consolidated reports in real time		
Ageing and percentage of overdue		

## Tender for SoftwareApplication

Analysis of Deposits, investments, Loans and NPA		
Progress Graph		
Cash Flow Statement		
One-click access to complete Customer Profile and History		
Budget and Budget Supervision		
Ratio Analysis		
Compliance for Cooperative Department		
KYS, digital photo and Signature to be stored		
Audit Grade as per Model Byelaws		
TDS, GST		
<b>SMS Banking Module</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Alerts		
Borrowers – Due Date reminders		
Borrowers – Overdue Installment Alert		
Members (Shareholders) – Dividend payout		
Members (Shareholders) – AGM message		
Management – Daily summary		
Management – Notice of Board Meetings		
Depositors – Maturity Alerts		
Pull SMS		
Balance Enquiry		
Mini Statement		
Recovery SMS		
Missed call-based SMS		
Balance Enquiry		
Mini Statement		
<b>Holiday Home Booking Module</b>	<b>Available(Y\N)</b>	<b>Remarks</b>
Online Booking or cancelation		
Availability status		
Online payment Gateway		
SMS alert for booking confirmation		



**Annexure – C****Details of the Vendor**

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

<b>SR. NO</b>	<b>DETAILS OF THE COMPANY</b>	<b>RESPONSE</b>
<b>A</b>	Name of Company	
<b>B</b>	Company Head Office and registered office address	
<b>C</b>	Telephone and Fax numbers	
<b>D</b>	Date of incorporation. Please enclose Company Registration Certificate.	
<b>E</b>	Ownership structure (e.g. Proprietorship, Partnership, Pvt. / Public Ltd. Company)	
<b>F</b>	Company Sales Tax Number, GST registration number, Please enclose supporting document.	
<b>G</b>	Company PAN & TIN number. Please enclose supporting document.	
<b>H</b>	Please enclose financial accounts (Profit and Loss account and Balance sheet for last three financial years).	
<b>I</b>	Quality Certification Please enclose copies of Quality Certificates (ISO 9000/9001 certification) if any.	
<b>J</b>	List of Support Centers with addresses and phone numbers	
<b>K</b>	Total strength of the Company. Bifurcation : <ul style="list-style-type: none"><li>• Installation Team</li><li>• Maintenance Team</li><li>• Support Team</li><li>• And Other Teams</li></ul>	

**Bank Details**

(To be included in Technical Bid Envelope)

1	Name of the Bank	
2	Address of the Bank	
3	Account Type and Number	
4	Contact Person	
5	Telephone No.	
6	Fax No	
7	e-mail	
8	Over Draft/CC/Other fund based Limit	
9	Bank Guarantee Limit	
10	Remarks, if any	

Corporate Authorization details.

Note: This statement has to be duly attested by the Banker.

Signature:

Signature:

Name of the Authorized Person:

Name of the Authorized Person:

Designation:

Designation:

Vendor Seal

Banker Seal

All authorizations should be collected

**ANNEXURE - E****PRO FORMA - COMMERCIAL BID**  
**RATE SCHEDULE FOR HARDWARE & SOFTWARE**

Bidder should fill the details of products supplied in below format.

**Part A -One time Expenses**

Sr.No	Particulars	Amount	GST	Total
1.	Data Centre Installation Charges			
2.	Software Application Charges			
3.	Data Migration Charges			
4.	Other Charges if any			

**Part B- Recurring Expenses**

Sr.No	Particulars	Amount	GST	Total
1.	Data Centre Maintenance Charges			
2.	Software Maintenance Charges			
3.	Customization Charges if any			

## ANNEXURE – F

**ANNUAL MAINTENANCE CONTRACT CHARGES FOR HARDWARE (Part I)**

(To be provided on the letterhead of the Bidder)

Date:

Place:

**The S.E.,S.E.C. & E.Co. Railways Employees'****Co-Operative Credit Society Limited ,**

93, Circular Garden Reach Road, Kolkata-700043.

Ph. +91-22- 2287 6015-20

Sir,

**Sub: Tender for Supply, Installation, Commissioning & Implementation of Data  
Centre, Development & Implementation of Software Application**

We the undersigned Bidder, submit the following as our Financial Proposal in response to the tender issued by the Society. Fee for the Scope of Work as mentioned in the tender shall be as under.

Sr. No	Items of Work	Price	Tax details	Rate of Tax	Tax amount	Total (price + tax)
1	Installation of Data Centre					
2	Installation of Software Application					
2	AMC for 3 years after 3 years comprehensive onsite warranty					
	1 <sup>st</sup> year					
	2 <sup>nd</sup> year					
	3 <sup>rd</sup> year					
<b>Grand Total</b>						

Prices are firm and rate of taxes indicated above are as per prevailing rates. We confirm that the financial proposal include all cost related the project.

1. We confirm that the financial proposal includes all cost related with the project.
2. We confirm that the Financial Proposal conforms to all the terms and conditions stipulated in the Request for Proposal Document. We would be solely responsible for any errors or omissions in our Financial Proposal.
3. We confirm that our Financial Proposal is FINAL in all respects and contains NO conditions.
4. In case there is any assignment / item of work outside the scope of work defined in **Point No.6 – 'Scope of Work'**, the amount payable per man month will be Rs .------(Rupees: \_\_\_\_\_) inclusive of all the taxes. (Both in figure & in words)

Thanking You,

Yours Sincerely,

For and on behalf of : (name of the Bidding Company and the Company Seal)

Signature : (Authorized Representative & Signatory)

Name of the Person :

Designation :

**Format of Power of Attorney for signing of bid**

**POWER OF ATTORNEY**

(On Stamp Paper of relevant value)

Know all men by these presents, we \_\_\_\_\_ (name of the vendor / partnership firm and address of the registered office) do hereby appoint and authorize Mr. \_\_\_\_\_ (full name and residential address) who is presently employed with us and holding the position of \_\_\_\_\_ as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our proposal for Supply, Installation, Commissioning & Implementation of Data Center, Development of Software Application in response to the RFP (Request for Proposal) by SOCIETY (hereinafter referred to as SOCIETY), including signing and submission of all documents and providing information/responses to SOCIETY in all matters in connection with our bid / offer.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2025

or \_\_\_\_\_

(Signature)

(Name, Designation and Address)

Accepted

(Signature)

(Name, Title and Address of the Attorney)

Date:

Note:

1. To be executed by the all members in case of a Consortium.
2. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure.

3. Also, wherever required, the vendor should submit for verification the extract of the charter documents and documents such as a resolution/power of attorney in favor of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the vendor.
4. In case the Application is signed by an authorized Director / Partner or Proprietor of the Applicant, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

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**Undertaking**

It is certified that the information furnished here in and as per the document submitted is true and accurate and nothing has been concealed or tampered with. We have gone through all the conditions of bid and are liable to any punitive action for furnishing false information / documents.

It is also certified that our company, supplier, Business Partner or Manufacturer is/are not blacklisted by any Government or Non-Government Agencies.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 2025

Signature

(Vendor Seal)

\_\_\_\_\_  
In the capacity of

\_\_\_\_\_  
Duly authorized to sign bids for and on behalf of:



**Technical Specification of Hardware for Buy-Back**

Annexure -1 : Desktop Specification.

Annexure -2 : Laptop Specification.

Annexure -3 : List of Hardware to be installed with name of company, specification and price.

Signature

(Vendor Seal)

\_\_\_\_\_  
In the capacity of

\_\_\_\_\_  
Duly authorized to sign bids for and on behalf of:

**\*\* End of Document \*\***