

Sample Request for Proposal

for Agency ABC

For

Enhancement, Development of new modules in e-RCS Generic Centre, Operation & Maintenance of A B C D wires and cables.

RFP NO.: RCS/ABCD/2025/123456

Issued By

Registrar of Cooperative Society

Government of ABCD

DISCLAIMER: Through this Sample RFP, a generic format for RFP is being circulated to aid the States/UTs in preparing their respective. However, the overall responsibility of DPR preparation following the extant rules of the States/UTs and approval rests with the RCS of the respective States/UTs including correctness of RFP

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1. Section-A (Invitation to Bid)

The RCS office of the ABCD (hereafter also referred as RCS- ABCD) is issuing this Request for Proposal for “Enhancement/customization, Development of new modules in RCS Generic Centre and Operation & Maintenance of RCS ABCD wires and cables for invitation of bids. The RCS generic Centre is a centre developed by MoC for the use of the interested States/UTs RCS office for meetings. The technical details of the e-RCS generic Centre are given in **Annexure -5. The selected Bidder will be provided with the Source Code and Database with the technical documentation for further development of the Web Portal of RCS-<ABCD>**

Name of the Purchaser	State Cooperatives Department-RCS ABCD
Name, address and Email ID of the contact person for any clarification	Shivansh, MIT-ADT Pune, shivanshmathur568@gmail.com
Address for Pre-Bid Meeting, Bid Submission and Bid Opening	MIT-ADT, Bid Submission – 20/12/2025 Bid Opening – 12/12/2025

• Time Schedule for tendering

Release/Issue of RFP document	12/12/2025
Last date for submission of written queries for clarifications on RFP document	20/12/2025
Pre-Bid meeting Date and time	15/12/2025
Last date and time for submission of Bid	20/12/2025
Date and Time of opening of Minimum Eligibility Criteria& Technical Bid	12/12/2025
Date of presentation to be made by bidders qualifying the minimum eligibility criteria	12/12/2025
Date and Time of opening of Commercial Bids of the bidders who qualify under Technical Bid Criteria	To be advised subsequently to the bidders who qualify in Technical Bidding process

- The response to the bid shall be valid for the period of six months from the last date of submission of Bids.
- Bid shall be submitted fully in accordance with the requirements of the Terms and Conditions as mentioned in the RFP Document
- The bids will be opened on the scheduled date and time even in case of absence of the bidder.
- RFP Document should be read in consonance with any Addendum that may be issued with the RFP document. The bidder is required to read the RFP document and the Addendum/Addenda and would be deemed to be

in knowledge of the provisions of both the document and the Addendum/Addenda. No claim of any nature whatsoever shall be entertained in this regard

- RCS-ABCD reserves the right not to proceed with the project at any stage or to alter the time-schedule or to change the process or procedure to be applied for the project.
- RCS-ABCD reserves the right to reject any or all tenders or cancel the bidding procedure without assigning any reason therefor
- Glossary:

Acronym	Description
BG	Bank Guarantee
EMD	Earnest Money Deposit
PBG	Performance Bank Guarantee
PO	Purchase Order
RFP	Request for Proposal
FAQ	Frequently Asked Questions
SMS	Short Message Service
PDC	Primary Data Centre
UTM	Unified Threat Management
SIEM	Security Information and Event Management
RCS- ABCD	State Cooperatives Department- ABCD
GCC	Government Community Cloud
STQC	Standardization Testing and Quality Certification

2. Section-B Instructions to Bidders

2.1.1 About RCS-ABCD

Cooperatives are defined as “an autonomous Association of persons united voluntarily to meet their common economic, social and cultural needs and aspirations through a jointly owned and democratically controlled enterprise”. Conceptually, Cooperative Institutions come into existence not because there was capital to invest, but because people have certain common needs as producers, as consumers, as workers, as dwellers, as savers, as borrowers, which they feel they can themselves fulfill through joint efforts.

Cooperative Principles are the guiding force for every cooperative while transacting business in the name of Cooperative. Cooperative principles lay down the broader parameters which such Institutions have to adhere to while transacting or undertaking any business activity. In 1995 under the auspices of Internal Cooperative Alliance, (ICA) the Cooperative Principles have been reformulated and are commonly known as Manchester Declaration. After a threadbare discussion on the working of Cooperative Movement particularly in the wake of economic liberalization initiated from early nineties, the (ICA) has ratified/approved seven reformulated principles in its session held on 20-23 Sept 1995 at Manchester England.

<All States/UTs RCS are requested to write this para as per their State>

2.1.2 Purpose of RFP

- The RCS-<State_Name> intends to issue this bid document, to eligible entities, to participate in the competitive bidding for Selection of Implementation Agency for Proposal for “Enhancement/customization, Development of new modules in e-RCS Generic Portal, cloud Hosting & Management and Operation & Maintenance of RCS Portal of <state_name>
- The RCS-<State_Name>, for this purpose, invites proposals for following activities
 - Design & Development of RCS Portal based on the e-RCS Generic Portal developed by MoC, Govt. of India
 - GIGW 3.0 compliance for the RCS web Portal
 - Security Audits of the RCS Web Portal
 - Warranty Support for the period of 1 year
 - Maintenance & Support for the period of additional TWO years.

2.1.3 Inter changing terms used in the document

Some terms have been used in the document interchangeably for the meaning asmentioned below

- ‘RCS-<State Name> mean Registrar of Cooperative Society of <State_name> under the State Cooperatives Department of <State_Name>
- ‘Bidder’ means the respondent to the RFP document.
- ‘RFP’ or ‘Tender’ or ‘Bid document’ means the ‘Request for Proposal document’ ‘Bid’ may be referred to as ‘Offer’.

- ‘Successful Bidder’ refers to the bidder who gets selected by the Trust after completion of evaluation process. ‘Service provider’ means the Bidder selected out of this RFP and contracted to provide the services as per scope of this RFP.

2.1.4 Disclaimer

Subject to any law to the contrary, and to the maximum extent permitted by law, RCS-<State_Name> and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of RCS-<State_Name> or any of its officers, employees, contractors, agents, or advisers.

2.1.5 No Legal Relationship

No binding legal relationship will exist between any of the bidders and RCS-<State_Name> until the issues of purchase order / execution of a contractual agreement

2.1.6 Recipient Obligation to inform itself

The Recipient must conduct its own investigation and analysis regarding any information contained in the RFP document and the meaning and impact of that information

2.1.7 Language of Bids

The bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and the RCS-<State_Name>, shall be in the English language, provided that any printed literature furnished by the bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern

2.1.8 Erasures or Alterations

The offers containing erasures or alterations will not be considered. There should be no handwritten material, corrections or alterations in the offer. Technical details must be filled in. Correct technical information about the product and services being offered must be filled in. Filling up the information using terms such as “OK”, “accepted”, “noted”, “as given in brochure/manual” is not acceptable. The RCS-<State_Name> may treat offers not adhering to these guidelines as unacceptable

2.1.9 Terms & Conditions of Bidder

- Terms and conditions (General Conditions) of the bidder will not be considered as forming part of their Bids. In case terms and conditions of the contract applicable to this RFP are not acceptable to any Bidder, the bidder should clearly specify deviation in Technical Bid with “Form -Statement of

Deviations from Bid Terms and conditions”.

- The Bidder shall be deemed to have complied with all clauses & Annexures in the RFP document underall the sections/chapters of the Bidding document, unless otherwise stated in the deviation statement.

2.1.10 Acceptance of selection Process & terms

- Each bidder having responded to this RFP acknowledges having read, understood and accepted the selection & evaluation process mentioned in this RFP document. The bidder ceases to have any option to object against any of these processes at any stage subsequent to submission of its responses to this RFP
- Recipient will, by responding to RCS-<State_Name> for RFP, be deemed to have accepted the terms as stated in this RFP.

2.1.11 Clarification of RFP

A prospective Bidder requiring any clarification of the RFP Document may notify the RCS-<State_Name> at the mailing address of the RCS-<State_Name> specified in the Tender Notice. The queries must reach the RCS-<State_Name> before “Last date for submission of written queries for clarifications on RFP document” as specified in the Time Schedule mentioned in the Tender Notice. The queries must be submitted in Microsoft Excel format as follows

Sr. No.	Section No.	Clause No.	Page number	Existing Provision in the Clause	Clarification to be Sought	Name of Bidder

Note: - The RCS-<State_Name> will only respond to requests for clarification of the RFP Document received

2.1.12 Pre-bid Clarification

- Pre-Bid Conference shall be scheduled on the date and time specified in the Time Schedule as mentioned in the Tender Notice
- In case of any change in the schedule of the Pre-Bid conference, the changed schedule shall be notified of through email.
- Pre-Bid meeting will be virtual.
- During the Pre-Bid conferences, the Bidders will be free to seek clarifications and make suggestions for consideration of the RCS-<State_Name>. The RCS-<State_Name> shall endeavor to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive Bidding Process.
- The point/s, if any, raised by the bidder before the last date of submission of queries for clarification

on the RFP document and/or raised by the bidder verbally during the Pre BidConference which are accepted by the RCS-<State_Name> will be made available on the RCS Website and this clarificationreferred to as "Common Set of Conditions/Deviations" (C.S.D.), shall form part of the RFPDocument and which will be common and applicable to all Bidders. The point/s, not finding place in C.S.D. issued after the Pre-Bid Conference, is/or deemed to have been rejected by the RCS-<State_Name>. No individual correspondence will be made with the Bidder in thisregard.

2.1.13 Bid Prices

The Bidder shall prepare the bid based on details provided in the RFP documents. Bidder shall carry out the design and detailed study of the facilities in accordance with the requirements of the RFP document and it shall be the responsibility of the Bidder to fullymeet all the requirements of the RFP document. If during detailed study any upward revisions of the specifications and sizes given in the RFP document, specifications etc. areto be made to meet the requirements of RFP document, all such changes shall be carriedout within the lump sum contract price without any impact to the RCS-<State_Name>.

2.1.14 Fixed Prices & Currency

- The Commercial bid shall be on a fixed price basis, inclusive of all taxes and levies at site.
- In case RCS-<State_Name> wishes to procure additional tools or licenses the cost incurred on actual basis will be paid & procured by RCS-<State_Name>.
- It would be the bidder's responsibility to identify, and factor in the cost of each and every commercial item mentioned in this Tender document during submission of commercial bids. In case any such item is left out and noticed after completion of commercial evaluation, the selected bidder (Service Provider) has to provide the services at its own cost.
- The Bid Prices shall be indicated in Indian Rupees (INR) only

2.1.15 Procedure & Submission of Bid (NICSI)

- Bid shall be submitted on email shared by RCS office and shall be copied to NICSI.
- The bidder should upload all documents based on Pre-Qualification criteria and Technical Evaluation criteria
- Bidder should enclose all compliance against each annexure in technical bid
- Bidder should enclose all documents as per NICSI norms

OR

Procedure & Submission of Bid (GEM)

- Bid shall be submitted the Bid on GeM
- The bidder should upload all documents based on Pre-Qualification criteria and Technical Evaluation criteria
- The bidder should enclose all compliance against each annexure in technical bid.
- Bidder should enclose all documents as the terms and conditions given in the Bid document

OR

Procedure & Submission of Bid through e-Tendering OR by any other State-specific process of procurement

- Bid shall be submitted the Bid on < details of procurement portal>
- The bidder should upload all documents based on Pre-Qualification criteria and Technical Evaluation criteria
- The bidder should enclose all compliance against each annexure in technical bid.
- Bidder should enclose all documents as the terms and conditions given in the Bid document

2.1.16 Rejection & Disqualification of Bid

- Bids of only those Bidders who quote for the complete Scope of Work and Supply of Goods/Services as indicated in this RFP Document, addendum thereof (if any) and any subsequent information given to the Bidder shall be considered. Incomplete bids will be rejected outright. The bid will be rejected outright by the RCS-<State_Name>, if the information provided by the bidder is found to be incorrect/misleading, at any stage/time during the bidding process. The information provided by the Bidder must be true and correct
- Any form of canvassing/ lobbying/ influence/ query regarding short listing, status etc. will result in a disqualification
- Proposals not complying with the prescribed 'Eligibility criteria' and not submitted along with duly filled up annexures are liable to be rejected and will not be considered for further evaluation
- Proposals of bidders who do not fulfill the Minimum Eligibility Criteria or who fail to submit any documentary evidence thereon would be rejected.
- Bidders must submit proof of all the credentials as required for evaluation of eligibility criteria. Claims of the bidders without verifiable facts won't be considered as credentials towards satisfying Pre-qualification criteria.

2.1.17 Pre-Qualification

- The bidder must be a company registered in India under Indian Companies Act 1956/ Indian Companies Act 2013.
- The bidder should have been in operation for a period of at least 7 (Seven) years in India at the date of submission of bid.
- The Bidder must have a valid certificate of CMMI Level – 5 (In Development).
- The Bidder must have experience of Design, Development, implementation / Support and Maintenance of e-governance project with any Government (Central /State/ PSU) department in India during the last Five years as on bid submission date with minimum **TWO** project worth at-least INR 1 crore each and **FOUR** Projects each of value 50 Lakh or more.

- The Bidder should have an average annual turnover of at least 20 Crores INR during the last 3 financial years from ICT (information and communication technologies) based business.
- The Bidder should have a positive net worth in the last financial year as evidenced by the audited accounts of the company and should be profitable for each of the last three years.
- The bidder should not have been blacklisted/debarred by any of the Central Government/State Government/PSUs in India during last 3 years.

2.1.18 Evaluation Criteria

S. No.	Evaluation Parameter	Criteria	Maximum Marks
1	Prior Relevant Experience The Bidder should have similar prior experience in development and implementation of Software solutions in one or more organisation as per the RFP.	TWO Projects with value of more than INR 100 lakhs and 4 Projects of value more than 50 lakhs each (executed and completed project in last 5 years with documentary proof such as Work order/Contract/Completion certificate (30 marks) Additional completed Projects of value more than 50 lakhs – 5 marks for each project to a total maximum mark of 50. *Proof of work order and client certificate for successful project completion	50
2	Technical Manpower on the Bidder's Payroll	Technical Manpower on the Bidder's Payroll 1. More than 50 - 10 Marks 2. More than 75 – 15 Marks 3. More than 100 – 20 Marks	20
3	Technical Proposal& Presentation	Understanding of Technical & Functional requirements	5
		Methodology & Approach for project execution as per RFP/RFP, Technical Stack proposed for software development	10
		Detail break-up of work-activity, project timelines, and efforts; and project governance approach.	5
		Technical Presentation	10
		Total Marks	100

Evaluation/Selection Procedure:

- The proposals received after the due date & time will not be considered.
- Duly constituted Evaluation Committee will evaluate the proposal vis-à-vis compliance with the requirements reflected in this RFP
- All bidders need to comply with “Terms and Conditions” as described in Annexure – II and provide necessary documentation/proof to support the credentials.
- Only one bidder will be selected for desired job. Selection will be through QCBS (Quality and Cost Based Selection) method.
- Under the QCBS method, technical proposals will be allotted a weightage of 70% while financial proposals will be allotted weightages of 30% (X).
- Bidders scoring at least 70 marks from the technical evaluation criteria described in Annexure – II would be considered technically qualified.

7. Financial proposal, as per the details in Annexure – III, of technically qualified bidders will be opened and evaluated.
8. Proposal with the lowest cost will be given a financial score of 100 (Hundred) and other proposals given financial scores that are inversely proportional to their prices w.e.f. the lowest offer.
9. Similarly, proposal with the highest technical marks (as allotted by the evaluation committee) shall be given a score of 100 (Hundred) and other proposals be given technical score that are proportional to their marks w.e.f. the highest technical marks.
10. The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weighted score for quality and cost, the bidder shall be ranked in terms of the total score obtained.
11. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.
12. In the event two or more bids have the same score in final ranking, the bid with highest technical score will be H-1.
13. In case of single technically qualified bidder, financial proposal of that bidder only will be evaluated, and work may be assigned to that vendor after due negotiation by the authorized Bid evaluation Committee.
14. The Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the Bid price and the technical merits of each Bid:

where

C = Quoted Bid Price

C low = the lowest of all Evaluated Bid Prices among responsive Bids T = the total Technical Score awarded to the Bid

Thigh = the Technical Score achieved by the Bid that was scored best among all responsive Bids X = weightage for the Price (viz 30%)

15. The vendor selected for placement of work order shall give security deposit of equivalent to 5% of total value of the work order in the form of Bank Guarantee (BG) from a scheduled commercial bank along with the acceptance letter of work order in favour of “National Informatics Centre Services Inc.”. National Informatics Centre Services Incorporated will have right to invoke the security deposit, if the performance of selected vendor is not found up to the mark.

2.1.19 Bid Submission Process

Submission Procedure: (In case procurement is through NICSI)

- Bidder is to submit techno-financial proposal in two separate files as below:
 - Technical Proposal as per Annexure – II in a password protected file named as “Detailed Technical Proposal-Company Name”
 - Financial Proposal as per Annexure – III in a password protected file named as “Detailed Financial Proposal-Company Name”
- Both the proposals must be submitted in separate password protected files (PDF and ZIP) to the email: “<State_Name> RCS officials and copy to NICSI” with mail subject as “Techno-Financial Proposal for RCS- <State_Name> Office Computerization”.

For other procurement methods – The respective States need to define the Bid submission process here.

Evaluation/Selection Procedure:

- The proposals received after the due date & time will not be considered.
- The duly constituted Evaluation Committee will evaluate the proposal vis-à-vis compliance with the requirements reflected in this RFP.
- All bidders need to comply with “Terms and Conditions” as described in Annexure – II and provide necessary documentation/proof to support the credentials.
- Only one bidder will be selected for the desired job. Selection will be through **QCBS (Quality and Cost Based Selection)** method.
- Under the QCBS method, technical proposals will be allotted a weightage of 70% while financial proposals will be allotted weightages of 30% (X).
- Bidders scoring at least 70 marks from the technical evaluation criteria described in Annexure – II would be considered technically qualified.
- Financial proposal, as per the details in Annexure – III, of technically qualified bidders will be opened and evaluated.
- The proposal with the lowest cost will be given a financial score of 100 (Hundred) and other proposals given financial scores that are inversely proportional to their prices w.e.f. the lowest offer.
- Similarly, proposals with the highest technical marks (as allotted by the evaluation committee) shall be given a score of 100 (Hundred) and other proposals be given technical scores that are proportional to their marks w.e.f. the highest technical marks.
- The total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weighted score for quality and cost, the bidder shall be ranked in terms of the total score obtained.
- The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc. The proposal securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract.
- In the event two or more bids have the same score in final ranking, the bid with highest technical score

will be H-1.

- In the case of a single technically qualified bidder, financial proposal of that bidder only will be evaluated, and work may be assigned to that vendor after due negotiation.
- The Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the Bid price and the technical merits of each Bid:

$$B = \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1 - X)$$

where

C = Quoted Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive

Bids T = the total Technical Score awarded to the Bid

T_{high} = the Technical Score achieved by the Bid that was scored best among all responsive

Bids X = weightage for the Price (viz 30%)

1. The vendor selected for placement of work order shall give security deposit of equivalent to 5% of total value of the work order in the form of Bank Guarantee (BG) from a scheduled commercial bank along with the acceptance letter of work order in favour of “National Informatics Centre Services Inc.”. National Informatics Centre Services Incorporated will have the right to invoke the security deposit, if the performance of selected vendor is not found up to the mark.

2.2 Deliverables

Following are the deliverables which will be responsibilities of successful vendor.

- Software Requirement Specifications (SRS)
- Design Layout
- Business Requirements Documentation
- Source code on NIC/State DC/or any other CSP server as selected by the State.
- GIGW Compliance certification
- Security Audit Clearances
- User Manual Documentation
- Technical Documentation
- Data Dictionary
- Warranty Support of ONE Year after successful completion and GO LIVE of application
- Support & Maintenance for a period of TWO Years.

2.3 Preliminary Examination

- RCS-<State_Name>/Committee will examine the Bids to determine whether they are complete, the documents have been properly signed, supporting papers/ documents attached and the bids are generally in order.
- Prior to the detailed evaluation, RCS-<State_Name>/Committee will determine the substantial responsiveness of each Bid to the Bidding document. For the purposes of these Clauses, a substantially responsive Bid is one which conforms to all the terms and conditions of the Bidding Document without material deviations. Deviations from or objections or reservations to critical provisions, such as those concerning Bid security, bid price, eligibility criteria, delivery schedule, SLA, insurance, Force Majeure etc. will be deemed to be a material deviation. RCS-<State_Name> determination of a Bid's responsiveness is to be based on the contents of the Bid itself, without recourse to extrinsic evidence.
- RCS-<State_Name> would evaluate the Bids on technical and functional parameters
- If a Bid is not substantially responsive, it will be rejected by RCS-<State_Name>/Committee and may not subsequently be made responsive by the Bidder by correction of the nonconformity
- The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Document. Failure to furnish all information required by the Bidding Document or to submit a Bid not substantially responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid.

2.4 Notification of Award & Signing of Contract

- Prior to the expiration of the period of bid validity, the RCS-<State_Name> will notify the successful Bidder in writing by registered letter, by fax or by email that its bid has been accepted.
- RCS-<State_Name> reserves the right to place the order for all the services or selected services.
- The notification of award will constitute the formation of the Contract
- The successful bidder shall enter into an Agreement with the RCS-<State_Name>, in the format prescribed by the RCS-<State_Name>, within 15 days of being notified to do so.
- The successful Bidder will be required to provide a Performance Bank Guarantee for an amount equivalent to 3% of the contract value, in the form of Bank Guarantee from a scheduled commercial bank in the name of the “RCS-<State_Name>”, towards the security deposit, at the time of execution of an Agreement with the RCS-<State_Name>. On completion of the Contract, the security deposit amount will be refunded to the Contractor without interest, after submission of an application for the same by the Contractor to the RCS-<State_Name>. The RCS-<State_Name> reserves the right to execute the performance bank guarantee in case of non- performance of the contract by the successful bidder.

2.5 Confidentiality

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to RCS-<State_Name>. RCS-<State_Name> may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

The Recipient will not disclose or discuss the contents of the RFP document with any officer, employee, consultant, director, agent, or other person associated or affiliated in any way with RCS-<State_Name> or any of its vendor, suppliers, or agents without the prior written consent of RCS-<State_Name>

3. Section-C Scope of Work

The RCS-<State_Name> wants to develop a Web Application for of RCS <State_Name> office with all the required modules and work flows as per the requirement of the various stakeholder of the RCS Portal by suitably customizing the e-RCS generic software provided by the MoC. The RCS <State_name> Portal/ database will be linked with the National Cooperative Database (NCD) for real time updation in the NCD, making the management, seamless and efficient. The proposed portal is envisaged to have the following provisions:

- Descriptive Reporting
- Integrated Analytics
- Ease of functionality with single click processing
- Management Information System
- GIS Maps linkage

Following strategic objectives will be achieved with the proposed solution:

- Effective and efficient governance of RCS <State_name>
 - Ease of Doing Business for Cooperatives.
 - Total Paperless Business Process of RCS Office
 - Electronic communication to the Cooperative for all the RCS office communications.
 - Facilitate seamless data dissemination among stakeholders
 - Single source of truth and giving bird's eye view
 - Building analytical capabilities
 - Data sharing with External Systems
-
- Design and development of a Workflow-based portal.
 - The RCS web portal/Web Application will have all the modules as per the requirements of the RCS <State_Name> office.
 - Separate role based secured Login with 2FA will be provided to all the Stakeholders.
 - Commissioning and deployment of the portal on the cloud. (as procured and provided by the RCS <State_name>).
 - Conducting user acceptance testing (UAT) of the developed solution and fixing any bugs or shortcomings reported by State/UT RCS and NCD Project team in a timely manner.
 - Providing end-user online training for stakeholders, including preparation of training manuals.
 - Development of portal using open-source technology.
 - One time Data migration from NCD database to <State_Name> State/UT RCS instance for updation by the RCS.
 - Real time/ scheduled updation of NCD Database through APIs integration.
 - Providing support throughout the period of Development, Warranty & O&M period.

- Ensuring application audit, backup, including disaster recovery planning.
- Testing and quality assurance for the portal, including functional testing, performance testing, and user acceptance testing.
- Performance monitoring and optimization for the portal, including load testing and capacity planning.
- Update the existing National Cooperative Database through APIs.
- The System Integrator will also provide the training/handholding to all the stakeholders.
- The SI shall also be responsible to provide helpdesk support for the smooth rollout/implementation of the RCS application.

States where there are many other Sector Specific Registrars are there. The RCS Office must include the requirements of those Registrars in this document.

The RCS computerization Central Project of MoC – aims to computerize all Sector’s registration processes)

Some of the modules which are also part of the e-generic RCS Portal are described below:

SECTION C: TECHNICAL REQUIREMENTS & SCOPE OF SUPPLY

This section defines the technical and functional requirements for the supply of electrical cables. Bidders shall ensure that the proposed products comply with the specifications outlined below. Any deviation from the stated requirements must be explicitly highlighted in the technical bid.

1. Scope of Supply

Item Description	Requirement	Remarks
Product Category	LT Power Cables	For infrastructure and utility projects
Quantity	10 km	Approximate, may vary $\pm 10\%$
Delivery Location	XYZ State Project Sites	Multiple locations

2. Technical Specifications (Mandatory)

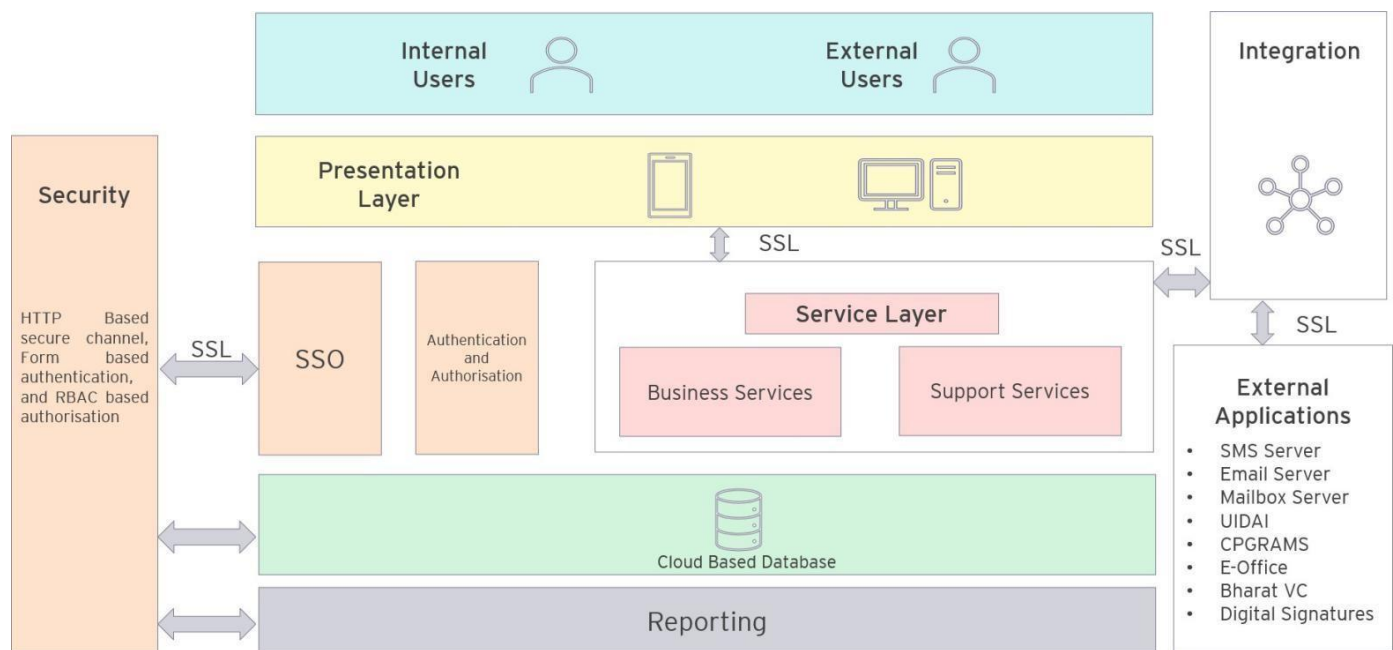
Parameter	Specification Required	Unit	Mandatory / Optional
Voltage Rating	1.1	kV	Mandatory
Conductor Material	Aluminium	-	Mandatory
Insulation Type	XLPE	-	Mandatory
Number of Cores	3 Core	-	Mandatory
Armouring	Yes	-	Mandatory
Operating Temperature	Up to 90	°C	Optional
Compliance Standard	IS / IEC Applicable	-	Optional

3. Testing & Acceptance Requirements

Test Type	Description	Applicability
Routine Test	As per relevant IS/IEC standards	Mandatory
Type Test	Conducted at NABL-accredited laboratory	Mandatory
Acceptance Test	To be conducted at project site	Mandatory

4. Deviation Handling

In case the bidder proposes a product that partially deviates from the above specifications, the deviation must be clearly mentioned in a separate deviation statement. The purchaser reserves the right to accept or reject any deviation based on technical evaluation.



Integration Approach

For efficient working of the new RCS- <State_Name> Portal, it's important that the solution components also share the data and exchange the messages in equally efficient manner. This needs to be done through:

- Web services using SOAP
- APIs that are published by external systems.

Security Management

Adequate security risk management practices should be established through purposeful implementation of application security to achieve desired cyber resilience, including:

- Application Security (including deployment of SSL certificate for the application)
- Data Security
- Authentication and Identity & Access management
- Monitoring and Management

3.1 Timelines, Deliverables & Payment Milestones

- Total project development duration should not exceed 3 months. The deliverables and payment milestones are as below.
- Payment for Deliverables D1 and D2 would be made on a milestone basis and payment for D3 & D4 would be done on half yearly basis post project go live.
- Bidders are requested to submit their financial proposals accordingly as per Annexure III.

Deliverable Milestone	Deliverables	Modules Delivered	Payment Schedule
-----------------------	--------------	-------------------	------------------

D1	<ul style="list-style-type: none"> Detailed Inception Report covering <ul style="list-style-type: none"> Project Plan System Design Backend and frontend) <ul style="list-style-type: none"> SRS, FRS and BRD Database Design Role Based Access Control External Integration Assessment UI elements and wireframes API specification Process Flow Data Mgmt. Plan Deployment and computation plan Knowledge Delivery Plan 	N/A	20% of the total bid value
D2	<ul style="list-style-type: none"> Database and Backend Development Web forms development Web App Development External API integration Data Migration (module wise) Functional Testing (Unit & Integration) Dashboard & MIS reports User acceptance Testing Go-Live 	<ul style="list-style-type: none"> Registration Amendment Annual Return Filing COOPERATIVE SOCIETIES Login & Information Appeals <p><Mention the other additional module required to be developed as per your States' Requirement></p>	40% of the total bid value
D3 & D4	One-Year support from the date of Go Live. First six months period will come under D3 and next 6 months period will come under D-4	N/A	20% of total project value half yearly from the date of go-Live

3.2 **Future Amendments/Enhancements and Scalability**

The above solution is designed with flexibility and scalability in mind. As the business needs evolve, the system architecture supports seamless adjustments and enhancements to features and processes. This includes the ability to add or remove modules to meet the strategic and operational requirements. Furthermore, client has the flexibility to request feasible changes to optimize system performance and align with the organizational goals. It will be ensured that all modifications are thoroughly assessed and implemented to maintain system efficiency and meet project objectives.

3.3 New Modules to be developed <Define the new modules with work flows as per your state's requirements>

A.

B.

C.

3.4 Application Architecture

3.5 Server Administration & Management

The service provider is expected to provide the Server Administration & Management services as follows

- Service provider shall provide the “Server Administration service” to keep servers stable, reliable and their operation efficient.
- Administrative support for user registration, User ID creation, maintaining user profiles, granting user access, authorization, user password support, and administrative support services.
- Setting up and configuring servers and applications as per configuration documents/ guidelines provided by RCS-<State_Name>
- Installation/ re-installation of the server operating systems and operating system utilities
- Ensure proper configuration of server parameters, operating systems administration, hardening and tuning.
- Regular backup of servers as per the backup & restoration policies stated by RCS-<State_Name> from time to time.
- Regularly monitoring and maintain a log of the status of critical services, performance of servers including but not limited to monitoring of CPU, disk space, memory utilization, I/O utilization, etc
- Regular analysis of events and logs and maintain the reports for future audit purposes
- Managing uptime of servers as per SLAs
- Depending on the nature of application (Ex: Dashboard application), Service provider shall suggest/ implement appropriate security measures on various servers, especially the Web, Application and Database servers
- Co-ordinate with SSL Certificate service provider for issuing and deployment of SSL certificates

- Installation and configuration of the storage system.
- Management of storage environment to maintain performance at desired optimum levels.
- Development of storage management policy, configuration and management
- Suggest/Help RCS-<State_Name> on implementing Data Centre best practices as per industry standards

3.6 Security Management Services

- Addressing the ongoing needs of security management including, but not limited to, monitoring of various devices / tools such as firewall, intrusion protection, content filtering and blocking, virus protection, and vulnerability protection through implementation of proper patches and rules.
- Maintaining an updated knowledge base of all the published security vulnerabilities and virusthreats
- Ensuring that patches / workarounds for identified vulnerabilities are patched / blocked immediately.
- Implementation of IT security policies as advised by RCS-<State_Name> / Statutory bodies
- Resolution and restoration of services in case of any possible attack and necessary disaster management.
- Shutdown of critical services to prevent attack (internal or external) in coordination with RCS-<State_Name>

3.7 Go-Live & Training

- During UAT or after Go-Live training shall be provided by vendor to RCS-<State_Name>
- Training will be conducted on VC.
- Identification of training needs, evaluation of knowledge transfer requirements on the software tools, technologies proposed under this contract.
- Training Material should be provided which shall include the presentations used for trainings and also the required relevant documents for the topics being covered

3.8 Project Execution

- The successful bidder shall nominate a Project manager for the entire period of the contract for interacting with RCS-<State_Name> nominated person for all the activities under scope of this project.
- The RCS <State_Name> shall also nominate the Nodal officer for the RCS Project.
- Successful bidder shall submit a detailed project implementation plan and clearly spell out important milestones of project immediately after the award of work.
- Be responsible for delivery of services and act as a primary interface to RCS-<State_Name> for all matters
- Maintain project communications and provide documentation and adhere to procedural standards approved by RCS-<State_Name> for the execution of the project.
- Prepare a service management plan for meeting the desired performance
- Management of documentation/deliverables as described under the SOW. Measure, evaluate and report on progress against the project plan.

3.9 Migration & Handholding Service during Transition Period

- At the time of Taking over: - The migration of entire data (applications, databases, file storage, etc.) from existing cloud service provider to new cloud setup is responsibility of selected bidder. As specified in this RFP, RCS-<State_Name> will take up the optimization of cloud resources in coordination with selected bidder and new application maintenance service provider. If any data migration is required at the time of infrastructure optimization, it will be the responsibility of the selected bidder. RCS-<State_Name> will not make any payment for data migration services at the time of on-boarding or infrastructure optimization
- **At the time of handing over:** At the end of the contract period including extended period, if any, in normal course or due to termination, RCS-<State_Name> shall have the right to retain all or selected services **for a maximum period of 04 months** for the purpose of handing over to RCS-<State_Name> or its designated agency or for completion of any unfinished assignment. RCS-<State_Name> shall make payments for such services retained beyond the end of the contract period (including extended period, if any) as per contract payment terms. Payment for any broken period shall be made on a pro-rata basis. The Service Provider shall be legally bound to hand over all the project related documents, data and all other project related information to RCS-<State_Name> or its authorized agency. The selected bidder will be responsible for migration of entire data (applications, databases, file storage, etc.) to new service provider without charging RCS-<State_Name> any cost. The final bill under the project and shall be settled and PBG shall be released by RCS-<State_Name> only after successful data migration to new vendor selected by RCS-<State_Name> or to RCS-<State_Name> and after handing over the project related Documentation / data / information/ Reports, etc. to the satisfaction of RCS-<State_Name>.

3.10 Service Level Agreement

- The purpose of this Service Level Requirements/agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the vendor to RCS-<State_Name> for the duration of this contract period of the Project.
- The SLA parameters shall be monitored on a monthly basis as per the SLA parameter requirements.
- Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An “Availability and Performance Report” will be provided by the vendor on monthly basis in the RCS-<State_Name> suggested format and a review shall be conducted based on the report. The monthly Availability and Performance Report will be deemed to be accepted by the RCS-<State_Name> upon review and signoff by both vendor and the RCS-<State_Name>.
- The vendor needs to provide regular reports to the RCS-<State_Name> which shall play a critical role in monitoring the SLA compliance by the RCS-<State_Name>. The vendor must provide access for report viewing by the designated officers of RCS-<State_Name>. All the reports must be made available to RCS-<State_Name>, as and when the report is generated or as and when asked by the RCS-<State_Name>.

- Reports should also be available as “On-Screen Reports” with the capability of exporting it to any user defined format such as word, excel pdf, etc. & print and email feature.
- The vendor has to submit all the reports pertaining to the SLA Review process within 2 working days after end of the month.
- The measurement methodology / criteria / logic will be reviewed by the RCS-<State_Name>.
- In case of default on any of the service level metric, the vendor shall submit performance improvement plan along with the root cause analysis for the RCS-<State_Name> approval.
- The down time will be calculated on a monthly basis. Nonadherence to any of the services as mentioned in RFP will lead to penalties as per the SLA clause and will be used to calculate downtime.

3.11 Support & Maintenance activity

S. No	Particular	Activities
1	Application Maintenance & Support Services	<p>Provide diagnosis and problem resolution for incidents caused specifically by breaks in existing functional configuration and/or existing development.</p> <ul style="list-style-type: none"> • Maintain issues and resolution log for immediate corrective action and future references. • Pro-active Risk Assessment. • Health Monitoring of the overall system. • Monitoring Application Event Log for Errors/Warnings and take corrective action • Performance tuning and database administration • Updating security patches and virus definitions etc. for entire setup • Repair of registry, checking and removal of virus & malware, removal of remnants of viruses/worms/malwares

3.12 Non-Disclosure Agreement

(Sample Format – To be executed on a non-judicial stamped paper of requisite value)

WHEREAS We, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable to execute “Design, **Development, Support & Maintenance of RCS Portal**” as per scope defined in the **Request for Proposal (Bid) No. RCS-<State_Name> /XXXX/XXXX dated XX/XX/XXXX** for State Cooperatives Department-<State_Name> (RCS-<State_Name>), and.

WHEREAS the COMPANY understands that the information regarding the RCS-<State_Name> 's Infrastructure shared by the (RCS-<State_Name> in their Request for Proposal is confidential and/or proprietary to the RCS-<State_Name>, and.

WHEREAS the COMPANY understands that in the course of submission of the offer for the said RFP and/or in the aftermath thereof, it may be necessary that the COMPANY may perform certain jobs/duties on the RCS-<State_Name>'s properties and/or have access to certain plans, documents, approvals, data or information of the RCS-<State_Name>.

NOW THEREFORE, in consideration of the foregoing, the COMPANY agrees to all of the following conditions, in order to induce the RCS-<State_Name> to grant the COMPANY specific access to the RCS-<State_Name> property/information, etc.

The COMPANY will not publish or disclose to others, nor use in any services that the COMPANY performs for others, any confidential or proprietary information belonging to the RCS-<State_Name>, unless the COMPANY has first obtained the RCS-<State_Name>'s written authorization to do so.

The COMPANY agrees that information and other data shared by the RCS-<State_Name> or, prepared or produced by the COMPANY for the purpose of submitting the offer to the RCS-<State_Name> in response to the said RFP, will not be disclosed to during or subsequent to submission of the offer to the RCS-<State_Name>, to anyone outside the RCS-<State_Name>;

The COMPANY shall not, without the RCS-<State_Name> written consent, disclose the contents of this Request for Proposal (Bid) or any provision thereof, or any specification, plan, pattern, sample or information (to be) furnished by or on behalf of the RCS-<State_Name> in connection therewith, to any person(s) other than those employed/engaged by the COMPANY for the purpose of submitting the offer to the RCS-<State_Name> and/or for the performance of the Contract in the aftermath. Disclosure to any employed/ engaged person(s) shall be made in confidence and shall extend only so far as necessary for the purposes of such performance.

Yours sincerely,

Date

Signature of Authorized Signatory ...

Place

Name of the Authorized Signatory ...

Designation ...

Name of the Organisation ...

Seal ...

3.13 Earnest Money Deposit (EMD)/BG.

The Bidder shall deposit Earnest Money Deposit (EMD) of Rs. < amount > Lakh in the form of e-payment/BG. Without EMD, tender will be summarily rejected. (or exemption Declaration, if eligible as per Govt. notifications).

1. Online Payment of EMD:

The online payment of EMD shall be made through RTGS as per the details given below. However, online payment details, i.e. UTR No. and proof of current money transaction details are to be enclosed for verification and payment confirmation.

PAO – RCS <State_Name>	Account Name:
	Account No.
	IFSC Code
	Bank Name & Branch:

Payment of EMD by cheque, TDR or FDR will not be accepted.

OR

2. Bank Gurantee:

A Bank Guarantee of equivalent amount from any Indian Nationalized bank/Scheduled Commercial Banks in a prescribed format (Format enclosed below) favoring “PAO- RCS <State_name>”. BG should be valid for a period of 6 months. BG is also extendable depending on the need. A soft copy of Bank Guarantee needs to be uploaded along with the tender which will be verified at the time of tender opening. Original BG copy needs to be sent by Post/Courier immediately to < “PAO, Address of RCS Office” >. It needs to be received within 15 days from the date of tender opening.

OR

3. Exemption Certificate in lieu of EMD/BG:

MSEs in India registered with appropriate authority as per latest notification shall be exempted from EMD payment provided they are registered for the item being quoted. Bidders seeking exemption from submission

of EMD as per Govt. guidelines shall upload the relevant documents/copy of the notification (latest) along with the offer in GeM Portal.

BID-SECURITY DECLARATION: The bidder should submit the Bid-Security Declaration as per the format given below. This is APPLICABLE ONLY FOR EMD exempted vendors as per bid / GeM terms.

4. Format for Bid-Security Declaration

(DECLARATION IN LIEU OF EMD):

I/We (Insert Name and Address of Bidder) am/are submitting this declaration in lieu of Earnest Money Deposit for (Insert Title of the Tender) (Bid No.), request for exemption for submission of EMD as per the provision of Government of India.

We, further declare that, if we withdraw or modify our bid during period of validity / extended period of validity, we are aware that RCS-<State_Name> will suspend our firm from participation in tender(s) pertaining to RCS-<State_Name> -HQ New Delhi for the time specified in the tender document.

Name of Enclosed Supporting Document:

Yours sincerely,

Annexure II – Proforma Technical Proposal

A. Organization & Project Personnel Profile:

Name of Organization	
Address of Organization	
Name of Nodal Person	
Mobile Number	
Email ID	

B. General Terms & Conditions: Needs to be defined by RCS <State_name>

- Terms & Conditions of NICSI Empanelment as per tier and their subsequent extensions would be applicable – In case the procurement is through the NICSI.
- RCS <State_name> needs to define the General Terms and Conditions based on the method of procurement.

C. Technical Bids Evaluation:

S. No.	Evaluation Parameter	Criteria	Maximum Marks
1	Prior Relevant Experience The Bidder should have similar prior experience in development and implementation of Software solutions in one or more organisation as per the RFP.	TWO Projects with value of more than INR 100 lakhs and 4 Projects of value more than 50 lakhs each (executed and completed project in last 5 years with documentary proof such as Work order/Contract/Completion certificate (30 marks) Additional completed Projects of value more than 50 lakhs – 5 marks for each project to a total maximum mark of 50. *Proof of work order and client certificate for successful project completion	50
2	Technical Manpower on the Bidder's Payroll	Technical Manpower on the Bidder's Payroll <ol style="list-style-type: none">More than 50 - 10 MarksMore than 75 – 15 MarksMore than 100 – 20 Marks	20
3	Technical Proposal& Presentation	Understanding of Technical & Functional requirements	5
		Methodology & Approach for project execution as per RFP/RFP, Technical Stack proposed for software development	10
		Detail break-up of work-activity, project timelines, and efforts; and project governance approach.	5
		Technical Presentation	10
		Total Marks	100

Note: The bidder must provide relevant project experience in appropriate project citation format along with the Technical Proposal.

(Authorized Signatory)

Name, Designation & Address with seal

Annexure III – Proforma Financial Proposal

Table 3: Financial Proposal Details

A. Design & Development: Deliverable 1 & 2 (Milestone Basis)				
S. No.	Proposed Manpower as per project requirements-Scope of work (a)	Man-month effort (in months) (b)	man- month rate (in INR) (c)	Total Cost (in INR) (d=b x c)
1				
2				
3				
4				
5				
6				
7				
8				
9				
TOTAL COST (A) INR				
<i>Please add/delete rows if required</i>				
B. On-Site Support:- Deliverables (Man-month Basis for a period of 12 months- during warranty support)				
S. No.	Proposed Manpower as per project requirements-Scope of work (a)	Man-month effort (in months) (b)	man- month rate (in INR) (c)	Total Cost (in INR) (d=b x c)
1				
2				
3				
4				
<i>Please add/delete rows if required</i>				
TOTAL COST (B) INR				
C. Operation and Maintenance of TWO Years				
S. No.	Proposed Manpower as per project requirements-Scope of work (a)	Man-month effort (in months) (b)	man- month rate (in INR) (c)	Total Cost (in INR) (d=b x c)
1				
2				
3				
4				

	TOTAL COST (C)	
TOTAL COST (T1) = (A+B+C)		
Taxes on Grand Total (TAX)		
GRAND TOTAL INCLUDING TAX (T2) = (T1) + TAX		
Cyber Security audit Cost (CS) as per actuals (including Tax)		
SSL Certificate Cost (SSL) including Tax		
Grand Total Cost (T= T2 +CS+SSL)		

*SMS Service will be separately procured by RCS <Sate_name>

Total Cost (T) in Words: _____

(Authorized Signatory)

Name, Designation & Address with seal