DELHI CO-OPERATIVE HOUSING FINANCE CORPORATION

(DCHFC)

Request for Proposal

Implementation of Web Enabled Financial and Accounting Software (WEFAS)

Dec. 2016

समृद्धिः भूयात्

3/6, Siri Fort Institutional Area, A.K. Marg, New Delhi – 110 049

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1. Fact Sheet

S. No.	Particulars	Details
1	Method of Selection	**Least Cost Based Selection**
2	Availability of RFP	RFP can be downloaded from the e-Procurement Web Platform of Government of NCT of Delhi from the following url: http://govtprocurement.delhi.gov.in
3	Earnest Money Deposit (EMD)	Earnest Money Deposit of amount **Rs. 3.00 Lacs** (Three Lacs Only) Demand Draft or Bank FDR in favour of **Delhi Co-operative Housing Finance Corporation** and payable at New Delhi from any of the nationalized Scheduled commercial Bank to be submitted in original physical form at 3/6, Siri Fort Institutional Area, A.K. Marg, New Delhi – 110 049 on or before last date and time of submission of proposal.
4	Bank Guarantee	Bank Guarantee as mentioned in Appendix III, Form 8
5	Name, Address, E-mail and Telephone No. of Nodal Officer	Ms. Anita Agarwal, Senior Manager Delhi Co-operative Housing Finance Corporation 3/6, Siri Fort Institutional Area, A.K. Marg, New Delhi – 110 049 Email: dchfcl@gmail.com Tel. # 011 – 26491111
6	Language of Proposal	Proposals should be submitted in **English** language only.
7	Validity of Proposal	Proposals must remain valid for **120** days after the submission date
8	Last date for receipt of pre-bid queries	30 days from the date of floating of tender (t + 30)
	Publish Date(T)	07 Dec 2016
9	Pre-Bid Meeting	(T + 16)
10	Issue of Addendum / Clarification (if any)	(T + 21)
11	Last date for submission of proposal	(T + 45)
12	Opening of PQ Bids	(T + 50)
13	Opening of Technical Bids	To be communicated later
14	Opening of Financial Bids	To be communicated later

2. Request for Proposal

Tenders are invited from eligible, reputed, qualified IT Firms with sound technical and financial capabilities for design, development, implementation and maintenance of Web Enabled Financial and Accounting Software (hereafter referred to as “WEFAS”) for DCHFC, as detailed out in the Scope of Work of this RFP Document. This invitation to bid is open to all Bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

3. Structure of the RFP

This Request for Proposal (RFP) document for the project of Design, Development, Implementation and maintenance of Web Enabled Financial and Accounting Software comprise of the following:

i. Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:

   a) General instructions for bidding process
   b) Bid evaluation process including the parameters for Pre-qualification, Technical evaluation and commercial evaluation to facilitate DCHFC in determining bidders suitability as the implementation partner
   c) Payment schedule
   d) Commercial bid and other formats

ii. Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:

   a) About the project and its objectives
   b) Scope of work for the Implementation Partner
   c) Functional and Technical requirements
   d) Project Schedule
   e) Service levels for the implementation partner

The bidder is expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder’s suitability to become the implementation partner of DCHFC.

The bidders are expected to examine all instructions, forms, terms, Project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the Bidders risk and may result in rejection of the proposal.

4. Background Information

4.1. Basic Information

a) Delhi Co-operative Housing Finance Corporation (DCHFC) invites responses ("Proposals") to this Request for Proposals ("RFP") from Systems Implementation Agencies ("Bidders") for selection of "Implementing Agency".
b) Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process.
c) Interested bidders are advised to study the RFP document carefully. Submission of response shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

4.2. Project Background

DCHFC intends to develop and implement application software that will manage all the Financial and Accounting processing. The system shall comprise the following activities:

a) Convert all business logic as defined in FoxPro application into Web enabled application
b) Migration of existing FoxPro Data into new RDBMS
c) User Management
d) Role based access
e) Generation of various MIS reports
f) In built Audit controls
g) Reports and statutory requirements (TDS, EPF, etc.)
h) Timely Generation of Advice notes and control statements
i) To get the substantial training for handling over the new environment to DCHFC users.

4.3. Key Information

4.3.1.Organizational Chart

The DCHFC is headed by Managing Director who is a senior IAS Officer. The affairs of the DCHFC are managed by a Board of Directors having strength of 11 Directors nominated by honorable Lieutenant Governor, Government of NCT of Delhi.

DCHFC has a total strength of 30 Employees in all offices across Delhi.

4.4. About the Department

DCHFC is a premier Housing Finance Institution engaged in the business of providing various types Housing Loans to individual members and Co-operative Group Housing Societies situated in the NCT of Delhi. DCHFC has its own building or corporate office at 3/6 Siri Fort Institutional Area, August Kranti Marg, New Delhi. Another office building of DCHFC is situated at Sector-20, Marble Market, Dwarka, New Delhi.

DCHFC was promoted by Delhi Administration way back in the year 1970 to encourage the concept of Group Housing in Delhi through a Co-operative Venture. Like other apex Co-operative Housing Finance Institutions, the DCHFC started the loaning operations to member co-operative societies by executing Loan Agreement and Mortgage Deed of the land of the society as a security for repayment of the loan since 1981-82. This system remained in vogue up to 1992-93. With the economic liberalization in 1991-92, a new concept of individual loaning was also introduced in 1992-93.

The new scheme was broad-based to finance the members of co-operative group housing societies, the registrants of DDA's allotments and individuals owning plots in the approved colonies. Under the said scheme, the loan is sanctioned to an individual borrower. He is enrolled as a nominal member along with requisite sureties. In the case of a member of a co-operative group housing societies, though the loan is sanctioned in favor of individuals by executing Tripartite Agreement by including society also, the loan is disbursed to the society and the recovery is made from the individual. In case of DDA registrants, payment is made through Bank Draft directly to the DDA; in case of plot holders, payment is made directly to him;

The management of the DCHFC also evolved a new scheme of Bridge Loan for procuring land by the societies which were offered lands by DDA. The Bridge loan for land is given to the extent of 80% of the land cost plus registration and stamp duty charges. This innovative scheme of the DCHFC had given a new lease of life to the co-operative group housing movement in Delhi in General and Dwarka in particular.

Mission/Vision of Department is to provide better housing in Delhi through Co-operative movement and to improve the living standard of the people who are residing in Delhi by providing loans at cheaper rates in order to achieve social objectives.

Major activities: Major responsibility of DCHFC is to provide Loan/Financial assistance to various stakeholders. DCHFC provides following loans for:-

- Flat in a group housing society
- DDA allotted flats
- Making addition/alteration in existing houses
- Swapping of loans taken from other financing institutions
- Purchasing freehold property with a clear mortgagee title in respect of DDA's flats / group housing society flats / built up residential property
- Home Improvement loans
- Loan for conversion of property from leasehold to freehold
- Installation of D.G. Sets and replacement of lifts in Group Housing Complex
- Bridge loan to Group Housing Societies for completion of construction of dwelling units in time/for purchase of land from DDA
- To Accept the Fixed deposit from the Member Societies
- To Raise the money from Financial Institutions/Banks
- To Raise the Share capital from Government/Member Societies
- NCR Scheme meant for employees of GNCT of Delhi

5. Instructions to the Bidders

5.1. General

a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements.

b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the DCHFC on the basis of this RFP.

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

d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

5.2. Compliant Proposals / Completeness of Response

a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
b) Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:
    i. Include all documentation specified in this RFP;
    ii. Follow the format of this RFP and respond to each element in the order as set out in this RFP
    iii. Comply with all requirements as set out within this RFP

5.3. Pre-Bid Meeting & Clarifications

5.3.1. Pre-bid Conference

a) DCHFC shall hold a pre-bid meeting with prospective bidders on the date, time & venue as mentioned in fact sheet.
b) The queries should necessarily be submitted in the following format:

S. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification
1			
2			
3			

c) DCHFC shall not be responsible for ensuring that the bidders' queries have been received by them. Any requests for clarifications post the indicated date and time may not be entertained by DCHFC.
d) All communication will be made on email id of nodal officer as provided in factsheet.

5.3.2. Responses to Pre-Bid Queries and Issue of Corrigendum

a) The Nodal Officer notified by DCHFC will endeavor to provide timely response to all queries. However, DCHFC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does DCHFC undertake to answer all the queries that have been posed by the bidders.

b) At any time prior to the last date for receipt of bids, DCHFC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the DCHFC website.

d) Any such corrigendum shall be deemed to be incorporated into this RFP.

e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, DCHFC may, at its discretion, extend the last date for the receipt of Proposals.

5.4. Key Requirements of the Bid

5.4.1.Right to Terminate the Process

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

b) This RFP does not constitute an offer by DCHFC. The bidder's participation in this process may result DCHFC selecting the bidder to engage towards execution of the contract.

5.4.2.RFP Document Fees

RFP can be downloaded free of cost from e-Procurement portal (https://govtprocurement.delhi.gov.in) of Delhi Government.

5.4.3.Earnest Money Deposit (EMD)

a) Bidders shall submit the EMD in the form of a Demand Draft / Bank FDR issued by any nationalized bank in favor of Delhi Co-operative Housing Finance Corporation, payable at New Delhi, and should be valid for 4 months from the due date of the tender / RFP.

b) EMD of all unsuccessful bidders would be refunded by Delhi Co-operative Housing Finance Corporation within 30 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix III.

c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

e) The EMD may be forfeited:

- If a bidder withdraws its bid during the period of bid validity.
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

5.4.4.Submission of Proposals

a) The bidders should upload the completed bids on the Delhi Government e-Procurement portal http://govtprocurement.delhi.gov.in.
b) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal should be uploaded respectively.
c) Please Note that prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.

5.4.5.Registration on e-Procurement Platform

Bids must be submitted online through e-portal https://govtprocurement.delhi.gov.in on or before the stipulated time mentioned in the Fact Sheet. Department does not take any responsibility for the delay caused due to non-availability of internet connection or network traffic jam for online bids No bid will be accepted after the said date & time for submission of the bid.

Instructions to Bidders for Registration on e-Procurement Platform

1) In order to participate in e-procurement platform the vendor should register (if not already registered) on e-procurement platform of GNCTD after paying the registration fee in the form of Demand Draft only, in favour of Delhi e-Governance Society (DeGS).
2) The Demand Draft should be submitted physically at e-Procurement Cell, 6thFloor, B-Wing, Vikas Bhawan –II, Bela Road, near Metcalf House, Delhi.
3) The vendor should have class – II Digital Certificate.
4) The vendor can take the training on e-Procurement platform of GNCTD at e-Procurement Cell, 6thFloor, B-Wing, Vikas Bhawan –II, Bela Road, near Metcalf House, Delhi.

5.4.6.Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

5.5. Preparation of Proposal

5.5.1.Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by DCHFC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

DCHFC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

5.5.2.Language

The Proposal should be filled by the Bidder in English language only.

5.5.3.Late Bids

a) The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

5.6. Evaluation Process

a) DCHFC shall constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
b) The Proposal Evaluation Committee constituted by DCHFC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
c) The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.
d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
f) Each of the responses shall be evaluated as per the criterions and requirements specified in this RFP.

5.6.1.Tender Validity

The offer submitted by the Bidders should be valid for minimum period of **120 days** from the date of submission of tender.

5.6.2. Tender Opening

a. The Proposals will be opened on date mentioned in Fact Sheet by Proposal Evaluation Committee or any other officer authorized by DCHFC, in the presence of such of those Bidders or their representatives who may be present at the time of opening.
b. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to identify their bona-fide for attending the opening of the proposal.

5.6.3. Tender Evaluation

a) Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive, if proposals:

- Are not submitted in as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Submitted without the documents requested in the checklist
- Have non-compliance of any of the clauses stipulated in the RFP
- With lesser validity period

b) All responsive Bids will be considered for further processing as below:-

- DCHFC will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this RFP document. The decision of the Committee will be final in this regard.

5.7. Consortiums

No consortiums shall be allowed in the bidding process of the said bid.

6. Criteria for Evaluation

6.1. Pre-Qualification (PQ) Criteria

S. No.	Basic Requirement	Specific Requirements	Documents Required
1	Sales Turnover in System Integration	Average Annual Sales Turnover generated from services related to System Integration during the last three financial years (as per the last published Income Statement), should be at least Rs. 5 crore. This turnover should be on account of ICT Software Systems Development and Implementation (i.e. revenue should be on account of System Integration/Turnkey solutions or products and their associated maintenance or implementation services, packaged software etc.) only.	Extracts from the audited Profit & Loss account; **OR** Certificate from Chartered Accountant and Authorized Signatory
2	Positive Net Worth	Positive Net Worth in last 2 financial years (FY 2014-15, 2015-16)	Extracts from the audited Balance sheet; **OR** Certificate from Chartered Accountant and Authorized Signatory
3	Technical Capability	Systems Implementation agency must have **successfully completed at least the following numbers of ICT Systems Integration engagement(s)** of value specified herein: - One project of ***'similar'*** * nature not less than the amount **INR 2 Crores**; OR - Two projects of ***'similar'*** * nature not less than the amount equal **INR 1.25 Crores**. **** 'Similar' refers to projects having components of Software Development, Networking, Database Management and***	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (Certified by the Authorized Signatory); **OR** Work Order + Phase completion certificate from client (As per format FORM 5)

S. No.	Basic Requirement	Specific Requirements	Documents Required
		System Integration projects in Financial Services"	
4	Service Tax and Income Tax	Company should have a valid Service Tax Registration and Income Tax returns (last 2 financial years).	▪ Copy of service tax registration certificate /ITR/PAN certified by authorized signatory
5	Legal Entity	Bidder should be a Company/firm registered under the Indian companies act (or) a firm registered under the Limited Liability Partnership Act, 2008 (or) a firm registered under the Partnership Act, 1932 for **last 3 years as on date**.	Certificate of Incorporation and Articles of Association of the Participant in case of Company / Limited Liability Partnership Agreement in case of LLP
6	Manpower Strength	The Company should have at-least 100 employees on company's payroll. The Company should have a minimum employee strength of **30 people** directly involved in **Software Development and Implementation** engagement(s).	Self-Certification with name, qualification and experience details of the personnel by the authorized signatory
7	Geographical Presence	The bidder should have a geographical presence of the organization with an office in Delhi / NCR or shall submit an undertaking to open office in NCR if empanelled. The office should be within 20 km boundaries of Delhi.	A Self Certification letter by authorized signatory
8	Blacklisting	Participant should not be an entity which has been black-listed by Government.	A self-certified letter by the authorized signatory on company letterhead
9	Consortium	Declaration by Participant whether is an Single entity /Consortium	A self-certified letter by the authorized signatory on company letterhead

6.2. Technical Qualification Criteria

Bidders who meet the pre-qualifications/eligibility requirements would be considered as qualified to move to the next stage of Technical and Financial evaluations and provide an undertaking to submit the required documents.

S. No	Criteria	Basis for evaluation	Max marks	Supporting
1	**COMPANY PROFILE**		**10**	
	Average Annual sales turnover from System Integration/ICT Systems Development and Implementation Work in the last 3 financial years (Turnover in Rs. Crores)	Greater than 15 Crores: 10 marks Above 10 and upto 15 Crores: 8 marks 5 & upto 10 Crores: 6 marks	10	As per PQ criteria S.No. 1
2	**RELEVANT PAST EXPERIENCE**		**55**	
2.a.	System Integration services which includes the following: ▪ Software Development and Implementation/ Configuration / Integration ▪ Network development and system commissioning (LAN/WAN) ▪ Site preparation and IT infrastructure procurement, deployment and commissioning ▪ Data migration and Data digitization ▪ Technical support including operations, maintenance and training to be demonstrated in a maximum of **10** engagements (cited for evaluation) of minimum project fees of **Rs. 75 Lacs**. The work order should have been issued within the last 4 years, as on last date of bid submission.	10 or more than 10 projects : 25 marks 8 to 9 projects : 20 marks 6 to 7 projects: 15 marks 4 to 5 projects: 10 marks 2 to 3 projects: 5 marks	25	As per PQ criteria S.No. 3

S. No	Criteria	Basis for evaluation	Max marks	Supporting
	The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.			
2.b.	Application development and deployment in a **Bank */Financial Services / Housing Finance Companies"*** To be demonstrated in a maximum of 5 engagements of minimum project fees of **Rs. 50 Lacs** The work order should have been issued within the last 4 years, as on last date of bid submission. The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.	5 or more than 5 projects : 15 marks 3 to 4 projects: 10 marks 1 to 2 projects: 5 marks	15	As per PQ criteria S.No. 3 (for ongoing projects)
2.c.	Legacy transformation in a Bank / Financial Services / Housing Finance Companies for PSU's / Government Bodies." To be demonstrated in the last 5 years of minimum project fees of Rs. 50 Lacs	5 or more than 5 projects : 15 marks 3 to 4 projects: 10 marks 1 to 2 projects: 5 marks Marks in each of the above 3 categories are maximum marks and will be allotted on the basis of the demo which will be directly linked to the existing modules of DCHFC. It is expected that the projects shall have the best extent proximity to the existing functionality of DCHFC operations.	15	A demo to be given by company's representatives on the projects.
3	**APPROACH,**		**25**	Note & Presentation

S. No	Criteria	Basis for evaluation	Max marks	Supporting
	METHODOLOGY& WORK PLAN			
3.a.	Project Understanding Demonstrated understanding of the project's objectives, scope and requirements.	Following parameters will be examined for evaluation: ▪ Clarity and depth of understanding of the project's objectives, scope and requirements ▪ Risks identification and proposed mitigation plan	4	
3.b.	Application deployment, integration and maintenance &support	Proposed methodology for development, deployment of the application software and its integration with existing systems. Proposed methodology for application management and support.	4	Note & Presentation
3.c.	Data digitization and migration	Proposed methodology for data digitization and migration.	4	Note & Presentation
3.d.	Training and Change Management	Proposed methodology and plan for Training and Change Management. Following parameters will be examined for evaluation: ▪ Training schedule ▪ Areas/ domains covered ▪ Personnel deployment plan	4	Note & Presentation
3.e.	Exit Management	Proposed methodology for Exit Management. Following parameters will be examined for evaluation: ▪ Comprehensiveness and Completeness of the Plan ▪ Suitability of the plan	4	Note & Presentation
3.f.	Work Plan	The detailed Project Plan	5	Note & Presentation

S. No	Criteria	Basis for evaluation	Max marks	Supporting
		proposed by the bidder would be examined on the following: ▪ Comprehensiveness of the project plan ▪ Activities, sequencing and dependencies among activities ▪ Timelines and associated deliverables		
4	**RESOURCE PROFILE**		**10**	
4.a.	Resume of all key technical resources proposed for the assignment: Project Manager Infrastructure and Network Security Expert Domain Expert cum Business Analyst	Qualitative assessment of manpower: ▪ Team Lead's Strengths ▪ Team' Strengths		Refer to the Manpower Requirements Table (Section 11) of this RFP

Bidders, whose bids are responsive, based on minimum qualification criteria / documents as in Pre-Qualification Criteria and score at least **80 marks out of 100** in the defined scoring mechanism, would be considered technically qualified. Price Bids of such technically qualified bidders alone shall further be opened.

6.3. Financial Bid Evaluation

a) The bidders who obtain 80 marks out of 100 in technical qualification criteria will qualify for evaluation of commercial bid.

b) The bidder who has submitted the lowest total financial proposal shall be declared as L1 (Lowest bid value). L1 will be decided on the basis of **Lowest Net Present Value (NPV)**. Please refer to the process below for calculation of NPV:

Since the payments related to operational cost to the Bidder would be made over several years, the Discounted Cash Flow (DCF) method would be used to compare different payment terms of various bidders, including progressive stage payments to the Bidders so as to bring them to a common denomination for determining lowest bidder.

DCHFC shall evaluate the offers received by adopting DCF method with a discounting rate in consonance with the existing government borrowing rate. The DCF is defined in the Glossary of Management and Accounting Terms, published by the Institute of Cost and Works Accountants of India. DCF method should be used for evaluation of bids.

Detailed modalities for applying DCF technique are as below:

1. Net Present Value (NPV) method would be used for evaluation of the Commercial Offer. The Net Present Value of a contract is equal to the sum of the present values of all the cash flows associated with it. The formula for calculating NPV of a Commercial Offer is illustrated in Para (5) below.
2. Discounting rate to be used under the method is to be the Government of India's lending rate on loans given to State Governments. These rates are notified by Budget Division of Ministry of Finance annually. The latest one is Ministry of Finance OM No. F. No. 5(3)-B (PD)/2012 dated 7th January 2013 (as per which the borrowing rate is 9%). The State / UT should evaluate the offers received by adopting Discounted Cash Flow (NPV) method with a discounting rate of 9%.
3. NPV should be calculated on the annual cash outflows.
4. Standard software for example 'Excel', 'Lotus 1-2-3' or any other spreadsheet should be used for NPV analysis.
5. The NPV should be calculated using the formula below:

   $NPV = C_0 + C_1/(1+r)^1 + C_2/(1+r)^2 + C_3/(1+r)^3 + C_4/(1+r)^4 + \ldots\ldots\ldots + C_n/(1+r)^n$

   Where,

   C_0 ... C_n are the yearly cash outflows as illustrated below:

   i. C_0 is the sub-total for Services provided during Implementation Phase
   ii. C_1 is Cost of Operations and Maintenance Services for the 1st year after "Installation"
   iii. C_2 is Cost of Operations and Maintenance Services for the 2nd year after "Installation"
   iv. C_n is Cost of Operations and Maintenance Services for the Nth year after "Installation"

   r is the annual discounting rate as specified in Para (2) above

c) In case of tie in commercial bid process, the bidder having highest technical score will be considered eligible for award of contract.

d) The bid price will include all taxes and levies and shall be in Indian Rupees.

e) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

f) Any conditional bid would be rejected.

7. Appointment of Systems Implementation Agency/Partner

7.1. Award Criteria

DCHFC will award the Contract to the successful bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bids as per the process outlined above.

7.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)

DCHFC reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for DCHFC action.

7.3. Notification of Award

Prior to the expiration of the validity period, DCHFC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, DCHFC may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidders furnishing of Performance Bank Guarantee, DCHFC will notify each unsuccessful bidder and return their EMD.

7.4. Performance Guarantee

DCHFC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership. The Performance Guarantee shall be kept valid till completion of the project. The Performance Guarantee shall contain a claim period of 4 months from the last date of validity. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, DCHFC at its discretion may cancel the order placed on the selected bidder without giving any notice. DCHFC shall invoke the performance guarantee in case the selected Vendor fails to discharge their contractual obligations during the period or DCHFC incurs any loss due to Vendors negligence in carrying out the project implementation as per the agreed terms & conditions.

7.5. Signing of Contract

After DCHFC notifies the successful bidder that its proposal has been accepted, DCHFC shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between DCHFC and the successful bidder.

7.6. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Draft Legal Agreement and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award. In such a case, DCHFC shall invoke the PBG of the most responsive bidder.

8. Scope of Work

Delhi Co-operative Housing Finance Corporation (DCHFC) requires the selected vendor to roll out Web Enabled Financial & Accounting Software (WEFAS) and support services. The deliverables include development and maintenance of Financial & Accounting Management System operations as specified in this document and training through qualified and experienced resources to DCHFC users. The proposed software is required to provide a 24 x 7 access to customers of DCHFC.

The RFP is designed to facilitate vendors to come out with the best possible solution to cater to the business requirements.

The response to the RFP should include the implementation approach and plan for business requirement analysis, design, implementation roadmap, project execution, transition, tool customization, migration of data, roll-out and training. While responding, the vendor should consider environment setup, hardware requirements, installation, build, data migration, application development or customization, documentation, acceptance testing, training and support.

The responsibilities of vendor would be:

a) To implement WEFAS, development of necessary components and their integration with the application.
b) Populating the WEFAS with historical and current data.
c) Integrating WEFAS with the existing IT infrastructure including network upgrade (if needed).
d) Annual Maintenance of WEFAS for a period of two years from the end of one year of warranty which would be effective from the date of final acceptance of the Financial & Accounting Management System.
e) Training of DCHFC employees on new system

8.1. Overview of Scope of Work

The scope of work for the Implementation Agency for the project is broadly segregated under the following:

- Application software development and procurement
- Installation and Deployment of infrastructure (hardware, system software, network equipment, and other utilities procured by DCHFC separately)
- Operation and Maintenance of the system
- Training of Employees

A broad overview of the scope of work that Supplier/Implementation Agency shall have to perform is provided in table below:

Area	Brief Scope of Work
Application software development	Definition of detailed software requirements mentioned in Table 1
	Preparation and approval of Functional requirements clearly depicting Data Flow Diagrams for each of the process flows in different modules.
	Preparation and approval of Architecture Documents like Business Architecture, Network Architecture, Application Architecture, Deployment Architecture along with the Security Policy
	Software Development and installation/ Customization, Configuration and Integration
	Testing-Unit, Functional, System, User Acceptance
	Go-Live and Operational Acceptance
	Documentation
Deployment and Commissioning of infrastructure (hardware, system software, network equipment, and other utilities)	Procurement of hardware meeting the requirements will be done by the successful bidder
	Procurement of network equipment meeting the requirements will be done by successful bidder
	Deployment and commissioning of above infrastructure at DCHFC will be done by the successful bidder
	SI is expected to perform the commissioning of the servers and other required infrastructure. The software testing, deployment and commissioning will be done by the SI. SI is expected to provide the periodic reports of various stages of system commissioning. Hardware procurement will not be a part of the scope of work of SI.
Operations& Maintenance	Operations and Maintenance
	Application Support & Maintenance

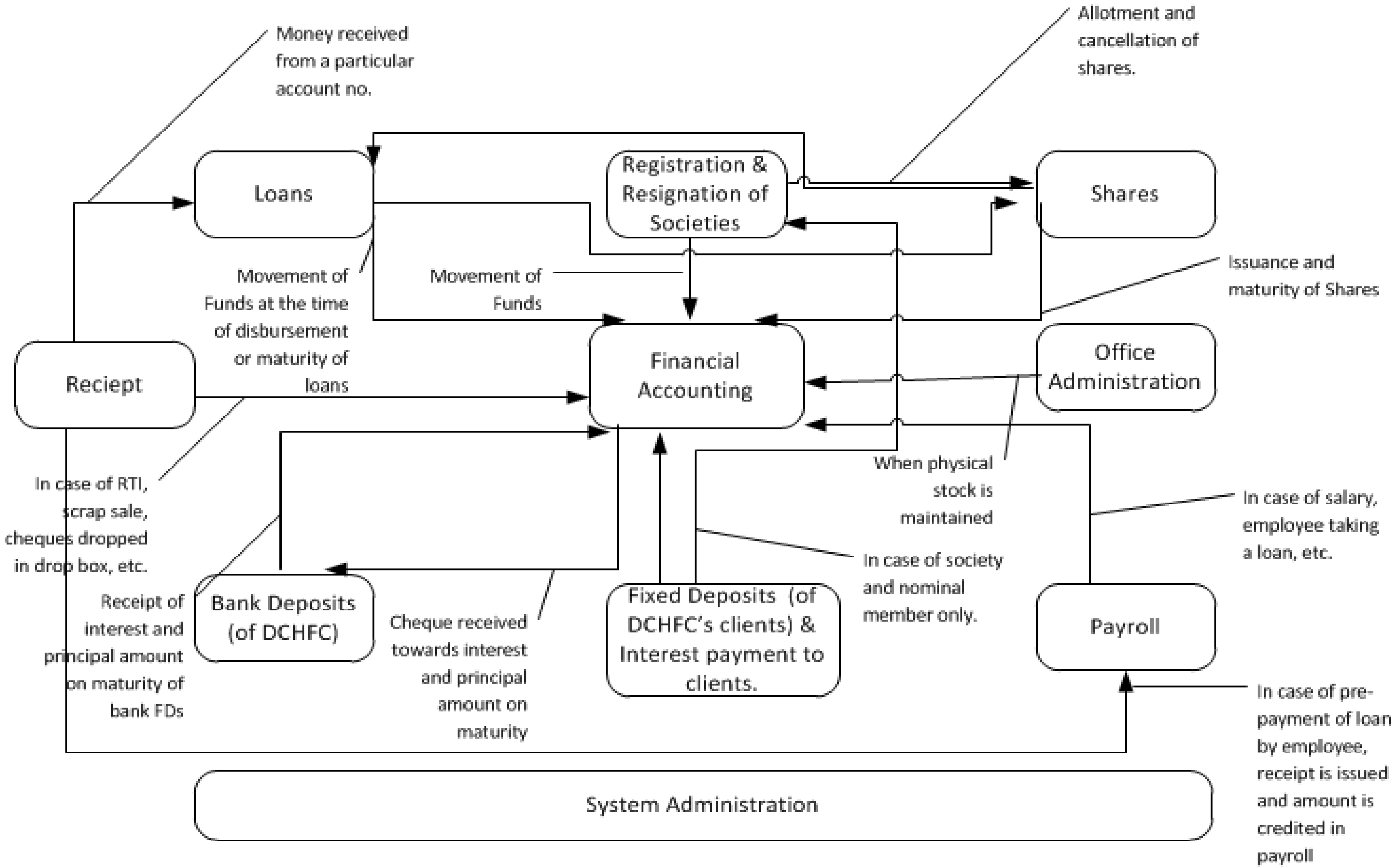
Area	Brief Scope of Work
	Technology Upgrade / Refresh
	User Profiles and Account Management
	Access Control
	IT Infrastructure Asset Management
	Information security and data privacy
	Data Digitization and Migration
	Third Party Certification

8.2. Detailed Scope of Work

8.2.1. Application Software Development

The SI shall perform a detailed assessment of the functional and technical requirements for the Financial and Accounting Management project.

Diagram Representing various existing modules and Data Flow Instances



The SI shall refer to the detailed functional requirement prepared for various modules used at DCHFC. The overall functionalities for DCHFC have been covered under the following ***14*** modules. The modules have been broken up into various sub modules as shown under:-

Table 1: DCHFC Modules

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
1	Registration of Society		It entails broad activities for registration of a society from the stage of receipt of applications till the entire process of registration is completed	1. Registration Number (Allotted by Registrar of Co-operative Society) 2. Registration Date 3. Receipt No. & Year 4. Admission Fees 5. Board Decision - Accepted or Rejected / Decision Pending 6. Status (Approved / Rejected) 7. Once status approved, membership no. (allotted by DCHFC) to be auto generated 8. Share Amount Allotted - Entries are done after board decision 9. Board Decision Date 10. Cheque Dishonored 11. Check list of documents submitted 12. Society's email id, address, area, Telephone No. 13. Name of Administrator 14. Number of members in Society	1. List of pending applications 2. List of member society during particular period (Date / week / month / quarterly / yearly) with details like no. of members, registration no., registration date, share amount, no. of shares, land allotted location, etc. 3. Printing address label of society according to Member No. / Member Name / Pin Code / Loanee Code

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
2	Resignation of Society		The society willfully resigns from the organization	Check list of documents to be returned with the request for resignation by the society: 1. Share certificate 2. Letter from Society's Managing Committee resolution approving for resigning from DCHFC 3. Board approval for acceptance / rejection of resignation of society. 4. Generation of DCHFC membership number	1. Report of resigned societies (Date wise / Week wise/ Month wise/ Quarterly / yearly) 2. Report of societies whose membership application is pending
3	Registration of Nominal Member (Society)		Details of society which are not shareholders in DCHFC and details are recorded separately	1. Registration Number (Allotted by Registrar of Co-operative Society) 2. Registration Date 3. Receipt No. & Year 4. Admission Fees 5. Nominal membership no. (allotted by DCHFC) to be auto generated 6. Nominal Member's email id, address, area, Telephone No., Name of Nominal Member	Printing address label of nominal member according to Member No. / Member Name / Pin Code / Loanee Code
4	Receipt	Issue of Receipt	Facilitation on issuance of receipts and managing their details for all the money	1. Entry and generation of Receipt Number for all Cheque / Draft / Cash (RTI / Internal cash handling) and issuance of receipt along with its printing 2. Type of Member Loanee (Society / Individual / Home Improvement Loan /	1. All the receipts issued for a specified period 2. For any loan code for a specified period 3. All the receipts pertaining to a single module for a specified period 4. Consolidated status of receipts: Input

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
			transactions of DCHFC. This module will be integrated with all other modules. The Receipt module will first acknowledge the money transfer before any other module can make entries for the same	Bridge / Others) 3. For a Member Loanee (Society / Individual / Home Improvement Loan / Bridge / Others) - Receipt year and Receipt number to be auto generated financial year wise, Member code, Module type, Receipt amount, Mode of payment, Instrument type, Bank issue details to be captured in generation of final receipt 4. For a Member Loanee availing 3 loans viz, an Individual Loan, Home Improvement Loan and Conveyance deed loan at the same time and issuing a single cheque / draft when the payment is due, the amount w.r.t the 3 loans to be segregated and reflected under Individual Loan, Home Improvement Loan and Conveyance deed loan respectively - Receipt year and Receipt number to be auto generated financial year wise will remain the same, Member code, Module type, Receipt amount, Mode of payment, Instrument type, Bank issue details to be captured in generation of final receipt 5. Issue of receipt, issue of bank deposit and the covering letter will be unique to the	information will be the start date and end date resulting in the flow of following information: ▪ Start receipt no. ▪ End receipt no. ▪ Type of Loan ▪ Name of the Bank in which it is deposited ▪ Cancelled receipts ▪ Dishonoured receipts ▪ Details of receipts on the basis of login and number of receipts issued

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				login user	
		Bank Deposit Entry	Entry of all the receipts of DCHFC in various banks	Recording the following information: 1. Deposit entry of cheques / pay order / demand draft / cash of the daily receipts issued in same bank or multiple banks 2. In case of deposit of receipt/dishonor, voucher to be auto generated 3. Receipt Date 4. Receipt Number (From and To) 5. Name of the bank in which the cheque is deposited 6. Date of deposit in the bank 7. Generation of FA voucher for every receipt deposited in Bak 8. Covering letter (as per DCHFC's template) to bank for deposit entry of cheques / pay order / demand draft / cash of the daily receipts issued in same bank or multiple banks 9. Detail of Non-CTS/CTS (Cheque truncation system)	1. Report of receipts to be generated as per Loan code which could be Individual Loans/Home improvement loans/Conveyance deed loans/society loans/bridge loans (Date wise / Week wise/ Month wise/ Quarterly / yearly) 2. Report of receipts to be generated for any type of loan, viz; Individual loan/Home improvement loan/conveyance deed loan/Society loan/Bridge loan (Date wise / Week wise/ Month wise/ Quarterly / yearly) 3. Report of receipt to be generated as per the receipt number only with no other information available 4. Report to be created by input of cheque no. only (either a single cheque no. or a series of cheque no.) in the system under such circumstances when the customer has not mentioned its loan code and receipt no. on the cheque as this will help in identifying the name of the customer 5. Non-CTS/CTS

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
		Dishonoured Cheques	Entry of dishonoured cheques in receipt module	1. Dishonoured cheques - Date for dishonoured cheques is the cut-off date of the receipt of every month / quarter, dishonoured cheque no., bank name, loan code, a list to be created for variety of reasons for cheque getting dishonoured with the option of choosing the valid reason as mentioned by the bank 2. FA voucher for dishonour of cheque 3. Intimation letter (as per DCHFC's template) towards dishonour of cheque/payment to customer to be generated automatically with receipt no., cheque no., loan code, reason for cheque getting dishonoured 4. A warning should be indicated if the dishonoured date is prior to the date of receipt date before release of intimation letter	List of consolidated dishonoured cheques (Date wise / Week wise/ Month wise/ Quarterly / yearly)
		Post Dated Cheques	Entry of post-dated cheques received through loanees and issuance of receipt to loanee members	1. Manual Entry - Type of Member (whether Society, Individual, Home Improvement Loan, Bridge Loan, Others), Member code, Module type, Receipt amount, mode of payment, Instrument type, no. & date, bank issue details 2. System generated – Receipt year, PDC Receipt no.	1. List of date wise report of PDC's to be sent to banks 2. Non-CTS/CTS

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				3. Receipt to Loanee Member for Postdated cheques received 4. Issuance of Receipt to Post Dated Cheque on Cheque Date (If holiday on cheque date then on subsequent date) for the amount to be captured in the main receipt module 5. Letter (as per DCHFC's template) to loanee members intimating them on fresh PDC's to be submitted. A warning in the system to be displayed 1 month before and reminder letters to loanee members who have still not submitted fresh PDC's 6. Detail of Non-CTS/CTS (Cheque truncation system)	
		ECS Debit Facility	Transfer of funds through ECS	1. Entry of details for loanee members who have opted for ECS facility: Loan Code, MICR Code, Bank name, Bank A/c No., A/c Type, Borrower/Co-Borrower, Email, Date of effect, ECS Charges to be paid or free ▪ List generation for ECS Mandate Registration for bank submission 2. ECS debit file generation for each month EMI for bank submission 3. Issuance of Receipt to loanee members on	List of ECS facility users on the basis of 1. Active users 2. Inactive users 3. Date wise (for a single date / specific period) 4. Loan code wise 5. Batch No. allotted by Bank 6. Loan option basis(Normal Loan, Home Improvement Loan, Conversion Loan) 7. Ecs debit dishonour list according date

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				the date of ECS debit of each month i.e. 5th of each month 4. ECS debit EMI will consist of demand without arrears, i.e. only current months demand, penalty and other ECS charges including ECS debit dishonour charge for reasons specified 5. Once the ECS receipt is issued in the system, bank deposit entry is done in the main receipt module 6. Provision for marking / unmarking ECS facility for loanee member in case of re-registration / stopping of ECS facility due to ▪ On borrower request ▪ Rejection by bank ▪ Account close	wise / reason wise
5	Office Administration		Facilitation in maintaining records of Address, Phone details, Annual Maintenance Contract details, Inventory, Letters Inward and Outward	1. To maintain records of address and telephones for: Board of Directors of DCHFC, Senior Officers of DCHFC, Officials of other departments / agencies / Govt. undertakings, Employees of DCHFC, Details of Offices / Companies / Suppliers / Vendors / Printers 2. To maintain records of Telephone nos. of DCHFC	1. List of all address categories managed by the organization (option to be category wise or for all). 2. List of Phone Numbers 3. List of Personal & official address of all persons along with option of printing address labels 4. List of Telephone bills for specific date range for a particular telephone or for all telephones.

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				3. Provision to maintain Billing of Telephone and subsequent entries to be reflected in financial accounting ▪ Telephone Number, Billing Cycle, Total Billing Amount, Bill Payment, Cheque no. by which payment made, Cheque date, Cheque amount, Cheque Drawn on, Paid – Yes / No 4. To maintain record of various store items in stock: ▪ Item Code, Name of Item, Balance Units in stock, Year Opening Balance, Year Opening Date, Reorder Level, Maximum Level allowed in this stock Stores Issue ▪ Item Code, Issued To, Quantity, Remarks Stores Receipt ▪ Entry of purchases of Inventory items as per code and date 5. Details of Annual Maintenance Contract (AMC) to be maintained along with their expiry and renewal details ▪ Item Code, AMC Company details including	5. List of AMC's renewed for a specific date range 6. List of AMC's due for renewal for a specific date range 7. List of letters (dak) received on daily basis or specific date range 8. List of dispatch on daily basis or specific date range 9. List of letters received back undelivered 10. List of cost incurred on dispatch for specific date range

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				address & telephone details, contact 6person, Quantity, AMC Amount, AMC start date, AMC end Date, Contract renewed : Yes / No, Date of next renewal, Remarks, Payment details 6. Dispatch ▪ Dispatch No., Dispatch Date, File No., File Name with subject, Sent To, Mode of Dispatch – Speed Post, By Hand, UPC, Other, Cost incurred in dispatch for each letter to be entered manually, Marking for Letter received back : Yes / No 7. Diary (Dak Received) ▪ Diary no., Diary Date, File No., File Name, Received From, Forwarded to, Remarks, Printing of receipt of dak received 8. File Tracking System	

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
6	Loans	Individual Loans	Assigning loans to individuals for owning a property from DDA/Freehold purchase/Membership of society/Self construction	Following information needs to be recorded into the system: 1. Personal details with loan application Number of DCHFC. 2. Know Your Customer (KYC) details 3. Details of the property 4. Seller details 5. Loan details - Type of interest, tenor, moratorium / without moratorium, Rate of Interest 6. Loan eligibility calculation for the given salary and the requirement of loan 7. Details of Group Insurance, Property Insurance 8. Repayment mode - Monthly, Quarterly, Half-Yearly, Yearly 9. Checklist of documents to be submitted and compliance reports for pending documents 10. Sanction details 11. Nominal membership no. (allotted by DCHFC) to be auto generated 12. Enhancements of loan amount, if any 13. Disbursement details - Single installment or multiple installment 14. Generation of unique loancode number on	1. Sanction data (Date wise) 2. Disbursement report (Date wise) 3. Demand details 4. Payment against demands 5. Overdue reports 6. NPA 7. Audit reports 8. Age / Amount wise default analysis 9. Ledgers 10. Certificate of payment to Loanees 11. MIS reports 12. Printing of Sanction note, sanction letters, enhancement letters, release note & release letters 13. Reports and letters relating to group insurance and property insurance 14. Loan ledger of individuals 15. NPA Calculation 16. All reports in loan code number wise format for the given period 17. Closed loan accounts report 18. Loan liability calculation for a particular code on given date. 19. Demand and default summary statements 20. Property Insurance -
		Home Improvement Loans	Repair / Renovation of existing houses		
		Conveyance Deed Loans	Payment of conversion charges to DDA for converting flat from leasehold to freehold		

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
		Society Loans	Loan to co-operative societies	disbursement of loan 15. Demand generation - Principal, Interest on Principal, Penalty, Group Insurance, Property Insurance, Moratorium period interest, Interest on moratorium period interest 16. Loan repayment 17. Submission of postdated cheques, ECS, additional cheques 18. Issuance of payment receipt 19. Dishonour of Cheques / ECS 20. Break up of amount receipt, i.e., principal, interest, penalty, group insurance, property insurance, etc. 21. Normal closure and Foreclosure of account 22. Property Insurance – open with getting property insured through DCHFC / submission of policy by member. Generation of premium amount every financial year for property insured through DCHFC along with provision to add in the year and premium calculation report generation for the same	- List of properties insured through DCHFC / self/ Society policy (list to be loan wise) - Reminder Letters to individual loanee members for submission of policy / getting property insured. - Policy cover letters to members in case insured through DCHFC - List of not insured properties - letters to members for Re-submission of policy on expiry
		Bridge Loans	Loan to co-operative societies		
		Miscellaneous Loans	Loan to societies / trust registered under Societies Registration Act and Indian Trust Act		
7	Bank Deposits		DCHFC's investment with various Banks	Following information to be recorded in this module under the new system:	1. Bank wise ledger with Details of All Funds type. 2. Fund wise ledger (Group Insurance

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				1. This module is integrated with Financial Accounting module 2. For getting FD done with various banks, DCHFC release an issue advice\cheque (as per DCHFC template) to the respective bank for the period defined. FD done on a particular date with a single bank can be segregated into more than 1 FD with different maturity period and which can be cumulative or non-cumulative as per DCHFC's requirement 3. Once FDR certificate is received from the bank, following details are recorded in the Bank Deposit module: ▪ Date of request, Request no. (Automatically generated), Source Bank and Bank A/c number, Total FDR amount, Payment mode (Cheque / RTGS), Cheque No. , if payment through cheque, Cheque date or RTGS date 4. If DCHFC wants to break the FD amount into FD's with different maturities period and different amount with a particular bank, it will record New FD details in the system.	Fund, Staff Welfare Fund, General Fund, Statutory Reserve Fund and other Fund etc.) 3. Alarm Report indicating the maturity date, bank wise and fund wise monthly and daily basis. 4. Interest accrued report (Bank wise, fund wise and type wise (cumulative & non-cumulative) quarterly basis, half yearly basis, Nine Month basis, Annually as on date 5. Interest paid\received report – from date to date, bank wise, fund wise, quarter wise and Interest received amount from bank in each FDR 6. As On Date (Consolidated) report for all the funds Account Head Wise\Break-up wise 7. Date wise (back dated) report for all the funds with interest amount and Consolidate Report also. 8. Budget report - Anticipated income from FDR for any time period (From-To date) 9. Status report - bank wise and fund wise mentioning the amount, date of issue, date of maturity, tenor, rate of

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				For e.g.: If the FDR amount is of Rs. 1.00 crore and DCHFC wants to have 4 FD's of Rs. 10 Lacs, Rs. 20 Lacs, Rs. 30 Lacs and Rs. 40 Lacs respectively with the said bank for same/ different maturity period which can be cumulative and non-cumulative(interest quarterly\monthly payable) as per the discretion of DCHFC, then the system needs to record the 4 entries in one module which will give the end desired result for the 4 different FD amounts of Rs. 10 Lacs, Rs. 20 Lacs, Rs. 30 Lacs and Rs. 40 Lacs respectively 5. DCHFC has developed an internal mechanism of recording various FD's under 4 major heads, viz, Group Insurance Fund, Staff Welfare Fund, General Fund, and Statutory Reserve Fund. These 4 major heads form part of accounting heads in the Financial Accounting module and is interlinked to the Bank Deposits module. In reference to the e.g. given in S. No. 4 above, different FD amounts of Rs. 10 Lacs, Rs. 20 Lacs, Rs. 30 Lacs and Rs. 40 Lacs will move to the respective major heads, viz, Group Insurance Fund, Staff Welfare Fund, General Fund, Statutory Reserve Fund.	interest, FDR no., date of request, maturity amount 10. Analysis report for pre-mature of FD's and Interest Rate Sensitivity Analysis 11. Report of overdraft against FD with interest paid to bank, bank wise overdraft amount, and calculation of interest amt. 12. Analysis report of overdraft facility and sweeping in facility 13. Report of pledged FDR's - fund wise, bank wise 14. Consolidated FDR report - fund wise, bank wise, current date and back dated

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				These account heads may increase or decrease. Amount of One FDR can be bifurcate in four above major head\ or two or three major head as per requirement at the time of issue of FDR\Renewal of FDR 6. Under the "New FD details" following information needs to be recorded under the new system: ▪ Bank name and Bank account no., Date of Issue, FDR No., FDR Amount, Rate of Interest, Period (Days), Date No. of Months, Remarks (Narrations - FD issued, FD renewed, FD discharged) and Date of maturity. 7. Once FD is created, then comes the stage of maturity. Maturity can be either on the date of maturity or on a pre-mature date. DCHFC records entry w.r.t closure of Bank deposit for the respective FD. Following information needs to be recorded: ▪ Date of Request, Request No., Source Bank A/c, Date of Maturity, Date of Closure on maturity/on Pre-mature	

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				withdrawal, Close FD Amount, Close FD interest, Total Amount. If on a particular date for e.g., 3 FD's are maturing, then it should be at the option of DCHFC whether to re-invest it or take the funds back to savings account,OD/FD A/c,Current A/c. Partly transfer to savings account,OD/FD A/c,Current A/c and Partly renewal with interest or without interest. 8. If the amount is re-invested in a new FD, the amount in the 4 major heads (Group Insurance Fund, Staff Welfare Fund, General Fund, Statutory Reserve Fund) can be reshuffled as per the discretion of DCHFC and a voucher is generated. 9. If the amount is not renewed, then funds are transferred to the savings account, OD/FD A/c,Current A/c. with interest or Partly/Fully transferred to savings account,OD/FD A/c,Current A/c and partly renewal for further period 10. If under any circumstances, DCHFC finds that the FD funds have been appropriated incorrectly under any of the 4 major heads, then to resolve this internal mechanism, the FD in question needs to be closed and then	

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				the closed FD has to be transferred to the correct head. The amount will remain the same and the funds will be appropriated under the desired head. A voucher will be generated and entry will be made in the respective ledgers in the Financial Accounting module and Bank Deposits module. 11. Letters to Banks as per DCHFC template 12. Overdraft against FD: ▪ Selection of FD's with various banks which needs to be pledged. ▪ Percentage of overdraft against FDR. ▪ Calculation of overdraft amount	
8	Fixed Deposits		DCHFC accepts FD from society or nominal member	Following information needs to be recorded into the system: 1. Details of depositor (KYC) 2. Once amt. is realized, issuance of FDR 3. Payment of interest (Monthly, Quarterly, Half Yearly, Yearly) on maturity 4. On maturity, FD would be renewed or refund in part or full 5. Closure of FDR - On maturity or pre-mature 6. In case of pre-mature closure, payment of	FD ledger, Interest ledger, Interest on loan ledger, loan ledger, FD due statement, date wise/rate of interest wise FDR list, interest payable/paid report

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				interest due along with FDR amount or recovery of the interest paid on FDR 7. Loan against FD 8. Repayment of loan against FD 9. Recovery of interest on loan against FD	
9	Shares		For Member Society to avail any type of loans, they are issued 1% of the loan amount as Loan linked shares and is refundable on full and final payment of loan	Following information should be displayed in the system before allotment of shares: 1. Authorized share capital, Cost per share, Last distinctive no., last certificate no. Following information needs to be recorded in allotment of shares to society: 1. Upon entering the Member no. (this no. is allotted in the Registration module after the decision of the board), the system should retrieve the name of the member society 2. Following information will be feeded into the system: ▪ Request Date - Date on which loan has been released ▪ Allotment Date - Date same as the request date ▪ Status - Pending / Allotted	1. Share allotment register during the given from-to dates 2. Share ledger of a particular society / all societies as on particular date 3. Share refund ledger during a particular period 4. Dividend payable summary payable for the financial at the given rates 5. Dividend paid summary to shareholders for a particular financial year or society wise for from-to dates 6. Audit report summary of dividend paid 7. Audit report for a list of shareholders for audit annexure 8. Dividend summary - calculation of dividend 9. Dividend default adjustment - list of societies whose dividend are adjusted in default in a particular year 10. Share cover letters - covering letter

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				▪ Source - Through Registration or Loan Linked Shares ▪ Share Type - Membership share if it is through registration or if it is loaning, it will be loan linked shares ▪ Share amount - Entered manually ▪ Once the loan cheque is issued to the member society, the shares are allotted to the system 3. Duplicate share issue - Upon misplacing of original certificates by the member society, duplicate share certificate to be issued with same distinctive number but new certificate number 4. Share refund - Upon entering the share certificate number, (which is unique), the following needs to be generated automatically by the system: Name of the member, request date (same as application date on which the member society has applied for refund), refund share amount, no. of shares 5. If share money is refunded in between the financial year, then no dividend shall be paid 6. Share refund cheque detail and generation of Financial Accounting voucher	along with share certificate sent to the society 11. Dividend worksheet - to calculate dividend after refund of share money during each quarter 12. List of pending share issue request 13. List of unclaimed dividend for a particular FY 13-A issue of letter to societies for unclaimed dividend 14. List of resigned societies 15. List of free pool - In the order of distinctive numbers or in the order of the number of shares 16. List of members who are non-loanees and not having member shares for Rs.5,000/- 17. Dividend list of loanees - to print the list of dividend paid to loanee member / member society since inception till date. Or for given from-to dates 18. Loan wise dividend paid / adjusted 19. Society wise share report: <,=,>Rs. 5,000

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				7. FA voucher generation of dividend paid / adjusted 8. Dividends - Dividends are paid after annual general meeting (AGM) which is after the completion of a financial year. Once the dividend rate is decided in the AGM, the dividend rate is feeded into the system with the financial year. 9. Generate Dividends - On entering the FY and date of dividend payment, member no. wise consolidated dividend amount payable and name of member society to be displayed in the system 10. Dividends on pro-rata basis - In case the allotment is made on or before 15thof the month, dividend will be calculated including that month; otherwise dividend will be paid from the next month 11. Default adjustment - Dividend generated as above is adjusted in the demand for those member society's which are in default against the payment of their demand (society loan /Bridge loan / other loan), to the extent of default. Balance, if any is paid to the member society. 12. Printing of Dividend warrant with all details registered for printing of	20. List of dividend adjustment – Society with dividend warrant number, date, amount of dividend, amount of dividend adjusted & balance amt paid 21. List of member society - Dividend paid Warrant no., dividend paid, adjusted and balance paid, details of banker etc.

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
				Dividend warrant, counter foil of Dividend warrant. 13. Generate FA voucher for payment of dividend after adjustment of Dividend with default.	
10	Payroll	Leaves Calculation Pay Calculation Pay slip Generation	In this module, DCHFC employees salary is calculated according to Central Government's payscale	Following information needs to be recorded into the system: 1. Salary calculation 2. Pay slip generation 3. All types of leaves calculation, i.e, CL, PL, ML etc. to be reflected in the pay slip. 4. Staff Loan eligibility calculation 5. Tax liability calculation 6. Provident fund details 7. Arrear calculation 8. Ex-Gratia calculation 9. Medical reimbursement details 10. Calculation of perquisite 11. Outstanding loan balance of the employees to whom loan has been disbursed. This includes options of interest free and interest payable loans. 12. Details of investment made by employee and other payments given to the employee	1. Employee Loan a/c 2. Employee PF report 3. Tax worksheet 4. Bank advice 5. Consolidated salary details 6. Ex-gratia summary

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
11	Financial Accounting		Recording of all the financial transactions of the Organization	Following information needs to be recorded into the system: 1. Integration with all the modules and sub-modules 2. Defining various accounting heads - major, minor 3. Voucher creations –Journal Voucher and Bank Voucher 4. Memoranda entry creation 5. Journal / Contra entry - Voucher 6. TDS calculation (Contractor/Professional/VAT) 7. Bank reconciliation 8. Fixed Assets – Voucher to be auto generated in case of sale, purchase and write off 9. Imprest A/c 10. Budget parameter calculation	1. Trial Balance – with or without memoranda entry as on date. 2. Receipt & Payment A/c –Net and Consolidated. Period From To. 3. Profit & Loss A/c (with or without memoranda entry) – monthly, quarterly, half-yearly, 9-month period, annually 4. Balance Sheet with schedules and annexures (with or without memoranda entry) - monthly, quarterly, half-yearly, 9-month period, annually 5. Fund flow statement 6. Cash flow statement 7. Imprest day book 8. Bank day book 9. Journal day book 10. Memoranda day book 11. Party wise, supplier wise accounts details 12. Account ledger group wise / individual for minimum 5 years 13. Voucher printing 14. Budget report
12	System		Recording of all	Following information needs to be recorded into	1. Listing of all modules along with user

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
	Administration		the financial transactions of the Organization	the system: 1. To provide access right to the users according to their level. The loanees will also be able to view their loan details according to the access levels and authorization defined for each module. 2. Audit trail 3. Access rights of each user for different modules to be defined and can be changed only by System Administrator 4. Access rights for creation of new user / group to be given by System Administrator 5. Login tracks listing of each user 6. Option for backups and restore of data	access and permission rights 2. Program dictionary and data dictionary 3. Report of audit trail
13	Fixed Assets		▪ Categorization / Classification of Assets ▪ Calculation of Depreciation item-wise ▪ Sale / written off assets to be derived with profit and loss	1. Purchase / sale of assets to be recorded in the fixed register to be linked with financial accounting module 2. Rate of depreciation to be recorded for each category of assets to be linked with financial accounting module	1. Fixed Assets Report containing each category with full details like rate of depreciation, WDV, date of purchase etc. 2. Accumulated depreciation up to date with previous year also 3. Assets classification according to the audit annexures
14	Bank		To draw the bank	1. Realization date	1. Monthly / daily statement of Bank

S. No.	Main Module	Sub Module	Activity	Details to be recorded	Reports to be generated
	Reconciliation		reconciliation statement for various banks of DCHFC	2. Provision for contra entry	reconciliation 2. Outstanding cheques report such as 1,3,6,9 month old etc 3. To know the status of any cheque whether it has been re-lodged once / twice / thrice 4. Stale cheques report > 1 < 3 years 5. Miscellaneous income / transfer / report 6. Unclaimed dividend report, period open

8.2.2. Business Requirements

Business Analysis

The business analysis areas for the WEFA include illustrative areas such as mentioned below but not limited to the following:

Table 2: Business Analysis

S. No.	Subject Area	Area of Analysis
1	Sanctions	a. Actual Sanctions b. Projected Sanctions c. Target Sanctions d. Analysis on undisbursed amount against sanctions, against sanctions not executed, against loans executed and not disbursed and against loans disbursed but not drawn in last 6 months e. Age-wise analysis of outstanding sanctions
2	Disbursements	a. Actual Disbursement (Borrower, Unit, Product, Region) b. Advances disbursed to borrowers c. Average number of days from claim submission to disbursement d. An alert for loan closing date expiring in next 2 months e. Projected Disbursements
3	Recovery	Borrower wise and Loan wise analysis on: a. Total Recovered Amount b. Outstanding Amount c. Penalties d. Waivers e. All fees f. Previous overdue g. Loan Amount h. Interest accrued and due i. Interest accrued and not due j. Prepayment charges k. Rebate Amount and percentage l. Alert for repayments due from the borrowers
4	Business in Hand	Analysis of business in hand based on: a. Proposals under appraisal b. Count of proposals c. Status (receipt & processing) of outstanding proposals & requests (under approval & under process) d. Proposal Pending Time in Days e. Proposal Sanction time in Days f. Benchmark days for each stage
5	Pareto Analysis	a. Top 10 Borrowers b. Top 10 Sanctions

		d. Provision for NPA e. No. of NPA Resolution f. Age wise analysis for defaulters based on scheduled due dates
7	Ratio Analysis	a. NIM b. Spread c. Return on Net Worth d. Yield e. Cost of funds f. Return on Assets g. Shareholding Pattern h. PAT i. Sanctions and Disbursements j. Debt Equity k. Leverage l. EPS
8	Loan Assets	Analysis on: a. Marginal Lending Rate b. Weighted Average Yield on Assets (based on both Gross Rate and Net Rate) c. Weighted Average Maturity of Assets
9	Financial Statements	Analysis and Projection of Financial Statements including: a. Reporting of Daily Balance Sheet and P&L Statement b. Quarterly Projected Balance Sheet and Projected P&L Statement for the next 3 financial years c. Reporting of Projected Cash Flow Statements
10	Category wise income	Analysis of Net Interest Income across all types of loans
11	Ageing Analysis	Analysis on average days taken to convert a loan application to first disbursement
12	Legal & Documentation	Analysis on parameters such as: Monitoring of Pre-commitment and Pre-disbursement conditions
13	Loan Asset Restructuring	Impact of Loan Assets restructuring on Asset Liability Mismatch based on the following parameters: a. Revised Loan Moratorium b. Tenure c. Change in Interest rate, etc.
14	Expense Analysis	a. Actual Expenses b. Budgeted Expenses c. Revised Estimate for Expenses, etc. (Personnel Expenses,

		a. Projected CAR b. Net Owned Funds c. Risk Weights Assets

8.2.3.Deployment and Commissioning of Infrastructure

Although DCHFC has state of the art infrastructure, for this particular solution there may be a requirement to procure more hardware, infrastructure and peripherals. System Integrator shall be responsible for procurement, installation, commissioning of entire hardware, application and networks.

The bidders shall propose and bid according to the best possible, cost effective solution.

8.2.3.1. Procurement of Hardware

The successful bidder shall be responsible for the installation, commissioning and maintenance of hardware. All hardware purchased should be with 3 years backend warranty from the OEM.

8.2.3.2. Procurement of Network Equipment

As of now, DCHFC facility is well equipped with network. If the need be, the successful bidder will procure the network equipments. The successful bidder shall also be responsible for maintaining the network equipment that are procured, installed and commissioned for this project for a period of 5 years from the date of purchase. All network equipments purchased should be with 3 years backend warranty from the OEM.

8.2.3.3. Deployment and Commissioning

Deployment and commissioning of entire infrastructure at DCHFC that may be required as a part of this solution will be done by the System Integrator.

Successful bidder is expected to perform the commissioning of the servers and other required infrastructure. The software testing, deployment and commissioning will be done by the SI. SI is expected to provide the periodic reports at various stages of system commissioning. Hardware procurement will not be a part of the scope of work of SI.

8.2.3.4 Existing Infrastructure

S. No.	Item Name	Quantity
	Hardware	
1	Servers : **DELL, Four Processors** Processor: Intel Xeon Dual Core, Configuration: Rack 6U or 7U Windows Svr. Std. 2008 32 bit R2 English MOLP with Media & SA, with cal-35	2

4	printers – laserjet	6
4	Switches –cisco 24-port 10/100/100 gb (2011)	2
5	Scanners	1
6	UPS 10 KVA	2
7	Generator 100 kva	2

Any addition/modification towards procurement of hardware shall be provided by the selected bidder.

8.2.4.Operations & Maintenance

The successful bidder shall be responsible for the overall management of the application assistance for a period of 5 years (from the effective date of Contract), including the software and entire related ICT Infrastructure commissioning. The operation and maintenance phase shall commence after Go-Live of the system by the successful bidder.

The successful bidder shall provide automated tool based monitoring of all performance indices and online reporting system for SLAs. The tools should have the capability for DCHFC management to log in anytime to see the status.

Additionally, successful bidder should also prepare and submit the Daily, Weekly, Monthly and Quarterly SLA report during Operation and Maintenance phase based on the SLAs defined in the RFP. The weekly SLA report is the summary of the daily SLA reports. The Monthly SLA report is the summary of the Weekly SLA reports. The Quarterly SLA report is the summary of the Monthly SLA reports.

Besides the SLA reports, the successful bidder also needs to annually submit the following:

- Certification stating all patches/ upgrades/ service releases have been properly installed
- Asset Information Register
- Standard operating procedure
- Updated Project Exit Management Plan

Further at the last quarter of Operation and Management phase, Supplier needs to submit the Project Exit report.

The broad activities to be undertaken by the Supplier during the operation and maintenance phase are discussed in subsequent paragraphs.

8.2.5.Application Maintenance & Support

During the contract period, the successful bidder shall be completely responsible for defect free functioning of the application software and shall resolve any issues that include bug fixing, improvements in presentation and/or functionality and others at no additional cost during the operations & maintenance period, within a duration specified in SLA.

The Supplier shall be responsible including but not limited to:

- Providing and installing patches and upgrades without any additional cost for contract period for the quoted hardware, software, etc. In case the software patches are not available free of charge, the cost of the same should be included in the contract price.
- Ensuring timely resolution and fixing of bug/defects reported.
- Undertaking performance tuning of the system (application and database) to enhance requirements as and when needed. Development of this application shall be a onetime process; however the enhancements can be made to it from time to time. Though, due diligence has been observed and it has been tried to capture all the needed requirements in the best possible manner, it may not be possible to freeze the service requirements at the inception itself for. The SI shall develop appropriate modules/software whenever requested so by DCHFC, related to any workflow, generation of MIS or any other requirement which may arise out of objective defined in this RPF.
- Version management, License Management and software documentation management, reflecting current features and functionality of the solution.

All planned changes to the application systems shall be coordinated within the established change control processes to ensure that:

- Appropriate communication on change required has taken place;
- Proper approvals have been received;
- Schedules have been adjusted to minimize impact on the production environment.

8.2.6.Infrastructure Maintenance

The successful bidder shall be responsible for the overall administration and management of the proposed system including the related ICT Infrastructure. The successful bidder shall be responsible includes but not limited to:

- Maintenance of Desktops, Printers, Scanners, Switches, peripherals etc. at DCHFC premises and its related offices(end user locations);
- Maintenance of Hardware and Server System including at primary data centre, business continuity centre as may be needed by DCHFC.
- Maintenance of Connectivity and network (LAN & WAN) at all locations.
- Undertaking of performance tuning of the Hardware System to enhance System's performance and comply with SLA requirements on a continuous basis.
- 24x7 monitoring & management of availability & security of the infrastructure & assets (including data, network, servers, systems etc.).
- Monitoring and recording ICT infrastructure performance at all locations and taking corrective actions to ensure performance optimization on a daily basis.

8.2.7.Technology Upgrade / Refresh

All the hardware will be replaced after 5 years of project duration from date of installation to take advantage of latest and Green technology at that time and also to save on maintenance cost of old hardware. These decisions will be taken by DCHFC in consultation with DIT, GNCTD.

For the above purpose, the successful bidder, at its own cost, shall conduct a study for technology upgrade/ refresh and also consider Trade-in option for the hardware including Server, Storage, to conduct the replacement of the hardware accordingly.

8.2.8.User Profiles and Account Management

Successful bidder will be responsible for the management of Users Profiles, Roles, Access Rights and other security features that need to secure software from unauthorized access. The SI will ensure that all the accounts, related to Web Enabled Finance and Accounting System for DCHFC, are well managed. The management of accounts will include creation of the accounts, modification and deletion of accounts as per access control and security guidelines. For example, in case of change of organizational roles of the users of the system the user accounts also need to be updated.

An access control matrix has been prepared depending upon the users (user groups), roles and access rights of such users on various modules of the software.

8.2.9.Access Control Matrix

The access to all the modules will be role based. Various users will fall into any of the role categories defined in this document. These roles shall be configurable. Any number of users can be assigned a particular role. Each role will represent a set of activities that could be performed using the role. Users and their login ids and passwords will be linked to each of the roles. The definition of Users, Roles and Access Rights will be governed by the organizational policies and the nature of job to be done by different users. It is, therefore, expected that the SI / successful bidder provide facilities to configure roles, access rights and users dynamically. Following table illustrates some of the roles and the access to various modules. This is not a comprehensive list and may be changed at any point in time during the configuration of various modules and at any point during the normal course of business.

System Administrators will be provided with and trained on the procedures to configure users, roles and their access rights. This must also be the part of training manual to be produced at the end of the successful implementation of the project by System Integrator.

Table 3: Access Rights Matrix

Access Rights Matrix													
Roles	Modules												
	Loan Sanction	Release	Reciept	Registration	Payroll	Shares	Insurance	Fixed Deposits	Financial Accounting	Investments	Office Administration	Recovery	Reports
HOD													
Supervisors													
User Group 1													
User Group 2													
User Group 3													
User Group 4													
User Group 5													
User Group 6													
User Group 7													
User Group 8													
User Group 9													
Auditors													
Legend	Access Permissions												

8.2.10. IT Infrastructure Asset Management

The Supplier shall take into consideration the usability of the existing ICT infrastructure available in each of the locations. The existing ICT infrastructure details are provided in para 8.2.3.4.

DCHFC premises are fully equipped with state of the art infrastructure. They have recently procured servers. The Supplier should factor in the usage of these servers while identifying the hardware requirements.

The Supplier has to ensure comprehensive AMC support of the proposed servers and other existing hardware for the contract period.

Supplier shall maintain an Asset Register for all the IT and supporting infrastructure including the part numbers/serial numbers, configuration, current owner of the asset in the purchases, location, changes made to the asset in terms of replacements/up gradations.

8.2.11. Information security and data privacy

The successful bidder will be responsible for providing secure systems. The appropriate safeguards within the hosting environment should include the use of encryption software and unique passwords and IDs to protect data's confidentiality, integrity, and availability.

The successful bidder is expected to adhere to Information Security Management procedures as per acceptable standards with best practices

The successful bidder shall provide the documentation of IP and Subnet Addressing Scheme, Routing Tables and ACL deployed for Intranet.

The successful bidder shall also be responsible for documenting all device configurations such as firewall, routers, etc.

- The Supplier shall be responsible for ensuring overall information security of the system, including but not limited to:
  - Web Portal
  - Application software
  - System Software
  - Support Software
  - Data
  - Information, etc.
- The successful bidder shall be responsible for the regular update of the security policy as formulated during project development/ customization phase.
- The successful bidder is responsible for implementing measures to ensure complete security of the system (including its entire environment) and confidentiality of the related data, in conformity with the security policy of the system (framed by the successful bidder in consultation with DCHFC).
- The successful bidder shall be responsible for guarding the Systems against virus, malware, spyware and spam infections using the latest Antivirus corporate/Enterprise edition suites which include anti-malware, anti-spyware and anti-spam solution for the entire solution deployment.

weekly basis; however the significant security incidents should be reported immediately on occurrence of the incident with correct classification. The classification matrix shall be prepared by the successful bidder in consultation with DCHFC.

- The successful bidder shall have to maintain strict privacy and confidentiality of all the data it gets access to and adequate provisions shall be made not to allow unrestricted access to the data. In particular the successful bidder cannot give access to data to people in its organization who have not signed the Non-Disclosure Agreement (NDA). The Supplier cannot sell or part with any data in any form.

8.2.12. Data Digitization and Migration

The successful bidder shall prepare a strategy for data migration and digitization after discussion with DCHFC and get the same approved by DCHFC.

The successful bidder shall be required to perform a digitization and 100% migration of data without any data loss. It is the responsibility of the successful bidder to identify the quantum of data which needs to be digitized / migrated.

The successful bidder shall conduct integration testing of the entire system once before data migration and once after data migration & subsequently before Go-Live.

During the Data Quality Assessment and review by Purchaser or any external agency, any corrections required shall be identified in the data digitized by the successful bidder, and the successful bidder shall correct and re-submit the data.
Supplier should prepare and submit report on Data Migration and Digitization.

8.2.13. Third Party Certification

The application has to be free from any security threat and the Supplier shall have to produce the third party audit certification for the same.

Further, the Supplier shall get the third party certification from the CERT-IN empanelled agency (Approved by DCHFC and DIT, GNCTD) and shall submit the testing certificate to DCHFC. (Please note that the cost of certification shall be borne by the Supplier) before Go-Live of the application. The cost would be reimbursed as per actual expenses by DCHFC.

In addition Purchaser at its own cost may also engage any other third party agency and get the application tested. Supplier has to provide full support for this activity.

8.2.14. Go-Live and Operational Acceptance

After successful pilot completion, necessary changes in the System and Software Certification shall Go-Live at all the remaining locations.

Supplier should submit a report for obtaining OPERATIONAL ACCEPTANCE after the Go-Live. The report should include following:

- All required activities for the project delivered by the Supplier and accepted by the Purchaser

- All the required Project Documents (manuals, SOP, etc.) have been submitted and accepted by the Purchaser
- No. of user that have access to the System and are using the System for the respective functional areas

Any other work which is required to be complied with, by the Supplier.

			Signing of Contract)
1	Project Kick Off	Project Kick Off Report	T
2	Systems Requirement Specification	SRS Document	T+1
3	System Architecture	Network Architecture Documents	T+2
		Application Architecture Documents Deployment Architecture Documents	T+3
4	System Design	Systems Design Document (High Level)	T+4
		Low Level Design Documents	T+5
5	Coding/Customization and Testing	Coding Artifacts / Customization Reports Code Review Reports / Completion Status Reports	T+6
6	Deployment and Installation User Acceptance Testing	Deployment Strategy, Deployment Reports and Installation Reports Testing Reports	T+7
7	Commissioning and Go Live	Commissioning Reports	T+8
		Go – Live Status Reports	
8	User Trainings	User Manuals and Training Manuals	T+9

System resumption in case of breakdown (unplanned outage)	SI	Within 8 working hours	Rs. 10,000 for each working day over and above permitted hours.
Category A Technical issue resolution through Onsite / near onsite facility	SI	Within 2 working hours	Rs. 10,000 for each working day over and above permitted hours.
Category B Technical issue resolution through Onsite / near onsite facility	SI	Within 4 working hours	Rs. 10,000 for each working day over and above permitted hours.
Category C Technical issue resolution through Onsite / near onsite facility	SI	Within 8 working hours	Rs. 10,000 for each working day over and above permitted hours.
Data Migration	SI	Error rate for entire data migrated should be less than 0.5%.	If data error rate is > 0.5%, Penalty of Rs. 1,00,000 will be levied upto 1% and for > 1% Rs. 200000 for every 0.5% error rate.
Installation and Commissioning of Hardware	SI	As per the Project Plan provided in conformance to this RFP.	Rs. 1,00,000 for every month of delay.
Development, Deployment and Testing of Application	SI	As per the Project Plan provided in conformance to this RFP.	Rs. 1,00,000 for every month of delay.
Delivery of Reports / deliverables (documents)	SI	As per the Project Plan provided in conformance to this RFP.	Rs. 30,000 for every 15 days of delay for each such document.
Non-Functional Requirements Adherence	SI	As per the annexure of Non – Functional Requirements.	For Non-adherence to non-functional requirements, a penalty of 2% of the total contract value will be levied and the additional cost of adhering to them will be borne by the system integrator.

Non Exhaustive list of Non-Functional Requirements

Non Functional Requirements	Description
Request Response time	Applications should respond to each request in not more than 5 seconds
Work flow processing time	Work-Flow within the system should process requests in not more than 10 seconds with notifications to next level.
Concurrent sessions	The increase in number of concurrent sessions should not impact the request-response time and work-flow processing time.
Security Breach	The system should be foolproof against all kind of network attacks
Aesthetics	Aesthetics of the system should be as per website guidelines as issued by DeitY, GoI.
Scalability	The SI shall provide the proof of concept of scalable architecture of the system and will develop system according to the concepts displayed in POC.
Hardware Reliability	The hardware reliability to be calculated on the concepts of MTTR, MTTF and will fall under the point no. 1 of SLA table. Hardware Availability Audit logs are to be provided by the SI.

	▪ Total Exp.: At least 10 yrs. ▪ Prior project management experience of at least 5 years of handling such financial projects
Technology Architect	▪ Minimum Education: B. Tech / B.E. / MCA from a reputed institute ▪ Total Exp: At least 8 yrs ▪ Prior experience in defining network, application and deployment architecture ▪ Must have prior experience of at least 1 project in finance domain, preferably in a financial services / co-operative finance organization
Infrastructure and Network Security Expert	▪ MCA / B.Tech / BE (IT or CS) / with 6 years of work experience for an IT project ▪ Experience in handling networks, network devices, peripherals and servers. ▪ Hands on experience in installation of hardware as well as application servers, web servers, etc. ▪ Experience of System integration ▪ Experience in IT infrastructure management, networking, trouble shooting, software applications support etc.
Programmer	▪ MCA / B.Tech / BE (IT or CS) with minimum of 5 years of work experience with 3 years in application development.
Database Administrator	▪ MCA / B.Tech / BE (IT or CS) / Certified DBA with minimum 5 years of work experience with 2 years or more as a DBA for an IT project. ▪ Experience in database activities like instance tuning, schema management, space management, backup and recovery, disaster recovery, data replication, database refresh etc.
Domain Expert / Business Analyst	▪ BE / MCA / MBA / Certified Business Analyst with minimum 5 years of work experience with 2 years or more as a BA for financial projects.

12. Acceptance Testing and Certification

The primary goal of Acceptance Testing and Certification is to ensure that the Project (including all the project components as discussed in the scope of work) meets requirements, standards, specifications and performance, by ensuring that the following are associated with clear, quantifiable metrics for accountability:

- Functional requirements
- Infrastructure (Hardware and Network) Compliance Review
- Availability of the project Services in the defined locations
- Performance
- Security
- Manageability
- SLA Reporting System

the processes relating to the design of solution architecture, design of systems and sub-systems, coding, testing, business process description, documentation, version control, change management, security, service oriented architecture, performance in relation to defined requirements, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement.

The procedures and parameters for testing will be laid down by the Third Party Agency after approval from DCHFC; the solution deployed by the vendor has to satisfy third party acceptance testing upon which the system shall go-live, subject to DCHFC approval.

DCHFC will establish appropriate processes for notifying the selected vendor of any shortcomings from defined requirements at the earliest instance after noticing the same to enable the selected vendor to take corrective action. All gaps identified shall be addressed by the vendor immediately prior to Go-live of the solution. It is the responsibility of the selected Bidder to take any corrective action required to remove all shortcomings, before the roll out of the project.

It is to be noted that the involvement of the third party for acceptance testing and certification, does not absolve the vendor of his responsibilities to meet all SLAs as laid out in this RFP document.

It is to be noted that:

DCHFC may get the solution audited through a Third Party before Go-Live and periodically after Go-Live in order to ensure the success of the project. Such third-party agency for carrying out the acceptance testing and certification of the entire solution will be nominated by the Department.

Following discusses the acceptance criteria to be adopted for the project as mentioned above. The list below is indicative and the activities will include but not be limited to the following:

12.1. Functional Requirements Review

The solution developed/customized by selected Bidder shall be reviewed and verified by the agency against the Functional Requirements signed-off between DCHFC and the selected Bidder. All gaps, identified shall be addressed by the vendor immediately prior to Go-live of the solution. One of the key inputs for this testing shall be the traceability matrix to be developed by the vendor for the solution. Apart from Traceability Matrix, agency may develop its own testing plans for validation of compliance of system against the defined requirements. The acceptance testing w.r.t. the functional requirements shall be performed by independent third party agency (external audit) as well as the select internal department users (User Acceptance Testing) and system has to satisfy both third party acceptance testing and internal user acceptance testing, upon which the system shall go-live.

For conducting the User Acceptance Testing, DCHFC shall identify the employees from respective divisions, who shall be responsible for day-to-day operations of the functions automated through the project. The system, during the functional requirements review, shall necessarily satisfy the user acceptance testing process.

12.2. Infrastructure Compliance Review

Third party agency shall perform the Infrastructure Compliance Review to verify the conformity of the Infrastructure (both IT, non IT as well as Network infrastructure) supplied by the selected Bidder

The software developed/customized shall be audited by the agency from a security and controls perspective. Such audit shall also include the IT infrastructure and network deployed for the project. Following are the broad activities to be performed by the Agency as part of Security Review. The security review shall subject the solution to at least the following activities.

- Audit of Network, Server and Application security mechanisms
- Assessment of authentication mechanism provided in the application /components/modules
- Assessment of data encryption mechanisms implemented for the solution
- Assessment of data access privileges, retention periods and archival mechanisms
- Server and Application security features incorporated etc.

12.4. Performance

Performance is another key requirement for the project and the agency shall review the performance of the deployed solution against certain key parameters defined in SLA. Such parameters include request-response time, work-flow processing time, concurrent sessions supported by the system etc., Disaster Recovery drill etc. The performance review also includes verification of scalability provisioned in the solution for catering to the project requirements.

12.5. Availability

The solution should be designed to remove all single point failures. Appropriate redundancy shall be built into all the critical components to provide the ability to recover from failures. The agency shall perform various tests including network, server, security, DC/DR fail-over tests to verify the availability of the services in case of component/location failures. The agency shall also verify the availability of the project services to all the users in the defined locations.

12.6. Manageability Review

The agency shall verify the manageability of the solution and its supporting infrastructure deployed using the Enterprise Management System (EMS) proposed by the selected Bidder. The manageability requirements include requirements such as remote monitoring, administration, configuration, inventory management, fault identification etc.

12.7. SLA Reporting System

The selected Bidder shall design, implement/customize the Enterprise Management System (EMS) and shall develop any additional tools required to monitor the performance indicators listed as per the SLAs mentioned the RFP. The Acceptance Testing and Certification agency shall verify the accuracy and completeness of the information captured by the SLA monitoring system implemented by the vendor and shall certify the same. The EMS deployed for the project, based on SLAs, shall be configured by the selected Bidder to calculate the payment to be paid by the department after deducting the necessary penalties.

12.8. Project Documentation

12.9. Data Quality

The Agency shall perform the Data Quality Assessment for the Data digitized by selected Bidder and the data migrated by the vendor to the new system. The errors/gaps identified during the Data Quality Assessment shall be addressed by the vendor before moving the data into production environment, which is a key mile stone for Go-live of the solution.

13. Payment Schedule

S. No.	Milestone	Billable Fee (as % of Contract Value
1	Project Kick Off	-
2	Systems Requirement Specification Acceptance	10%
3	System Architecture Artifacts Acceptance	10%
4	System Design Completion and Sign off	10%
5	Coding/Customization and Testing Completion and Sign off	-
6	Deployment and Installation Completion and Sign off	10%
7	User Acceptance Testing Sign Off	30%
8	Commissioning and Go Live	20%
9	Users Training Completion	10%

14. Acceptance Criterion

Successful Bidder will be required to meet all the following conditions in order for a successful acceptance by DCHFC:

1) Completion of UAT closure (without any bugs/deficits/issues/changes etc. pending to be done)
2) Completion of entire documentation, as outlined in various sections of this RFP.
3) Successful commissioning and Go-Live of the software along with entire network infrastructure.
4) Imparting training to the users/user groups (including technical and business users) of DCHFC for efficient and effective use of the newly developed software system.

15. Fraud and Corrupt Practices

The Applicants/Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, DCHFC shall reject a proposal without being liable in any manner whatsoever to the Applicant, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice (collectively the “Prohibited Practices”) in the selection process. In such an event, DCHFC shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to DCHFC for, inter alia, time, cost and effort of DCHFC, in regard to the RFP, including consideration and evaluation of such Applicant’s Proposal.

whatsoever, directly or indirectly, any official of DCHFC who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of DCHFC, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of DCHFC in relation to any matter concerning the Project;

- "fraudulent practice" means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- "coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;
- "undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by DCHFC with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Selection Process.

16. Conflict of Interest

A bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the "**Conflict of Interest**"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, DCHFC shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to DCHFC for, *inter alia*, the time, cost and effort of DCHFC including consideration of such Bidder s Proposal, without prejudice to any other right or remedy that may be available to DCHFC hereunder or otherwise.

DCHFC requires that the Implementation Agency provides solutions which at all times hold DCHFC's interests paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Systems Implementation Agency shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of DCHFC.

(The pre-qualification proposal should comprise of the following basic requirements. The documents mentioned in this compliance sheet along with this form, needs to be a part of the Pre-Qualification proposal)

S. No.	Basic Requirement	Required	Provided	Reference
1	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes / No	
2	Particulars of the Bidders	As per Form 2	Yes / No	
3	Earnest Money Deposit	Demand Draft / FDR	Yes / No	
4	Sales Turnover in System Integration Average Annual Sales Turnover generated from services related to System Integration during the last three financial years (as per the last published Income Statement), should be at least Rs. 5 crore. This turnover should be on account of ICT Software Systems Development and Implementation (i.e. revenue should be on account of System Integration/Turnkey solutions or products and their associated maintenance or implementation services, packaged software etc.) only.	Extracts from the audited Profit & Loss account; **OR** Certificate from Chartered Accountant	Yes / No	
5	Net Worth Positive Net Worth in last 2 financial years (FY 2014-15, 2015-16)	Extracts from the audited Balance sheet; **OR** Certificate from the Chartered Accountant	Yes / No	
6	Technical Capability Systems Implementation agency must have **successfully completed at least the following numbers of ICT Systems Integration engagement(s)** of value specified herein: - One project of ***'similar'*** * nature not less than the amount **INR 2 Crores**; OR - Two projects of ***'similar'*** * nature not less than the amount equal **INR 1.25 Crores**.	Completion Certificates from the client; **OR** Work Order + Self Certificate of Completion (Certified by the Authorized Signatory); **OR** Work Order + Phase completion certificate from client	Yes / No	

	Services"			
7	Consortiums	Confirmation that the bidder is bidding as a single entity on the letterhead signed by authorized signatory	Yes / No	
8	Legal Entity Bidder should be a Company/firm registered under the Indian companies act (or) a firm registered under the Limited Liability Partnership Act, 2008 (or) a firm registered under the Partnership Act, 1932 for **last 3 years as on date**.	Copy of Certificate of Incorporation and Articles of Association of the Participant in case of Company / Limited Liability Partnership Agreement in case of LLP	Yes / No	
9	Service Tax Registration, Income Tax Returns, PAN	▪ Copy of Service Tax Registration; ▪ Income Tax returns for last 2 financial years	Yes / No	
10	Manpower Strength The Company should have at-least 100 employees on company's payroll. The Company should have a minimum employee strength of 30 people directly involved in Software Development and Implementation engagement(s).	Self-Certification with name, qualification and experience details of the personnel by the authorized signatory	Yes / No	
11	Geographical Presence The bidder should have a geographical presence of the organization with an office in Delhi / NCR or shall submit an undertaking to open office in NCR if empanelled. The office should be within 20 km boundaries of Delhi.	A Self Certification letter by authorized signatory	Yes / No	
12	Blacklisting Participant should not be an entity which has been black-listed by Government.	A self-certified letter by authorized signatory	Yes / No	

B	Incorporation status of the firm (public limited / private limited, etc.)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

No.				& Page Number
1	Covering Letter for Technical Proposal	As per Form 5	Yes / No	
2	Average Annual sales turnover from System Integration/ICT Systems Development and Implementation Work in each of the last 3 financial years (Turnover in Rs. Crores)	Extracts from the audited Profit & Loss A/c; OR Certificate from the Chartered Accountant	Yes / No	
3				
3.a.	Experience in System Integration services which includes the following: ▪ Software Development and Implementation/ Configuration / Integration ▪ Network development and system commissioning (LAN/WAN) ▪ Site preparation and IT infrastructure procurement, deployment and commissioning ▪ Data migration and Data digitization ▪ Technical support including operations, maintenance and training to be demonstrated in a maximum of **10** engagements (cited for evaluation) of minimum project fees of **Rs. 75 Lacs**. The work order should have been issued within the last 4 years, as on last date of bid submission. The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.	Completion Certificates from the client with scope of work; **OR** Work Order + Self Certificate of Completion (Certified by Authorized Signatory with scope of work; **OR** Work Order + Phase Completion Certificate (for ongoing projects) with scope of work	Yes / No	
3.b.	Application development and deployment in a ***Bank /Financial Services / Housing Finance Companies"*** To be demonstrated in a maximum of 5 engagements of	Completion Certificates from the client with scope of work; **OR** Work Order + Self Certificate of Completion (Certified by	Yes / No	

	The work order should have been issued within the last 4 years, as on last date of bid submission. The projects should have been either completed or an ongoing project where deliverable or milestone has been successfully met.	**OR** Work Order + Phase Completion Certificate (for ongoing projects) with scope of work		
3.c.	Legacy transformation in a Bank / Financial Services / Housing Finance Companies for PSU's / Government Bodies." To be demonstrated in the last 5 years of minimum project fees of Rs. 50 Lacs	A demo to be given by company's representatives on the projects.	Yes / No	
4				
4.a.	Project Understanding Demonstrated understanding of the project's objectives, scope and requirements. Following parameters will be examined for evaluation: ▪ Clarity and depth of understanding of the project's objectives, scope and requirements ▪ Risks identification and proposed mitigation plan	Note & Presentation	Yes / No	
4.b.	Application deployment, integration and maintenance & support Proposed methodology for development, deployment of the application software and its integration with existing systems. Proposed methodology for application management and support.	Note & Presentation	Yes / No	
4.c.	Data digitization and migration Proposed methodology for data digitization and migration.	Note & Presentation	Yes / No	
4.d.	Training and Change	Note & Presentation	Yes / No	

	plan for Training and Change Management. Following parameters will be examined for evaluation: ▪ Training schedule ▪ Areas/ domains covered ▪ Personnel deployment plan			
4.e.	Exit Management Proposed methodology for Exit Management. Following parameters will be examined for evaluation: ▪ Comprehensiveness and Completeness of the Plan ▪ Suitability of the plan	Note & Presentation	Yes /No	
4.f.	Work Plan The detailed Project Plan proposed by the bidder would be examined on the following: ▪ Comprehensiveness of the project plan ▪ Activities, sequencing and dependencies among activities ▪ Timelines and associated deliverables	Note & Presentation	Yes / No	
5	Resume of all key technical resources proposed for the assignment: Project Manager Infrastructure and Network Security Expert Domain Expert cum Business Analyst	CV's Refer to the Manpower Requirements Table (Section 11) of this RFP	Yes / No	

Delhi Co-operative Housing Finance Corporation
3/6, Siri Fort Institutional Area, A.K. Marg,
New Delhi – 110 049

Subject: Submission of the Technical bid for **Web Enabled Financial and Accounting Software**

Dear Sir/Madam,

We, the undersigned, offer to provide Systems Implementation solutions to DCHFC on < Name of the Systems Implementation engagement > with your Request for Proposal dated < insert date > and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the Financial Bid sealed.

We hereby declare that all the information and statements made in this Technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for **120** days as stipulated in the RFP document.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [*In full and initials*]: ____
Name and Title of Signatory: ____
Name of Firm: ____
Address: ____
Location: ____

Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Technologies used	
Other Details	
Total cost of the project	
Total project fees for the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

To,

The General Manager
Delhi Co-operative Housing Finance Corporation
3/6, Siri Fort Institutional Area, A.K. Marg,
New Delhi – 110 049

Subject: Submission of the Financial bid for **Web Enabled Financial and Accounting Software**

Dear Sir/Madam,

We, the undersigned, offer to provide the Implementation services for Web Enabled Financial & Accounting Software for DCHFC in accordance with your Request for Proposal <<tender ID>>dated <<*Date* >> and our Proposal (Technical and Financial Proposals). This amount mentioned in financial proposal is inclusive of the local taxes except the Service Tax.

1. PRICE AND VALIDITY

- All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a *period of 120 calendar days* from the date of opening of the Bid.
- We hereby confirm that our prices include all taxes. However, all the taxes are quoted separately under relevant sections.
- We understand that the actual payment would be made as per the existing indirect tax rates during the time of payment.

2. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in Tender documents.

3. PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in this RFP document.

We hereby declare that our Tender is made in good faith, without collusion or fraud and the information contained in the Tender is true and correct to the best of our knowledge and belief.

We understand that our Tender is binding on us and that you are not bound to accept a Tender you receive.

Thanking you,

Yours sincerely,

Authorized Signature:
Name and Title of Signatory:
Name of Firm:
Address:

CAPEX On delivery & commissioning of the hardware, Application, manpower and system at site, submission of all Invoices in original, Delivery Challan, Installation reports signed by the authorized person of the vendor and its verification, acceptance by DCHFC	
Total A	

Part B: Project Operational Cost for 5 years

Item	Year 1	Year 2	Year 3	Year 4	Year 5
	Rate in INR (in figure)				
Hardware Maintenance and Network Connectivity Cost	N.A.	N.A.	N.A.		
Project Maintenance, Technical and Operational Manpower Cost					
Sub Total B					
Total B					

Grand Total (A + B) in Figures	
Grand Total (A +B) in Words	

The amount shall be considered as final 'price' quoted by the bidder. This will be including all the taxes, duties, cess, levies etc. except the Service Tax.

To,

The General Manager
Delhi Co-operative Housing Finance Corporation
3/6, Siri Fort Institutional Area, A.K. Marg,
New Delhi – 110 049

WHEREAS ____ (Name of bidder) has undertaken, Agreement No. ____________________________________dated, ___________________2014 ____ _________________ (Description of Services) hereinafter called "the Agreement".

AND WHEREAS it has been stipulated by you in the said Agreement that the agency/firm/company selected shall furnish you with a bank Guarantee by a nationalised bank for the sum specified therein as security for compliance with the performance obligations in accordance with the Agreement.

AND WHEREAS we have agreed to give the agency/firm/company a guarantee:-

THEREFORE WE (Name of the Bank) hereby affirm that we are Guarantors and responsible to you, on behalf of company (herein after referred to "the Second Party") up to a total of __________________________________(Amount of the guarantee in Words and Figures) and we hereby absolutely undertake to immediately pay you, upon your first written demand declaring the Second Party to be in default under the Agreement and without cavil or argument, any sum or sums within the limit of __________________________________ as aforesaid, without your needing to prove or to show this grounds or reasons for your demand or the sum specified therein. This guarantee is valid until the _______________day of ________________.

This Guarantee shall be incorporated in accordance with the laws of India.

We represent that this Bank Guarantee has been established in such form and such content that is fully enforceable in accordance with its terms as against the Guarantor Bank in the manner provided herein.

The Guarantee shall not be affected in any manner by reason of merger, amalgamation, restructuring or any other change in the constitution of the Guarantor Bank or of the company.

Date Signature and Seal of Guarantors

Address:

____

____

3	DCHFC	Delhi Cooperative Housing Finance Corporation
4	EMD	Earnest Money Deposit
5	EoI	Expression of Interest
6	GNCTD	Government of National Capital Territory of Delhi
7	IA	Implementing Agency
8	ICT	Information and Communication Technology
9	INR	Indian National Rupee
10	NCT	National Capital Territory
11	NDA	Non-Disclosure Agreement
12	NPV	Net Present Value
13	Participants	Participating Firms/Companies/Agencies
14	PQ	Pre-Qualification
15	RFP	Request for proposal
16	SI	System Integrator
17	SLA	Service Level Agreement
18	WEFAS	Web Enabled Financial and Accounting Software

End of Document

1. Fact Sheet

S. No.	Particulars	Details
1	Method of Selection	**Least Cost Based Selection**
2	Availability of RFP	RFP can be downloaded from the e-Procurement Web Platform of Government of NCT of Delhi from the following url: http://govtprocurement.delhi.gov.in
3	Earnest Money Deposit (EMD)	Earnest Money Deposit of amount **Rs. 3.00 Lacs** (Three Lacs Only) Demand Draft or Bank FDR in favour of **Delhi Co-operative Housing Finance Corporation** and payable at New Delhi from any of the nationalized Scheduled commercial Bank to be submitted in original physical form at 3/6, Siri Fort Institutional Area, A.K. Marg, New Delhi – 110 049 on or before last date and time of submission of proposal.
4	Bank Guarantee	Bank Guarantee as mentioned in Appendix III, Form 8
5	Name, Address, E-mail and Telephone No. of Nodal Officer	Ms. Anita Agarwal, Senior Manager Delhi Co-operative Housing Finance Corporation 3/6, Siri Fort Institutional Area, A.K. Marg, New Delhi – 110 049 Email: dchfcl@gmail.com Tel. # 011 – 26491111
6	Language of Proposal	Proposals should be submitted in **English** language only.
7	Validity of Proposal	Proposals must remain valid for **120** days after the submission date
8	Last date for receipt of pre-bid queries	30 days from the date of floating of tender (t + 30)
	Publish Date(T)	07 Dec 2016
9	Pre-Bid Meeting	(T + 16)
10	Issue of Addendum / Clarification (if any)	(T + 21)
11	Last date for submission of proposal	(T + 45)
12	Opening of PQ Bids	(T + 50)
13	Opening of Technical Bids	To be communicated later
14	Opening of Financial Bids	To be communicated later

Form 7: Financial Proposal

Part A: Project Capital Cost

Item	Total Rate in INR (in figure)
CAPEX On delivery & commissioning of the hardware, Application, manpower and system at site, submission of all Invoices in original, Delivery Challan, Installation reports signed by the authorized person of the vendor and its verification, acceptance by DCHFC	
Total A	

Part B: Project Operational Cost for 5 years

Item	Year 1	Year 2	Year 3	Year 4	Year 5
	Rate in INR (in figure)				
Hardware Maintenance and Network Connectivity Cost	N.A.	N.A.	N.A.		
Project Maintenance, Technical and Operational Manpower Cost					
Sub Total B					
Total B					

Grand Total (A + B) in Figures	
Grand Total (A +B) in Words	

The amount shall be considered as final 'price' quoted by the bidder. This will be including all the taxes, duties, cess, levies etc. except the Service Tax.

eTendering System Government of NCT of Delhi

Tender Details

Delh

Date : 07-Dec-2016 03:22 PM

Print

Basic Details

Organisation Chain	Delhi Cooperative Housing Finance Corp Ltd		
Tender Reference Number	20(560)/2016-17/DCHFC		
Tender Id	2016_DCHFC_119428_1		
Tender Type	Open	**Form of contract**	Works
Tender Category	Services	**No. of Covers**	3
General Technical Evaluation Allowed	No	**ItemWise Technical Evaluation Allowed**	No
Payment Mode	Offline	**Is Multi Currency Allowed For BOQ**	No
Is Multi Currency Allowed For Fee	No		

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft
	2	FDR

Cover Details, No. Of Covers - 3

Cover No	Cover	Document Type	Description
1	Fee	.pdf	Scanned copy of EMD, Power attorney in name of authorized signatory
		.pdf	Extracts from audited Profit and Loss account as per Sl No 1 of Para 6.1 in Tender Document
		.pdf	Extracts from audited Bal sheet along with networth as per Sl No 2 of Para 6.1 in Tender Document
		.pdf	Completion Certificates from the client or work order as per Sl No 3 of Para 6.1 in Tender Document
		.pdf	service tax registration certificate /ITR/PAN as per Sl No 4 of Para 6.1 in Tender

			Document
		.pdf	Certificate of Incorporation and Articles of Association as per Sl No 5 of Para 6.1 in tender doc
		.pdf	Particular of bidder along with manpower strength as per SI no 6 of Para 6.1 in tender document
		.pdf	A Self Certification letter by authorized signatory as per Sl No 7 of Para 6.1 in tender document
		.pdf	Copy Non-Blacklisting certificate as per Sl No 8 of Para 6.1 in tender document
		.pdf	Undertaking as per Sl No 9 of Para 6.1 in tender and compliance sheet form No 1
2	PreQual/Technical	.pdf	Average Annual sales turnover on company letterhead as per Sl No 1 of para 6.2 in Tender document
		.pdf	Copy of RELEVANT PAST EXPERIENCE as per Sl No 2 of Para 6.2 in Tender Document
		.pdf	Undertaking to provide demo along with note and presentation by authorized signatory

		.pdf	Copy of Resource profile as per SI No 4 as Para 6.2 in Tender document
3	Finance	.pdf	Price Bid

Tender Fee Details, [Total Fee (INR)* - 0.00]			
Tender Fee(INR)	0.00		
Fee Payable To	NA	**Fee Payable At**	NA
Tender Fee Exemption Allowed	NA		

EMD Fee Details			
EMD Amount (INR)	3,00,000	**EMD Exemption Allowed**	No
EMD Fee Type	fixed	**EMD Percentage**	NA
EMD Payable To	DCHFC LTD	**EMD Payable At**	Delhi

Work /Item(s)					
Title	Implementation of Web Enabled Financial and Accounting Software (WEFAS)				
Work Description	Implementation of Web Enabled Financial and Accounting Software (WEFAS)				
Pre Qualification Details	Please refer Tender documents.				
Independent External Monitor	NA				
Tender Value	INR	**Product Category**	Info. Tech. Services	**Sub category**	NA
Contract Type	Tender	**Bid Validity(Days)**	120	**Period Of Work(Days)**	275
Location	3/6, Siri Fort Institutional Area, A.K. Marg	**Pincode**	110049	**Pre Bid Meeting Place**	DCHFC
Pre Bid Meeting Address	3/6, Siri Fort Institutional Area, A.K. Marg	**Pre Bid Meeting Date**	22-Dec-2016 11:00 AM	**Bid Opening Place**	DCHFC 3/6, Siri Fort INST area, A.K. Marg

Critical Dates			
Publish Date	07-Dec-2016 05:00 PM	**Bid Opening Date**	25-Jan-2017 11:00 AM
Document Download / Sale Start Date	07-Dec-2016 05:00 PM	**Document Download / Sale End Date**	20-Jan-2017 04:00 PM
Clarification Start Date	22-Dec-2016 11:00 AM	**Clarification End Date**	31-Dec-2016 11:00 AM
Bid Submission Start Date	01-Jan-2017 09:00 AM	**Bid Submission End Date**	20-Jan-2017 04:00 PM

Bid Openers List

S.No	Bid Opener Name	Bid Opener Designation	Bid Opener Login Id
1	Mrs Navjyoti Ahluwalia	Computer/Accounts Executive Grade-1	njyoti25@gmail.com
2	Mr SAMEER IZHAR SIDDIQUE	Comp and accounts executive	sameerdchfc@yahoo.com
3	Mr Bhanu Pandey	Computer/Accounts Executive Grade-1	bhanupandey.2642@gmail.com

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	NIT_1.pdf	NIt	64.13

Work Item Documents	S.No	Document Name	Document Type	Description	Document Size (in KB)
	1	Boq_1.pdf	Additional Documents	Price Bid	62.06
	2	Tederdoc.pdf	Tender Documents	Tender Document	646.58

Tender Inviting Authority	
Name	Senior Manager
Address	DCHFC 3/6, Siri Fort Institutional Area, A.K. Marg

Tender Creator Details	
Created By	Navjyoti Ahluwalia
Designation	Computer/Accounts Executive Grade-1
Created Date	07-Dec-2016 12:49 PM