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ICSIL Intelligent Communication Systems India Ltd.

(Joint Venture of TCIL – A Govt. of India Enterprise & DSII DC – An Undertaking of Delhi Govt.)

Administrative Building, 1st Floor, Above Post Office, Okhla Indl. Estate, Ph.-III, New Delhi -110020

Phone : 26929051, 26830338, Fax: 26830347, e-mail: info@icsil.in, www.icsil.in

TENDER No: ICSIL/2011-12/SW/02 DATED 20.06.2011 (Vol. I)

RFP for Design, Development, Implementation Of Web Enabled Financial and Accounting Software as mentioned in the RFP Volume-II (Attached).

Sealed Bids are invited from the eligible Vendors having expertise, experience and sound financial base for development of software as per Scope of Work mentioned in RFP Volume-II i.e. Scope of Work (attached).

1. About ICSIL

Intelligent Communication Systems India Ltd. is a joint venture of Telecommunication Consultants India Ltd. (TCIL), a govt. of India enterprise, under ministry of communications & IT and Delhi State Industrial and Infrastructure Development Corporation (DSIIDC), an undertaking of Delhi government.

2. Eligibility Criteria

1. Should be a Company Incorporated in India and in Existence for last 5 (Five) Years. Attach (Certificate of incorporation and MOA of the Company)
2. Should have established office in Delhi or NCR. (Attach Proof).
3. Should have Valid Service tax registration (Attach Proof)
4. Should have completed at least 2 similar software application development projects in the Govt. Department or Large organization worth 30 Lakh each (Attach Proof).
5. Annual turnover of the company for each of last three financial years should be above 2 Crores (Attach proof) exclusively from Software Development.
6. Should have necessary infrastructure in terms of manpower and machine to develop the desired application and maintain the same.
7. Should be a Profit making Company. Attach Balance Sheet showing Net Profit after deducting all taxes and liabilities.
- 3.



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Technical Details:

Annexure I - Technical Details:

The format for submission of technical details and compliance certificate is as given in Annexure-I.

Vendors must submit the technical (non financial) bid in sealed cover strictly as per the terms specified in Annexure I provided for the purpose. Bids submitted otherwise will not be accepted.

Authorized signatory of the vendor should duly sign each page of the offer.

4. Submission Of Bids/Tender Documents:

The sealed tenders should be submitted with superscription "**ICSIL TENDER No: ICSIL/2011-12/SW/02 DATED 20.06.2011**" for Design, Development, Implementation Of Web Enabled Loans Financing and Accounting Software".

The sealed tenders for commercial bid should be submitted in a separate cover with superscription "**ICSIL TENDER No: ICSIL/2011-12/SW/02 DATED 20.06.2011**" for Design, Development, Implementation Of Web Enabled Loans Financing and Accounting Software-Commercial" and should be addressed to:-

INTELLIGENT COMMUNICATION SYSTEMS INDIA LIMITED
ADMINISTRATIVE Building, 1ST FLOOR,
ABOVE POST OFFICE,
OKHLA INDUSTRIAL AREA, PHASE-III,
NEW DELHI-110 020.
TELEPHONE: 26830338, 26830347.
FAX: 26929051.
E-MAIL: info@icsil.in

5. Last Date For Submission:

The last date and time up to which tenders will be accepted at the above address is as follows:

DATE: 04.07.2011

TIME: 3.00 PM.

The cover may be placed in Tender Box kept in ICSIL Office or can also be sent by Courier/Post so as to reach the above address on or before the last date and time specified above. **Bids received after the above date will not be considered.**

6. Opening Of Bids:



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The technical bid/tender will be opened on the same day i.e., on **04.07.2011 at 3.30 P.M** at the ICSIL Office, Okhla. Any change in opening date and time will be notified by ICSIL in advance. After technical evaluation of the bids vendors found to be eligible will be short listed for opening of commercial bids. Bids will be opened at ICSIL office. Only the vendors or their duly authorized representative carrying the letter of authorization will be permitted to attend the opening of bids. Incomplete, unsigned pages, non-submission of required documents or evidence as specified by ICSIL will be treated as non-compliance and the vendors' bid will be liable for rejection.

7. Scope of Work:

Development of application software that will manage all the Financial and Accounting processing.

The scope of work has identified certain requirements for the software. These requirements have been categorized into Key Requirements, Technical Requirements, Maintenance/Warranty Requirements and Training Requirements. The detailed Scope of Work is given in RFP Volume-II Scope of Work (Attached).

1. Key Requirements

1. Convert all business logic as defined in FoxPro application into Web enabled application.
2. Migration of existing FoxPro Data into new RDBMS.
3. LDAP Authentication
4. User Management
5. Role based access
6. Generation of various MIS reports
7. Disaster recovery system.
8. Chart of accounts and GL maintenance.

2. Technical Requirements

1. The software will have web enabled and will be deployed over intranet /internet.
2. The software will have Security Mechanism to safeguards against the possibility of inadvertent or deliberate access or Tampering of data.

3. Existing Environment

1. Hardware being used

1. Dell Server PowerEdge (Intel Xeon Dual core) with Windows Server 2008 (32 bit R2) software (2 nos.)
2. Hp/Compaq Pentium-IV nodes (25 nos.)

2. Software

All the Applications have been developed in DOS based Foxpro software and was developed in 1997.



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4. Drawbacks

1. Serious security lapses as there are no validation / authentication of data in the input and process levels.
2. Loan Application processing not computerized
3. Due to increased data volume the systems have slowed down.
4. Integrity of the original system has reduced due to repeated updation of programs.
5. No web linking at present.
6. Modules are not user friendly
7. Statutory requirements not taken care of. (TDS, EPF return etc.)
8. Loan Application monitoring system incorporated is not as per CVC Guidelines

5. Scope of Work (As given in the attached RFP Volume-II).

6. Maintenance/Warranty Requirements

The vendor awarded with the contract shall provide Maintenance support for the application software developed by it for a period of 1 year after acceptance and implementation of the same. The vendor will post one software personnel in the client department who was associated with the development team for maintenance and support services. The maintenance period can be extended further on the same rates upto a period of three years and will be binding on the service provider. During warranty and maintenance of the application software, it will be the responsibility of the service provider to rectify the defects as notified by the client department from time to time. In addition to this, the service provider will also be responsible to meet additional software requirement of the client, if any, without any additional cost to the client. Payment towards maintenance shall be released on quarterly basis after successful completion of each quarter.

7 Training Requirements

1. Training the officials of user departments from time to time to enable them to use the system effectively.
2. Preparation of user manuals, training materials, Software documentation.

8 Platform to be used :

1. At present DCHFC is using Foxpro for DOS
2. Proposed Software may be developed in Windows platform as per the details given below :
 - i) MICROSOFT (WINDOWS)



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- Web Server – IIS
- HTML
- ASP
- Dot net framework

- ii) Database – MS SQL SERVER (2005)

8. Evaluation Of L1 Rates:

ICSIL will take the cost of the following items for arriving at L-1 Price:

a. Total cost of Project

- i. One time software development as per Scope of work
- ii. Post Implementation Support (One Person on site for One Year maintenance and support service)**

b. Total Cost (i + ii).

- c. All the costs, discounts mentioned in the commercial bid will only be considered for arriving at L-1. Discounts mentioned elsewhere in the tender will not be considered.

9. Cancellation Of Tender:

ICSIL reserves the right to cancel the tender at any time at its sole discretion without assigning any reason.

10. Processing Fee:

A non-refundable Demand Draft for Rs. 2000/- favoring Intelligent Communication Systems India Ltd. toward processing fee must be enclosed along with the Technical Bid failing which Quotation will be rejected.

11. Earnest Money Deposit:

A Demand Draft favoring Intelligent Communication Systems India Ltd. towards token Earnest Money Deposit for Rs.10,000 (Rupees Ten thousand Only) should be enclosed along with the quotation. No interest shall be paid on EMD.

Refund of the EMD will be made only on completion of the tender process and award of contract. EMD will be forfeited in the event of vendor not accepting the purchase order.

Note : i) All vendors participating in the said tender will have to deposit EMD for Rs.10,000/- and Processing fee of Rs.2,000/- failing which the quotation / bid will be rejected.



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- ii) Vendors can apply for refund of their EMD of Rs.10,000/- and Processing fee of Rs.2000/- which was deposited by them in response to earlier Tender dated 07.04.2011 for the said work.

11.1 The EMD will be forfeited:

- a. If a bidder withdraws his bid after becoming L1 and not accepting the Purchase order.
- b. The Bid Security will be forfeited in case successful bidder dishonors his bidding commitments.
- c. Further, in case of forfeiture of the EMD, if any of these instances arise for any of the reasons mentioned above, the bidder would be debarred from participating in the next 3 tenders.

12. Performance Bank Guarantee:

The successful bidder shall submit a Performance Bank Guarantee of the amount equivalent to 5% of the Total Order Value in favor of Intelligent Communication Systems India Ltd. valid beyond 60 days of the expiry of the contract period.

13. Validity Of Offer:

The bid offer should be valid up to 6 months (i.e. 180 days) from the date of finalization of L1 vendor by the Purchase Committee for issue of work order. The validity time may be extended by another two months with the approval of the Purchase Committee in case the project cannot be commenced immediately.

13.1 Validity of Rates: The rates are valid for a period of one year from the date of opening of Commercial Bids.

14. Compliance With ICSIL's Requirements:

The indicated work specifications given in the tender document should be strictly complied with without any qualification. The vendor is required to submit the Compliance Certificate as per Annexure I. Non-furnishing of any responses in the 'response sheet' of the Compliance Certificate (annexure-I) may result in disqualification of the tender.

Insufficient, incorrect or invalid information provided by the vendor or his representative, if any will disqualify the vendor and vendor's quotation will not be considered valid. ICSIL reserves the right to disqualify the vendor without any notice in all such events.

15. Taxes / Levies / Duties:



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The quoted prices should be inclusive of all taxes, duties and other charges for the **Design, Development, Implementation of Web Enabled Loans Financing and Accounting Software**. In the event of any downward revision of levies/duties etc., the same should be passed on to ICSIL.

16. Scope Of The Project:

The scope of work will include submission of a work plan in line with ICSIL’s goals for this project and expectations from the Vendors. Various tasks to be performed (TERM OF REFERENCE) for each Module during various phases of the Project Cycle are given below. Release of payment will be as per TERM OF REFERENCE GIVEN BELOW :

17. TERM OF REFERENCE

| T a s k No. | Task | Illustrative List of Activities | Proposed Deliverables |
|--------------------|---|--|--|
| I | As is Assessment* and FRS | <ul style="list-style-type: none"> • Study of existing hardware, software and network • Development of detailed functional requirements from proposed business procedures | <ul style="list-style-type: none"> • Assessment document • Functional Requirements Specifications (FRS) |
| II | S y s t e m Requirements Specifications (SRS) | <ul style="list-style-type: none"> • Study of the approved FRS by the department • Technical Translation of the FRS • Co-Develop the software development strategy with the department | <ul style="list-style-type: none"> • SRS Document • Environment |
| III | System Design | <ul style="list-style-type: none"> • Design of system architecture • Size and develop specifications with full justification for: <ul style="list-style-type: none"> – Hardware (systems, supporting hardware e.g. OMR etc.) – Support software (OS, RDBMS etc.) – Network | <ul style="list-style-type: none"> • Software Design Document (SDD) • Development Standards • Hardware, support software and network specifications • Preliminary costing for hardware, support software and network • Disaster Recovery Policy/Plan. |



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| | | | |
|----|--|--|--|
| IV | Prototyping | Develop prototype of modules | <ul style="list-style-type: none"> • Prototypes for demonstration • Prototype acceptance report |
| V | System Development | <ul style="list-style-type: none"> • Develop software, generate code documentation • Develop software validation and verification test plan (SVVP) • Develop test data • Test as per SVVP • Conduct trial run with test data • Conduct trial runs with core group. | <p>The following deliverables will have to be provided periodically as per a pre-determined timeline for each of the modules specified in the 'Functional Requirements Specifications':</p> <ul style="list-style-type: none"> • Code documentation • Test Data preparation. • Software validation and verification test report/ Output • Quality Certification by Quality expert • Executable files • Carry out changes suggested by core groups. |
| VI | User Acceptance Testing (UAT) of the entire system, Pilot run and Implementation | <ul style="list-style-type: none"> • Hand over to users for testing and operation • Carry out modifications if required and obtain user acceptance • Collect and prepare data • Port and validate data • Conduct trial run with live data • Conduct pilot runs • Implement the system | <ul style="list-style-type: none"> • UAT Reports • Change Requirement Reports • Data validation report • User documentation • System administration manuals • Pilot run report • Implementation plan |



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| | | | |
|------|-------------------------------------|---|--|
| VII | Training | <ul style="list-style-type: none"> • Develop training material • Conduct workshops for users/ system administrators | <ul style="list-style-type: none"> • Training strategy and design • Training manuals • C o n d u c t Workshops. |
| VIII | Consolidation | <ul style="list-style-type: none"> • Integration of the system and documentation • Response time testing. The system must have an overall response time of 10 seconds records for a simple query under peak load conditions. | <p>After the previous Task, the following consolidated documents must be delivered:</p> <ul style="list-style-type: none"> • Integration and Response time test reports • User documentation • S y s t e m administration manual • Training manual • Software package (including source code) |
| IX | Maintenance of application software | <p>The firm will undertake on site maintenance and support of application systems during the maintenance period i.e. for a period of one (1) year from the date of final acceptance of deliverables related to this project. During the maintenance period the firm will undertake to rectify any defects/ malfunctioning / Fine Tuning/Support to Users/ at no extra cost to the Client. In conclusion, the selected party will have to ensure that the system function in accordance with the approved FRS by the Department and objective of the project.</p> <ul style="list-style-type: none"> • In addition to maintenance | <p>Amendments to submitted documents as required as a result of change order or additional work.</p> |



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| | | <p>activities, removal of bugs, if any, will, will be undertaken by the selected firm</p> <ul style="list-style-type: none"> • During the maintenance period, the firm will also undertake to incorporate any unforeseen changes in procedures and develop additional reports, as required as ‘Change Management’. <p>Maintenance after one year period: The firm will undertake onsite maintenance and support of application systems for three (3) years after the expiry of the maintenance period of one year for rectification of defects, development of any additional query/report programs or to undertake substantial modifications /changes without any extra cost to the Deptt.</p> <p>The vender will be required to place at the disposal of the Deptt at least one person, preferably from the development team or well qualified acceptable to the Deptt. for the entire period of maintenance.</p> <p>The maintenance contract must be renewed in the following years.</p> | |
|--|--|--|--|

18. Payment Terms

The payment shall be released on back to back basis received from the client department. No advance payment shall be made.



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No advances will normally be paid by ICSIL. If any advance is to be paid at the specific request of vendor, this will be released only against bank guarantee in acceptable form

19. PAYMENT SCHEDULE

1. Application development, implementation, Maintenance fee :

The fee amount will be equal to the percentage of the total project cost including maintenance cost for the First Year. :

- i. 10% of the fee will be paid on satisfactory completion and acceptance of all deliverables by the Client, related to Tasks I of Terms of Reference
- ii. 10% of the fee will be paid on satisfactory completion and acceptance of all deliverables by the Client, related to Tasks II of Terms of Reference
- iii. 5% of the fee will be paid on satisfactory completion of and acceptance of all deliverables by the Client, related to Task III of Terms of Reference
- iv. 5% of the fee will be paid on satisfactory completion of and acceptance of all deliverables by the Client, related to Task IV of Terms of Reference
- v. 40% of the fee will be paid for deliverable related to Task V of Terms of Reference. Fee would be released on the satisfactory completion of an UAT and acceptance of other deliverables for each module.
- vi. 10% of the fee will be paid on satisfactory completion of and acceptance of all deliverables by the Client, related to Task VI of Terms of Reference
- vii. 5% of the fee will be paid on satisfactory completion of and acceptance of all deliverables (Except Training workshops) by the Client, related to Task VII of Terms of Reference
- viii. 5% of the fee will be paid on satisfactory completion of and acceptance of all deliverables by the Client, related to Task VIII of Terms of Reference
- ix. 10% of the fee will be paid after the warranty period, related to Task IX of Terms of Reference

19. Changes In Project Scope:

All changes required will be advised by way of a written proposal from ICSIL specifying such changes. Only major changes requiring substantial development effort and allocation of resources will constitute change in scope of work. All work



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accepted as amendment to the work plan originally agreed upon will be deemed to be covered under the contractual agreement already entered into. Final scope of work would be as per the SRS finalized by the client department in consultation with the Service Provider.

x. Invitation To Bid:

We accordingly invite Vendors to submit proposal for the Total Scope of Work as specified (Volume-II), which meet the ICSIL's requirements as detailed above and in accordance with the terms of tender given.

Note : Bids should be submitted strictly as per the terms of the tender.

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xi. Adjudication:

In the event of any dispute or difference arising between parties, the matter shall be referred to the Managing Director of ICSIL who may himself act as sole Arbitrator or may appoint any other person as Sole Arbitrator and the Arbitrator proceedings shall be held at New Delhi. For legal Jurisdiction only be the courts in New Delhi shall have the Jurisdiction.



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**Technical Bid and Compliance Certificate
Annexure I**

| Conditions to be satisfied | | |
|----------------------------|---|--|
| 1 | Has the company been blacklisted by any State/Central government, or any Organizations? | Yes <input type="checkbox"/> No <input type="checkbox"/> |

1. GENERAL INFORMATION

| | |
|--|--|
| Name of the Company (as registered, Include Reg. Certificate) | |
| Registered Address | |
| City | |
| Pin Code | |
| Year of Establishment | |
| Registration No | |
| Address of office in Delhi/NCR | |
| City | |
| Pin Code | |

3. CONTACT PERSON

The company should appoint a single nodal person to be the contact person for all projects. Companies are free to nominate project coordinators for specific projects but the nodal person shall remain answerable for any query desired at higher level.

| | |
|---------------------|--|
| Name | |
| Designation | |
| Phone No - 1 | |
| Phone No – 2 | |
| Cell No | |
| Fax No | |
| E-mail ID | |

| Conditions to be satisfied | | |
|----------------------------|--|--|
| 1 | A draft favoring Intelligent Communication Systems India Ltd. towards token Earnest Money Deposit for Rs.10,000.00 (Rupees Ten Thousand Only) should be enclosed along with the offer. | Yes <input type="checkbox"/> No <input type="checkbox"/> |



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| | | | |
|---|--|------------------------------|-----------------------------|
| | A draft favoring Intelligent Communication Systems India Ltd. towards processing fee for Rs.2,000.00 (Rupees Two Thousand only) should be enclosed along with the offer. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2 | 1. Should be a Company Incorporated in India and in Existence for last 5 Years. Attach (Certificate of incorporation and MOA of the Company) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | 2. Should have established office in Delhi or NCR. (Attach Proof). | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | 3. Should have Valid Service Tax registration (Attach Proof) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | 4. Should have completed at least 2 software application development projects in the Govt Department or Large organization worth 20 Lacs (Attach Proof) | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | 5. Annual turnover of the company for each of last three financial years should be above 2 Crore exclusively from Software Development. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | 6. Should have necessary infrastructure in terms of manpower and machine to develop the desired application and maintain the same. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| | 7. Should be a Profit making Company. Attach Balance Sheet showing Net Profit after deducting all taxes and liabilities. | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

| Application Form | |
|-------------------------|--|
| 1. Name: | |
| 2. Demand Draft Details | Earnest Money Deposit / Processing Fee |
| Amount of Draft: | Rs. 10,000/- / Rs. 2000/- |
| DD No: | |
| Issue date: | |
| Banks' name: | |
| Branch: | |

3. Details of at least 2 successfully completed projects for the Government Departments/Large Organization.



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ANNEXURE – II (Commercial)

| S.No. | Description | Cost in Rupees |
|-------|--|----------------|
| 1. | One time Design, Development, Implementation Of Web Enabled Loans Financing, Accounting Software etc. as per Scope of Work and approved SRS. | |
| 2. | Post Implementation Support (One Persons on site support for One Year from the date of acceptance of the software) | |
| 3. | Discounts, if any | |
| | TOTAL FOR ARRIVING AT L-1 (1+2) – (3) | |

Important Note : It shall be binding on the part of the vendor to provide Post Implementation Support for another three years if desired by the client on the rates quoted above at S.No.2 (Annexure-II) with one person on site support.