

Request for Proposal

for

Selection of Agency

For

Enhancement/customization, Development of new modules in e-RCS Generic Portal, Cloud Management, Operation & Maintenance of RCS, Delhi Web Portal.

Issued By

Registrar of Cooperative Society

Government of NCT, Delhi

Contents

1.	Section-A (Invitation to Bid)	5
2.	Section-B Instructions to Bidders	7
2.1.1	About RCS-Delhi	7
2.1.2	Purpose of RFP	8
2.1.3	Inter changing terms used in the document	8
2.1.4	Disclaimer	8
2.1.5	No Legal Relationship	8
2.1.6	Recipient Obligation to inform itself	8
2.1.7	Language of Bids	9
2.1.8	Erasures or Alterations	9
2.1.9	Terms & Conditions of Bidder	9
2.1.10	Acceptance of selection Process & terms	9
2.1.11	Clarification of RFP	9
2.1.12		Error! Bookmark not defined.
2.1.13	Bid Prices	10
2.1.14	Fixed Prices & Currency	10
2.1.15	Procedure & Submission of Bid (NICS)	10
2.1.16	Rejection & Disqualification of Bid	10
2.1.17	Pre-Qualification	11
2.1.18	Evaluation Criteria	11
2.1.19	Bid Submission Process	13
2.2	Deliverables	13
2.3	Preliminary Examination	14
2.4	Notification of Award & Signing of Contract	14
2.5	Confidentiality	14
3.	Section-C Scope of Work	16
3.1	Admin Panel	17
3.2	Registration Module	19
3.3	Amendment Module	19
3.4	Annual Return Filing Module	20
3.5	Audit Request Module/Allotment of Auditors	20
3.6	Election Opening Module	20
3.7	Liquidation Module	20
3.8	Integration with external Sources	20

3.9	API Integration and Migration of Data From NCD	21
3.10	API Integration with other Sectoral Database of NCT of Delhi	21
3.11	API Integration with Digilocker / Aadhaar, UIDAI Database	21
3.12	Customized Letter Generation	21
3.13	Online Dashboard	21
3.14	Public Dashboard.....	21
3.15	Official Dashboard (Role-Based)	21
3.16	Societies Information dissemination to Citizen	21
3.17	Online Audit Filing	21
3.18	Appointment of Administrator Module	22
3.19	Appointment of Returning Officer (in case of disputes, if any)	22
	If there are election disputes or governance issues, a responsible officer can be assigned through the system.	22
3.20	Chartered Accountant/ Audit Empanelment	22
3.21	Retrieval of Scanned Data	22
3.22	Complaints	22
3.23	Unit based Monitoring of Societies	22
3.24	Inward and Outward Module	22
3.25	Apart from the above, System will have following features as well.	22
3.26	Provision for Additional Module Development.....	23
3.27	On-site Project Coordination	23
3.28	Team to execute the work	23
3.29	Future Amendments/Enhancements and Scalability.....	23
3.30	New Modules to be developed.....	23
3.31	Key Processes and Functional Requirement of proposed RCS- Delhi Portal.....	23
3.32	Proposed ICT Platform	26
3.33	Development Technology.....	27
3.34	Proposed Application Features	27
3.35	Timelines, Deliverables & Payment Milestones.....	28
4.	Section-D Server Details.....	31
4.1.	Application Architecture.....	31
4.2.	Server Administration & Management.....	31
4.3.	Security Management Services.....	32
4.4.	Go-Live & Training	32
4.5.	Project Execution.....	33
4.6.	Migration & Handholding Service during Transition Period	33
4.7.	Service Level Agreement.....	33

4.8.	Support & Maintenance activity	34
4.9.	Non-Disclosure Agreement	36
4.10.	Earnest Money Deposit (EMD)/BG.....	37
Annexure II – Proforma Technical Proposal.....		38
Annexure III – Proforma Financial Proposal.....		39

1. Section-A (Invitation to Bid)

The RCS office of the Delhi (hereafter also referred as RCS- Delhi) is issuing this Request for Proposal for “Enhancement/customization, Development of new modules in e-RCS Generic Portal, cloud Hosting & Management and Operation & Maintenance of RCS Delhi Portal for invitation of bids. The e-RCS generic Portal is a Web Portal developed by MoC for the use of the interested States/UTs RCS office for digitization of all their work processes. The technical details of the e-RCS generic Web Portal are given in Annexure -2. The selected Bidder will be provided with the Source Code and Database with the technical documentation for further development of the Web Portal of RCS-Delhi

Name of the Purchaser	State Cooperatives Department-RCS Delhi
Name, address and Email ID of the contact person for any clarification	Assistant Registrar (IT), Office of Registrar Cooperative Societies, Old Court Building, Parliament Street, New Delhi-110001, aritracs@gmail.com
Address for Pre-Bid Meeting, Bid Submission and Bid Opening	Office of Registrar Cooperative Societies, Old Court Building, Parliament Street, New Delhi-110001

• Time Schedule for tendering

Release/Issue of RFP document	01.10.2025(by 5:30 PM)
Last date for submission of written queries for clarifications on RFP document	03.10.2025(by 5:30 through emails)
Last date and time for submission of Bids	10.10.2025 (by 5:30 PM)
Date and time of opening of Minimum Eligibility Criteria & Technical Bid	14.10.2025 (by 03:00 PM)
Date of presentation to be made by bidders qualifying the minimum eligibility criteria	17.10.2025 (by 3:00 PM)
Date and Time of opening of Commercial Bids of the bidders who qualify under Technical Bid Criteria	21.10.2025 (by 3:00 PM)

- The response to the bid shall be valid for the period of six months from the last date of submission of Bids.
- Bid shall be submitted fully in accordance with the requirements of the Terms and Conditions as mentioned in the RFP Document
- The bids will be opened on the scheduled date and time even in case of absence of the bidder.
- RFP Document should be read in consonance with any Addendum that may be issued with the RFP document. The bidder is required to read the RFP document and the Addendum/Addenda and would be deemed to be in knowledge of the provisions of both the document and the Addendum/Addenda. No claim of any nature whatsoever shall be entertained in this regard
- RCS-Delhi reserves the right not to proceed with the project at any stage or to alter the time-schedule or to change the process or procedure to be applied for the project.

- RCS-Delhi reserves the right to reject any or all tenders or cancel the bidding procedure without assigning any reason therefor
- Glossary:

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

2. Section-B Instructions to Bidders

2.1.1 About RCS-Delhi

The Registrar of Cooperative Societies, works under Delhi Cooperative Societies Act, 2003, and plays a pivotal role in monitoring the functioning of Cooperative Societies registered under the Act. The Office of the Registrar is working on an eight-section pattern bifurcated alphabetically and has eight Sections headed by Assistant Registrar level Officers. Each section handles the matters of various cooperative societies on the basis of their registered name in that particular section. All issues concerning a particular society are examined at the section level only.

It is Pertinent to mention here that the Department of RCS, Delhi is not divided into districts as like other states where there are a number of districts and are under control of one head office and therefore the department has only a single judication of the central district only.

Department has registered a total 5873 number of societies and out of which Housing buildings are 2088 which were registered till 2002 after that only thrift and credit societies are registered i.e. 1703 till date.

As per the current status, only the Thrift and credit societies are registered in the department and are not registering Housing Societies as like other states because land is not provided. To cater to the needs of various cooperative societies and to have control over it, the NCT of Delhi Government established the Department of Cooperation. The Department of Cooperation i.e. the office of Registrar of Cooperative Societies is the registering and controlling Authority of all the Cooperative Societies.

At present all the Cooperative Societies registered in the NCT of Delhi are governed under the provisions of Delhi Cooperative Societies Act, 2003 and the Cooperative Societies Rules 2007 made there under.

Project Background

Registrar Cooperative Societies is state agency monitoring and administering Cooperative Societies by performing duties such as, Registration of Societies with set of byelaws for governing, Audit of Accounts of Societies, Return filing, conduct of Election for Management Committee / Office Bears, Inspection of Records, monitoring the financial health of the Societies, Liquidation, Complaints / Disputes resolution, Appeal, etc.

The Department desires to computerize all the above said functions and the proposed System will provide modules with specific timeframe for delivery. The System will be developed and implemented using State-of-Art Technology Solutions through Business Process Re-engineering.

References

1. The Delhi Cooperative Societies Act, 2003
2. The Department Cooperative Societies Rules, 2007
3. Delhi Cooperative Society Act, 1972 and Rules, 1973
4. Various related gazette notifications issued by Government of NCT of Delhi
5. NIC Security Policies
6. MEITY Cyber Security Policy and other applicable policies

2.1.2 Purpose of RFP

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

2.1.3 Inter changing terms used in the document

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

- ‘RCS-Delhi mean Registrar of Cooperative Society of Delhi under the State Cooperatives Department of Delhi
- ‘Bidder’ means the respondent to the RFP document.
- ‘RFP’ or ‘Tender’ or ‘Bid document’ means the ‘Request for Proposal document’ ‘Bid’ may be referred to as ‘Offer’.
- ‘Successful Bidder’ refers to the bidder who gets selected by the Trust after completion of evaluation process. ‘Service provider’ means the Bidder selected out of this RFP and contracted to provide the services as per scope of this RFP.

2.1.4 Disclaimer

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

2.1.5 No Legal Relationship

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

2.1.6 Recipient Obligation to inform itself

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

2.1.7 Language of Bids

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

2.1.8 Erasures or Alterations

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

2.1.9 Terms & Conditions of Bidder

- Terms and conditions (General Conditions) of the bidder will not be considered as forming part of their Bids. In case terms and conditions of the contract applicable to this RFP are not acceptable to any Bidder, the bidder should clearly specify deviation in Technical Bid with “Form -Statement of Deviations from Bid Terms and conditions”.
- The Bidder shall be deemed to have complied with all clauses & Annexures in the RFP document under all the sections/chapters of the Bidding document, unless otherwise stated in the deviation statement.

2.1.10 Acceptance of selection Process & terms

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

2.1.11 Clarification of RFP

A prospective Bidder requiring any clarification of the RFP Document may notify the NICSI representative and the RCS-Delhi at the mailing address of NICSI (ajayg@nic.in) and shall be copied to RCS-Delhi (aritrcs@gmail.com, rcoop@nic.in). The queries must reach the RCS-Delhi before “Last date and time for submission of written queries for clarifications on RFP document” as specified in the Time Schedule mentioned in the Tender Notice. The queries must be submitted in Microsoft Excel format as follows

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

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

- The point/s, if any, raised by the bidder before the last date of submission of queries for clarification on the RFP document which are accepted by the RCS-Delhi will be made available on the RCS Website and this clarification referred to as "Common Set of Conditions/Deviations" (C.S.D.), shall form part of the RFP Document and which will be common and applicable to all Bidders. The point/s, not finding place in C.S.D. issued after last date of clarification, is/or deemed to have been rejected by the RCS-Delhi. No individual correspondence will be made with the Bidder in this regard.

2.1.13 Bid Prices

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

2.1.14 Fixed Prices & Currency

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

2.1.15 Procedure & Submission of Bid (NICSI)

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

2.1.16 Rejection & Disqualification of Bid

- Bids of only those Bidders who quote for the complete Scope of Work and Supply of Goods/Services as indicated in this RFP Document, addendum thereof (if any) and any subsequent information given to the Bidder shall be considered. Incomplete bids will be rejected outright. The

bid will be rejected outright by the RCS-Delhi, if the information provided by the bidder is found to be incorrect/misleading, at any stage/time during the bidding process. The information provided by the Bidder must be true and correct

- Any form of canvassing/ lobbying/ influence/ query regarding short listing, status etc. will result in a disqualification
- Proposals not complying with the prescribed 'Eligibility criteria' and not submitted along with duly filled up annexures are liable to be rejected and will not be considered for further evaluation
- Proposals of bidders who do not fulfill the Minimum Eligibility Criteria or who fail to submit any documentary evidence thereon would be rejected.
- Bidders must submit proof of all the credentials as required for evaluation of eligibility criteria. Claims of the bidders without verifiable facts won't be considered as credentials towards satisfying Pre-qualification criteria.

2.1.17 Pre-Qualification

- The bidder must be a company registered in India under Indian Companies Act 1956/ Indian Companies Act 2013.
- The bidder should have been in operation for a period of at least 7 (Seven) years in India at the date of submission of bid.
- The Bidder must have a valid certificate of CMMI Level – 5 (In Development).
- The Bidder must have experience of Design, Development, implementation / Support and Maintenance of e-governance project with any Government (Central /State/ PSU) department in India during the last Five years as on bid submission date with minimum **TWO** project worth at-least INR 1 crore each and **FOUR** Projects each of value 50 Lakh or more.
- The Bidder should have an average annual turnover of at **least 20 Crores** INR during the last 3 financial years from ICT (information and communication technologies) based business only.
- The Bidder should have a positive net worth in the last financial year as evidenced by the audited accounts of the company and should be profitable for each of the last three years.
- The bidder should not have been blacklisted/debarred by any of the Central Government/State Government/PSUs in India during last 3 years.

2.1.18 Evaluation Criteria

S. No.	Evaluation Parameter	Criteria	Maximum Marks
1	Prior Relevant Experience The Bidder should have similar prior experience in development and implementation of Software solutions in one or more organisation as per the RFP.	<p>TWO Projects with value of more than INR 100 lakhs and 4 Projects of value more than 50 lakhs each (executed and completed project in last 5 years with documentary proof such as Work order/Contract/Completion certificate (30 marks))</p> <p>Additional completed Projects of value more than 50 lakhs – 5 marks for each project to a total maximum mark of 50.</p> <p>5 Projects – 10 Marks 6 Projects – 20 Marks > 6 Projects – 30 Marks</p> <p>*Proof of work order and client certificate for successful project completion</p>	50

2	Technical Manpower on the Bidder's Payroll	Technical Manpower on the Bidder's Payroll 1. More than 50 - 10 Marks 2. More than 75 – 15 Marks 3. More than 100 – 20 Marks	20
3	Technical Proposal & Presentation	Understanding of Technical & Functional requirements	5
		Methodology & Approach for project execution as per RFP/RFP, Technical Stack proposed for software development	10
		Detail break-up of work-activity, project timelines, and efforts; and project governance approach.	5
		Technical Presentation	10
		Total Marks	100

Evaluation/Selection Procedure:

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

where

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

C = Quoted Bid Price

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

Bids T = the total Technical Score awarded to the Bid

Thigh = the Technical Score achieved by the Bid that was scored best among all responsive

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

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

2.1.19 Bid Submission Process

Submission Procedure:

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

2.2 Deliverables

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

- Software Requirement Specifications (SRS)
- Design Layout
- Business Requirements Documentation
- Source code on NIC/State DC/or any other CSP server as selected by the State.
- GIGW Compliance certification
- Security Audit Clearances
- User Manual Documentation
- Technical Documentation
- Data Dictionary
- Warranty Support of ONE Year after successful completion and GO LIVE of application
- Support & Maintenance for a period of TWO Years.
- e-SLA & e-District ,Single window System integration with RCS web Portal
- Payment Gateway integration, APIs to be developed under the directions of MoC if any.

- The selected agency shall depute one/two dedicated representative who shall be physically available at the Office of Registrar Cooperative Societies on all working days.

2.3 Preliminary Examination

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

2.4 Notification of Award & Signing of Contract

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

2.5 Confidentiality

The RFP document is confidential and is not to be reproduced, transmitted, or made available by the Recipient to any other party. The RFP document is provided to the Recipient on the basis of the undertaking of confidentiality given by the Recipient to RCS-Delhi. RCS-Delhi may update or revise the RFP document or any part of it. The Recipient acknowledges that any such revised or amended

document is received subject to the same terms and conditions as this original and subject to the same confidentiality undertaking.

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

3. Section-C Scope of Work

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

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

Proposed system will provide workflow-based applications and services processing for Department Users and end-to-end Online Services for Cooperative Societies. Broadly, the proposed System will be developed for supporting following Acts / Rules / Services:

1. Delhi Cooperative Societies Act, 2003
2. Delhi Cooperative Societies Rules 2007
3. Delhi Cooperative Societies Act, 1972
4. Delhi Cooperative Societies Rules, 1973

Following strategic objectives will be achieved with the proposed solution:

- Effective and efficient governance of RCS Delhi
 - Ease of Doing Business for Cooperatives.
 - Total Paperless Business Process of RCS Office
 - Electronic communication to the Cooperative for all the RCS office communications.
 - Facilitate seamless data dissemination among stakeholders
 - Single source of truth and giving bird's eye view
 - Building analytical capabilities
 - Data sharing with External Systems
-
- Design and development of a Workflow-based portal.
 - The RCS web portal/Web Application will have all the modules as per the requirements of the RCS Delhi office.
 - Separate role based secured Login with 2FA will be provided to all the Stakeholders.
 - Commissioning and deployment of the portal on the cloud. (as procured and provided by the RCS Delhi).
 - Conducting user acceptance testing (UAT) of the developed solution and fixing any bugs or shortcomings reported by State/UT RCS and NCD Project team in a timely manner.
 - A demo portal will be setup for Training, Capacity building of all staff across NCT of Delhi. The Demo portal will be replica of the Production System.

- Providing end-user online training for stakeholders, including preparation of training manuals.
- Development of portal using open-source technology.
- One time Data migration from NCD database to Delhi State/UT RCS instance for updation by the RCS.
- Real time/ scheduled updation of NCD Database through APIs integration.
- Providing support throughout the period of Development, Warranty & O&M period.
- Ensuring application audit, backup, including disaster recovery planning.
- Testing and quality assurance for the portal, including functional testing, performance testing, and user acceptance testing.
- Performance monitoring and optimization for the portal, including load testing and capacity planning.
- Update the existing National Cooperative Database through APIs.
- The System Integrator shall be responsible for Server Maintenance during the contract period.
- The System Integrator will also provide the training/handholding to all the stakeholders.
- The SI shall also be responsible to provide helpdesk support for the smooth rollout/implementation of the RCS application.
- Integrate the RCS web Portal with e-SLA, e-District through API, Single window System.
- Integrate the RCS web Portal with Payment gateway, if required.
- Integrate the RCS web Portal with UIDAI for authentication, if required.

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

3.1 Admin Panel

- Admin Panel
 - Managed CMS – to add, modify and publish content
 - User management – to activate or deactivate users.
- User Creation
 - Role Management
 - Create Users - with different roles by Super administration.
 - Up-loader – This user will upload all the data which are required
 - Verifier – This user will verify all the data that has been uploaded by the up-loader
 - Approver – This user will approve all the data that has been verified by the approver and it gets published
- User Panel
 - User Profile: where user can edit and manage his profile.
 - Change Password, Forgot Password
- Audit Trail

Application will allow the admin users to track all activities, manage log files and create audit trail reports at documents. The objective is to maintain all the important information / transaction so as to keep record of system usage. Functionality will be provided to view this changes / audit trail based on various conditions like

 - By Username
 - Date (period)
 - Transaction id

- **Master Management:**

Standardized name and code for various fields are entered using this module. Basic features of this module are-

 - Add a new record
 - Edit a record
- **SMS/Email Integration**
 - The system will facilitate notification of status of application through SMS and email of applicant in automated mode.
 - It also facilitates bulk message to all stakeholders, controlled by Super admin.
 - Admin users can control the notification and messaging time through master data management
- **Registration:**
 - User will be registered himself by filling his basic details in registration form
 - User will upload supporting document
 - Submit Registration form
 - Registration form will forward to department
 - Department will verify the registration detail and approve
 - After approval, User id and password will be generated and shared on registered mail id and mobile number
- **Login:**
 - User will enter user id and password. After successful verification, applicant will login and redirected to user home page
- **Forgot Password**
 - System will have provision to retrieve password.
 - If user forgets his password, he will enter his registered email id
- **Change Password**
 - User will be able to change his password by using change password feature.
 - Enter old password
 - Enter new password
 - Enter confirm password
 - System will verify the new password and confirm password
 - If both password match, password will be changed
- **MIS Dashboards and Drillable reports:**
 - Create a variety of intuitive analytics by using the data uploaded on servers.
 - It is proposed that the dashboard is made customizable with the administrator having choice over the type of chart and the variables to be plotted.
 - Reports based on data available in the system

- Download Facility of reports in Excel/PDF/CSV formats.

3.2 Registration Module

1. Registration Process by Applicant (cooperative Society)

- Any user (Applicant) will register with the portal entering the basic details and after a registration a credentials will be provided on the verified mail id.
- Applicant (Society representative) logs the portal. Credentials are verified by the system. After login, system opens home page.
- User clicks on 'Register a Society button. The system opens the Registration page with multiple sections.
- A checklist of all required documents and fields will be presented to the applicant so they can refer to the same and see the deficiencies, if any.
- User fills the responses to the fields and attaches all the required documents.
- At any stage before the submission, the user has the feature to partially save the form and its sub-sections.
- Before submitting the form, the system will display a summary page for the user to review their form responses. If required, the user can click on edit button to revise the submission. The draft registration form can also be downloaded as pdf.
- Once the application is submitted, an acknowledgement receipt with relevant details will be issued to applicant on their email.
- Send notifications to respective officials (Subdivision, DCO, State RCS etc)
- Facility to upload various circulars – QCBS and Duties
- Facility of sending notification in e-SLA integration, that application has been submitted.
- Facility of sending notification in e-SLA integration, that application has been Rejected/Approved.

2. Processing of Registration Applications

- Once the user submits the application for registration of a society, an automated notification is also sent to the concerned officer
- Officials' login the portal. The system opens home page. The user clicks on the 'Pending Registration Applications'. The system will display applications that are pending at their level.
- The system displays a listed table of pending applications. The system also allows the user to search, filter and sort the pending registrations
- The officer clicks on a particular application to view the registration application submitted by the proposed society. The system displays the complete registration application.
- The officer (DCO/State RCS etc) will examine the form responses, and the documents submitted by the proposed society.
- If the officer finds that registration application has some deficiencies, then the section officer can mention comments/recommendation and can reject the application or approve the application with a rejection/ approval letter attachment.

3.3 Amendment Module

1. Amendment Application Submission by Registered Societies

- The society representative (applicant) logs to the portal using their credentials
- The user then clicks on Amendments in the menu.

- The system will display relevant fields in the form. It will also request the user to upload relevant annexures & documents in their prescribed formats. The user can save the form responses as draft or proceed by clicking on Review Form
- After reviewing, the user can either submit the form or edit the form responses. The user can also download the preview version of the form.

2. Amendment Application Review by Respective Officer

- Officials login the portal.
- The user clicks on the Amendments page to view the list of pending amendments. The user can filter and sort the applications based on the various fields like Date of Submission, Name of society, Sectors, etc.
- Amendment is approved by the respective officer with approval/rejection letter

3.4 Annual Return Filing Module

- The society representative (applicant) logs in to the portal using their credentials.
- The user then clicks on Annual Return Filing in the menu.
- The system will display relevant fields in the form. It will also request the user to upload relevant annexures & documents in their prescribed formats. The user can save the form responses as draft or proceed by clicking on Review Form
- A notification is also sent to the relevant Officer for society annual report filing.
- As per DCT Act 2003 and Amendment 2007.

3.5 Audit Request Module/Allotment of Auditors

- If the society wants to raise a request for audit and selection of auditor for society then same will be requested from the application.
- User can fill the desired inputs and submits the application
- Concerning officer will accept and issue the order related to the request raised

3.6 Election Opening Module

- Society will fill the request for the conduction of election
- Election request will be submitted with other information like last election held date etc.
- User can fill the desired inputs and submits the application
- Concerning officer will be able to view the details of request raised.

3.7 Liquidation Module

The details of the liquidation received in files can be captured and kept in records by the concerning office of the state/district/ subdivision etc level

3.8 Integration with external Sources

- There will be external services like Mail Server, SMS Gateway, Email Gateway, Payment Gateway, e-SLA, e-District.

3.9 API Integration and Migration of Data From NCD

All the fields which are required in the NCD portal will be captured with respective to each society and same will be updated in the NCD Portal through API integration

Note: Fields that needs to be captured of existing societies has to be shared by NCD Team

3.10 API Integration with other Sectoral Database of NCT of Delhi

Connects with other relevant departmental databases in Delhi for data validation and inter-departmental coordination.

3.11 API Integration with Digilocker / Aadhaar, UIDAI Database

Facilitates identity verification and document access through Digilocker and Aadhaar-based services.

3.12 Customized Letter Generation

Department Users can draft and prepare Letters, Orders, Notifications, Minutes of Meeting, etc. through System and Digital Sign.

3.13 Online Dashboard

Online Dashboard for Cooperative Societies will serve as a record keeper and provide 360 degree information, documents download, provide information recording pendency of Annual Audit, Inspection of Records, Election Due and other compliance related information. Online Dashboard will be of two types i.e. Public Dashboard and Official Dashboard (Role-Based).

3.14 Public Dashboard

Displays real-time, aggregated data about cooperative societies for citizens, promoting transparency and easy access to key statistics.

3.15 Official Dashboard (Role-Based)

Provides customized, task-oriented views for officials based on their roles, enabling efficient monitoring and decision-making.

3.16 Societies Information dissemination to Citizen

General Public/ Citizen can obtain basic information about Registered Societies using search on name, registration number, etc.

3.17 Online Audit Filing

Cooperative Societies can file annual audited statements through Online along with option for uploading following documents as applicable:

- a. Profit Appropriation
- b. Auditor Report

- c. Audit Memo
- d. Cash Balance Certificate
- e. General Remarks and suggestions by Auditor
- f. Reconciliation of Cash & Bank
- g. Schedules: No. of Schedules

Audit Filing System will facilitate generation of digitally signed Audit Report for the Auditors.

3.18 Appointment of Administrator Module

If a society is not functioning properly, an administrator can be assigned through an online request system.

3.19 Appointment of Returning Officer (in case of disputes, if any)

If there are election disputes or governance issues, a responsible officer can be assigned through the system.

3.20 Chartered Accountant/ Audit Empanelment

This module will enable the authorities to receive online applications, process and empanel Chartered Accountants for carrying out Annual Audit of Cooperative Societies. Apart from this empanelled Auditors will be provided Online Login for preparation and generation of digitally signed Audit Reports through System. Societies may choose Auditors from the list prepared by the RCS, GNCTD.

3.21 Retrieval of Scanned Data

Any important scanned documents related to societies should be easily accessible within the system to avoid dependency on physical files.

3.22 Complaints

Cooperative Societies / Members can submit complaints / disputes online with Digital Signature along with supportive documents for redressal by Authorities.

3.23 Unit based Monitoring of Societies

Units will be created in every Zonal Office with Assistant Registrar, Cooperative Officer and Dealing Hands, for effective monitoring and administering of the Cooperative Societies. Set of Societies will be assigned to the Units and the assigned Unit will perform all the activities related to the particular Societies. Higher Officials will be able to monitor performance of the Units by way of compliance by the Societies under their Unit.

3.24 Inward and Outward Module

Manages digital tracking of incoming and outgoing correspondence and files for better workflow.

3.25 Apart from the above, System will have following features as well.

- a. Dashboard for Registrar of Cooperative Societies (RCS)/ Deputy Registrar/ Assistant Registrar / Zonal Offices

- b. Digital Signatures for approvals
- c. e-Challan Integration for Online Payments
- d. NIC SMS Gateway integration
- e. e-Mail Integration

New modules will be developed and implemented, as required by the Department from time-to time

3.26 Provision for Additional Module Development

It should be noted that, based on evolving requirements, the Office of Registrar Cooperative Societies may request the development of one or two new modules at any stage.

It is also pertinent to mention that after all changes made in the modules, if it is directed or desired by higher authorities i.e. Court directions, Minister's directions or any other directions from higher officials, then the vendor should have the provision to modify according to the directions.

3.27 On-site Project Coordination

The selected agency shall depute one/two dedicated representative who shall be physically available at the Office of Registrar Cooperative Societies on all working days. This representative will act as the single point of contact for all communications, coordination, and on-ground support between the agency and the RCS office, particularly regarding implementation, issue resolution, and requirement modifications.

3.28 Team to execute the work

Vendor shall depute team of professional / Business analyst to analyze the business requirements of RCS office and submit detailed SRS will be submitted as per the brief scope of work given in the RFP document.

3.29 Future Amendments/Enhancements and Scalability

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

3.30 New Modules to be developed[Allied Modules]

- A. Will be informed later as per requirement of RCS Delhi.
- B. Will be informed later as per requirement of RCS Delhi.

3.31 Key Processes and Functional Requirement of proposed RCS- Delhi Portal

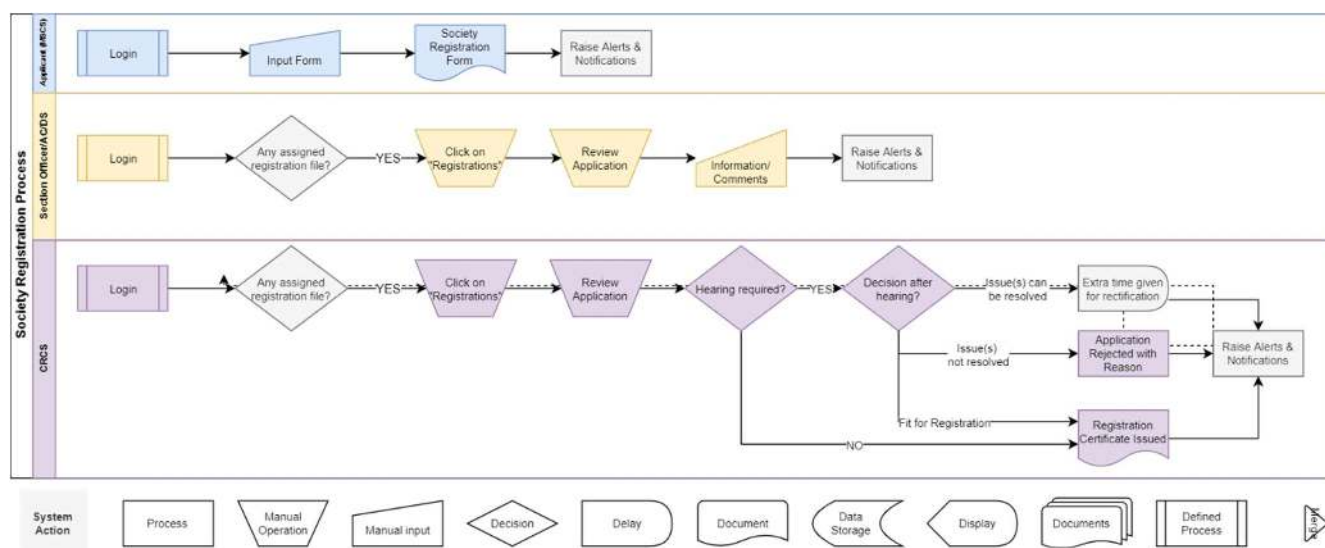
Below mentioned modules needs to be prepared for COOPERATIVE SOCITIES and RCS- Delhi Office

Registration Process

This process outlines the steps for registering a Multi-District/Village Cooperative Society with the RCS-

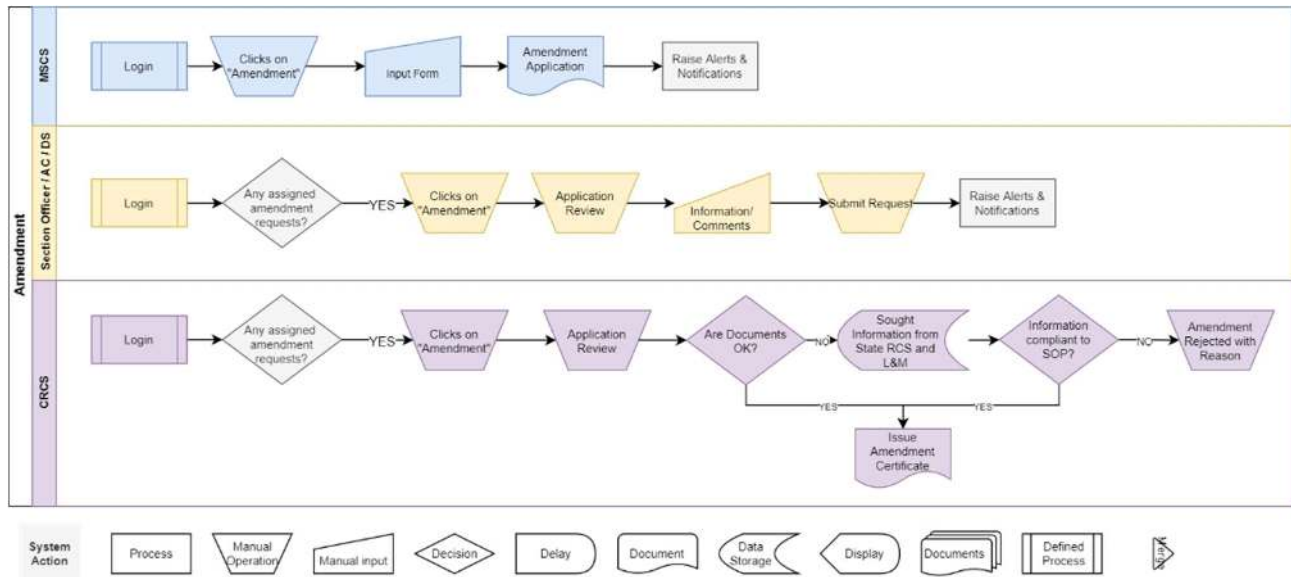
Delhi office through the RCS portal. The applicant must have valid and verified login credentials and the user account should not be associated with any registered society. The applicant must fill out a form with required information and documents, which is then reviewed and potentially approved by RCS- Delhi officials at the various levels.

The Company will develop an API as required.



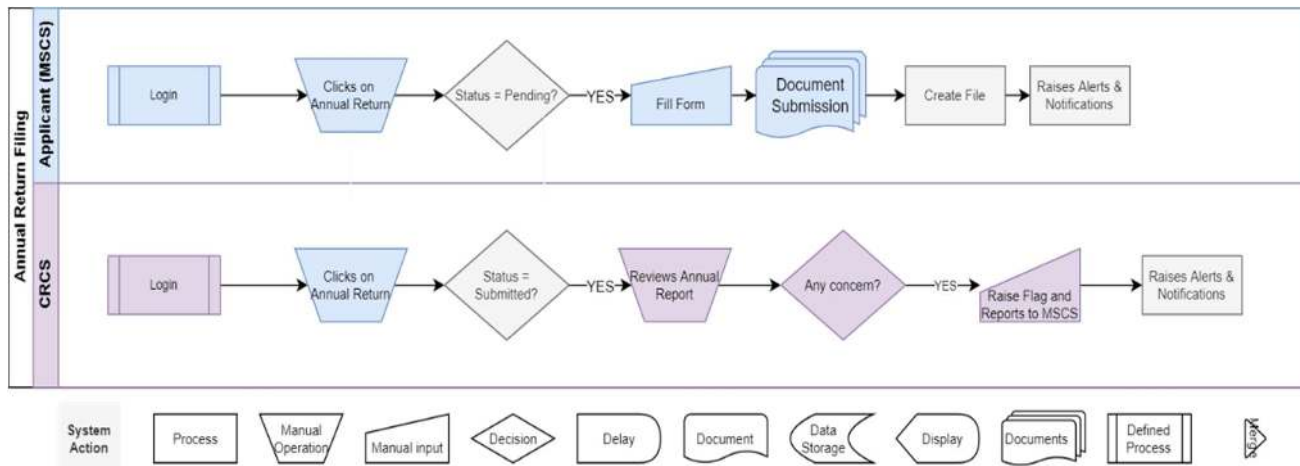
Amendment

This process describes the steps involved in initiating and reviewing an amendment request for COOPERATIVE SOCITIES through the new RCS- Delhi portal. The process begins with the COOPERATIVE SOCITIES representative submitting the necessary documents and form responses through the portal and includes the option to save the form as a draft or download a preview version before final submission. After submission, an acknowledgement receipt is issued, and the application is routed through various levels of review. The process also includes the maintenance of an audit trail and regular updates to relevant user status dashboards.



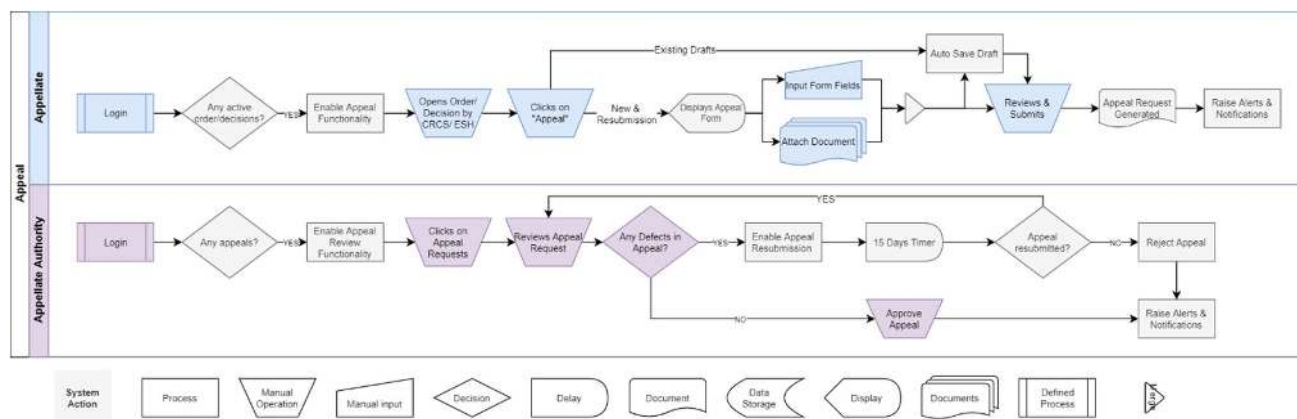
Annual Return Filing

The process for filing annual returns for a COOPERATIVE SOCIETIES through the RCS- Delhi portal involves the COOPERATIVE SOCIETIES representative logging in to the portal, clicking on the Annual Return Filing, filling out relevant fields in the form, uploading required annexures and documents, reviewing and submitting the form, and receiving an acknowledgement receipt. The COOPERATIVE SOCIETIES must also conduct an Annual General Meeting before filing the annual return. The process includes the issuance of notifications and alerts to the COOPERATIVE SOCIETIES and relevant Section Officer.



Appeals

The process of raising an appeal against a decision or order made by the Registrar Delhi or Liquidator under the COOPERATIVE SOCIETIES Act, 2002 involves registering and logging in to a portal with valid credentials, selecting the relevant decision or order, filling out a web form with relevant information and justifications, initiating e- signing of the form, and receiving an acknowledgement receipt.



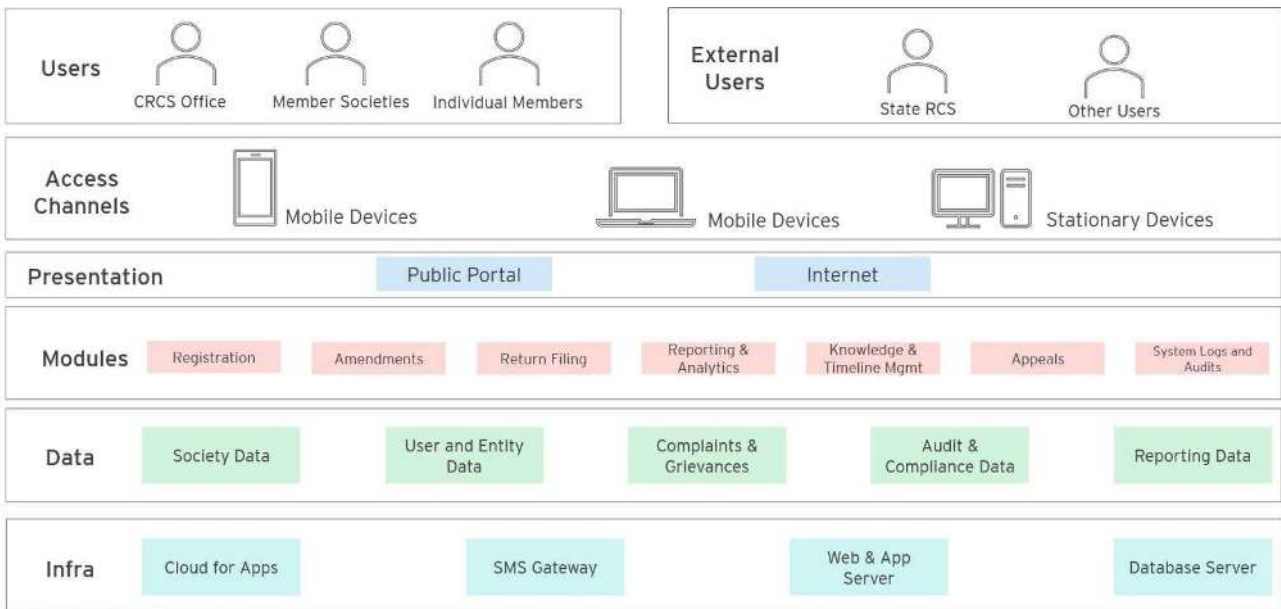
3.32 Proposed ICT Platform

Design Principles

The principles identified for new RCS- Delhi Portal have been discussed below:

- Clearance & Governance
- Integration with external platforms (like e-Office, UIDAI, BharatVC, SMS, Digital Signature, and others if required)
- Leveraging Information Technology for Effective Compliance
- Effective utilization of Projects and Data
- Enhanced User Experience
- Institutional capacity building for excellent service delivery
- Provision of Sustainable and Scalable Solution
- Business rule driven approach
- Technology Independence.
- N-tier model.

Proposed Solution Landscape



3.33 Development Technology

- Framework:
 - PHP
 - Angular
- Front-end
 - Adobe XD
 - HTML 5.0
 - React
 - CSS3
 - JavaScript, jQuery
- Back-end
 - MySQL/PostgreSQL database
- Hosting
 - Linux server

Open-source technology mandatory. If any software is required, vendor will bear the cost.

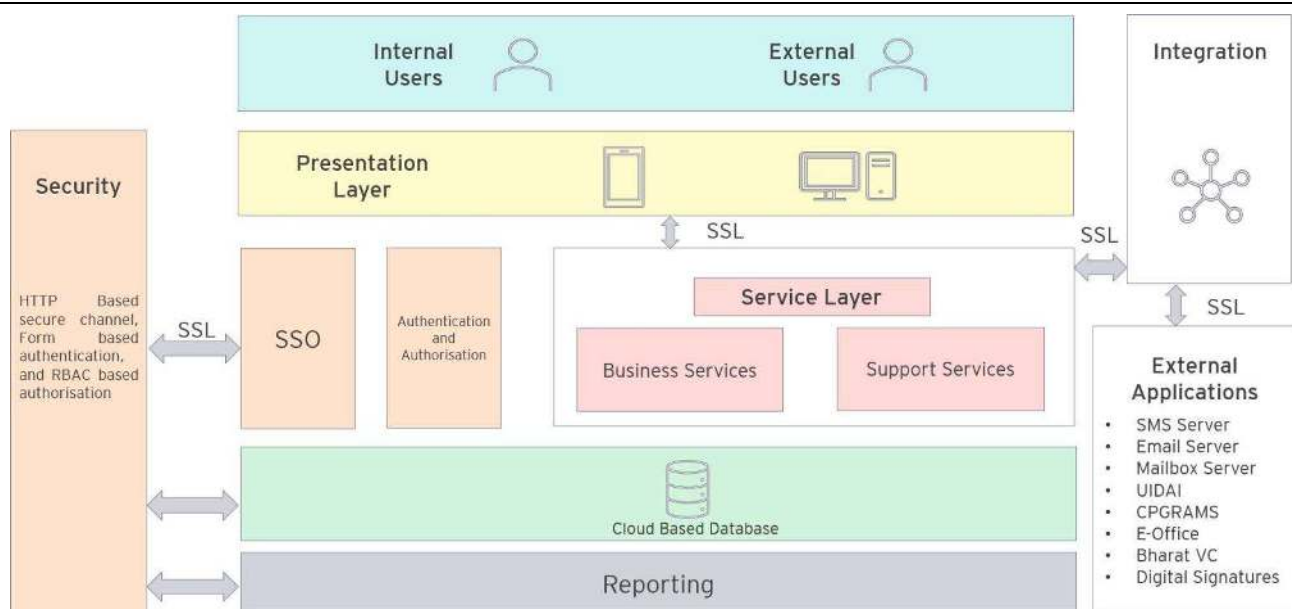
3.34 Proposed Application Features

User Touchpoints

Web Portal will allow users to manage and access any information. The portal will be responsive and be able to successfully render over major web browsers on desktop, laptop and mobile.

Indicative Solution Components

The following is the envisaged solution architecture for the new RCS- Delhi Portal.



Integration Approach

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

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

Security Management

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

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

3.35 Timelines, Deliverables & Payment Milestones

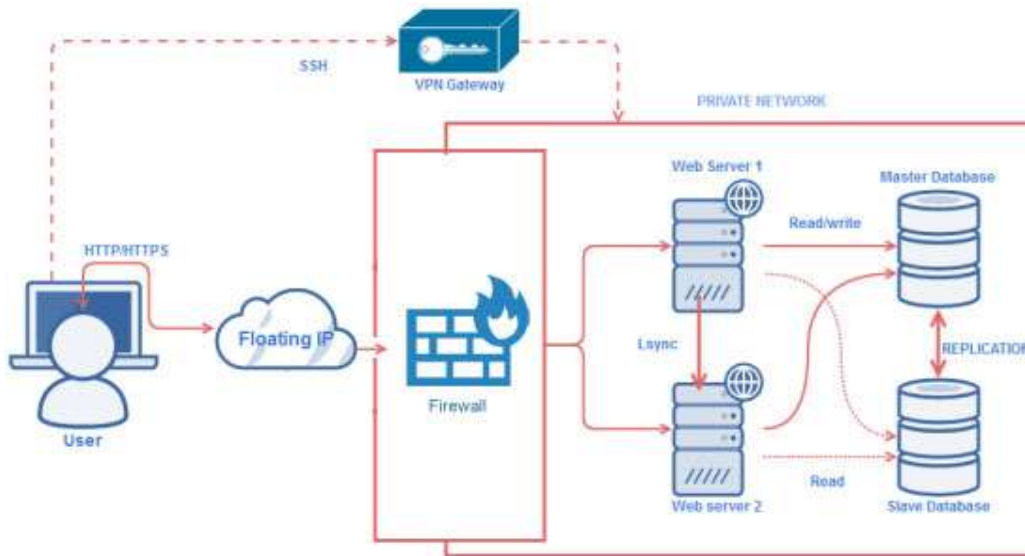
- Total project development duration should not exceeds 2 months. The deliverables and payment milestones are as below.
- Payment for Deliverables D1 and D2 would be made on a milestone basis and payment for D4 & D5 would be done on half yearly basis post project go live.
- Bidders are requested to submit their financial proposals accordingly as per Annexure III.

Deliverable Milestone	Deliverables	Modules Delivered		Payment Schedule
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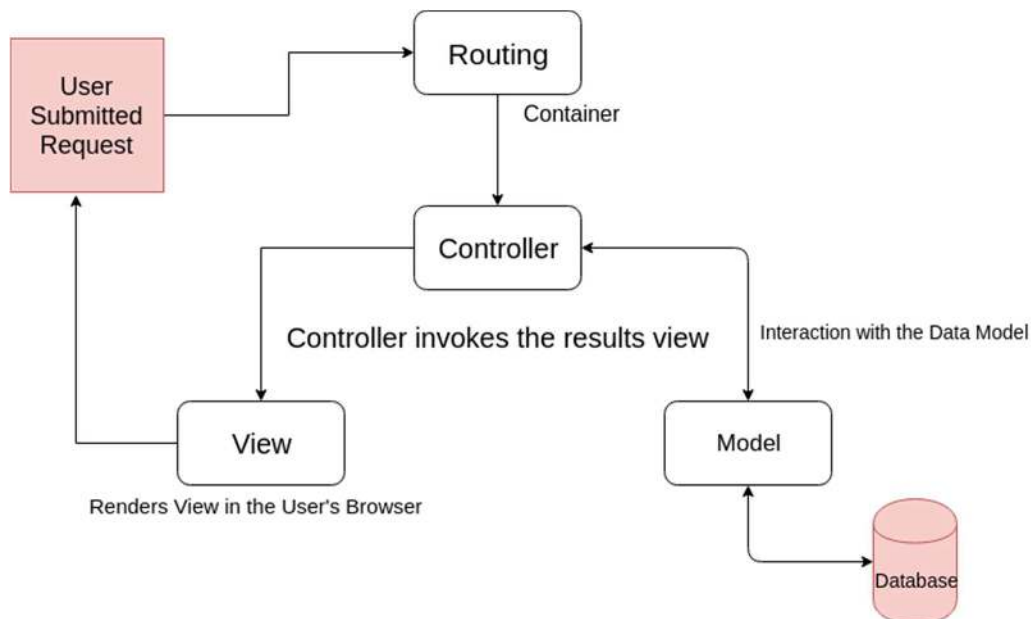
D1	<p>Detailed Inception Report covering</p> <ul style="list-style-type: none"> • Project Plan • System Design Backend and frontend) <ul style="list-style-type: none"> ○ SRS, FRS and BRD ○ Database Design ○ Role Based Access Control ○ External Integration Assessment ○ UI elements and wireframes • API specification • Process Flow • Data Mgmt. Plan • Deployment and computation plan • Knowledge Delivery Plan 	N/A		25% of the Development Cost(Table A)
D2	<ul style="list-style-type: none"> • Database and Backend Development • Web forms development • Web App Development • External API integration • Data Migration (module wise) • Functional Testing (Unit & Integration) • Dashboard & MIS reports • User acceptance Testing • Go-Live 	<ul style="list-style-type: none"> • Admin Panel • Registration • Amendment • Annual Return Filing • COOPERATIVE SOCITIES Login & Information • Audit Request Module/Allotment of Auditors • Election Opening Module • Liquidation • Integration with external sources • API Integration & Migration of Data from NCD • API Integration with other sectoral Database of NCT of Delhi • API Integration with Digilocker / Aadhaar, UIDAI Database • Customized letter generation • Online Dashboard (Public Dashboard, Official Role-based Dashboard) • Society Information dissemination to citizen • Unit based Monitoring of Societies 		25% of the Development Cost(Table A)

		<ul style="list-style-type: none"> • Inward and Outward Module • Online Audit filing • Appointment of Administrator • Appointment of Returning Officer • CA/Audit empanelment • Other additional features as mentioned in scope of work. • Single window System 		
D3	GO Live and Successful Implementation	GO Live and Successful Implementation		10% of the Development cost (Table A) & Cyber Security audit Cost (CS)&SSL Certificate cost
D4 & D5	<p>One-Year support from the date of Go Live. First six months period will come under D4 and next 6 months period will come under D-5</p> <p>*After Go Live, the system will be under warranty support without any additional cost for a period of 1 Year. During the warranty support, the agency shall provide prompt service of any technical issues, bugs occurred during the operation of the RCS application</p>	D4 & D5		20% Of the Development Cost (Table A)
D6	AMC shall be countable after successful compilation of warranty period	N/A		Cost shall be payable Quarterly

Server Architecture



4.1. Application Architecture



4.2. Server Administration & Management (Hosting on Government Community Cloud – GCC)

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

- Service provider shall provide the “Server Administration service” to keep servers stable, reliable and their operation efficient.

- Administrative support for user registration, User ID creation, maintaining user profiles, granting user access, authorization, user password support, and administrative support services.
- Setting up and configuring servers and applications as per configuration documents/ guidelines provided by RCS-Delhi
- Installation/ re-installation of the server operating systems and operating system utilities
- Ensure proper configuration of server parameters, operating systems administration, hardening and tuning.
- Regular backup of servers as per the backup & restoration policies stated by RCS-Delhi from time to time.
- Regularly monitoring and maintain a log of the status of critical services, performance of servers including but not limited to monitoring of CPU, disk space, memory utilization, I/O utilization, etc
- Regular analysis of events and logs and maintain the reports for future audit purposes
- Managing uptime of servers as per SLAs
- Depending on the nature of application (Ex: Dashboard application), Service provider shall suggest/ implement appropriate security measures on various servers, especially the Web, Application and Database servers
- Co-ordinate with SSL Certificate service provider for issuing and deployment of SSL certificates
- Help centers & email IDs to overview the problems of the Applications/Societies.
- Installation and configuration of the storage system.
- Management of storage environment to maintain performance at desired optimum levels.
- Development of storage management policy, configuration and management
- Suggest/Help RCS-Delhi on implementing Data Centre best practices as per industry standards
- RTI & Court matter related query to be solved in stipulated time.

4.3. Security Management Services

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

4.4. Go-Live & Training

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

4.5. Project Execution

- The successful bidder shall nominate a Project manager for the entire period of the contract for interacting with RCS-Delhi nominated person for all the activities under scope of this project.
- The RCS Delhi shall also nominate team of officers for the e-RCS project.
- Successful bidder shall submit a detailed project implementation plan and clearly spell out important milestones of project immediately after the award of work.
- Be responsible for delivery of services and act as a primary interface to RCS-Delhi for all matters
- Maintain project communications and provide documentation and adhere to procedural standards approved by RCS-Delhi for the execution of the project.
- Prepare a service management plan for meeting the desired performance
- Management of documentation/deliverables as described under the SOW. Measure, evaluate and report on progress against the project plan.
- Vendor shall depute team of professional / Business analyst to analyze the business requirements of RCS office and submit detailed SRS will be submitted as per the brief scope of work given in the RFP document.

4.6. Migration & Handholding Service during Transition Period

- At the time of Taking over: - The migration of entire data (applications, databases, file storage, etc.) from existing cloud service provider to new cloud setup is responsibility of selected bidder. As specified in this RFP, RCS-Delhi will take up the optimization of cloud resources in coordination with selected bidder and new application maintenance service provider. If any data migration is required at the time of infrastructure optimization, it will be the responsibility of the selected bidder. RCS-Delhi will not make any payment for data migration services at the time of on-boarding or infrastructure optimization
- **At the time of handing over:** At the end of the contract period including extended period, if any, in normal course or due to termination, RCS-Delhi shall have the right to retain all or selected services **for a maximum period of 01 Year** for the purpose of handing over to RCS-Delhi or its designated agency or for completion of any unfinished assignment. RCS-Delhi shall make payments for such services retained beyond the end of the contract period (including extended period, if any) as per contract payment terms. Payment for any broken period shall be made on a pro-rata basis. The Service Provider shall be legally bound to hand over all the project related documents, data and all other project related information to RCS-Delhi or its authorized agency. The selected bidder will be responsible for migration of entire data (applications, databases, file storage, etc.) to new service provider without charging RCS-Delhi any cost. The final bill under the project and shall be settled and PBG shall be released by RCS-Delhi only after successful data migration to new vendor selected by RCS-Delhi or to RCS-Delhi and after handing over the project related Documentation / data / information/ Reports, etc. to the satisfaction of RCS-Delhi.

4.7. Service Level Agreement

- The purpose of this Service Level Requirements/agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the vendor to RCS-Delhi for the duration of this contract period of the Project.
- The SLA parameters shall be monitored on a monthly basis as per the SLA parameter requirements.

- Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An “Availability and Performance Report” will be provided by the vendor on monthly basis in the RCS-Delhi suggested format and a review shall be conducted based on the report. The monthly Availability and Performance Report will be deemed to be accepted by the RCS-Delhi upon review and signoff by both vendor and the RCS-Delhi.
- The vendor needs to provide regular reports to the RCS-Delhi which shall play a critical role in monitoring the SLA compliance by the RCS-Delhi. The vendor must provide access for report viewing by the designated officers of RCS-Delhi. All the reports must be made available to RCS-Delhi, as and when the report is generated or as and when asked by the RCS-Delhi.
- Reports should also be available as “On-Screen Reports” with the capability of exporting it to any user defined format such as word, excel pdf, etc. & print and email feature.
- Court cases, RTI, and other matters.
- The vendor has to submit all the reports pertaining to the SLA Review process within 2 working days after end of the month.
- The measurement methodology / criteria / logic will be reviewed by the RCS-Delhi.
- In case of default on any of the service level metric, the vendor shall submit performance improvement plan along with the root cause analysis for the RCS-Delhi approval.
- The down time will be calculated on a monthly basis. Nonadherence to any of the services as mentioned in RFP will lead to penalties as per the SLA clause and will be used to calculate downtime.

4.8. Support & Maintenance activity

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

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

WHEREAS We, _____, having Registered Office at _____, hereinafter referred to as the COMPANY, are agreeable to ~~enter~~ **“Design, Development, Support, Cloud Management & Maintenance of RCS Portal”** as per scope defined in the **Request for Proposal** RCS-Delhi /XXXX/XXXX dated XX/XX/XXXX for State Cooperatives Department- Delhi (RCS-Delhi), and.

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

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

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

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

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

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

Yours sincerely,

Date

Signature of Authorized Signatory ...

Name of the Authorized Signatory ...

Place

Designation ...

4.10. Earnest Money Deposit (EMD)/BG.

The Bidder shall deposit Earnest Money Deposit (EMD) of Rs. 3% of the Contract value in the form of e-payment/BG. Without EMD, tender will be summarily rejected. (or exemption Declaration, if eligible as per Govt. notifications).

Annexure II – Proforma Technical Proposal

A. Organization & Project Personnel Profile:

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

B. General Terms & Conditions:

- a. **Terms & Conditions of NICSI Empanelment as per tier and their subsequent extensions would be applicable**

C. Technical Bids Evaluation:

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

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

(Authorized Signatory)

Name, Designation & Address with seal

Annexure III – Proforma Financial Proposal

Table 3: Financial Proposal Details

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

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

*SMS Service will be separately procured by RCS, Delhi.

Total Cost (T) in Words: _____

(Authorized Signatory)

Name, Designation & Address with seal