

TENDER DOCUMENT FOR DEVELOPMENT OF WEB BASED APPLICATION WITH ONE YEAR
MAINTENANCE FOR MILK DISTRIBUTION UNDER MUKHYA MANTRI AMRIT YOJANA

IMPORTANT INFORMATION AND DATES	
Tender Publish Date	03.04.2016
Last date and time for Sending Pre-Bid Queries in written	11.04.2016 up to 2:00 PM
Cost of Tender Form	1000.00/-
Date & Time Of Opening Of Technical Bid	11.04.2016 on 3:00 PM
website	www.cgcoopdairyfed.in

Statement of Confidentiality

The information contained in this Tender Document or subsequently provided to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of CG State Cooperative Dairy Federation or by any of their employees or advisors, shall be subject to the terms and conditions set out in this Tender Document and all other terms and conditions subject to which such information is provided. The purpose of this tender document is to provide the Bidder(s) with information to assist the formulation of their proposals. This Tender Document does not purport to contain all the information each bidder may require. This tender document may not be appropriate for all persons, and it is not possible for the CG State Cooperative Dairy Federation, their employees or advisors to consider the investment objectives, financial situation and particular needs of each bidder who reads or uses this tender document. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this tender document and where necessary obtain independent advice from appropriate sources. CG State Cooperative Dairy Federation, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the tender document. CG Dairy Cooperative Federation I may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Tender Document.

Sub: TENDER DOCUMENT FOR DEVELOPMENT OF WEB BASED APPLICATION WITH ONE YEAR MAINTENANCE FOR MILK DISTRIBUTION UNDER MUKHYA MANTRI AMRIT YOJANA (for Women and Child Development Department)

Introduction and General Conditions: Part 'A'

Chhattisgarh State Cooperative Dairy Federation is one of the largest Cooperative Dairy Federation in Chhattisgarh, owned and managed by milk producers of Chhattisgarh State. The State Dairy Federation was formed in the year 2013 which was previously known as Raipur Duddh Sangh (a part of MPCDF of undivided Madhya Pradesh). There after its business was taken over by Federation to set up TWO TIER SYSTEM and soon planning for THREE TIRE SYSTEM based on Anand Pattern.

Chhattisgarh is one of the most progressive states of Republic of India. In the domain of dairy development it is well known for its productive milch cattle. The economy of the state is predominantly based on agriculture. People rear and breed cattle as a subsidiary occupation. CGCDF has over 82000 lts per day milk producers in over 665 Dairy Cooperative Societies at village level, functioning under 27 District Cooperative Milk Unions in Chhattisgarh State.

The mission of the Federation is to usher rural prosperity through dairy development. During the last four decades of Cooperative Dairy Development by CGCDF, the dairy industry in Chhattisgarh State has progressed from a situation of milk-scarcity to that of milk-surplus. Our Motto is to provide the quality milk and milk products, thereby **DEVBHOG - the upfront brand** achieved an unmatched in quality and made available to consumers at most competitive prices.

1. The tender document may be obtained during working hours from 04-04-2016 to 11-04-2016 up to 1:00 PM from the Administration Department of the CGCDF, Urla, Durg. The same tender document can be downloaded from official website (www.cgcoopdairyfed.in). The tender document can also be down loaded from the website
2. Tender should be submitted in two separate sealed covers. First cover containing, "TECHNICAL BID", should provide only technical details as per the requirements in this tender along with literature, pamphlets, drawing etc. Second cover containing, "COMMERCIAL BID" should provide only Price, as per the Bill of Quantity annexed hereto. Both the covers should first be sealed separately, and then both the covers should be kept in a single sealed bigger envelop.
3. Bidder(s) are required to deposit 1000.00/- as tender form fee and 2% of the quoted amount in the financial bid towards earnest money by way of Demand Draft in favour of " MD, CG State Cooperative Dairy Federation " payable at Raipur. The Earnest Money of unsuccessful bidders will be returned without any interest/Bank commission/collection charges within 90 (Ninety) days from the date of acceptance /finalization of the tender. The tender form fee shall be non-refundable
4. The sealed tenders are to be submitted in prescribed format on your business letter head duly stamped, dated and signed on each page of the tender as unconditional acceptance to the terms

prescribed by the Institute therein. Details/supporting documents wherever applicable, if attached with the tender should be fully authenticated by the Bidder/s.

5. The sealed covers along with Tender Form Fee and Earnest Money Deposit (EMD), duly mentioning on top left hand corner of the sealed envelope, "TENDER FOR Development of Web Based Application Software for FOR MILK DISTRIBUTION UNDER MUKHYA MANTRI AMRIT YOJANA" should be addressed to the Managing Director, CG Dairy Federation, address given above by registered post/speed post/or by dropping in the tender box placed at Administration Department before 2:00 PM on 11-04-2016. The CGCDF shall not be liable for any postal delays what so ever and tender received after the stipulated time/date are liable to be shall not be entertained.
6. The tender(s) shall be opened on 11-04-2016 at 3:00 pm in the CG State Cooperative Dairy Federation, Urla, Durg, Chhattisgarh in the presence of Bidder(s) who wish to be present. No separate communication will be sent in this regard.
7. Non acceptance of any of the terms & conditions as stated in tender document and non-submission of the stipulated Tender Fee and Earnest Money Deposit (EMD) shall render the Tender invalid.
8. Technical training will be provided by the vendor to In-house Technical Team of CG State Cooperative Dairy Federation on Application Architecture, Build & Deployment of Application, Knowledge sharing on third party tools (if used), and Technology Awareness (Used in building the application).
9. CG State Cooperative Dairy Federation will provide the license of SQL Server and Windows Operating System, while rest of the configuration required for Production Environment is the responsibility of the Vendor.
10. Eligibility Criteria:
 - a. The bidder must be a Company registered under the Indian Companies Act 1956.
 - b. The bidder must have registered office at Chhattisgarh.
 - c. The bidder must have PAN card in the name of company.
 - d. The bidder must have service tax number, TIN number and TAN.
 - e. The bidder should have been in operation for at least four years.
 - f. The bidder must have undertaken at least 10 (ten) government projects for IT support and development.
 - g. Documentary proof for everything is essential without which the proposal will be rejected.
 - h. The documents submitted as proof should be self-attested. Technical and Financial evaluation will be done only for the bidders who have submitted EMD and are satisfying the above prequalification criteria.
 - i. Bidders declared by Government of India to be ineligible to participate for unsatisfactory past performance, corrupt, fraudulent or any other unlawful or unethical business practices shall not be eligible.
11. Incomplete quotations shall be rejected out rightly. No alterations, amendments or modifications shall be made by the Bidder in the Notice Inviting Tenders, Instructions to the Bidders, Contract Form, and Conditions of the Contract, Drawings and Specification and if any

such alterations are made or any special conditions attached, the tender is liable to be rejected without reference to the Bidder.

12. Quotations should be valid for 6 months from the date of opening of Technical Bid.
13. At any time prior to the last date for receipt of Bids, the CGCDF, may, for any reason, whether at its own initiative or in response to a clarification requested by the Bidders, modify the Tender by issuing an addendum/corrigendum. Any such amendment issued along with the original Tender document will constitute Revised Tender. The addendum/corrigendum will be uploaded on the cg dairy federation website. The Bidders are requested to visit the website frequently to check for any amendments.
14. The whole work included in the Tender shall be executed by the Bidder and the Bidder shall not directly or indirectly transfer assign or sublet the contract / work or any part thereof or interest therein without the written consent of CG Dairy Federation.
15. Evaluation of Technical Proposals
 - a. Proposals which are not supported by adequate proof / Supplementary documents or are not accompanied by an EMD will not be evaluated.
 - b. The Evaluation Committee shall evaluate the Technical Proposals only for those bidders who satisfy the pre-qualification/eligibility criteria. The Technical proposals which are unsigned and incomplete shall not be evaluated. The technical proposals will be evaluated on the basis of their responses, applying the evaluation criteria and point system specified in the technical evaluation scoring matrix. Evaluations will be based on documentary evidence submitted by the bidder with respect to the tender document each responsive proposal will be given a technical mark (TM). A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP
 - c. During the process of evaluation of the technical proposal, the bidder might be required to show the original work order/experience certificate/appreciation letter.
 - d. More TM will given to bidder having good experience in government projects and been offering services to CHiPS and NIC
16. Public Opening and Evaluation of Financial Proposals
 - a. After the technical evaluation is completed, the bidders who score a minimum of 60% in the Technical Proposal Evaluation shall be informed in writing about the time and location for opening the Financial Proposals.
 - b. Bidder's attendance at the opening of Financial Proposals is optional but it shall be recorded and signed by all present.
 - c. Financial Proposals shall be opened publicly in the presence of the bidder's representatives who choose to attend. The name of the bidders whose technical proposal is found responsive (i.e. identified bench mark) shall be read out. The Financial Proposal of the bidders who meet the minimum qualifying mark will then be inspected to confirm that they have remained sealed and unopened. These Financial Proposals of the bidders who meet the qualifying mark as indicated in the RFP shall be then opened, and the prices read aloud and recorded.
 - d. The evaluation of the bids will be based on the Combined Quality and Cost Based Selection (CQCBS) Method.
 - e. Prices shall be written in both words and figures. In the event of difference, the price in words shall be valid and binding.
17. Award of Contract
 - a. The bidder with the highest score will be considered for award of Contract.
 - b. CG Dairy federation shall award the contract to the selected bidder by issue of Work Order (WO) and notify all bidders who have submitted proposals after award is accepted by the

selected bidder. The selected bidder has also to sign an Agreement within 10 days of the publish of the Tender.

- c. The selected bidder is expected to commence the assignment on the date and at the location specified in the WO/ Contract.
 - d. If the selected bidder does not sign the Contract within the stipulated period or does not submit the Performance Guarantee within time, the WO may be cancelled and the bidder securing the next higher combined marks may be considered for award of Contract.
18. CGCDF shall have the right to assess the competencies and capabilities of the bidder by going through the credentials given in the Technical Bid and on the basis of such credentials, the CGCDF may reject the candidature of the bidder without assigning any reason and decision of the Institute shall be final. In such case(s) the Financial Bid shall not be opened for that particular bidder.
 19. The Financial Bid of only those parties who qualify in the technical scrutiny shall be opened and time and date for opening the Financial Bid shall be communicated separately.
 20. Submission of Proposal/Bid by way of e-mail is not acceptable
 21. CGCDF reserves the right of accepting the tender in whole or in part without assigning any reason and such decision shall be final. The part acceptance of the tender shall not violate the terms and conditions of the Tender / contract and the bidder shall execute the work at the specified rates without any extra charges or compensation within the stipulated period.
 22. The acceptance of a tender shall rest with the CGCDF. CGCDF does not bind itself to accept the lowest tender and reserves to itself the right to reject any or all the tenders received without assigning any reason(s) whatsoever and any notice to Bidder. Non acceptance of any tender shall not make the CGCDF liable for compensation or damages of any kind. CGCDF further reserves the right to accept a bid other than the lowest or to annul the entire bidding process with or without notice or reasons. Such decisions by CGCDF shall be final and bear no liability whatsoever consequent upon such decisions.
 23. Consortium are not entertained in the technical qualification assessment.
 24. TERMINATION
 - a. CGCDF without prejudice to any other remedy and rights, reserves the right to cancel / terminate the tender / Work Order / Agreement , RFP f in whole or in part by giving at least seven days' prior written notice thereof in case Bidder / Vendor fails to honour his bid / Work Contract / Agreement or found guilty for breach of condition /s of the tender documents / Work Order / Agreement or negligence, carelessness, inefficiency, fraud, mischief, misappropriation or any other type of misconduct by such Bidder / Vendor or by its employees, staff, agents, representatives etc. or by any other person directly or indirectly employed by him. In such case of termination, the CGCDF will have the right to put in place any other agency for carrying out the remaining work.
 - b. The CGCDF also cancel / terminate the tender / Work Order / Agreement in whole or in part for its convenience at any time for any reasons, by giving the Bidder / Vendor at least seven days' prior written notice thereof. However, the notice period may be extended by mutual agreement till alternate arrangements are made. Further, any pending or unresolved service, function, task, performance, unpaid fees and any other remedies shall continue by the parties during the period of termination notice and the same must be satisfied before the tender / Work Order / Agreement is cancelled / terminated. In such cancellation / termination the tender / Work Order / Agreement / or curtailment of the work by the CGCDF, the Bidder / Vendor shall have no claim to any payment or compensation whatsoever on account of any profit or advantage, which would have derived by it from the execution of the work in full, but which he did not derive in consequences the full amount

of the work not having been carried out, neither shall he have any claim on compensation / damage for the loss suffered by him by reason of cancellation / termination of the tender / Work Order / Agreement and of any alterations having been made by the CGCDF in the original specification or the designs and instruction which shall involve any curtailment of the work contemplated. However, the CGCDF shall pay the Bidder / Vendor such portions of the Work as are due and properly invoiced under the provisions for final payment for Work performed prior to termination. In no event, shall the total payments made to the Contractor exceed the Contract Price.

18. CONFIDENTIALITY

Bidder / Vendor shall not use or disclose any Confidential Information of the CGCDF except as specifically contemplated herein. For purposes of this Tender "Confidential Information" means information that: (i) is sufficiently secret to derive economic value, actual or potential, from not being generally known to other persons who can obtain economic value from its disclosure or use; and (ii) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy or confidentiality.

19. ARBITRATION

All disputes arising out of this tender are subject to the jurisdiction of Courts in Raipur, Chhattisgarh

Managing Director

Scope of Work "Part B"

- I. Total number of users: 35
- II. Study and Analysis of system
- III. Standardisation of Forms and Formats
- IV. Software Requirement Sheet

- V. Modules to be developed as per requirement:
 1. Milk Request Module
 2. Distribution Module
 3. Billing Module
 4. Grievance Module
 5. Report/MIS Module

- VI. Features to be avail to users
 - A. District Users shall have following features in application(Inwards):
 1. Generate requirement block wise (block shall be pre populated)
 2. Register complaints
 3. View/print bill
 4. Forget password
 5. Change password

 - B. Federation User shall have following features in application(Outwards/Distribution):
 1. View the requirement
 2. Schedule the distribution of milk to block
 3. Generate challan and dispatch slip
 4. Generate bill on successful deliver of milk to all blocks of particular district (bill shall be generate to district officer not to block level officer)
 5. Settlement of due (district officer) on successful reception of payment against transaction id
 6. View complaints/feedback from district level and close complaint
 7. Customise Report generation to track the system with view, export and print option
 8. Forgot password
 9. Change password

 - C. Federation Admin User shall have following features in application:
 1. User Management
 2. Role Management
 3. Master Management (District, Block, Officer details)
 4. Dashboard will have graphical view of the total milk requirement, total milk deliver this month, total pending , total payment received, total dues
 5. Customise Report generation to track the system with view, export and print option

 - D. SMS and Mail integration for:
 1. Alerts
 2. Invoice generation
 3. Payment confirmation

- VII. Training to all district officers of WCD involve in the project
- VIII. Training to CGCDF team of application
- IX. Server setup at the premises of CGCDF and Hosting of application
- X. One Year Maintenance and Support

Technical Bid "Part C"

Format of the Proposal Response

In order to simplify the review process and to obtain the maximum degree of comparability, the proposal shall include the following items and be organized in the manner specified on the following pages.

Part A briefly outlining the vendor's understanding of the work shall be submitted. The transmittal letter should also include general information regarding the firm and individuals involved.

II. Profile of the Firm

S. No	Particulars	Response
1.	Company Name	
2.	Legal Name (if different)	
3.	Registered Office address (Attach certificate)	
4.	Full Mailing Address	
5.	CIN of the vendor company (Attach certificate)	
6.	Service Tax Registration number (Attach certificate)	
7.	VAT (TIN No.) (Attach certificate)	
8.	PAN (Attach certificate)	
9.	TAN of the company (Attach certificate)	
10.	Telephone Number	
11.	Web site	
12.	Year of establishment	
13.	Contact Person	
14.	Mobile	
15.	E-mail	
16.	Audited Turnover in last three financial years, i.e. Year 2012-13, 2013-14 and 2014- 15. (Attach certificate)	

17.	Number of ongoing Government Department Projects in software development and support (Attach Work Order)	
18.	Number of Accomplished government project in software development and support(Attach Work Order/ Experience/ Appreciation Letter)	

Declaration:

1. We confirm that he/she is authorized to obligate the represented firm and further agrees with all terms, conditions, and requirements of the CGCDF Request for Proposal.
2. We have no objection if enquiries are made about the work listed by us in the accompanying sheets / annexure.
3. We agree that the decision of the CGCDF in selection process will be final and binding on us.
4. We confirm that we have not been barred / blacklisted / disqualified by any Regulators / Statutory Body in India and we understand that if any false information is detected at a later date, the assignment shall be cancelled at the discretion of the institute with penalties / damages recoverable in cases of any loss incurred.
5. All the information furnished by us here in above is correct to the best of our knowledge and belief.

SIGNATURE OF THE APPLICANT

Date:

NAME & DESIGNATION WITH SEAL OF ORGANISATION

Commercial Bid: Part 'D'

A. Development Cost (as per scope of work):

In Figures: _____

In Words: _____

B. SMS Cost (per SMS):

In Figures: _____

In Words: _____

Note:

1. The bid amount should include one year Support and Maintenance cost.
2. The bid amount should be included of all taxes and no other cost shall be bear by CGCDF.

SIGNATURE OF THE APPLICANT

Date:

NAME & DESIGNATION WITH SEAL OF ORGANISATION: