

Request for Proposal  
for  
Procurement of  
a Software product for  
computerising the business  
operations of  
Delhi Financial Corporation



**Delhi Financial Corporation**  
**E-Block, Saraswati Bhawan,**  
**Connaught Place, New Delhi-110001**  
**Phone: 011-23417678, 23415888, 23418267**  
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Reference No. : EDP/2005-06/01

Dated :

## **SECTION –1**

### **Letter of Invitation**

#### **REQUEST FOR PROPOSAL (RFP)**

**Project Name : Procurement of A Software Product for  
computerising the business operations of DFC.**

To,  
Mr/ Mrs.

Dear Sir/ Madam,

1. The Delhi Financial Corporation (DFC), a state owned Financial institution, (hereinafter called the “Purchaser” also) intends to procure a Software product for computerising the business operations of the Corporation.

2. The Purchaser now invites proposals to provide & implement an application software for computerising the business operations of the Corporation with all necessary assistance/ consultancy/ training etc. to implement the same at the offices of the Corporation in Delhi & Chandigarh with proper security & integration. More details on the services are provided in the Section 4 & 7 of this RFP.

3. A vendor & its product will be selected by the Corporation under two bid system and procedures described in this RFP.

4. The RFP includes the following documents:

- Section 1 - Letter of Invitation
- Section 2 - Guidelines to bidder
- Section 3 - Terms & Conditions
- Section 4 - Terms of Reference
- Section 5 - Evaluation & Award Criteria
- Section 6 - Standard Forms
- Section 7 - Functional Matrix

Please inform us in writing at our address, upon receipt, that you received our letter of Invitation and you would be participating in it.

Thanking You,

Yours faithfully

( A.M. Goyal)  
GM(EDP)

E-mail : [dgmdfc.delhi@nic.in](mailto:dgmdfc.delhi@nic.in)

Ph.No. :23415888, Mob. No. :  
9818091900

## **DISCLAIMER**

The information contained in this Bid Document or subsequently provided to Bidder(s) or Applicants whether verbally or in documentary form by or on behalf of DFC or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this Bid Document and all other terms and conditions subject to which such information is provided. This Bid Document is not an agreement and is not an offer or invitation by the DFC to any parties other than the Applicants who are qualified to submit the Bids (“Bidders”). The purpose of this Bid Document is to provide the Bidder(s) with information to assist the formulation of their Proposals. This Bid Document does not purport to contain all the information each Bidder may require. This Bid Document may not be appropriate for all persons, and it is not possible for the Corporation, their employees or advisors to consider the investment objectives, financial situation and particular needs of each Bidder who reads or uses this Bid Document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Bid Document and where necessary obtain independent advice from appropriate sources. The GM(EDP), the DFC 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 Bid Document. The DFC may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Bid Document.

## Summary of Important Information

BID DETAILS		
1.	Reference No. : Project Name : Name of Office :	EDP/2005-06/01 Procurement of a Software product for Computerising the business operations of DFC. Delhi Financial Corporation
2.	Address for submitting bids & other correspondences	Delhi Financial Corporation E-Block, Saraswati Bhawan, Connaught Place, New Delhi –110001
3.	Date of commencement of bidding Process	24 <sup>th</sup> March 2006
4.	Pre-bid meeting Date Time & Place	5 <sup>th</sup> April 2006 at 11:00 AM at above address
5.	Last date and time for receipt of Bidding Documents	5 <sup>th</sup> May 2006 up to 3:30 PM
6.	Date and Time of Technical Bid Opening	5 <sup>th</sup> May 2006 at 4:00 PM
7.	Place of opening of Bids	Delhi Financial Corporation E-Block, Saraswati Bhawan, Connaught Place, New Delhi –110001.
8.	Bid Security	Rs.50000/- in the form of Demand Draft in favour of Delhi Financial Corporation payable at New Delhi. The DD should be submitted <b>in person</b> at the time of bid submission.
9.	Location of Tender Box	Tender box would be located in the personal branch of Chief General Manager adjacent to the Reception counter at ground floor (approx. 5 meters from entry gate)
10.	Authorised officers to receive the tender	1. Sh. S.K. Sharma, GM(Admin) Ground Floor, Room No. 11 2. Sh. Sandeep Kumar, Sr. A.M.(EDP) EDP Division, Ground Floor

Note : Technical Bids would be opened in the presence of bidders who choose to attend.

## SECTION- 2

### GUIDELINES TO BIDDERS

#### 1. GENERAL :

This Request For Proposals (RFP) invites you to bid for the software licensing, installation, implementation, testing and commissioning of an integrated software product to be known as **Credit Management System (CMS)**, for computerizing the business operations of the Purchaser.

#### 2. DEFINATIONS :

(a) “Purchaser” or “DFC” or “Corporation” means Delhi Financial Corporation i.e. the department / office with which the selected Vendor signs the Contract for the Services and to which the selected vendor shall provide services as per the terms and conditions and TOR of the contract.

(b) “Vendor” or “Bidder” or “Tenderer” means any entity that may provide or provides the Services to the Purchaser under the Contract.

(c) “GUIDELINES TO BIDDERS” (Section 2 of the RFP) means the document which provides short listed vendors with all information needed to prepare their Proposals.

(d) “LOI” (Section 1 of the RFP) means the Letter of Invitation being sent by the Purchaser to the short listed vendors.

(e) “Proposal” means the Technical Proposal and the Commercial Proposal.

(f) “RFP” means the Request For Proposal prepared by the Purchaser for the selection of vendor.

(g) “Assignment / job” means the work to be performed by the vendor pursuant to the Contract.

(h) “Terms of Reference” (TOR) means the document included in the RFP as Section 4 which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Purchaser and the vendor, and expected results and deliverables of the Assignment/job.

(i) “Quoted Price” – This is the price quoted by the vendor in Form Fin-2 of Section – 6.

#### 3. COST OF BIDDING DOCUMENT :

The bidder shall bear all costs associated with the preparation and submission of its bids and the Purchaser will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

#### 4. ONE BID PER BIDDER :

Each bidder shall submit only one bid either by himself or as a partner in a joint venture. A bidder who submits or participates in more than one bid will be disqualified.

#### 5. CLARIFICATIONS ABOUT BID DOCUMENT/ PROPOSALS

5.1 A prospective bidder requiring any clarification about the Bid Document may notify G.M. (EDP) in writing at his mailing address or his e-mail address indicated in the letter of Invitation (section –1). The response of DFC will be sent by e-mail to all the prospective bidders along with the query to which response of DFC has been sought

5.2 To assist in the examination, evaluation and comparison of bids, the Purchaser may at its discretion, ask any bidder for clarification about its bid, including breakdown of unit, rate etc. The request for clarification and the response shall be in writing, but no change in the price or substance of the bid shall be sought or offered or permitted except as required to confirm the correction of arithmetic errors discovered by the Purchaser during the evaluation of the bids.

## **6. AMENDMENT OF BID DOCUMENT**

At any time prior to the deadline for submission of bids, the Purchaser may amend bidding document by issuing addenda.

Any addendum thus issued, shall be part of the bidding document and shall be communicated in writing to all bidders of the bidding document.

To give prospective bidders, reasonable time in which to take an addendum into account in preparing their bids, the Purchaser shall extend as necessary the deadline for submission of bids.

## **7. LANGUAGE OF PROPOSAL**

The proposal prepared by the bidder and all the correspondence and documents relating to the bid exchanged by the bidder and the Purchaser shall be in English language only.

## **8. BID PRICES :**

Unless stated otherwise in the bidding document, the contract shall be for the whole assignment based on the unit rates as per the Pricing details as in Form Fin-2.

The bidder shall fill in rates and prices for all items of the assignment described in Form Fin-2 (inclusive of all duties, taxes and other levies payable by the contractor under the contract)

## **9. BID CURRENCY**

The unit rates and prices shall be quoted by the bidder only in Indian rupees.

## **10. PERIOD OF VALIDITY OF PROPOSAL**

10.1 Proposals shall be valid for 120 days from the closing date of the bid. The Purchaser shall reject a proposal valid for a shorter period.

10.2 In exceptional circumstances, the Purchaser may solicit the bidder's consent to an extension of the period of validity. The request and responses thereto shall be made in writing or by e-mail. The bid security provided under Clause 11 shall also be suitably extended. A bidder granting the request will not be permitted to modify his/her bid.

## **11. BID SECURITY**

11.1 A bidder has to furnish as a part of his proposal, a bid security for an amount of Rs. 50,000/- (Rupees Fifty thousand only). The bid security will be in the form of demand draft drawn in favour of **Delhi Financial Corporation** payable at New Delhi.

11.2 The bid security is required to protect the Purchaser against the risk of bidder's conduct, which would warrant the security's forfeiture, pursuant to para. 11.5

11.3 Any proposal not secured in accordance with paragraph 11.1 will be rejected by the Purchaser.

11.4 The successful bidder's bid security will be discharged upon the Bidder executing the contract and furnishing the performance security. The bid security of unsuccessful bidders would be returned after selection of successful bidder.

11.5 Bid security forfeiture;

The bid security may be forfeited;

- If a bidder withdraws from its bid during the period of validity of proposal as specified by the bidder on the bid form; or
- In the case of a successful bidder, where the bidder fails;
  - a) to sign the contract or;
  - b) to furnish performance security.

## 12. BIDDING PROCESS

12.1 For the purpose of the present job, a two-stage bidding process will be followed. Accordingly, the response to the present bid will be submitted in two parts:

**Technical Bid (Part I)**

**Commercial Bid (Part II)**

12.1.1 The bidder will have to submit the Technical and Commercial portions of the bid separately in two separate sealed envelopes (wax seal), duly super scribing "**TENDER FOR CMS SOFTWARE**", "TECHNICAL BID" or "COMMERCIAL BID" as the case may be.

12.2 **RESPONSE REQUIREMENTS** : The submitted responses to this document will be subjected to detailed scrutiny and evaluation, and it is strongly recommended that every care should be taken to ensure that the information given in the response is accurate and, where necessary, detailed. The response should follow the format as detailed below.

- An Executive Summary : To highlight the features in the solution, and how the features differentiate it from the other competitive products. It should also include the complete solution architecture, hardware and software requirements along with the block diagram.
- An acceptance of the terms and conditions for this Request For Proposal : As per Form Tech-1
- Company Profile : As per Form Tech-2 Part - I
- Product Profile : As per Form Tech-2 Part - II
- Technology Architecture : As per Form Tech-2 Part - III
- Vendor's Experience : As per Form Tech-2 Part - IV
- Comments & Suggestions : As per Form Tech-3
- Approach, Methodology & Work Plan : As per Form Tech-4
- Other details & informations : As per the Forms prescribed in section 6 of the RFP.

12.2.1 The final RFP responses, (Technical and Commercial) shall consist of **one original and five authenticated copies**. A soft copy of only the technical bid should be sent in an electronic form on CD and should be enclosed in the **technical bid envelope**. No information pertaining to commercial bid should be provided in this CD.

12.2.2 In case of any discrepancy pertaining to words and figures between hard copy and soft copy, the hard copy will be basis for deciding the final version and in case of discrepancies in prices between words and figures; the **words** will be taken as final and binding.

12.2.3 The Functionality matrix (Section – 7) of this document must be duly filled in with adequate details.

12.2.4 The bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person duly authorized by him. The authorization shall be indicated by a written power of attorney accompanying the Bid. The person(s) signing the Bid shall initial all pages of the Bid.

12.2.5 The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case corrections shall be initialed by the person(s) signing the Bid.

12.2.6 The bid should contain integration strategy with different software applications across wide geographically spread locations and Data warehouse

12.2.7 A technical description and documentation should be provided of all software modules and components being proposed (As per Form TECH-2).

12.2.8 Configurations of all the hardware and operating systems that will be required (besides the existing) to set up and operate the application software.

### **12.3 TECHNICAL BID**

12.3.1 Documents required in Technical Bid Envelope (Sealed Cover) :

i. Information as per Forms Tech-1 to Tech-8 and supporting documents in respect of certification, experience, turnover etc.

ii. Software specifications (as per Functional matrix given in Section - 7) along with required Operating systems, Database, Compilers etc.

iii. Hardware specifications/sizing for implementing proposed software. (Development/Production)

iv. Data centre/server location details for production environment like space required for installation of servers and other components, environment conditions etc.

v.) Vendor should include detailed Annexures for following :

1. Network diagram for the Data center (DC)
2. Network diagram for the branch set up
3. Network diagram for the connectivity between data center and branch
4. Hardware specifications for DC.
5. System software specifications for DC/Branch

6. Implementation methodology & plan with tentative days
7. Case Studies of at least two such Systems Implementations in any Financial Institutions.
8. Any other requirements for implementation / integration of the software

vi. Software Implementation Schedule.

vii. Any other information called for in this RFP

12.3.2 TECHNICAL BID will **not** contain any pricing or commercial information.

#### **12.4 COMMERCIAL BID**

12.4.1 The bidder should quote the price as per Form Fin-2.

12.4.2 The offer should be all-inclusive, including service tax, other Govt. levies and other taxes, its installation, configuration, integration, testing, training & other required services to operationise this purchased software and its maintenance (up-to warranty period).

12.4.3 Bidder shall provide a list of service areas where it intends to provide services and for which rates have been quoted in response to this RFP. The list shall also be mentioned at Form Fin-2 along with the quoted price.

12.4.4 Payment Schedule:

1. **10%** will be paid as advance against a Bank guarantee of the same amount at the time of award/acceptance of the order.
2. **35%** will be paid after Customization and User Acceptance.
3. **40%** will be paid after implementation and roll out at Branches/pilot site.
4. **15%** will be paid after the warranty period.

12.4.5 The successful bidder has to submit a Performance Bank Guarantee of **5%** of the total cost of the project within 14 days of receipt of letter of acceptance for the project, which should initially be valid up to 24 months and renewable thereafter till the complete warranty period plus three months. In case, the warranty period is extended the validity period of both guarantee would be extended accordingly.

12.4.6 Documents required in Commercial Bid Envelope (Sealed Cover): Commercial bid shall be as per format given in Form Fin-2 with FORM FIN-1 of Commercial Proposal in Section 6 of Standard Forms.

#### **12.5 PRE-BID MEETING**

A pre-Bid meeting will be held on the date specified in summary page of this document “to answer any bid related queries”. The queries in the form of an e-mail should reach the following e-mail ID : “dgmddfc.delhi@nic.in” within 7 days from the date of issue of the bid document.

### **13. SUBMISSION OF BIDS**

13.1 The bidders shall duly seal each envelope (i.e. envelop as marked “Technical Bid” and “Commercial Bid”) separately with red LAAKH SEAL (Wax Seal).

13.2 The bid should be addressed to the Purchaser at the following address.

The Managing Director,  
Delhi Financial Corporation,  
E-Block, Saraswati Bhawan,  
Connaught Place,  
New Delhi - 110001

13.3 The two envelopes should be put together in one large envelope and dropped in the tender box kept near the Reception at Head office or handed over to the authorized officers on or before the last day & time of the receipt of bids.

### **14. DEAD LINE FOR SUBMISSION OF BIDS**

14.1 Bids must be received by the Purchaser at the address specified in the Bid document not later than the specified date and time as specified in the Bid Document. In the event of the specified date of submission of bids being declared a holiday for the Purchaser, the bids will be received up to the appointed time on next working day.

14.2 The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the Purchaser and bidders previously subject to the deadline will thereafter be subject to the deadline extended.

### **15. LATE BIDS**

15.1 Any bid received by the Purchaser after the deadline for submission of the bids will be returned unopened to the bidder.

### **16. MODIFICATIONS AND/OR WITHDRAWAL OF BIDS**

16.1 Bids once submitted will be treated, as final and no further correspondence will be entertained in this regard.

16.2 No bid will be modified after the deadline for submission of bids.

### **17. OPENING OF TECHNICAL BID**

17.1 In the first stage, only TECHNICAL BID will be opened. The Purchaser will open the technical bids in presence of the bidders or their designated representatives who choose to attend, at the time, date and location mentioned in the bid document.

17.2 The bidder’s representatives who are present, shall sign a register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for Purchaser, the bids shall be opened at the appointed time and place on next working day.

17.3 Bids not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. The Purchaser shall prepare minutes of the bid opening including the information disclosed to those present.

#### **18. EXAMINATION OF TECHNICAL BIDS & DETERMINATION OF RESPONSIVENESS:**

18.1 Information relating to examination, clarification, evaluation and comparison of bids and recommendations for the award of a contract shall not be disclosed to bidders or any other persons, not initially concerned with such process until the award to the successful bidder has been announced. Any effort by a bidder to influence the Purchaser processing of bids or award decisions may result in the rejection of the bidder's bid.

18.2 A substantially responsive bid is one that conforms to all the terms and conditions and specifications of the bidding document without material deviation or reservation. A material deviation or reservation is one which affects in any substantial way the scope, quality, or performance of the work and which limits in any substantial way. Inconsistent with the bidding documents, the Purchaser's rights or the bidder's obligations under the contract, or whose Rectification would affect unfairly the competitive position of other bidders presenting substantially responsive bids.

18.3 If a bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by correction or withdrawal and the non-conforming deviations or reservations.

#### **19. EVALUATION OF TECHNICAL PROPOSALS AND OPENING OF COMMERCIAL BIDS**

19.1 Evaluators of Technical Proposals shall have no access to the Commercial Proposals until the technical evaluation is concluded and the competent authority accepts the recommendation.

19.2 The purchaser would follow Techno-commercial bid process for evaluation of proposals received. Eighty percent weightage will be given to technical proposal and twenty percent weightage for commercial proposal.

19.3 The technical evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and by applying the evaluation criteria, subcriteria specified in the RFP. In the first stage of evaluation, a Proposal shall be rejected if it is found deficient as per the requirement indicated in the RFP for responsiveness of the proposal. Only responsive proposals shall be further taken up for evaluation. Evaluation of the technical proposal will start first and at this stage the commercial bid (proposal) will remain **unopened**. The evaluation criteria for the technical proposal shall be as defined in Section – 5 of this RFP.

19.4 Commercial proposals of only those firms who are technically qualified shall be opened publicly on the date & time to be intimated later, in the presence of the Vendor' representatives who choose to attend. The name of the Vendors shall be read aloud.

19.5 The purchaser would go ahead with the selection process, even if just one vendor qualifies the technical benchmark as given in Section-5.

19.6 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount,

or between word and figures the formers will prevail. In addition to the above corrections the items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

19.7 The best evaluated Commercial Proposal (CP) which meets the minimum qualifying criteria laid down for evaluation of the technical proposals in the RFP, will be declared as successful bidder and eligible for award of contract. This vendor will then be invited for negotiations, if considered necessary.

## **20. CONTACTING THE PURCHASER**

From the time the Proposals are opened to the time the Contract is awarded, the Vendor(s) should not contact the Purchaser on any matter related to its Technical and/or Commercial Proposal. Any effort by any Vendor to influence the Purchaser in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Vendor' Proposal.

## **21. NEGOTIATIONS**

21.1 Negotiations will be held at the Head Office (HO) of the Purchaser on the date & time to be intimated later. Representatives conducting negotiations on behalf of the Vendor must have written authority to negotiate and conclude a Contract.

21.2 Technical negotiations: Negotiations will include a discussion of the Technical Proposal, the proposed technical approach and methodology, work plan, and organization and staffing, and any suggestions made by the Vendor to improve the Terms of Reference. The Purchaser and the Vendor will finalize the Terms of Reference, staffing schedule, work schedule, logistics, and reporting. These documents will then be incorporated in the Contract as "Description of Assignment/job". Special attention will be paid to clearly defining the inputs and facilities required from the Purchaser to ensure satisfactory implementation of the Assignment/job. The Purchaser shall prepare minutes of negotiations which will be signed by the Purchaser and the Vendor .

21.3 Financial negotiations: If applicable, it is the responsibility of the Vendor, before starting financial negotiations, to contact the tax authorities to determine the tax amount to be paid by the Vendor under the Contract. The financial negotiations will include a clarification (if any) of the vendor's tax liability, and the manner in which it will be reflected in the Contract; and will reflect the agreed technical modifications in the cost of the Assignment/job. Unless there are exceptional reasons, the financial negotiations will involve neither the remuneration rates for staff nor other proposed unit rates.

21.4 Availability of Professional staff/experts: Having selected the Vendor on the basis of, among other things, an evaluation of proposed Professional staff, the Purchaser expects to negotiate a Contract on the basis of the Professional staff named in the Proposal. Before contract negotiations, the Purchaser will require assurances that the Professional staff will be actually available. The Purchaser will not consider substitutions during contract negotiations unless both parties agree that undue delay in the selection process makes such substitution unavoidable or for reasons such as death or medical incapacity. If this is not the case and if it is established that Professional staff were offered in the proposal without confirming their availability, the Vendor may be disqualified. Any proposed substitute shall have equivalent or better qualifications and experience than the original candidate and

be submitted by the Vendor within the period of time specified in the letter of invitation to negotiate.

21.5 Conclusion of the negotiations: Negotiations will conclude with a review of the draft Contract. To complete negotiations the Purchaser and the Vendor will initial the agreed Contract.

## **22. AWARD OF CONTRACT**

22.1 After completing negotiations, the Purchaser shall award the Contract to the successful bidder and promptly notify all bidders who have submitted proposals.

22.2 The successful Vendor is expected to commence the Assignment/job as soon as possible after the award of contract.

## **23. NOTIFICATION OF AWARD AND SIGNING OF AGREEMENT.**

23.1 The Vendor shall give acceptance of the order placed on it, to the concerned Offices, within 7 days from the date of order, failing which, the Purchaser shall have the right to cancel the order. The vendor shall make the software delivery within 6 weeks of receipt of order.

23.2 The successful vendor shall be required to enter into a Service level Agreement (SLA) with the Purchaser, within 15 days of the award of the tender or within such extended period as may be specified by the Purchaser but before start of the services by the vendor.

23.3 The Purchaser reserves the right to terminate the contract at any time by giving 30 days notice without assigning any reason therefore.

23.4 During the currency of contract if there is any reduction in prices on account of Govt. policies etc. the same shall be passed on to the Purchaser. However bidder should absorb upward revision of prices, if any.

23.5 The bidder whose bid has been accepted will be notified of the award by the Purchaser prior to expiration of the Bid validity period. This letter of acceptance will state the sum that the Purchaser will pay the Vendor in consideration of the execution and completion of the works by the Vendor.

## **24. GOVERNING LAW AND DISPUTES**

24.1 DISPUTE RESOLUTION : All disputes or differences whatsoever arising between the Purchaser and the vendor in relation to work awarded pursuant to this RFP, shall be settled through arbitration as per the terms & conditions as agreed under Service Level Agreement, and in accordance with applicable Indian Law.

24.2 The software vendor shall continue to work under the Contract during the arbitration proceedings unless otherwise directed in writing by the Purchaser or unless the matter is such that the work cannot possibly be continued until the decision of the arbitrator or the umpire, as the case may be, is obtained. However, the Purchaser shall be entitled to make alternative arrangements to tackle the situation, in the manner it deems fit, at the cost of the vendor, so that the business of the Purchaser continues without any disruption.

24.3 The venue of the arbitration shall be Delhi.

## **25. ASSIGNMENT**

25.1 The vendor shall not assign, in whole or in part, its obligations to perform under the contract, except with the Purchaser's prior written consent.

## **26. CORRUPT AND FRAUDULENT PRACTICES**

It is expected that Bidders/Suppliers/contractors under this contract observe the highest standard of ethics during the procurement and execution of this contract. In pursuance of this policy, the Purchaser

(a) Defines for purpose of these provisions, the terms set forth below as follows:-

- (i) 'Corrupt practice' means the offering, giving, receiving or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution, and
- (ii) 'Fraudulent practice' means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid process at artificial non-competition levels and to deprive the Purchaser of the benefits of free and open competition.

(b) Will reject a proposal for award of work if he determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for contract in question.

## **27. CONFIDENTIALITY**

27.1 Information relating to evaluation of Proposals and recommendations concerning awards shall not be disclosed to the Vendor who submitted the Proposals or to other persons not officially concerned with the process, until the publication of the award of Contract. The undue use by any Vendor of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Purchaser's antifraud and corruption policy.

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## SECTION- 3

### TERMS AND CONDITIONS

#### 1. GENERAL :

1. The copyright of this RFP document rests with **Delhi Finance Corporation**. The contents of the document must be treated as **STRICTLY CONFIDENTIAL**. The information contained in this document should be retained in strict confidence by the Bidder and must not be disclosed to any other third party, person or company without the prior permission of Delhi Finance Corporation.
2. All information and data supplied by those responding to this document will be treated in the strictest confidence.
3. The Bid Document is not transferable. Transfer of technical proposals submitted by one company in the name of other is not permitted under any circumstances.
4. Incomplete proposals or proposals without Bid Security or those received after the last date and time will not be entertained.
5. Technical Proposal should include detailed product literature on Software and should clearly mention the details of licensees of software required and to be purchased by DFC.
6. Necessary manuals should accompany the software in original.
7. All terms and conditions are described in the document. The supplier does not have the right to modify, replace or amend any terms and conditions outlined in this document.

#### 2. CHANGE MANAGEMENT

The computing methodology of the product offered should be amenable to cater to the expanding business requirements of the Purchaser. The product should preferably be based on a three tier architecture. However, if the current version of the product is based on two tier, the vendor must agree to replace this with the revised version of the software based on three tier architecture within a period of six months without any extra cost to the proposal. The status of the product being offered must clearly be stated in this regard as required under Annexure-A.

#### 3. DATA MIGRATION

The vendor must agree to port data in respect of existing loan cases of the Purchaser on the new software proposed to be procured. The cost of data porting should be quoted separately. The vendor would be required to pick up the data/ information from the manual records/ existing software of the Corporation and port to the new system. Details of the status of manual records can be obtained from the office during pre-bid conference.

This cost will be included in the “Quoted Price” for the purpose of bid evaluation; however, this would be a separate and independent contract.

#### 4. WARRANTY

The vendor must agree to undertake warranty of the product for a period of one year with full on site technical support along with modification/up gradation with atleast one

qualified software professional who is conversant with the offered solution and competent enough to fix its first level of problems. The period of warranty would start from the date on which the Purchaser has accepted the successful implementation of the software product. The cost of warranty has to be built into the product itself and no separate cost of the warranty is to be quoted in the commercial bid.

**5. ANNUAL TECHNICAL SUPPORT (ATS)**

The successful vendor will have to undertake annual technical support in respect of the product offered for a period of 4 years from the date of expiry of warranty. The cost of ATS is to be quoted separately as per format given in the commercial bid. This cost would be included in the “Quoted Price” for the purpose of bid evaluation; however, ATS would be treated as a separate and independent contract.

**6. MODIFICATION IN THE ACCEPTED PRODUCT**

Due to change management and changing business requirements there could be a possibility of addition/modification in the software product implemented in the Corporation. Since the source code of the product would remain with the vendor, the vendor must undertake to carry out such additions/ modifications for non agreed commitments beyond the current scope of the work which might occur due to the reasons mentioned above.

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## SECTION- 4

### TERMS OF REFERENCE

#### 1. BACKGROUND :

Delhi Financial Corporation, a state owned Financial institution, established in April, 1967 under the State Financial Corporations' Act 1951, is engaged in promoting, financing and developing small & Medium scale industries and service enterprises in NCT of Delhi and UT of Chandigarh. Over the years, the Corporation has played a critical role in promoting first generation entrepreneurs besides fulfilling socio-economic obligations like relocation of industries from non conforming to conforming areas, replacement of old commercial vehicles with new CNG driven vehicles, employment generation etc.

DFC has its Head Office (HO) at E-Bock, Connaught Place, New Delhi. It has one branch office at Rohini, Delhi which is about 25 Km. from HO at Connaught Place and another at Chandigarh which are planned to be connected with our HO, Connaught Place, New Delhi through WAN. More branches in the NCT of Delhi can be opened in near future, depending upon the business requirements of the Corporation. The HO is likely to be shifted to Pankha Road, Janakpuri, which is about 18-20 Km from Rohini office. The proposed S/w would be installed at HO.

At present the Corporation is having the following implemented systems, technology in use & hardware at its H.O.

#### Major systems

- Financial Accounting System which permits on-line cash transactions and bank voucher posting, generates financial reports like cashbook, daybook, subsidiary ledgers, general ledgers, bankbooks, trial balance, profit & loss statement, balance sheet etc.
- Payroll and Provident Fund Accounting including accounting of loans to staff (PF Loan, HBA advance, Personal Advance, Computer Advance, Conveyance advance).

#### Support systems

- Partially developed system for Loan Accounting (core business) and MIS facilitating on-line cash receipts. This system has been interfaced with Financial Accounting system.
- Software for the calculation of interest and re-casting of customer ledgers for quicker issuance of No Objection Certificate and final clearance of accounts.
- Software to support Assets Classification at year-end.
- For past several years, the Corporation has been publishing all major schemes on its website 'www.dfcdelhi.nic.in'

- A small MIS software to provide information on Bawana Relocation cases.

Technology used

- ❖ Operating Systems :
  - Tru64 Unix, Windows NT 4.0/ 2003 Server, Windows 2000 Prof/Windows XP Home/Windows 98
- ❖ DBMS/RDBMS :
  - Oracle 9i on Tru64 Unix
  - FoxPro on Window/DOS Platforms
- ❖ Front-end :
  - Developer 6.0
  - Visual Basic 6.0
- ❖ Type of computing :
  - Client-server model
  - Mostly Batch mode, partly on-line

Hardware :

- ❖ Server, PCs & peripherals :
  - One Risc based Alpha server of HP/Compaq
  - 2 Laptops
  - 4 P-II, 18 P-III, 50 P-IV based PCs
  - 1 Line matrix printer
  - 1 laser jet network printer besides several DMP, DeskJet & LaserJet printers
  - 2 scanners etc.
- ❖ LAN (Number of Switch/Hub) :
  - Three Routers, Three 24-port switches, one 16-port Hub
- ❖ Number of PCs/terminals connected to LAN :
  - There are three LANs -- one at each office. The LANs at Head Office, Connaught Place and Branch Office, Rohini are being connected by 64 KBPS lease line.
  - LAN at Branch Office, Chandigarh : 5 PCs (All)
  - LAN at Branch Office, Rohini : 11 PCs (All)
  - LAN at Head Office, Connaught Place : All computers have the LAN connectivity.

Connectivity : Lease Line of 64 kbps between Rohini & H.O.

Details regarding total business in each branch As on 31.12.2005 :

Branch day	Amt. Of business (Rs. In Lacs)	No. of Live Accounts	No. of vouchers per day
HO, CP	4736	3200	250
BO, Rohini	9485	2800	100
BO, Chandigarh	850	350	20
<b>Total</b>	<b>15071</b>	<b>6350</b>	<b>370</b>

**2. PURPOSE/ OBJECTIVES OF THE ASSIGNMENT :**

1. DFC recognizes the importance of information technology in enabling it to become efficient, thereby, facilitating efficient and smooth public service delivery.
2. The Corporation is looking for a software package (product) of a reputed software development company, who can implement this software as a complete project and can provide all necessary services to execute this project (i.e. implementation, integration, web-enabling, testing and training etc. with proper linking of the same with our existing software).
3. The Software should be robust and preferably a standardized loan accounting & MIS system with adequate flexibility and customizability in the product to provide various alternative in specific loan cases for the settlement of a/c under different schemes of the Corporation.
4. The software product/services should be in synchronization with the offline activities of the Corporation.
5. The software product/ services should be customized by the successful vendor to meet the requirements of the Purchaser.

**3. DETAILED SCOPE OF THE WORK :**

3.1 Proposed solution will be implemented at Head Office and Branches of the Corporation with proper integration. The product should be robust and should computerize the following business processes/ functions of the Corporation with proper fault free security on LAN/ WAN as well as on web. Broad Specifications of the product software are as under :

- Pre-sanction process (Optional)
- MIS for pre-sanction process from the level of application received
- Appraisal & sanction system (Desirable)
- MIS for Appraisal & sanction system
- Documentation / Document Management system for loan cases (Desirable)
- System for prime Guarantees, collateral securities & etc.
- Disbursement & its MIS system
- Loan accounting system (including loan account status on-line on LAN )

- Follow-up and Recovery system (including general recovery, legal recovery and intensive recovery etc.) with NPA Management.
- Post dated cheque (PDC) management system
- Module to manage securities both prime & Collateral and network and details of guarantors' title deeds etc.
- Bank reconciliation system
- MIS for Refinance
- Asset classification system as per RBI/SIDBI guidelines
- Reporting system for CIBIL & Development Banking (Optional)
- MIS for business planning, projections and analysis (Desirable)
- MIS for legal proceedings
- Flexibility in interest rates, penalties, waivers, re-schedulement etc.
- The package should be able to give various alternatives instantly to facilitate personalized recoveries on different OTS packages.
- Payment update & ledger update should be on-line.
- General Ledger & Financial Accounting

3.2 A detailed list of functional requirements expected from the software product is given in the functional matrix under Section - 7. The functions of the Corporation have been classified into three groups depending upon their importance i.e. 1) Essential, 2) Desirable, 3) Optional in order of decreasing importance. They would carry differential weightage for the purpose of evaluation. Vendors must submit their response as per the prescribed format in this section.

3.3 Management information systems (MIS) of loan applications, sanction, rejection/withdrawals, disbursement, recovery, cancellation, outstanding and default should be on industry, constitution, scheme, purpose, scale, size, religion etc .

3.4 The product should provide for generating a few important Reports/Letters/Forms etc. in Hindi as well as in English. The rest of the solution can be in English only.

3.5 The software should be able to capture all inputs through manual feeding as well as through web right from the receipt of loan application, sanction, disbursement, account opening etc. and should also capture additional information like financial background of the customer, his sources of income etc.

3.6 The product/ solution offered must be offered as a single product and all the modules should be integrated through a menu. It should have, as far as possible, the parameter driven functionality.

3.7 The product/ solution offered should be compatible for Standalone Version as well as Server Version ( Multi-User environment). It should also have Online/Offline capabilities during the downtime of the WAN link.

3.8 The product/ solution offered must be capable of integrating with other enterprise applications/ data warehousing solutions available in the Corporation at present and in future across geographically spread locations of its branches as and when required. Bidder has to integrate the same at no extra cost.

3.9 Security features, provision to dynamically alter bucket size for any MIS/regulatory/analytical reporting, ability to embed policy parameters to enable generation of exception reports.

3.10 Well documented change control procedure & proper integration with adequate security.

3.11 The software must incorporate adequate internal control and adequate round of audit trails.

3.12 There should be the provision for maker & checker concept in the product for all financial transactions i.e. disbursements, repayments etc.

#### **4. TRAINING**

The cost of training is to be built in the cost of product and no separate payment would be made in this regard and the Vendor shall provide training on appropriate aspects of the Software to Operating Staff, Senior Executives and Administrator Data Center Managers etc. of the user department or such other persons nominated by the Purchaser to its full satisfaction.

The Training will be for

- a) Administrator – batch size 5 persons
- b) User – batch size 10 persons

#### **5. TECHNICAL ADVICE**

The successful bidder would normally be required to give its technical opinions as per best global practice on any issues referred to it in writing. The issues may relate to the smooth functioning of the computerized system. A few of them are mentioned as under :

- a. Formulation of formal disaster recovery & business continuity plan to provide reasonable assurance to regain data processing operations effectively and in a timely manner in the event of automated systems rendered in-operational by a disaster
- b. Identification of key configuration items (H/W, S/W, personnel & data assets), which are indispensable for continuity of the IT activities through proper risk analysis and counter measures.
- c. Documenting the policy for identifying emergency hot sites for data center activities, correct / current version of system software etc, which are important for recovery from disaster.
- d. Preparation of procedures & contingency plans for restructuring files in the event of loss of disk/tape errors etc.
- e. Proper physical & logical access controls i.e. IT security policy.
- f. Security of the system at
  - i. Hardware level
  - ii. Software Level for User Management (defining Maker & checker procedures)
  - iii. Networking

- iv. Infrastructure management
- v. Data, Privacy & Confidentiality Management
- vi. Internet/Network Security (including service related to Penetration Testing)
- vii. Security policies and procedures

g. IT Infrastructure Consultancy for :

- Networking
- Enterprise Application Integration/Middleware
- Enterprise Resource Management (ERM)
- Disaster Recovery Planning & Implementation
- IT Facilities & Resources/Assets Management
- Office Automation
- Technology Procurement & Vendor Management

h. Other Areas for consultancy

- Data warehousing/Data mining
- Emerging Technologies-Evaluation & Recommendations
- Enterprise Resource Planning (ERP)
- Fixing up of accountability for all levels in operations

**6. IMPLEMENTATION SCHEDULE :**

Implementation of the proposed solution should be completed **within six months from** the award of the contract. Implementation includes the following activities.

1. Customization according to DFC 's environment.
2. User Testing and pilot/ parallel run.
6. Training of staff
7. Data Migration
8. Parallel run
9. Transition to 3 tier version. \*
10. Testing of new version
11. Live Run.

\*In case the development of 3 tier version is delayed for some reason, the vendor will have to undertake to carry out jobs at Sl. No. 5-7 at a subsequent date free of cost as per mutually agreeable time table.

## SECTION – 5

### EVALUATION & AWARD CRITERIA

**Total Marks = 100**

#### **Part – I (20 Marks)**

A. The technical proposals will be evaluated using the following criteria :

	<u>Maximum Marks</u>
1.) National/ International certifications (CMM level/ISO/BS etc.) obtained by the vendor for the Process of software Development.	5
<b>Marks</b>	
2.) Similar projects successfully undertaken & implemented in any SFC/ similar (comparable) financial organization in last 3 years (with completion/implementation certification from HOD of Client)	15
<b>Marks</b>	

#### **Part-II (30 Marks)**

1.) Technology of the software product	5
<b>Marks</b>	
2.) User friendliness of the screens	5
<b>Marks</b>	
3.) Evaluation by the Expert Committee of the Purchaser based on presentation and demonstration by the vendor on 5 sample cases provided by the Purchaser.	20
<b>Marks</b>	

#### **Part – III (50 Marks)**

The functionalities listed in Section – 7 have been classified into three categories :

- 1.) Essential Functions - They would carry 100% weightage
- 2.) Desirable Functions - They would carry 70% weightage
- 3.) Optional Functions - They would carry 40% weightage

Further :

- i) Software product having “S” as response to any functionality will get full (100%) marks

- ii) Software product having “C” as response to any functionality will get 60 % Marks
- iii) Software product having “N” as response to any functionality will get no (0 %) Marks

Thus, the marking of response would be done as follows (Assuming 100 marks for each essential function, 70 for each desirable function and 40 for each optional function) :

S.No.	Functional Classification	Maximum Marks	Vendor’s Response		
			Marks for “S”	Marks for “C”	Marks for “N”
1.	Essential Functions	100	100	60	(Generally “N” would not be acceptable)
2.	Desirable Functions	70	70	42	0
3.	Optional Functions	40	40	24	0

The marks (M) obtained by any vendor in this part would be calculated as under :

$$M = \frac{\text{Total marks obtained by the vendor according to its response (total of Column (5) of section 7)}}{\text{Maximum Marks for all functions listed in Section - 7}} \times 50$$

Total marks obtained by any vendor would be the sum of marks obtained in all the three parts.

- B.) Technical evaluation would be done on the basis of above criteria. All those technical proposals which score **a minimum of 60 marks** would be treated as **technically acceptable proposal**.
- C.) Commercial proposals would be opened in respect of only such vendors whose technical proposals qualify the minimum standards prescribed in B.) above.
- D.) Weighted score would be calculated as follows :  
Lowest Price will be assigned 100 points and Prices of other proposals will be assigned scores based on the following formula:

$$PP(\text{Price Points}) = \frac{100 * (\text{Lowest Price})}{(\text{Quoted Price})}$$

- E.) Weights of 80% and 20% will be assigned to the Technical Proposal and the Commercial Proposal respectively.

$$\text{Total Weighted Score} = 0.80 * \text{Technical Score} + 0.20 * \text{price points.}$$

**F.) The best-evaluated proposal will be the one with the highest total weighted score.**

**SECTION - 6**  
**STANDARD FORMS**

**FORM TECH-1**

**TECHNICAL PROPOSAL SUBMISSION FORM**

[Location, Date]

To: [Delhi Financial Corporation]

Dear Sirs/ Madam,

We, the undersigned, offer to provide a software product for Computerising the business operations of the Delhi Financial Corporation by implementing the product to be known as "Credit Management System (CMS) in accordance with your Request for Proposal dated \_\_/\_\_/2006 and our Proposal. We are hereby submitting our Proposal, which includes this Technical Proposal, and a Commercial Proposal sealed under a separate envelope.

We are submitting our Proposal in association with [ Insert a list with full name and address of each associated Vendor (if any)].

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

If negotiations are held during the period of validity of the Proposal, i.e., before the date indicated in RFP under summary, we undertake to negotiate on the basis of the proposed staff. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We understand you are not bound to accept any Proposal you receive & also not bound to accept the lowest or any bid received by you, and you may reject all or any bid; you may accept or entrust the entire work to one vendor or divide the work to more than one vendor without assigning any reason or giving any explanation whatsoever.

We understand that the names of short listed bidders after the completion of first stage (Technical Bid) and the name of the successful bidder to whom the contract is finally awarded after the completion of the second stage (Commercial Bid), will be displayed on the Notice Board of the Purchaser i.e. at Delhi Financial Corporation, E-Block, Saraswati Bhawan, Connaught Place, New Delhi.

If our Bid for the above job is accepted, we undertake to enter into and execute at our cost, when called upon by the Purchaser to do so, a contract in the prescribed form. Unless and until a formal contract is prepared and executed, this bid together with your written acceptance thereof shall constitute a binding contract between us.

We understand that if our Bid is accepted, we are to be jointly and severally responsible for the due performance of the contract.

Dated at \_\_\_\_\_ / \_\_\_\_\_ day of \_\_\_\_\_ 200\_.

We remain,

Yours sincerely,

Authorized Signature [In full and initials]

Name and Title of Signatory:

Name of Firm:

Address:

**FORM TECH-2****VENDOR'S ORGANIZATION AND EXPERIENCE****PART – I VENDOR'S ORGANIZATION**

Provide here a brief description of the background and organization of your firm/entity and each associate for this Assignment/job. The brief description should include ownership details, date and place of incorporation of the firm, objectives of the firm etc. as following (Attach separate sheet, if required) :-

<b>S.No.</b>	<b>Information</b>	<b>Particulars / Response</b>		
1.	Company Name & Name of the associates for this Assignment/job (if any)			
2.	Date and place of Incorporation, ownership details of the firm, objectives of the firm etc.]			
3.	Company Head Office/Registered Office and Addresses, Contact Person(s) Phone, Fax, E-mail Website			
4.	Company history, Provide the range of services /options offered by it covering service description and different schemes available for <ul style="list-style-type: none"> <li>• Customization</li> <li>• Implementation Support</li> <li>• Warranty</li> <li>• Post-implementation</li> <li>• Ongoing Support for:- <ul style="list-style-type: none"> <li>o AMC</li> <li>o Helpdesk</li> <li>o Training</li> <li>o Documentation</li> <li>o Others (specify)</li> </ul> </li> </ul>	Yes / No Comments ( if option is `No')		
5.	Any pending or past litigation (within three years)? If yes please give details. Also mention the details of claims and complaints received in the last three years (About the Company / Software that are sold / licensed by the company).	Yes / No Comments (if option is `Yes')		
6.	a.)Total No. of staff in software development/ customization. b.) Total no. of technical/ professional staff for day to day support & customisation in Delhi.			
7.	Please mention turnover for last three years and include the copies of audited Balance Sheet in support of it.	Year	Turnover	Profit/loss
		02-03		
		03-04		
		04-05		
<b>Signature of the Vendor :</b>				

**PART – II PRODUCT INFORMATION :**

The following information should be provided :

SL. NO.	INFORMATION REQUIRED	PARTICULARS / RESPONSE
1.	Software Information <ul style="list-style-type: none"> <li>• Name of the Software Product</li> <li>• Technical description &amp; documentation of proposed software modules</li> <li>• Version of the proposed software Annual sales of the product during the last three years (number of installations and value)</li> <li>• Annual installations (live) in the last three years similar to the module/version proposed.</li> <li>• Year and place of the first live installation similar to the module/version set proposed.</li> <li>• Number of versions released till date since the last three years.                             <ul style="list-style-type: none"> <li>• Release month/year of last version</li> <li>• Release month/year of the proposed version</li> </ul> </li> </ul>	
2.	Hardware platforms supported	
3.	Operating systems for the proposed version of the solution component. Provide specific information for each solution component.	
4.	Languages and development environment in which the proposed version is coded.	
5.	Database supported.	
6.	Warranty Period and the Scope of warranty in detail.	
7.	System Module components – Specifically indicate modules / components and their dependencies (whether the modules /components can be implemented independent of other modules/components) and level of integration for each proposed module / component.	
8.	Description of the solution development environment and application tools used. Also furnish either Third Party Tools or Tools available with the System Software/RDBMS that are used in designing the solution	
9.	What is the purchasing /licensing policy for the solution?	
10.	Escrow availability for source code or alternate arrangement proposed by the bidder for safe custody of source code	<b>Mandatory</b>
11.	Broad solution enhancement / integration strategy for the next 3-5 years	
12.	Whether the company has full control over the source code of such bundled third party software	
13.	Response time of the software for various activities under ideal working conditions	

**PART- III TECHNOLOGY ARCHITECTURE :**

The software applications should conform to the following standards :

<b>S. No.</b>	<b>Item</b>	<b>Requirement Description</b>	<b>Yes/ No (Comments if `NO')</b>
1.	Hardware	Software should work on INTEL platform systems as well as RISC based environment like Compaq Alpha/HP Alpha ES-40 Server etc.	
2.	Operating System	Whether the software works on WINDOWS 98/ NT/ 2000/ XP operating systems, Unix (any flavour of Unix)	
3.	Data Base	1.Whether the software works on Oracle 9i RDBMS 2.Whether the architecture support centralized database or not	
4.	Application Software	1.) Whether the software has been designed in three-tier architecture 2.) Whether it supports Stand-alone System also.	
5.	Clients	Solution should support any flavor of Windows Clients from Windows-98 and above	
6.	Networking Protocol	Solution should support/work in TCP/IP	
7.	Security Standard	Data should be encrypted with standard encryption technologies during transmission	
8.	Web enableity	The software should be web enabled with proper security aspects through our web-site.	

**PART-IV VENDOR'S EXPERIENCE :**

[Using the format below, please provide information on each Assignment/job for which your firm, and each associate for this Assignment/job, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out Assignment/job similar to the ones requested under this Assignment/job.]

<b>Firm's Experience</b> (INDICATE TOTAL PROJECTS ONLY) USE SEPARATE SHEET FOR EACH PROJECT	
Name & Address of the Client (Give full details of the project undertaken & current status of the project.)	
Approx. value of the contract (in Rupees):	
Title of service provided	Start Date: _____ Location : _____ Completion Date: _____
No. Of Professional man-months of services provided for the project	Approx value of services
Name of senior professional staff of your firm involved and functions performed.	
Type of services provided	i) _____ ii) _____ iii) _____
Name of associated Vendors, if any : No of professional staff-months provided by associated Vendors :	
Description of actual Assignment/job provided by your staff within the Assignment/ job	
Application Systems Developed and Implemented	
Specify any special features of the project, which the Bidder may like to specify (I.e. Narrative description of Project)	
Specify whether any termination of contract or litigation or Arbitration was involved	
Name, Title. Tel No. & Address of the Client's HOD/ person who can be contacted	

We confirm that, all the details mentioned above are true and correct and if the Purchaser observes any misrepresentation of facts on any matter at any stage of evaluation, the Purchaser has the right to reject the proposal and disqualify us from the process.

We hereby acknowledge and unconditionally accept that the Purchaser can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP document, in short listing of vendors for providing software solution.

**SIGNATURE OF VENDOR WITH SEAL**

**NAME OF THE AUTHORISED SIGNATORY**

**FORM TECH-3**

**COMMENTS AND SUGGESTIONS ON THE TERMS OF REFERENCE  
AND ON COUNTERPART STAFF AND FACILITIES TO BE  
PROVIDED BY THE PURCHASER**

**A - On the Terms of Reference**

[Suggest and justify here any modifications or improvement to the Terms of Reference you are proposing to improve performance in carrying out the Assignment/job (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

**B - On Inputs and Facilities to be provided by the Purchaser**

[Comment here on Inputs and facilities to be provided by the Purchaser according to RFP including: administrative support, office space, Domestic transportation, equipment, data, etc.]

DFC reserves the right to accept or reject any suggestions/comments given by the vendor

**FORM TECH-4**

**DESCRIPTION OF APPROACH, METHODOLOGY AND WORK PLAN  
FOR IMPLEMENTING THE SOFTWARE PRODUCT**

[Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present your Technical Proposal divided into the following three chapters:

- a) Technical Approach and Methodology,
- b) Work Plan, and
- c) Organization and Staffing,

a) Technical Approach and Methodology. In this chapter you should explain your understanding of the objectives of the Assignment/job, approach to the Assignment/job, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output. You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

b) Work Plan. The Vendor should propose and justify the main activities of the Assignment/job, their content and duration, phasing and interrelations, milestones (including interim approvals by the Purchaser), and delivery dates of the reports. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the TOR and ability to translate them into a feasible working plan. A list of the final documents, including reports, drawings, and tables to be delivered as final output, should be included here. The work plan should be consistent with the Work Schedule of Form TECH-8.

c) Organization and Staffing. The Vendor should propose and justify the structure and composition of your team. You should list the main disciplines of the Assignment/job, the key expert responsible, and proposed technical and support staff.]

**FORM TECH-5**

**TEAM COMPOSITION AND TASK  
ASSIGNMENT/JOBS**

Professional Staff

Name of Staff

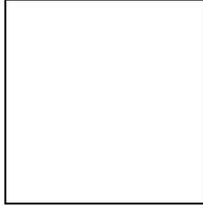
Firm

Area of Expertise

Position Assigned / Task Assigned

**FORM TECH-6**

**CURRICULUM VITAE (CV) FOR PROPOSED  
PROFESSIONAL STAFF**



1. Proposed Position:

[For each position of key professional separate form Tech-6 will be prepared]:

2. Name of Firm:

[Insert name of firm proposing the staff]:

3. Name of Staff:

[Insert full name]:

4. Date of Birth:

5. Nationality:

6. Education:

[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

7. Membership of Professional Associations:

8. Other Training:

9. Countries of Work Experience:

[List countries where staff has worked in the last ten years]:

10. Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:

11. Employment Record:

[Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.]:

From [Year]:

To Year]:

Purchaser:

Positions held:

12. Detailed Tasks Assigned

[List all tasks to be performed under this Assignment/job]

13. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the Assignment/jobs in which the staff has been involved, indicate the following information for those Assignment/jobs that best illustrate staff capability to handle the tasks listed under point 12.]

Name of Assignment/job or project:

Year:

Location:

Purchaser:

Main project features:

Positions held:

Activities performed:

14. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

Place:

[Signature of staff member or authorized representative of the staff]

[Full name of authorized representative]:

**STAFFING SCHEDULE**

S.No.	Name of Staff	Staff input (in the form of a bar chart)												Total
		1	2	3	4	5	6	7	8	9	10	11	12	

- 1.
- 2.
- 3.

**Note:**

1 For Professional Staff the input should be indicated individually; for Support Staff it should be indicated by category (e.g.: draftsmen, clerical staff, etc.).

2 Months are counted from the start of the Assignment/job. For each staff indicate separately staff input for home and field work.

**FORM TECH-8**

**WORK SCHEDULE**

S.No.	Activity	Months												Total
		1	2	3	4	5	6	7	8	9	10	11	12	
1.														
2.														
3.														
4.														

1. Indicate all main activities of the Assignment/job, including delivery of reports (e.g.: inception, interim, draft and final reports), and other benchmarks such as Purchaser approvals. For phased Assignment/jobs indicate activities, delivery of reports, and benchmarks separately for each phase.

2. Duration of activities shall be indicated in the form of a bar chart.

**FORM FIN-1**

**Commercial Proposal - Standard Forms**

**COMMERCIAL PROPOSAL SUBMISSION FORM**

[Location, Date]

To: [Delhi Financial Corporation ]  
E-Block, Saraswati Bhawan,  
Connaught Place, New Delhi-110001

Dear Sirs:

We, the undersigned, offer to provide a software product for computerising the business operations of the Corporation in accordance with your Request for Proposal dated \_\_\_/\_\_\_/2006 and our Technical Proposal. Our attached Commercial Proposal is for the sum of [Insert amount(s) in words and figures<sup>1</sup>]. This amount is inclusive of all applicable taxes & other miscellaneous expenses.

Our Commercial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal indicated in RFP.

Commissions and gratuities paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount and Purpose of Commission	Gratuity
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We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

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

**FORM FIN-2****FORMAT FOR COMMERCIAL BID :****Part - I**

(The Cost in this part would be included in quoted price for arriving at best evaluated bid)

Costing for Main Project :					
S.No	Particulars	References	Unit cost	No of units	Total costs
1.	Software License Fee (For 50 Users at the offices of DFC at Delhi & Chandigarh) including the cost of documentation.	Section 4 Para –2 & 3			
2.	Customization of S/w to meet the requirement of Purchaser as contained in the RFP.	Section 4 Para – 2 & Section 7	Free of cost.	--	--
3.	On site implementation of S/W at HO & Branch offices	Section 4 Para – 6	Free of cost.	--	--
4.	One year warranty from the date of acceptance of the complete application software.	Section 3 Para – 4	Free of cost.	--	--
5.	One Time on site Training to 50 users in batches	Section 4 Para – 4	Free of cost.	--	--
6.	Integrating the solution with all available computer systems/solution of the Purchaser i.e. FA, PF, Payroll etc.& also as and when required by the Purchaser.	Section 4 Para – 3	Free of cost.	--	--
7.	Any other expenses/ cost including the expenses on Tax/ Remuneration, Reimbursements, Office expenses, Travel etc.	Section 6 Form Tech3 Part - B	--	--	
<b>Sub Cost - I :</b>					
Costing for additional projects ( to be awarded separately)					
1.	Cost of four years' ATS	Section 3, Para 5	--	--	
2.	Cost of Data Migration	Section 3, Para 3	--	--	
<b>Total Cost - II :</b>					

**QUOTED PRICE = SUB COST - I + SUB COST - II****PART –II**

(The Cost in this part would **not** be included in quoted price)

Costing for Additional Project :					
S.No	Particulars	References	Unit cost	No of units	Total costs
1.	Cost of additional licenses (to be valid till end of ATS period)				
2.	Cost of Source Code Software with rights (if can be provided by bidder) – to be valid upto the end of ATS period				

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