



ಕರ್ನಾಟಕ ರಾಜ್ಯ ಸೌಹಾರ್ದ ಸಂಯುಕ್ತ ಸಹಕಾರಿ ಲಿ.,
KARNATAKA STATE SOUHARDA FEDERAL CO-OPERATIVE LTD

Cooperatives Data Management System



Author: Vasudev G(Technical Consultant)

Version: Final

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Introduction

About Souharda Federal:

The Karnataka State Souharda Federal Co-operative Limited(KSSFCL), hereinafter referred to as the **Souharda Federal**, is an organization working for the Cooperative Societies in the state of Karnataka. It is the first Apex Body of New generation cooperatives in India. It is a democratically elected, self-regulatory organization of the cooperatives registered under the Karnataka Souharda Sahakari Act, 1997.

About the Project:

The KSSFCL intends to automate its operations by migrating all its data into a custom-built software system. The system shall facilitate storage and retrieval of data, department-wise. A few of the modules require alerts to be sent out, for scheduled activities/events. KSSFCL requires a secure, high-availability, multi-language, online Web Application, with accessibility through mobile devices, apart from the normal computers/laptops, over the internet. Interfacing with a couple of third-party systems is envisaged. An audit trail(versioning) of all changes with relevant Maker/Checker data with timestamps is required. In this context, the KSSFCL invites software service providers to submit proposals to provide such services that meet the requirements in the following sections.

This tender is for the purpose of selecting a suitable vendor to provide software development services, on a turn-key basis. The KSSFCL may at its discretion decide to entrust the work to a single vendor or multiple vendors. This is a tender bid document from vendors for the development(the entire SDLC), installation & commissioning of the **Cooperatives Data Management System(CDMS)**. The selected vendor should assume complete responsibility of all the deliverables, as mentioned in this document (and further, detailed specifications), for the successful online functioning of the proposed system. The KSSFCL expects the selected vendor to have the relevant expertise, experience to carry out the task at hand, successfully.

Scope

- **Administration Module**

Facilitate storage and retrieval of Members details, their Objectives, Activities, the Board, branches, employees (incl. KYC data), Financial details (Balance sheet and P&L), Loan details (taken/given), Deposits details (incl. Pigmy and the related agents' details), Customer Classification, Insurance details, Promoter details, Reserves, Share details, Fee Details (Annual & Education), Audit details. Due alerts are expected to be dispatched to Members for relevant payments, in advance. Record and track correspondences (Inward/Outward paper-communication) between the Federal and Members, and others. Storage and retrieval of Election details (the actual election, the resultant board, their tenure, co-opting directors, etc). Provision of alerts for scheduled activities (Elections, General Body meetings, data/report submissions, statutory filings, fee payments, etc). Storage and retrieval of General Body meetings details (Agenda, Resolutions, Quorum, Byelaws amendments, expenses). Tracking of statutory reporting to the federal and other governmental bodies. For all schedulable activities/events, alerts need to be sent to the concerned officers (a customizable list for each such activity/event).

The Balance sheet data needs to be uploadable. Both, the audited and unaudited versions must be accommodated.

Additionally, Master Data Management for Districts, Taluks, Divisions, Designations, Departments, Asset types, etc. must be facilitated.

- **eStamping Module**

Manage the workflow, starting from the initiation of an ACC (Authorised Collection Center), its due approval, agreement recording, ID creation, liaising with the SHCIL, movement of staff between branches (with their corresponding IDs), deactivation of IDs when due, freezing/closure of an ACC, maintenance of staff KYC and contact details. Storage and retrieval of all the relevant data. Notifications to the customized list of resources at specified/scheduled events. Provision to modify Branch address by nominated eStamping department user/s. Limits tracking based on the daily balances data that is uploaded at the end of each day.

- **Training Module**

Storage and retrieval of training related data. External Faculty empanelment, Internal faculty, remuneration for trainers, courses offered, their agenda/coverage, actual trainings conducted, Program checklists, ARCS / DRCS data, Beneficiaries details, Fee details, Participant registration, Attendance and Feedback (thru mobile/tab) management, Certificate generation, DCBM Course subjects. Division-wise sales reports of publications. Distribution (sale or complimentary) of publications in training programs. Scheduling the annual training calendar and tracking the actual programs executed. Budgeting the various expenses for the individual programs and tracking the actuals against the budget.

- **Magazine Module**

Manage authors and their payments. Magazine details, Article details, Magazine Subscribers(in addition to all the Members being subscribers, by default), Mailing labels data, upload/download as PDF.

- **Secretariat Module**

Storage and retrieval of the federal's Board details, management of its meetings, related expenses, sub-committees management, their meetings, related expenses, GBM management(agenda and minutes), correspondence management on behalf of the President, Vice President and Managing Director(personal/confidential).

- **Regulatory and Compliance(Legal) Module**

Facilitate the process of members opening new branches(initiation, approval/rejection and closure/confirmation). This department is entrusted the task of tracking the number of branches approved as against the operational ones.Appointment of Special Officers to stand-in, while a prospective board is being setup, and the subsequent handover of charge. Show cause notices management, upto its resolution. Management of Inspections and Inquiries conducted by the department, including reporting the findings/observations and the corresponding closures, by the federal and the relevant member. Storage and retrieval of data/status pertaining to cases the federal is entrusted to investigate and conclude(either by closure or by transfer to governmental investigating agencies). Management of complaints at various levels (KPID, CB/CID, Police Station, Consumer Forums(multiple levels), High Courts, Supreme Court, Tribunal, etc). This department is also responsible for the Liquidation process, too. Branch Closure too is handled by this department, either by way of normal closure or merger with another branch. Two different Members too may be merged. Surcharge management.

- **Courts Module**

Storage and retrieval of data pertaining to cases from start to finish. Manage parties, advocates, judge/s, hearings and Orders. Manage the court fees. Alerts to concerned, on movement of stages in a given case.

- **Interfaces Module**

To keep the size and scope of the project focused, the Accounting(Tally) and Establishment (GreytHR) modules have been deferred to a future phase. As of now, the new system should be able to accept uploads and provide downloads, to and from these peripheral, third-party systems. The details shall be provided in the Requirements Specification document, subsequently.

- **Reports**

Summarily, normally expected views of the corresponding data, in each module, shall be expected. Details shall be provided after the detailed system study concludes.

- **Alerts & Notifications**

Routine alerts and notifications must be triggered at EoD/BoD. Exceptions-related alerts and notifications must be generated when triggered.

- **Upload/Download**

- KYC Details of staff (photograph, proofs, etc)
- Meeting notice, agenda, proceedings, implementation
- Course Material
- Course Certificates
- Magazine(Swabhimani)
- Election Results
- Inspection Repots
- Special Officer Reports
- Enquiry Reports
- Show cause notices
- Surcharge Reports

Rights of the KSSFCL

- I. The KSSFCL may at its discretion apply whatever criteria, it deems appropriate, for the final selection & empanelment of the vendor/s.
- II. The KSSFCL reserves the right to accept or reject, in part or full, any of the offers, without assigning any reason, whatsoever.
- III. The KSSFCL will issue a certificate of empanelment to the selected vendor/s.
- IV. The KSSFCL reserves the right to change the scope of the tender document, at any future date, prior to awarding the development contract, for the purpose of any further evaluations.
- V. The KSSFCL reserves the exclusive right to make any amends / changes to, or cancel any of the above conditions, or any other condition related to this tender document, without assigning any reason, whatsoever.
- VI. The KSSFCL reserves the right to add/remove modules from the scope, with freshly negotiated terms.

Vendor Qualification

- **Incorporation**

The vendor(company) should have been in existence for at least 5(FIVE) years prior to the date of bidding, duly registered with the Registrar of Companies, either as a Private or Public Limited Company. The vendor shall have its own office or be represented through a wholly owned subsidiary, in the city of Bangalore, Karnataka.

- **Intellectual Property Rights**

The software system being developed shall become the Intellectual Property of M/s. KSSFCL. In the future, M/s. KSSFCL shall be within its right to have the same altered, modified, truncated, to meet their operational requirements, from time to time.

- **Project Experience**

The vendor shall have a minimum of 5 (FIVE) years in building and implementing custom software systems, on a turn-key basis. The vendor shall have completed and successfully implemented, at least, 3 (THREE) medium-to-large-size systems. These systems must still be in use/operation by the corresponding customer/s. Referrals to such sites may be attached to the bid.

Demonstrable experience, in the past, with cooperatives shall be an added advantage.

- **Financials**

The vendor shall have an annual turnover of, at least, Rs.1,00,00,000(Rupees One Crore only), over each of the last Five years.

- **Resources**

The vendor shall have on its rolls, as of the date of bidding, at least, 25 software developers and 10 support and training staff.

- **Legal Undertaking**

The vendor shall submit due declarations/indemnity letters regarding legal cases, blacklisting, if any, as per attached formats.

- **Earnest Money Deposit (EMD)**

The vendor shall submit an EMD of Rs.50,000(Rupees Fifty thousand Only), by way of a Demand Draft from a Nationalized Bank, payable at Bangalore, drawn in favour of "**Karnataka State Souharda Federal Co-operative Limited**" along with the bid documents. The same shall be refunded to all the unsuccessful bidders no later than 30-days from the evaluation of both the bids(technical and financial). The EMD of the successful bidder shall be adjusted towards the Security Deposit/Performance Bank guarantee. The EMD shall not accrue any interest, whatsoever.

- **Security Deposit / Performance Bank Guarantee**
The successful bidder shall submit 5% of the final bid amount towards an interest-free Security Deposit/Performance Bank Guarantee, which shall be refundable with the final tranche, payable after the successful completion of the project.
- **Sample Module**
The bidders shall submit a reference of a similar, successfully running project, developed and implemented, entirely, by themselves. If they are unable to provide such a reference to the complete satisfaction of the federal, they may develop one of the modules to prove their competence, to the satisfaction of the federal.
- **Payment Schedule**
The financial bid may specify the payment schedule as a percentage associated with each module. The payment for the given module shall become payable after the successful implementation of the same, along with the handing over of the relevant source code to the federal.
- **Warranty**
The successful bidder shall fix bugs/issues/complaints, free-of-cost for a period of ONE year from the implementation of a given module.
- **System Administration, post-deployment**
The successful bidder may bid additionally for the ongoing maintenance / administration of the new system, post deployment.

Note:

- Relevant proofs must be submitted, along with the bid, to substantiate the above qualification of eligibility.
- M/s. KSSFCL reserves the right to curtail or waive off, any or all of the above criteria, at its sole discretion.

Important Instructions

1. Interested vendors must submit the detailed proposal as requested in this document as per following details:
 - **Proposal:**
 - Technical and commercial proposals to be submitted in separate, sealed envelopes.
 - All proposals must be submitted at the same time.
 - Each envelope to contain one hardcopy of the proposal document and one read-only CD containing all the proposal documents, preferably in PDF and, additionally, MS-Excel / MS-Word formats, as applicable.

- **Last Date for receipt of proposals is 10-Mar-2022, 4pm.**

Late submissions will not be accepted. The KSSFCL, at its discretion, may extend the deadline of the submission of the proposal. Proposals should remain valid for, at least, three months from the date of submission deadline.

- **Place of submission of proposals:**

The Office of the Managing Director

Karnataka State Souharda Federal Co-operative Limited.

“Souharda Sahakari Soudha”, Between 17th and 18th Cross Roads, Margosa Road, Malleswaram, Bengaluru – 560055.

2. All communication related to the RFP, for any questions or clarifications should be addressed to Mr. Sharanagouda G Patil (Managing Director), CDMS Project at “Souharda Sahakari Soudha”, Between 17th and 18th Cross Roads, Margosa Road, Malleswaram, Bengaluru – 560055 or to the mail IDmd@souhard.coop.
3. The KSSFCL will evaluate the proposals at its sole discretion, and will include, but not be limited to, detailed company presentations, site-visits, detailed demonstration of the other relevant products/capabilities, referral verification/visits and technical RFP responses validation for short listed Vendors.
4. The vendors submitting proposals should be profit making, and financially sound entities. The Vendors are requested to submit audited balance sheets and P&L statements for last three years. The Vendors should have appropriate setup or arrangements to satisfy the servicing needs of the KSSFCL, on an ongoing basis.
5. The Vendor should make its own arrangements for the Demonstration of their product/s, site visits requested by The KSSFCL, Negotiation Meetings, etc. whichever The KSSFCL feels necessary & no amount will be paid for the same by The KSSFCL.
6. Technical Bid and commercial Bid are to be submitted at the same time, & they should be in separate, sealed envelopes. The envelopes should be clearly marked as **“Offer for the CDMS Project – Technical Bid”** and **“Offer for the CDMS Project**

– **Commercial Bid**”, respectively. Vendor should submit both the said envelopes enclosed in a single envelop marked “**Offer for the CDMS Project**”. Bids are required to be submitted by hand, post or courier on or before the stipulated time and date.

The KSSFCL reserves the right to accept or reject, in part or full, any or all the offers, without assigning any reason, whatsoever.

7. Vendors are instructed **NOT** to:
 - a. Change the formats, in any way.
 - b. Add, modify or delete any sections / subsections.
 - c. Renumber any sections.

Important RFP Information

RFP Reference No.	
RFP Issue Date	
Tender Fee	INR.2,000 / - Only (DD/PO) (Non-Refundable)
Earnest Money Deposit	INR 50,000/- Only (DD / PO) Valid for 90 Days from Last Date of Bid Submission
Pre-Bid Query Submission Contact	email ID :souharda@souharda.coop Name: Mr. Vasudev G Phone No: 9900503581
Pre-Bid Meeting Date & Time	Date :07/03/2022 Time :11:00AM
Address of Pre-Bid Meeting	Karnataka State Souharda Federal Cooperative Ltd., "Souharda Sahakara Soudha: # 68. Between 17 th – 18 th Cross, Margosa Road, Malleshwaram, Bangalore-560055
Last Date & Time of Bid Submission	Date :10.03.2022 Time:4:00 PM
Bid Opening Date	Date :10.03.2022 Time:4.30PM
Bid Submission & Opening Address	Karnataka State Souharda Federal Cooperative Ltd., "Souharda Sahakara Soudha: # 68. Between 17 th – 18 th Cross, Margosa Road, Malleshwaram, Bangalore-560055

RFP DOCUMENT

For Design, Development and Implementation of Cooperatives Data Management System

Document No. :	
Date of Issue	
Date of Submission of Technical & financial Bid	
Name of Organization:-	
Postal Address	
Telephone No. :	
Contact Person :	
Cell No. :-	
E-mail Address	

Annexure - I

Self-Declaration Format:

This is to declare that in respect of _____, a Company / Firm registered under the Companies Act, 1956 / Partnership Act 1932 / Unregistered, having registration No. _____ and having its registered Office at _____ no legal case and / or process is pending against **us** in any of the Courts / Statutory Authority in India or abroad in respect of violation of IPR or any other provisions of Government of India's IT Act.

Company Name

Authorized Signatory

Annexure - II

Letter of Indemnity Format:

WHEREAS The **Karnataka State Souharda Federal Co-operative Limited** has expressed its desire to empanel a vendor for the development of its **Cooperatives Data Management System** software, to be used by itself and its member societies, as per the Schedule hereunder written and which are hereinafter for the sake of brevity, referred to as the "**Cooperatives Data Management System**", subject to our furnishing declarations and indemnity as contained, hereafter.

NOW THEREFORE THIS LETTER OF INDEMNITY WITNESSETH THAT:

We, the Company having partners as <Name of Principal & Subsidiary Company > hereby declare and certify that we are the rightful creator / owner / licensees of all the components used to build the said "**Cooperatives Data Management System**", custom-built for The Karnataka State Souharda Federal Co-operative Limited (KSSFCL), and does not infringe the property or other intellectual property or copy rights of any other person/entity, and that the same does not infringe the Copyright Act(1957), or any other Act for the time being in force.

We, the said Company, having Director / Partner / Proprietor as <Name of Principal & Subsidiary Company > hereby agree to indemnify and keep indemnified and harmless the Karnataka State Souharda Federal Co-operative Limited, its member Societies, its officers, servants, agents and other authorised persons, against any actions that may be brought against them for infringement of the right of property or other intellectual property or copyrights in respect of the said "**Cooperatives Data Management System**", built and supplied by us, and will defend the same at our cost and consequences, and will pay or reimburse the KSSFCL, its officers, servants, agents and other authorised persons, from all costs and other expenses that they may be put to or incur, in that connection.

Yours Faithfully

<Name of organization & Signing Authority>

Annexure – III

Vendor Profile Format

	Description	Response
1.	Name of the Organization (full corporate name and any relevant business name (s))	
2.	Date of incorporation (dd /mm/ yy)	
3.	Certificate of incorporation number (please provide a copy of your incorporation certificate)	
4.	Postal Address	
5.	Tel. Number	
6.	Email Address	
7.	Key offices and their locations	
8.	Number of professional staff	
	Management	
	Software Development / Technical	
	Software Support	
	Hardware Support	
	Sales	

Note: Attach Separate sheet for the information of Subsidiaries, active representative office in Karnataka.

Annexure – IV

Products & Services Information Format

1.	Number of live sites of your top 3 products (Mention State-wise count of installations)	
2.	List the databases your applications typically run on	
3.	List the operating system supported by your applications	
4.	Describe the proposed technical architecture (You may use an additional page)	
5.	Describe the technology stack that you intend to use	
6.	What are the additional license software that we may need to purchase or you have integrated in your software?	
7.	Does your software support Dual Authorisation (Maker / Checker). If Yes then can the end users configure the same without any assistance of the Vendor?	
8.	Do you have Document Scanning & retrieval Facility?	
9.	Describe your Interface architecture, for third party systems	
10.	What is your SERVICE & AMC policy? (Attach Separate Sheet for Service Level Agreement SLA & Services during AMC Period.)	
11.	Name and location of the largest installation site, of your product, in terms of number of users	
12.	Have you integrated/interfaced popular third-party products (like Tally, etc) earlier? If Yes then mention the details of Client with their contact numbers..	
13.	Have you integrated a notification feature, either through SMS, WhatsApp, email, etc, earlier?	
14.	Please describe your software development methodology	

15.	Please describe your testing and certification processes.	
16.	Why should your organization be given this project? Kindly explain your USPs.	
17.	What measures do you adopt to ensure that your development methodology results in user-friendly systems?	
18.	What deployment option do you propose for this system?	
19.	What are your warranty terms, in terms of bug-fixing, post-deployment?	
20.	What are your terms for enhancements, post-deployment?	
21.	Does your development methodology support phased development?	
22.	What form/s of user documentation will be provided with the system?	
23.	Does your development methodology support multi-lingual systems?	
24.	Post-deployment, what are the custom report generation options that you can provide?	
25.	Do you have experience in interfacing with popular 3 rd party systems? List a few of your top such interfaces and explain them briefly.	
26.	How do you propose to manage timeouts? For sessions and for unlocked records?	

Annexure – V

Vendor Support Services Format:

Provide your proposed support services details on following points

1. Training Program
2. Details /contents of training offered
3. Locations of training
4. Implementation Support
5. Help line facility with brief description
6. Problem handling channels
7. Average response time for support activities
8. Specify ability to provide user support in multiple languages

Specify nature of support offered in Karnataka	Location	Office name, Location Telephone key contact name	Nature of support

Annexure- VI

Customer Information Format:

Please provide the information in following format, potentially big Five (5) customers/organizations having at least 10 Branches where your system/s have been successfully implemented

1.	Name of organization	
2.	Head Office address	
3.	Contact Person / Designation	
4.	Telephone No.	
5.	Email	
7.	Number of branches	
8.	Estimated number of staff of the institute.	
9.	Date of receipt of Order	
10.	Date of Actual Completion of Implementation &going live.	
11.	Details of Modules & Interfaces provided. (Mention Module Name & Month, Year from in use.)	

Annexure VII

Commercial Bid Document

Software Development and Deployment		
Sr. No.	Particulars	Rate
1	Basic Cost	
2	Data Migration	
3	Training & Implementation	
4	Arrangement and/or verification peripheral requirements (Network configuration, any other related Software, etc.)	
5	License Cost of the various components of the architecture(OS, DB, middleware, front-end, etc). [Mention the name even if it is freeware]	
6	Other heads of cost, if any (Please provide a detailed breakup)	
	Total :-	

- Payment Terms [Mention your terms]:
- Recurring costs, if any, must be mentioned