



**Invitation for Expression of Interest
For**

**Study, Design & Development of
Integrated Software Solution for
Online Scheme Monitoring along with
Hosting & Maintenance**

Tender No. NSIC/HO/TISDC/71

**The National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi - 110020**

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BACKGROUND

The National Small Industries Corporation Limited (NSIC) is a PSU established by the Government of India in 1955 to promote and develop micro, small and medium enterprises (MSMEs) in the country.

NSIC has proved its strength within the country and abroad by promoting MSMEs through modernization, upgradation of technology, quality consciousness, strengthening linkages with large medium enterprises and enhancing exports - projects and products of MSMEs.

NSIC operates through countrywide network of its 166 offices including 07 Technical Centres and 04 Training cum Incubation Centres in the Country which are well connected with the internet connection, most of them having leased lines. To manage operations in African countries, NSIC operates from its office in Johannesburg, South Africa. In addition, NSIC has set up Training cum Incubation Centres under PPP mode & with a large professional manpower, NSIC provides a package of services as per the needs of MSME sector.

INVITATION

NSIC invites Expression of Interest (EOI) from Organizations with experience in successfully executing similar projects.

Through this EOI, NSIC is interested in short listing qualified Information Technology Organizations for **Study, Design, Development, Testing, Hosting & Maintenance of Integrated Software Solution for Online Scheme Monitoring.**

The EOI shall be submitted along with the necessary supporting documents and a processing fee of **Rs. 500/- (Rupees Five Hundred Only)** byway of demand draft only drawn in favour of **“The National Small Industries Corporation Ltd.” payable at New Delhi.**

The EOI without processing fee will be rejected. However, there is exemption applicable to the units registered with Central Purchase Organization (DGS&D), National Small Industries Corporation (NSIC) or the concerned Ministry or Department as defined under Rule 157 of General Financial Rules (GFR), 2005. Further exemption will also be provided as per the “Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012”

A copy of valid certificate/ proof of registration must be enclosed along with the Technical bid for availing exemption.

This EOI document indicates the scope of work, qualifying requirements, forms and procedure for submission of proposal for interested Organizations. The shortlisted Organizations shall be provided with further opportunities for interaction with NSIC to study and submit a detailed technical and financial proposal for the objectives set forth in this EOI document.

The selection of the successful bidder among the short-listed ones shall be based on evaluation as detailed in evaluation clause of this EOI and RFP issued to shortlisted firms.

NSIC reserves the right to accept or reject any or all the offers at any stage of the process

without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. For any queries, the prospective organizations may contact the following:

Sh. Prashant Srivastava
Chief Manager (TISDC)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate Phase – III
New Delhi – 110020
Tel. – 011-26926295
Email: cmit@nsic.co.in

EOI documents can be downloaded from our website www.nsic.co.in from 29th December, 2017 to 15th January, 2018.

The Organizations must submit an undertaking on its letter head that they have not been blacklisted by any Government Department (Central/ State/ Autonomous/PSU) in India. Self-declaration is required as per **Annexure A**.

Response to EOI should be duly, properly and exhaustively filled in. All pages of the EOI response should be **signed with stamp by the Authorized Signatory with company stamp on all the pages**. The EOI response should contain documentary evidences as mentioned at S.No. 8.2 on Page 12 of 20 of this document.

Any cutting/over writing etc. in the Response to EOI must be signed by the person who is signing the tender.

Response to EOI shall be placed in a properly sealed envelope addressed to:

**Chief General Manager (TISDC),
National Small Industries Corporation Limited,
(A Government of India Enterprise),
NSIC Bhawan, Okhla Industrial Estate Phase – III,
New Delhi– 110020**

Last date for submission of EOI response is till 02:30 PM on 15th January, 2018.

EOI Responses received will be opened on 15th January **2018 at 15:00 hours** in the office of **Chief General Manager (TISDC)**. A representative of the bidder may be present at the

time of opening.

NSIC reserves the right to accept or reject any or all of the quotations received in response to the above referred invitation, without assigning any reason.

In the event of any dates mentioned in the EOI document is declared as holiday for NSIC, Response to EOI will be received / opened on the next working day at the appointed time.

This EOI document is not transferrable.

1. OBJECTIVE

The selected Organization will be responsible for developing an integrated software platform which will serve as single dashboard for monitoring the performance of various schemes of NSIC.

2. Current Software System at NSIC

NSIC is exhaustively using various IT applications for its various internal requirements and also to facilitate MSMEs under various schemes. Corporation has number of e-governance software applications. Brief description of each of the IT applications being used in NSIC is provided below

1. Single Point Registration Scheme

- i. **Description:** This application is being used for online registration of applications received under Government Purchase Scheme and thereon issue of Certificated to units who qualify the inspection carried out by third party agency.
- ii. **Technology Used:** .Net & MS SQL Server

2. Infomediary Services

- i. **Description:** This is online B2B portal of NSIC (www.msmemart.com). Through this various value added services are being provided to members on subscription basis.
- ii. **Technology Used:** PHP & MY SQL upgrading to MS SQL

3. Raw Material Assistance

- i. **Description:** This is scheme monitoring application being used at branch level to monitor the assistance provided to MSE units under Raw Material Assistance Scheme.
- ii. **Technology Used:** Visual Fox Pro, being upgraded to .Net

4. Financial Accounting using Tally & TATA Ex

- i. **Description:** Accounting package being used at the branches of NSIC for upkeep of day to day accounts.

- ii. **Technology Used:** Tally ERP 9 with GST& TATA Ex (being replaced with Tally)

5. Performance & Credit Rating

- i. **Description:** This is an online portal for monitoring the scheme of Performance & Credit Rating.
- ii. **Technology Used:** .Net and SQL Server

6. Finance Facilitation Portal

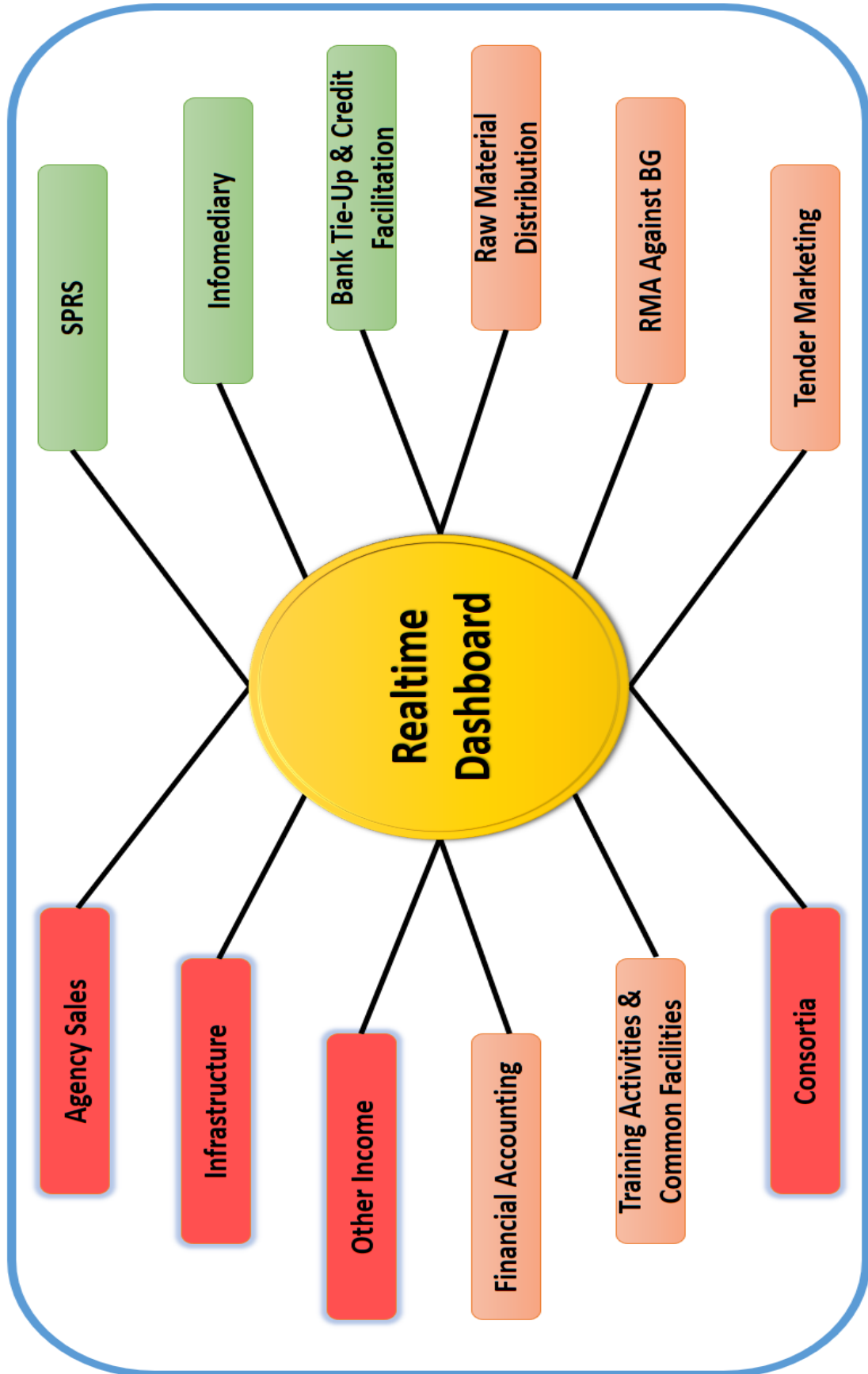
- i. **Description:** This is an online portal for credit facilitation scheme of NSIC, wherein applications for credit facilitation received from units is being fed onto the system and the application goes through various stages online with realtime information available to various stakeholders.
- ii. **Technology Used:** .Net and SQL Server

3. Proposed Solution Landscape

NSIC desires to have an integrated system which will involve development of applications and integration of new applications to one single platform which will facilitate in consolidation of real-time target versus achievement data for all the branches under various schemes.

The proposed integrated system is aimed at providing a real-time monitoring and performance report to NSIC's top management. The snap shot of the proposed integrated system is provided at **Figure-1**.

Application Landscape



● Existing Inhouse Applications | ● Existing Third Party Applications | ● New Applications to be developed

4. Existing Applications

1. SPRS
2. Infomediary
3. BG Additions
4. RMA Against Advance Payment
5. Tender Marketing
6. Training Activities
7. RMA-BG
8. Tally ERP 9

5. New Applications to be Developed

1. Agency Sales (Warehousing)
2. Infrastructure (Real Estate Management)
3. Consortia

All the existing applications are developed in .Net Platform using MS SQL as Database except B2B portal which is developed using PHP & My SQL and being revamped using PHP & MS SQL. New applications to be developed will also be required to be developed in .Net Platform using MS SQL as Database.

The selected firm will be responsible developing the new applications as a part of integrated technology platform and integrating the existing applications with the integrated technology platform.

6. SCOPE OF WORK

1. To engage Technology Implementing Agency / Company for Study, Design, Development, Testing, Hosting & Maintenance of B2B Portal of NSIC.
2. To Study the features and functions of various schemes of NSIC and software applications used.
3. Undertake detailed gap analysis, making System Requirement Specifications(SRS).

4. Identifying / Developing mechanism to integrate various existing and new applications to a single integrated software platform.
5. Design Integrated Software Platform taking care of all the requirement identified at the time of study.
6. Thorough Testing of the Application.
7. Providing Server management, Reporting, Online MIS, Admin Panels.
8. Providing support and maintenance activities for a period of 2 years from the date of go-live.
9. Bug-Fixes Warranty for a period of 6 months from the date of Go-Live at no additional cost.
10. Depute a fulltime manpower in NSIC Head Office Delhi (as per qualification mentioned in the detailed RFP which will be shared with shortlisted firms).
11. Providing the complete source code of the portal to NSIC. The ownership rights of the source code will remain with NSIC.

7. Technology and Platform to be used

The Portal to be developed should be made using the latest technology **.NET Technology and MS SQL as Back End.**

8. SELECTION METHOD

Stage I: Expression of Interest (EOI)

1. Expression of Interest (EOI) from experienced reputed IT Firms with expertise in Software Development, Customization, Maintenance, Management and User support for e-Governance systems.
2. Organizations submitting the EOI should full fill the following criteria:
 - a. The firm submitting the EOI should be Registered Company (Attach Proof) i.e. Certificate of Incorporation / Registration. EOI submitted as Joint Ventures, Subsidiary, Consortiums and similar arrangement will not be considered as technically qualified.
 - b. The firm should be in existence in India for last five years,
 - c. The firm should NOT have been blacklisted by any Govt. Organization/ Department. A self-declaration in this regard should be submitted by the bidder as per **Annexure – 'A'**.
 - d. The firm should have had an average annual financial turnover of at least Rs.2 Crores in each of last three financial years, i.e. 2016-17, 2015-16, 2014-15 from Software Development Activities Services, audited and certified by the Chartered Accountant of the Organization.
 - e. The firm should have complete understanding of Indian statutory laws, cyber law, IT Act, governance, taxes / duties, Government budget updates, import / export updates & implementation for Clients of similar stature. A self-declaration in this regard should be submitted by the firm.
 - f. The firm should have successfully executed at least any one of the following in the last five years:
 - i. Three similar completed e-Governance projects of value Rs. 25 L each, or
 - ii. Two similar completed e-Governance projects of value Rs. 50 L each,
 - iii. One similar completed e-Governance project of value Rs. 75 lakhs
 - g. The firm should have valid CMMI Level 3 Certification.
 - h. Should have technically qualified and well-experienced strong in-house resource base on company role. CVs of proposed manpower should be enclosed along with the response to EOI.
 - i. The firm should have office situated / located within the Delhi & NCR. Proof such as notarized lease deed, electricity / municipal bills, telephone bill (MTNL / BSNL), etc.

- j. Documentary Support for all the above, with copies of documents / purchase orders & letter of completion from customers for projects completed in the last five years.
3. Firms submitting EOI will also be asked to give a detailed presentation to the evaluation committee.
4. NSIC will short list the companies, based on evaluation of the Expression of Interests submitted by them for further processing.
5. For qualifying as 'Shortlisted Bidder' the bidders need to score at least 80% in the EOI stage.

Stage II: Request for Proposal (RFP)

1. The firms shortlisted as a result of EOI will be issued detailed RFP.
2. The short-listed firms will be required to carry out the required study of the requirements, at their own cost, based on the TOR (Terms of Reference) issued by NSIC.
3. The short-listed firms shall submit a detailed Technical and Financial Proposal as per RFP document.
4. The technical proposals submitted by the firm should include all details as per RFP shared with them and will be evaluated by a Technical Evaluation Committee of the Corporation.
5. Firms will be required to submit financial proposals as per the financial bid format provided in the RFP (issued to shortlisted firms).
6. For selection of the final bidder, the following procedure shall be adopted:
 - a. All the proposals received by NSIC would be scrutinized with reference to the Technical Pre-Qualification Requirement (PQR) against the evaluation criteria. Bidders meeting the Technical PQR shall only be considered for financial evaluation. These bidders shall be called as 'Eligible' bidders. The bidders may please note that mere meeting of the Technical PQR does not entitle any bidder the right for award of contract.
 - b. The final evaluation will be based on the Financial Bids. To qualify for the Financial evaluation, the Bidder needs to qualify in the Technical Bid by securing minimum of 80%.
 - c. Detailed Technical evaluation criteria will be provided in the RFP (issued to the shortlisted bidders).

9. Timelines

S.No.	Activity	Time Line
1	Defining Software Requirement	2 Weeks from date of work order
2	Submission of Software Requirement Specification	4 Weeks from date of work order
3	Submission of Design for Realtime Dashboard	6 Weeks from date of work order
4	Integration with Existing Applications (Marked in Green)	10 Weeks from date of work order
5	Testing, Hosting & Training for Phase I modules	12 Weeks from date of work order
6	Go-Live Phase I	12 Weeks from date of work order
7	Integration with Third Party Applications (Marked in Orange)	18 Weeks from date of work order
8	Training for Phase II modules	18 Weeks from date of work order
9	Go-Live Phase II	20 Weeks from date of work order
10	Development & Integration of New Modules (Marked in Red)	30 Weeks from date of work order
11	Training of the final Package	30 Weeks from date of work order
12	Final Go-Live	32 Weeks from date of work order
13	Bug-Fixes Warranty	6 Months from Final Go-Live
14	AMC for 2 Years after completion of Bug-Fixes Warranty	2 Years

10. PAYMENT TERM

The payment shall be released on successful completion of following tasks as under: -

S.No.	Deliverable	Payment Percentage
1	Submission of Gap Analysis Report & SRS & Approval of SRS by NSIC	20%
2	Go-Live of Phase I	15%
	Go-Live of Phase II	15%
	Go-Live of Phase III	20%
3	Maintenance for 2 years from the date of go-live. (Payable Quarterly @ 3.75% per quarter)	30%
	Total	100%

11. Addition of New Features

Any major additional features required on the application after the expiry of bug-fixes warranty will be mutually discussed between NSIC & the selected bidder. Based on this the effort estimate will be submitted by the selected bidder, the charges for the same will be paid as per the manhour rates quoted in the financial bid at the time of submission response to RFP (issued to shortlisted bidders in EOI process).

12. Bug-Fixes Warranty

The selected bidder will provide 6 months free of cost bug fixes from the date of Go-Live of the portal.

13. Maintenance

The bidders are required to quote maintenance charges for the application for 2 years from the date of expiry of Bug-Fixes Warranty. It includes charges towards:

- Routine Backup (daily) of the application and database
- Monitoring of Server against any virus threat, crashes, etc.
- Restoring of the application in case of any server / application crash.
- Ensuring 99.5% uptime of the application. Providing regular reports in respect to the same.
- Any other activity required / necessary for smooth running of the application.

14. All-inclusive Prices

The price quoted should be all inclusive.

15. Force Majeure

The Term "Force Majeure" shall include, without limitation, acts of nature, fire, explosion, storm, or other similar occurrence; order or acts of military or civil authority; national emergencies, insurrections, riots, wars, strikes, work stoppages, or other labor disputes, supplier failures, shortages, breach, delays or raw water resource not being available/ getting defunct / altered/ non usable.

16. Arbitration

- i. For any dispute or differences arises between NSIC and the bidder with this regard to this Tender Document, the same shall be referred to the sole arbitrator appointed by CMD/ Director (Planning & Marketing)/ Director(Finance) of NSIC. Such appointed arbitrator shall be either an employee serving or retired from the office of NSIC or of any other Public Sector Undertaking (PSU) or Law Faculty Member of Government University or any other Advocate Retired Judge. There shall be no objection by any party for appointment of such person as Arbitrator. The award of the Arbitrator so appointed shall be final and binding on the parties to this Tender Document/ Agreement.
- ii. The Venue of Arbitration shall be at Delhi.

17. Confidentiality

All the material sent to the bidder shall be treated as confidential and should not be disclosed in any matter to any unauthorized person under any circumstances. The bidders are to furnish a Non-Disclosure Agreement (NDA) as per attached format at Annexure "C".

Annexure – A`

DECLARATION

(To be submitted on the letter head of the bidder)

To,

**Chief General Manager (TISDC)
National Small Industries Corporation Limited
(A Government of India Enterprise)
NSIC Bhawan, Okhla Industrial Estate,
New Delhi– 110 020**

Sir,

With reference to the Tender No. NSIC/HO/TISDC/71,
We.....

hereby confirm that we have not been blacklisted by any Government Department
(Central/State/Autonomous/PSU) in India.

Signature of the Bidder with stamp

Name :.....

Designation :.....

Date :

Annexure – B`

Bidder's Authorization Certificate
(To be submitted on the letter head of the bidder)

To:
Chief General Manager (TISDC),
National Small Industries Corporation Limited,
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi-110020

<Bidder's Name> _____
<Designation> _____ is hereby authorized to sign
relevant documents on behalf of the company in dealing with Tender of
reference dated _____. He is also authorized to attend meetings
& submit technical & commercial information as may be required by you in the
course of processing above said tender.

Yours Sincerely,

Signature of the Bidder with stamp

Name :

Designation :

Date :

Annexure – `C`

Non-Disclosure Agreement (NDA)

Third Party Non-Disclosure Agreement

I, _____, on behalf of the _____ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with NSIC on contract is confidential and that the nature of the business of the NSIC is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the NSIC. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data.

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to NSIC all documents and property of NSIC, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to NSIC business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also. I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the NSIC, and are reasonable given the nature of the business carried on by the NSIC. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

Dated at _____, this _____ day of, 20_____.

Signature of the Bidder with stamp

Name :.....

Designation :.....

Date :

End of the Document