

TOR for Impact and Finance Monitoring Tool

Background: The scope is to cover the requirements of the Electronic Management system at high level and to propose a tentative timeline and cost along with the technical and architectural design.

In this regard NAPP would like to call for proposals from qualified software companies with at least 5 years of standing to enable the undertaking of the project.

FUNCTIONAL REQUIREMENTS

Proposed– Integrated MIS and Office Management platform with integration capabilities.

User Management:

User create, edit and delete will be taken care in this section. Admin and the end user will be considered as users.

Timesheet Management:

In this feature, user can create timesheet by providing necessary details for the particular month. It can be viewed by the user or their higher official for the approval. Timesheet will be approved by many level of designations.

Finance and Monitoring:

This feature lets the user access several forms like Advance, Reimbursement, Finance Addition and Procurement Forms. Every forms has its own fields and process. It will be later used to generate reports.

Operations:

User can able to upload daily exchange rate and yearly reimbursement value in this module. This will be used later while approving or disbursing the money.

Document Management:

Every user has their own drive where they can store the irrelevant and necessary documents. And the user who has the permission, they can access the whole company drive for any needful references.

Report Management:

In this feature, user can generate various reports. Reports will be based on Organization, Finance and Monitoring and Budgets. Organization report will have the total visits done for a particular organization, Budget is regarding the reimbursements and finally F&M reports are based on all other advance, addition and procurements.

Organization Structure:

This feature lets the user take a detailed view about their organization structure. User can have all details of a particular user from the structure. It has a tree kind of view where one can another where and to whom they are assigned to.

Role Based Access Control:

Not every users can have hands on all features of this application. Certain roles will be defined and according to that permissions will be given. So, users at particular stages can only access certain screens which is actually regarding to them.

Functional Architecture Requirement

The application will be a multi-tier application. The functional modules will be realised in the form of layers and components. It is a responsive web application that can be viewed on desktop browsers of different resolutions.

1.1 Non-functional (Technical) Requirements:

The proposed Platform should also meet the following Non-Functional (Technical) Requirements:

ID	Requirement	Method of Compliance		
		Out of Box	Configuration	Customization
1.00	General			
1.01	The supplier should provide a Platform that offers Web application accessible using common web browsers on both desktop and mobile devices Browsers: MS Internet Explorer/Edge, Google Chrome, Mozilla Firefox, Apple Safari			
1.02	The Platform should offer Mobile/Tablet Apps both on iOS and Android for Field Staff, vendors and other stakeholders			
1.03	The application shall be accessible to all users 24 hours per day, 7 days a week.			
1.04	The application shall contain a secure login feature with a distinct login for each user using industry best practices for password security.			
1.05	The application shall allow the assignment of user roles which limit a user's access within the application.			
1.06	The application shall allow the administrator role to limit which users can delete records			
1.10	The Platform has a provision to upload and maintain historical data related to NAPP.			
2.00	User Accounts			
2.01	The Platform shall have a secure login feature with a distinct login for each user.			
3.00	Platform Build			
3.01	Platform should be built-on robust technologies to support at least 500 users (staff and allied users)			

3.03	Platform should support enhancements/ upgrades/ modifications throughout the project period with considerable downtime approval from the department.			
3.05	Should have framework for context specific dissemination of extension information based on any relevant parameters			
3.06	Should have built in Digital collaboration framework supporting Text , Images and Voice			
3.07	Should have the facility to automate Task Generation, management, monitoring, controlling and optimization			
3.10	Platform should be capable of extending to all other allied sectors such project monitoring, research			
3.11	Should have a framework for implementing Global Good Practices.			
4.00	Configurability			
5.00	Modularity			
6.00	Should have AI/ML based predictive analytics engine			
7.00	Scalability			
8.00	Platform Architecture			
8.01	Should support Disaster Recovery Plan for business continuity with Industry Standard RTO and RPO			
8.02	Platform should be manageable, secure, scalable, high performance, efficient, elastic, highly available, fault tolerant and recoverable architecture			
9.0	Should support local languages			
10.0	Security and Audit: ISO/IEC 27001:2013 complaint architecture			
11.0	Error and Exception Handling			
12.0	Availability			
13.0	Reliability			

Note: The above list of services with respect to modules is an indicative list, however there will be inclusion or exclusion takes place over detailed Requirement Gathering sessions

1.2 Operational and Maintenance Requirements

The vendor shall be required to provide operational and maintenance services for applications delivered for NAPP including, all the connected software and integrated

components. This section discusses the Operations & Maintenance services to be provided by vendors with respect to Application Software.

Operations & Maintenance (O&M) phase of the project is by default scheduled for a period of 3 months from the date of “Go–Live” of the application. During these 3 months, the implementing agency is required to undertake the following key activities:

- Maintain the implemented Platform as per prescribed service levels agreement terms laid down in this RFP.
- Implement changes to Platform as per terms and conditions of the RFP
- Maintain systems required for automated generation of compliance of service level requirements laid down in this RFP.

2 Pre-qualification Criteria

NAPP invites the interested & eligible bidders / consortium members desirous of bidding for the project and who meet the following Pre- qualification criteria (PQ):

#	Pre-Qualification Criteria Description	Supporting Documents to be submitted by the bidders
	Nature of bidding	Single bid
1	<p><u>Legal Entity</u></p> <p>Lead bidder and or all members of consortium should be an Indian company or a foreign entity with a local base in India, must have registered under Companies Act, 1956 or under LLP Act, 2008 and also Registered with the Service Tax Authorities.</p>	<p><i>Bidder should submit:</i></p> <p><i>i. RoC</i></p> <p><i>ii. Copy of Service Tax Registration Certificate</i></p>
2	<p><u>Sales Turnover</u></p> <p>The Lead bidder company may have an average turnover of 20 INR for the last 3 financial years .</p>	<p><i>Bidder should submit the following:</i></p> <p><i>i. Audited balance sheet or</i></p> <p><i>ii. Profit & Loss statement or</i></p> <p><i>iii. Certificate from the statutory auditor</i></p>
3	<p>The lead Bidder should be a profitable organization in the last 3 years of operations and should have a positive net worth.</p>	<p>For each of the financial years, A Certificate of Net worth duly certified by a Chartered Accountant to be submitted.</p>

4	<p><i>Manpower Deployment</i></p> <p>The lead bidders should have a permanent workforce of not less than 10 personnel in their company/group as on bid calling date.</p>	<p><i>Prime Bidder (Lead Member) / Bidder should submit Self- Certification by the authorized signatory.</i></p> <ul style="list-style-type: none"> ● <i>List only key management and specialist positions in the Organization.</i> ● <i>Details of the personnel in the Project Management Team.</i>
5	<p>The lead bidder and the consortium partner must have valid registrations / licenses for ESI, EPF, GST and Shops & Establishment certificate or any other relevant document</p>	<p>Valid Certificates to be submitted within 30 days of awarding the project in case the bidder is a Global firm and does not have a registered office in India.</p>
6	<p><i>Local Presence: Lead Bidder should have a registered office in India. In case the bidder does not have a registered office in India, they should provide an undertaking that they will establish a registered office in India within 15 days of awarding the project.</i></p> <p>Upon contracting, the bidder shall have GST number allotted in <i>India</i> and billing shall be from <i>India</i> office only.</p>	<p><i>Bidder should submit Self certified office address and GST Registration Certificate copy</i></p> <p><i>Undertaking to be submitted if in case the bidder does not have a registered office in India.</i></p>
7	<p><u>Past Experience:</u> The Lead bidder and consortium members put together should have at least 5 Digital platform development experience on enterprise scale.</p> <p>Should have at least 5 Government/non-government projects experience either in India or globally.</p> <p>The lead bidder or the consortium partner should have proven experience of working with Banks, Insurance, Seed and Farming sector with proven experience of engaging with at least 3 lac farmers in India in the past.</p>	<p><i>Certificates from the client for at least one enterprise Digital Platform deployment.</i></p> <p><i>Project completion Certificates from at least 2 Government Entities with mobile number, email ID of the client point of contact.</i></p> <p><i>Relevant work orders or client certificates quantifying number of farmers covered.</i></p>
8	<p><u>Blacklist</u></p> <p>Lead Bidder or any of its consortium partners shall not have been black listed by any State / Central Government Department, Ministry or Agency for breach of Contractual Conditions as on bid calling date. The bidder should also</p>	<p><i>Self-Declaration Certificate that the Bidder is not black listed as on bid calling date to be enclosed in the bid.</i></p>

	not be entangled in any legal disputes with any Govt/PSU body.	
9	Lead bidder or consortium partners should have ISO 27001:2000 certificates or higher standards.	<i>Copy of certificate ISO of lead bidder and or consortium members.</i>

Note: In case of consortium bids, only 3 members are allowed. One member cannot submit more than one bid .

2.1 Short listing Criteria

- a. NAPP will shortlist bidders who meet the Pre-Qualification criteria mentioned in this Invitation to RFP.
- b. Any attempt by a Bidder to influence the bid evaluation Process may result in the rejection of its RFP Proposal.
- c. NAPP will constitute a Proposal Evaluation Committee to short-list the bidders according to the Pre-Qualification criteria given in this document.

2.2 Evaluation Process

- a. The evaluation will be 3 stages i.e., PQ, TQ with live -demo presentation of the proposed solution in ready format & Commercial of the proposal submitted by the bidders.
- b. Bidders without having a ready platform to be deployed beyond 15 weeks from contract signing will not be eligible to apply as the RFP is to leverage existing experience of partners than exploring a fresh development team
- c. The bidders will be shortlisted based on certain Pre-Qualification criteria.
- d. The bidders who qualify in PQ evaluation will be eligible for opening of Technical Evaluation & also bidder should arrange for Technical demonstration on the features of the proposed software, at least 10% of which should be available at the time of demo.
- e. Technical demonstration Date, Time & Venue will be informed as per schedule fixed by the evaluation Committee.
- f. The bidders have to score a minimum of 75 marks in Technical evaluation for treating as technically qualified. Financial bids of technically qualified bids will only be considered for further evaluation.
- g. The overall evaluation shall be 70:30 i.e. Technical evaluation scores will be evaluated to a maximum of 100 Marks as per criteria mentioned in Technical

Evaluation section. Financial bids will be evaluated to a maximum score of 30 Marks. Lowest quoted bidder will get a maximum 30 marks. Remaining bidders marks will be calculated based on the formula $\{(L1 \text{ quote}/\text{Bidder quote}) * 30\}$

- h. Technical and Financial Marks added together, the proposals will be ranked in terms of the Overall Scores obtained from Highest to Lowest. The bidder with the highest overall score will be considered for award of contract & will issue Notification of Award.

Sl no	Criteria	Score
1.	Certificate of the technology service provider in the consortium for compliance and data security and Data Protection standards. GDPR Compliant	5
2.	Past Experience of covering more than 100 staff in India under government or private projects to substantiate the scale of intervention.	10
3.	Past experience of working in India/Asia under this segment or any other segment.	15
4	Past experience of deploying web based terminal for monitoring for a state or central government or a private program with accumulated project size of at least 20 lakh or above .	10
4.	Demo of the proposed platform, various application features and alignment to the program	15
5.	Approach and Methodology	35
6..	Qualification and relevant experience of key staff supporting the project .	10
	Total	100

2.3 The Technical Proposal shall cover the following:

- a. Core business areas of operation, number of years in the business, ownership and organizational structure of the Firm.
- b. Client and Project brief details
- c. Bidder's / consortium Partners Platform demonstration and technical capabilities
- d. Business Requirements specifications mapping score of Bidder's Platform
- e. What is the Firm's vision for the Development ecosystem and Integrated Rural Development?
- f. Project Plan anticipated time schedule with milestones.
- g. Approach and methodology of handing over technology to NAPP after completion of contract period with maintenance and system support provisions.

The partner should be ready to sign a perpetual licensing agreement for usage of the platform for Software as per the needs of the program under an Annual Maintenance Contract and support charges covering the 3rd party cloud infrastructure charges at cost basis if applicable.

The partner should be ready to upgrade the system and add provisions as per the changing requirements of the future periods beyond 5 years to keep the platform best in class and efficient as requested by software under the AMC terms and conditions.

The Proposals are requested to be submitted before 10th October, 2021 to the following email IDs: gideon.balasingam@fairtradenapp.org and it-support@fairtradenapp.org.