



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

Cooperatives Data Management System

Tender Document



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1. Introduction

1.1 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's 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.

1.2 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. KSSFCL requires a secure, high-availability, multi-language (Kannada & English), 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. Based on the current structure of operations, the expected functionality has been divided into 6 modules.

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 for 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 and experience to carry out the task at hand, successfully.

2. Scope

2.1 Modules

2.1.1 Administration Module

Facilitate storage and retrieval of Members details, their Basic Details, Objectives, Activities, the Board, Branches, employees(incl. KYC data), Financial details(Their Share, Loan, Deposit, Reserves Management (Usage & recouping) , Borrowings details, Annual Fee(AF), Education Fee(EF), Balance sheet and Other details),Customer Classification, Insurance details, Promoter 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(including attendance tracking through QR codes), data/report submissions, statutory filings, fee payments, etc). Storage and retrieval of General Body meetings management (Agenda, Resolutions, Quorum, Byelaws amendments, expenses, attendance tracking).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), etc.

Facilitate storage and retrieval of member co-ops registration details, ARCS / DRCS data, CEO details, Staff summary details, Audit & auditor details (to be uploaded periodically), Membership details, Section 34 Information submission & half year and annual information submission (detailed upload formats available), Recruitment, Techno social, P & L, Other liabilities & other details.

For the member address, we need an option to record the location on a map & to track the address in Google Maps.

Wherever applicable, data needs to be recorded financial year wise. For instance, Loans, Deposits, Reserves, etc. In the case of other entities, too, we need to be able to store the current and past data. For instance, the CEO, the Board, etc, along with their effective periods.

Being central by nature, the KSSFCL is expected to provide a clearance to prospective members on their chosen name. This would help avoid duplication of member names. A due process is in place to track such requests for a specified period of time.

The Fees (AF and EF) are based on certain inputs being provided to the system. As soon as all the requisite data becomes available, the system should automatically generate

Demand Notes on the relevant member and dispatch the same. The subsequent following up, Receivables tracking, Reminder generation, Cheque rejection, Bank Statement Reconciliation, etc is required.

An option to generate address labels, globally, district-wise, division-wise, etc is required.

The KSSFCL needs to track its internal circulars, too.

A complaints tracking system to handle members co-operative complaints are required.

The Balance sheet data, according to a predefined format, 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. Summarily, all dropdown values must be data-driven rather than being hard-coded.

The system needs to be able to generate the CA Analysis Practice Sheet for last 3 financial years. The detailed format is available.

Research& Development (R&D):

Management of research project details financial year wise.

2.1.2 E-Stamping Module

Manage the workflow, starting from the initiation of an ACC (Authorised Collection Center), its due approval, agreement recording, security deposit 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 & ACC branch head 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.

The KSSFCL needs to track its circulars to the ACCs. The year-end balance data needs to be communicated to the ACCs. The KSSFCL also needs to apportion the commission received from the SHCIL across itself and the ACCs, from time to time.

2.1.3 Training Module

Trainings- 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,, Beneficiaries details, Fee details, Program agenda, Participant registration, Attendance and Feedback(thru mobile/tab) management, Certificate generation, 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 etc.

The KSSFCL hosts ax-months course (as of now) through a public university for consumption by the members' staff and general public. This course is known as the Diploma in Computing and Banking Management (DCBM). We need to handle all the aspects related to it – some of them being the agenda/coverage, university details, Course advertisement details, subjects& revision record and author and their payments record. Subject books, printer details & publisher record. Course fee payment details, DCBM centre, contact classes, students registration, subjects time table, attendance, feedback, faculty and their payments, program expense records. DCBM exams, attendance, results, expenditure, reimbursement of expenditure amount from university records, etc.

Book Sales – List of Books, Record of author, their payments, version, revision, printing & publications & their payments. Federal division-wise sales reports of publications. Distribution (sale or complimentary) of publications in training programs etc.

Magazine– RNI & postal permission record, magazine pricing record & price fixed meeting details, Manage authors and their payments. Magazine details, Article details(author, payments, article details), printing press & magazine designer details record, Magazine Subscribers (in addition to all the Members being subscribers, by default, subscription period, fee demand mail, subscription fee, fee receipts), Mailing labels data, upload/download as PDF etc.

2.1.4 Secretariat Module

Storage and retrieval of the federal's Election, Elected Board of Directors details, management of its Annual General Body, Board & Subcommittee Meetings & related expenses.

Election - Election authority details (names, contact details & their payments etc), Eligible and ineligible delegates data. Election notification record and calendar of events & result copy data. Candidates, Office bearers, meeting details & election expense. Attendance tracking is also required (through relevant QR codes).

Board of Members – Their names, contact details, address, education, cadre, KYC, Photo, Bio data, Status, period and other information, board-wise.

Annual General Body Meeting (AGM) – GB details, address, date, notification details, amendments details, notice details, notes details, agenda, attendance (directors, employees, member co-operatives & other guests), quorum, photos, proceedings & their implementation, AGM expense (directors TA DA & other expenses), stall details.

Board of Directors Meeting – place, time, notice, notes, additional notes details, attendance, expense, proceedings, resolutions & implementation details

Sub Committee Meeting – committee details (member's details, committee formed details) place, time, notice, notes, additional notes details, attendance, expense, proceedings, resolution & implementation details etc.

2.1.5 Regulatory and Compliance (Legal) Module

Storage and retrieval of the branch details, inspection, special officer, showcase notice and disqualification, enquiry, liquidation, direction, correspondence with other departments, court case details & task force.

Branch Details - Facilitate the process of members opening new branches (initiation, approval/rejection, shifting/merging and closure/confirmation). This department is entrusted the task of tracking the number of branches approved as against the operational ones. Branch certificate details (option for member co-ops to apply for it, fee payment & tax invoice email etc).

Inspection – Details of who ordered the inspection and to whom it is ordered and order details, inspection report submission & compliance report track of inspection report and the corresponding verifications & closures, etc.

Special Officer – Special officer order & appointment details (Appointment of Special Officers to stand-in, while a prospective board is being setup), SO charge taken details, co-op election details, and the subsequent handover of charge & report details & remuneration details and the corresponding verifications & closures, by the federal etc.

Show Cause Notice & Disqualification- Show cause notices management, up to its resolution. Details of show cause notice reason and notice receiver (single or whole board of directors) details and their statements regarding the show cause notice and federal board of directors' opinion on this notice etc.

Disqualification order details & SO (special officer) appointment to conduct election if the whole board of members is disqualified etc.

Enquiry - Management of Enquiries conducted by the department, enquiry officer details, charge taken details, including reporting the findings/observations and the compliance report details and the corresponding verifications & closures, and details of direction by the department etc.

Liquidation – Management of liquidation order, liquidator appointment & charge taken details and the reason for liquidation, report, verification & closure by the department etc.

Direction–Management of directions given by the federal/RCS/others to member co-operatives. Compliance report & verification & closure details of these directions etc.

Correspondence with other departments–Management of letter correspondence by the regulatory department and the action taken & closure detail for the corresponding letter etc.

Court Cases–Management of cases filed by the regulatory department / cases filed against the federal and advocate appointment details, their payments, case hearing details, summary & closure details etc.

Task Force – Storage and retrieval of data/status pertaining to cases the federal is entrusted to investigate and conclude (either by closure or by transfer to other governmental investigating agencies).

Above cases can be forwarded to the task force when those cases require finer attention. Management of these task force cases like case details, case shifted details, reason for moving to task force, details of the board meeting at which the decision was made to assign to the task force and Management of complaints at various levels (whether case filed in KPID, police FIR, ED, CID, CCB etc) and the subsequent action taken details and the management of complaints given by the department & public on our member co-operatives & the action taken & closure details. This department is responsible for the Liquidation process, too.

2.1.6 Courts Module

Arbitration: Storage and retrieval of data pertaining to cases from start to finish. Manage parties, advocates, case worker, typist, accountant, judge/s, notices, case hearings, Orders, arbitrators (to be uploaded periodically)& arbitrator assigned cases & their payment. Manage the court fees (including apportioning to the federal, arbitrator, govt., etc). Alerts to the concerned, on movement of stages in a given case. Management of certified copies, Management of appealed cases to higher courts. Display of Case timeline to help understand the history of the given case.

Execution Petition (Recovery): Storage and retrieval of EP cases from cases filed in EP to until recovery.

Details of notice issue before filing EP, NOC, EP registered cases list, verification of EP cases by case worker, EP fee payment (including apportioning to the federal, govt., etc).Display of Case timeline to help understand the history of the given case.

Management of request from decree holder (request for seize notice to judgments debtor's movable assets (Form 4), Immovable assets seize notice (Form7), Immovable assets auction notice (Form 8 & 9), Fixed asset transfer letter (Form 10 & 11), Decree holder transfers the asset on its name temporarily (Form 12)& the subsequent verification and release of requested letter from federal EP court until the recovery etc.

Public website : Storage and retrieval of all cases information like online display board for our 2 court benches, cause list, case status, judgment, certified copies details and brief history of our 441 court , Judge profile and the calendar(highlighted dates indicates court holiday, sitting day, no session etc), case types, photo/video gallery, public grievance etc.

2.2 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.

2.3 Reports

Summarily, normally expected views of the corresponding data, in each module, shall be expected. We require the reports in dual language (Kannada & English) A Custom Report

Generator is required, wherein the end user can choose the columns of the report and add filtering criteria, etc. The end-result must be able to downloadable as a spreadsheet and/or PDF.

2.4 Alerts & Notifications

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

Many kind of alert/notification are there in all the modules. Software has to send notifications (sms / email / profile notifications) automatically to concerned co-op/employee/concerned mail ID when notification trigger point happened.

Required notifications contents / templates in Kannada/English language.

2.5 Letter Generation

This is a common and multi-lingual feature, required across modules. For example, once a new member is created, a Welcome Letter (according to a preset format) must be generated and dispatched automatically. Each module has its own set of formats for all the relevant letter outputs. All the generated letters should be available for subsequent online viewing and download.

2.6 Matrix

In all the modules we require a matrix report, which shows the overview of the module like number of working co-ops, number of cases registered in this financial year in the court, likewise.

2.7 Logins

Mainly we require logins for our employees (around 120),directors (around 21), auditors & our member co-operatives (around 6000). For member co-operatives, a limited number of fields are required to enter/edit/upload/download data in their profile and the subsequent SDO (Federal employee, district wise co-operatives are allotted to these SDO's) verification of data, which is entered by the member co-operatives.

Summarily, we require a role-based access to all the system functionality.

2.8 Upload/Download

In all the modules, options are required for upload & download (many kind of documents/letters/fee receipts / photos/videos etc).

For example:

- 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

2.9 Inward & Outward

Each day, the KSSFCL sends out innumerable correspondences to a variety of recipients (Outward) and also receives a large number of similar communications (Inward).

The Inward communications are received, in bulk, at the reception, which are subsequently recorded in the system and marked to individual employees/departments for further action and closure. A messenger physically delivers these to the designated individuals and takes an acknowledgement.

Individual employees intending to send out communications create the content, print and hand them over at the Outward desk. The dispatch of these items to the intended recipients is the responsibility of this desk.

2.10 General Requirements

- a) Maker-Checker: All the actions carried out in the system must take effect only after they are duly authorized by another/designated user.
- b) Audit trail: The system must be able to help track each and every action that it has facilitated. This is a critical security feature.
- c) Axis Bank Easy pay integration (For AF, EF& other fee payments by the member co-ops to federal). Inward payments to the KSSFCL are facilitated through this interface.
- d) General mailing option for co-ops, employees& others.
- e) Common Payment Interface: Multiple modules require to raise payment requests, to be eventually processed by the KSSFCL's finance team. For example, payment to Faculty members who have delivered a training program, Arbitrators, Printer, Advocates, etc.
- f) Recurrent data needs to be stored financial year wise.
- g) Dash board items to be designed subsequently (module wise & user wise).
- h) Mandatory & optional field's configuration shall be done once the screens design is frozen.
- i) The successful bidder shall undertake a detailed requirement study, once the work order has been released.
- j) The details should be documented while preparing the Requirements Specification document.
- k) CRUD Operations should be initiated by user interaction rather than directly.
- l) Context-sensitive enabling/disabling of fields
- m) Role based access control
- n) Local v/s Cloud v/s Vendor-site deployment options. The bidder shall provide a comparative statement of these options in their bids.
- o) Scheduled Tasks: The KSSFCL expects its members to undertake certain actions, from time to time, at prefixed dates/intervals. The generation of reminders for these events must be programmable.
- p) Flexi Reporting Interface: A generic report generator that allows the end user to choose the various aspects and generate reports. There must be an option to save the template, for future change and/or use.
- q) Option to Download PDF/Spreadsheet (configurable)
- r) Kannada and English Boilerplate and Data: We need an option to configure this at each user level.
- s) Recent Actions on each entity
- t) Flexible KYC options, where ever applicable: We need an option to pick what KYC documents are being provided, case to case.
- u) Ticketing system: Ticketing system to track, manage, organize and prioritize co-operatives / members request.

3 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.

4 Vendor Qualification

4.1 Incorporation

The vendor(company) should have been in existence for at least 4(Four) years prior to the date of bidding, duly registered with the Registrar of Companies, either as a Private or Public Limited Company. The successful bidder shall establish the head office/branch of the company in Bangalore before obtaining the work order from federal co-operative.

4.2 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, through any means and resources of their choice.

* Subject to changes, as per requirements.

4.3 Project Experience

The vendor shall have a minimum of 4 (FOUR) 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.

4.4 Financials

The vendor shall have an annual turnover of, at least, Rs. 1, 80, 00, 000(Rupees One Crore and eighty Lakhs only),for the most-recently concluded financial year and at least, Rs.80,00,000(Rupees Eighty Lakhs only) in the preceding 2 financial years(a total of three years). Audited and signed balance sheets for the relevant years to be attached to the bid.

4.5 Resources

The vendor shall have on its rolls, as of the date of bidding, at least, 20 software developers and 10 support and training staff.

4.6 Legal Undertaking

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

4.7 Earnest Money Deposit (EMD)

The vendor shall submit an EMD of Rs.2,00,000(Rupees Two lakhs 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.

4.8 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 at the end of the warranty period, subject to satisfactory operation of the system.

4.9 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.

4.10 Warranty

The successful bidder shall fix bugs/issues/complaints, free-of-cost for a period of ONE year from the Go Live date of the whole, integrated system.

4.11 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.

5 Important Instructions

1. Interested vendors must submit the detailed proposal as requested in this document as per following details:

a. Proposal:

I. Technical and financial proposals to be submitted in separate, sealed envelopes.

II. All proposals must be submitted at the same time.

III. 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.

b. Last Date for receipt of proposals is 20/05/2024

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

c. Place of submission of proposals:

The Office of the Managing Director

Karnataka State Souharda Federal Co-operative Limited.

Number 68, "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 Number 68, "Souharda Sahakari Soudha", Between 17th and 18th Cross Roads, Margosa Road, Malleswaram, Bengaluru – 560055 or to the mail ID md@souharda.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 auditor certified 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 Financial 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 – Financial 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.

6. Important RFP Information

RFP Reference No.	KSSFCL/CDMS/2024/03
RFP Issue Date	02/05/2024
Tender Fee	INR 2000/- Only (DD) (Non-Refundable)
Earnest Money Deposit	INR 2,00,000/-Only (DD) Valid for 90 Days from Last Date of Bid Submission
Pre-Bid Query Submission Contact	email ID :- sindu@souharda.coop Name: Sindu C T Phone No.: 8884466708
Last Date & Time of Pre Bid Query Submission	Date :-14/05/2024 (Tuesday) Time :05.30pm
Pre-Bid Meeting Date & Time	Date :-15/05/2024 (Wednesday) Time :11.30 am
Address of Pre-Bid Meeting	Karnataka State Souharda Federal Co-operatives ltd, Number 68, “Souharda Sahakari Soudha”, Between 17 th and 18 th Cross Roads, Margosa Road, Malleswaram, Bengaluru – 560055
Last Date & Time of Bid Submission	Date :20/05/2024 (Monday) Time: 04.00pm
Technical Bid Opening Date	Date :23/05/2024(Thursday) Time:11.30am
Bid Submission & Opening Address	Karnataka State Souharda Federal Co-operatives ltd, Number 68, “Souharda Sahakari Soudha”, Between 17 th and 18 th Cross Roads, Margosa Road, Malleswaram, Bengaluru – 560055

7. 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	

8. Annexure

8.2 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 Seal & Signatory

8.2 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.

Company Name

Authorized Seal &Signatory

8.3 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.

Company Name

Authorized Seal & Signatory

8.4 Annexure – IV

Technical Data Sheet

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 Authorization (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?	
27.	Please provide a detailed document for the final High-availability deployment of the system, under: <ul style="list-style-type: none"> a. KSSFCL's Local Data Center b. Your own Data Center, if available c. Cloud Deployment 	
28.	What is the tentative development schedule for this system(in weeks)? Please provide the detailed approach, overall and module-wise.	

Company Name

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8.5 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

Company Name

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8.6 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	
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.)	

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8.7 Annexure VII

Financial 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
- Please add a detailed comparative deployment plan for hosting at KSSFCL, your infra and public cloud platform/s.

Company Name

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