Computerization of Inventory Management and Other Business Processes of DPD

Request for Proposal

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1 RFP PURPOSE

The intent of this document is to request for the proposals from the prospective service providers/vendors for the project titled: "Computerization of Inventory Management and Other Business Processes" of the Directorate of Publications Division (DPD), under the Ministry of Information & Broadcasting.

Broadcast Engineering Consultants India Limited (BECIL), a Public Sector Enterprise, under the Ministry of Information & Broadcasting, has been engaged by the DPD to undertake and execute all the components of this project on a turnkey basis, now invites prospective vendors to send their bids for the mentioned key component of the overall project as described further in this document, to assist BECIL/DPD on this initiative.

TABLE OF CONTENTS

2 EXECUTIVE SUMMARY

This RFP has been prepared for the Computerization of Inventory Management and Other Business Processes of the Directorate of Publications Division, with various components and requirements as listed out in the following sections. Brief overview follows:

2.1 INTRODUCTION

The Directorate of Publications Division (DPD) under the Ministry of Information and Broadcasting (MIB) is one of the leading publishing houses of the country and the largest in public sector with a repository of more than 2,00,000 books and periodicals on matters of national importance in the spheres of Economy, History, Art & Culture Heritage, Gandhian, Biographies of national leaders and Children's literature etc.

Publications Division publishes books and journals in English, Hindi and other Indian languages on variety of subjects, and has published more than 8500 titles out of which 1500 are live today. It also publishes selected speeches of Presidents and Prime Ministers of India to serve as a repository of thoughts at the highest levels of state and the government.

The Directorate is mainly divided into the wings as Editorial-1, Editorial-2, Yojana, Business, Administration, Production, and Employment News as per the below picture:

Fig: High-Level Organization Structure of DPD

The Directorate of Publications Division needs to keep pace with the changing Technology in terms of providing IT enabled services to the stakeholders. Accordingly, under the 12th five-year plan scheme an important component of Computerization of Inventory Management has been added which includes Computerization of the entire Operations of Inventory Management, Sales and Marketing Operations of DPD.

These Operations are at present done manually. As a part of the scheme, a systematic study of the processes was done by Wipro through NICSI and detail project report (DPR) was submitted to Ministry in March 2014. Subsequently, The Directorate has requested Broadcast Engineering Consultants India Limited (BECIL) to coordinate this project on a turnkey basis.

2.2 CHALLENGES

The primary challenges that the Division is facing with its operations are:

a) Excessive usage of Manual Methods
b) Unavailability of Stock and Inventory figures of books/publications
c) Unavailability of exact Sales figures
d) Absence of Formal Processes including Grievance Redressal
e) Unavailability of Online, real-time MIS reports

2.3 OBJECTIVES

Following are the main objectives of this project:

a) To Revitalize, Upgrade, and Modernize Publications Division
b) To Computerize Inventory Management and other business Processes of DPD
c) To build and improve capacities and skills across its offices
d) To optimize all the functions of DPD through Computerization

2.4 BENEFITS FROM THE PROJECT

Below mentioned are some high level benefits that are envisaged in this project:

a) *Streamlined and online processes for:*
   i. Stock & Inventory,
   ii. Sales/Orders,
   iii. Finance/Accounts,
   iv. Authors/Stakeholders,
   v. Digital Rights Management,
   vi. Grievance Redressal

b) *Enhanced look-&-feel of DPD website with e-Commerce/e-Payment features.*

c) *Continuous process improvement.*

With the above challenges and objectives of the DPD, The main purpose of this project is to build and implement application software for DPD's various business processes including Inventory Management.

Following sections and sub-sections will provide details on this RFP, with Scope, Requirements, Terms, Conditions, etc.

3 BACKGROUND AND OVERVIEW

Following sub-sections will provide the background/history, direction, current organizational structure, processes, and other relevant information about this project.

3.1 OVERVIEW OF PUBLICATIONS DIVISION

Publications Division is an attached office of the Ministry of Information & Broadcasting (MIB), Government of India and is headed by Additional Director General (ADG).

Publications Division (DPD) is one of the leading publishing houses of the country and the largest in public sector with a repository of more than 2,00,000 books and periodicals on matters of national importance in the spheres of Economy, History, Art & Culture Heritage, Gandhian, Biographies of national leaders and Children’s literature etc.

Publications Division publishes books and journals in English, Hindi and other Indian languages on variety of subjects including Art & Culture, History & Tradition, Political Evolution, Democratic processes, Economic Development and Social Resurgence.

Publications Division has published more than 8500 titles out of which 1500 are live today. It also Publishes selected speeches of Presidents and Prime Ministers of India to serve as a repository of thoughts at the highest levels of state and govt.

Current organization structure of the Directorate is as shown under:

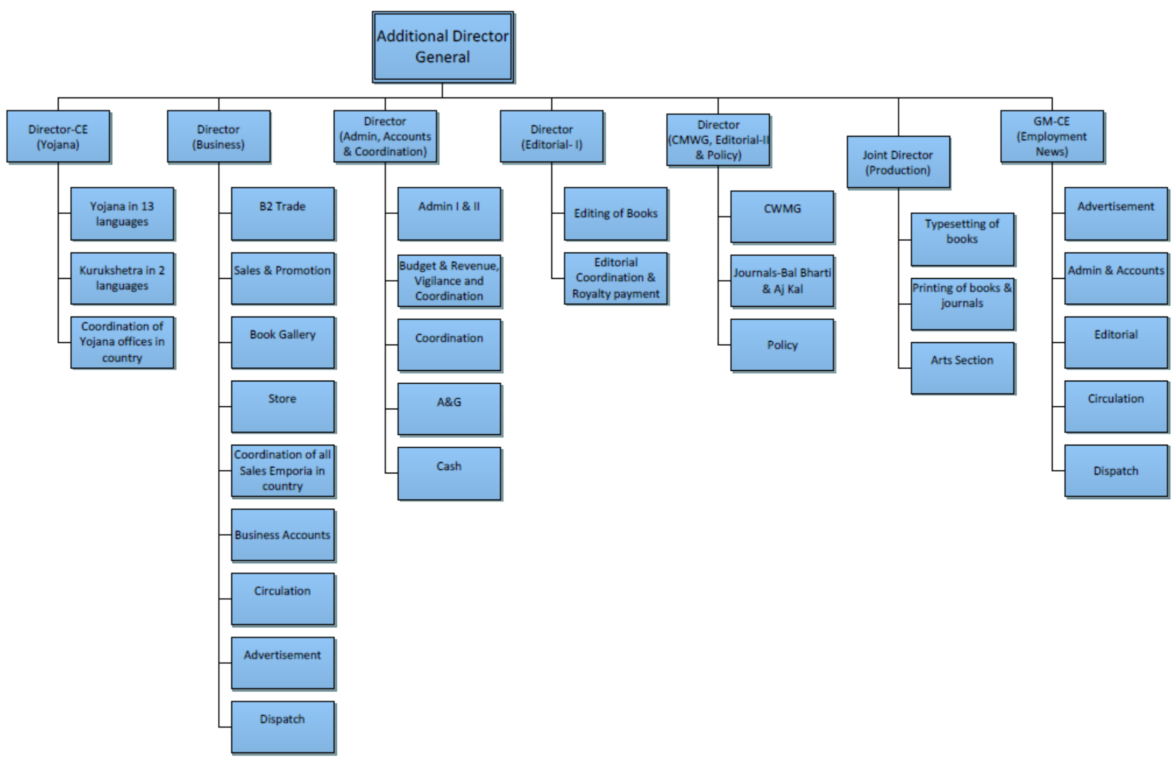

Fig: Current Organization Structure of DPD

3.2 WINGS OF PUBLICATIONS DIVISION

Following sub-sections will provide the information about various wings and their functions within the Publications Division.

As depicted in the above Organization Structure, the wings of DPD are:

- *Editorial Wing-I*
- *Editorial Wing-II*
- *Yojana Wing*
- *Employment News*
- *Business Wing*
- *Production Wing*
- *Administration Wing*

3.2.1 Business Wing

Business Wing is the executive wing of Publication Division, discharging the functions of Sales, Distribution and Advertisement space selling. The Wing is headed by Director (Business) and is assisted by Business Managers, Asst. Business Managers, Business Executives, and Sales Assistant at Head Office and at each Sales Emporia**.**

The work of Business Wing can be classified into:

a) Sales Promotion of Books & Journals, which includes publicity, participation in exhibition and book fairs.
b) Space selling i.e. securing advertisement for the books and journals published by the Division.
c) Sales through agents/booksellers.
d) Ad-hoc sales and sales against mail orders
e) Subscription of various journals like Yojana, Kurukshetra etc.
f) Keeping stock of all the published books in the store.
g) Dispatch and Circulation of Book and Journals across country through Sales Emporia.
h) Reconciliation of Accounts of Sales proceeds
i) Physical verification of stock
j) Calculation of Royalty
k) Grievance Redressal

Business Wing is assisted by Sales Emporia at Delhi and other metropolitan cities and some important state capitals to meet requirements of customers in their respective regions.

The Wing has an attached office of Business Accounts which consolidates the sales done by Sales Emporia across the country and keeps account of sale of books done through the Current Store and sale of journals done through Sales Emporia in Delhi region.
The wing has a Sales Counter in HO which looks after daily sales of books. The Sales Counter issues a Cash memo/ prepaid bill/ To-pay bill for the sales of books. A copy of Cash Memo/Prepaid bill/ To

Pay bill is also sent to Business Accounts section for record keeping. There are other sections to take care of book order from Retail/Wholesale and Ad-hoc/ Govt. department.

The Wing has a responsibility to make available its publications to sales depots, agencies and distribution offices in different parts of country and abroad.

Feeder Store:
Feeder Store of Publication Division is located at Faridabad. The store has a repository of 12 lac books published by Publications Division, which are stored in 10 large halls. It receives new books from the printer after approval from the Production Wing and supplies books to different Sales Emporia across the country as and when needed. The books are stacked in the halls subject-wise and language-wise.

There is no documented catalogue of books stocked in Feeder Store.

Sales Emporia:
The objective of setting up Sales Emporia is to promote the sales of publications produced by Publications Division by making them available at one place so that it reduces Division's dependence on the private book trade.

Sales Emporia are located at Old Delhi, Navi Mumbai, Lucknow, Thiruvananthapuram, Patna, Chennai, Kolkata, Mumbai, Hyderabad and Bangalore.

Each Sales Emporia is required to maintain a daily record of sales conducted. Cash, DD, MO collected each day at Sales Emporia have to be deposited on the same day in the Bank.

Business Manager of each Emporia has to submit the sales revenue every month to the Head Office.

3.2.2 Yojana Wing

Yojana is a monthly journal devoted to socio-economic issues and started its publication in 1957. The Magazine is published in 13 languages viz. English, Hindi, Urdu, Punjabi, Marathi, Gujarati, Bengali, Assamese, Telugu, Tamil, Kannada, Malayalam and Oriya. Yojana Wing also publishes rural development magazines '**Kurukshetra'** in English & Hindi.

Yojana offices are located at New Delhi, Ahmedabad, Thiruvananthapuram, Guwahati, Chennai, Kolkata, Mumbai, Hyderabad and Bangalore.

3.2.3 Editorial Wings (I & II)

The Editorial Wing is headed by Director (Editorial-I) & Director (Editorial-II) and they are assisted by Deputy Director (Editorial) and Editors/Sub Editors of various languages and journals.

The main responsibilities of Editorial Wing are:

a) Writing or getting scripts from authors/contributors
b) Editing of manuscripts sent by authors
c) Preparation of books in English, Hindi & regional languages
d) Payment of royalty to authors.
e) Advertisement & Website Management

f) Collected Works of Mahatma Gandhi (CWMG)
g) Publishing of **Aj-Kal**, a literary magazine in Hindi & Urdu
h) Publishing of **Bal-Bharati** in Hindi

The Editorial Wing is further divided into:

i. English Unit
ii. Hindi Unit
iii. Regional languages unit

3.2.4 Administration Wing

The Administrative Division is headed by Director (Administration) and assisted by three Deputy Directors.

There are five sections under the Director viz:

a) Establishment (Admin I & Admin II),
b) Accounts (Budget and Receipt & Cash),
c) General Administration,
d) Coordination and Vigilance.

3.2.5 Production Wing

The Production Division handles the post editorial operations, including the printing of books and printing of the 18 monthly journals in English, Hindi and regional languages.

The Production Wing is headed by the Joint Director.

3.2.6 Employment News Wing

Employment News is a weekly journal and it is published in three languages viz. English, Hindi & Urdu. It was set up to give information about employment opportunities to the unemployed and under employed youth of the country. The unit is located in R.K. Puram, New Delhi and is headed by a General Manager-cum- Chief Editor.

The journal carries advertisement for job of Central, State Governments, Public Sector Undertakings, Autonomous Bodies, Universities, admission notices for professional courses, examination notices and results of organizations like UPSC, SSC and other general recruitment bodies and mid-level career promotion opportunities.

3.3 HIGH LEVEL PROCESS

High Level Process of DPD is as depicted below:

As shown above, the macro level process is as under:

a) Various articles and manuscripts are submitted by the authors
b) Editorial Wings perform editing, copywriting, designing, and proof-reading activities, and then forwarded to the Production Wing.
c) Production Wing plans for the Production & Printing of the books/magazines with the help of Printers/Vendors/Suppliers.
d) The above printed materials are shipped to the Feeder Store by the Printing-Vendors.
e) Upon stock updation/reconciliation, the required books are distributed to all the Sales Emporia & Yojana Offices through Dispatch Agents.
f) And then, these books/magazines are sold and dispatched from these offices to the end subscribers either directly, or through Agents, or through Online Sales (which is limited currently, and needs to be integrated with the Website as part of this project).
g) And then, all the Accounting books/registers are updated with the sales figures accordingly with the inclusion of Revenue through Advertisements, as well as Sales Commission to the Agents, and other transactions.

h) Royalty to the authors is made periodically, and Grievances from all the stakeholders including Authors, Subscribers, Agents, and Suppliers are redressed.
i) Administration Wing is involved in General Administration, Accounts/Cash/Budget, as well as Vigilance & Coordination.

3.4 CURRENT CHALLENGES

With the above process in place, the Division is facing the following challenges:

a) There is duplicity in information gathering across all wings/sections
b) Stock and Inventory of books is managed manually
c) It is difficult to ascertain exact sales of books/journals
d) There is no formal process for grievance redressal
e) There is difficulty in financial books-posting/reconciliation
f) Online, real-time MIS reports are not available
g) Ascertaining exact stock position very difficult & time-consuming
h) All the processes are manual, leading to high turnaround time.
i) There is excessive paperwork leading to delayed/no accessibility of information

4 SCOPE OF WORK

Following sub-sections will provide the details of scope of the work involved, with Project Overview, Functional Requirements, Technical Requirements, and others.

The broad scope of the project is as follows:

a) Software Application for Publications Division with the following modules:
   i. *Author Management System (AMS)*
   ii. *Inventory Management System (IMS)*
   iii. *Sales/Order Management System (OMS)*
   iv. *Financial Management System (FMS)*
   v. *Grievance Management System (GMS)*
   vi. *Digital Rights Management System (DRMS)*

b) Website interface with SMS Gateway, Payment Gateway, as well as integration to the above modules especially: *Inventory, Sales, and Finance Modules*.

4.1 HIGH-LEVEL REQUIREMENTS

This section provides a high level overview of the requirements:

4.1.1 Stock & Inventory Management

Stock and Inventory Management has the following high-level requirements:

a) Stock Maintenance – Integrated stores management to monitor the inflow, outflow and maintenance of stock along with its link to stock position, sales and revenue figures etc.
b) Stock checking and replenishment – identification of stock thresholds linked with auto-mailers/ SMS alerts to the concerned officer for replenishment of stock.
c) MIS Reporting – Reports concerning stock, author, revenue, and any relevant categories should be available in the system.
d) Access management – access of sales offices and individuals should be properly managed, with a complete access log.
e) Provision for secure offline transactions – process for such transactions and the syncing mechanism once connectivity is established.

4.1.2 Sales & Billing Management

Sales and Billing has the following high-level requirements:

a) Accounting system for each regional office for sales.
b) Challan Generation for transporters/vendors.
c) DD/ Cheque/ MO/Electronic payment management.
d) Sales process – identification of the information to be updated/ modified after a transaction, and the details to be contained in the bill.

e) Cancellation/ reversal/ modification of a sale transaction.

f) The system should be tamper proof. Any sale once undertaken should not be allowed to be reversed without proper authorization for the same.
g) Interface with Point of Sales-machines at sale counter of each regional office, tracking mechanism of the order etc.
h) Allowing online sales – seamless integration with ecommerce gateway/website, which communicates with inventory.

4.1.3 Website Re-Design/Upgrade

Website Upgrade has the following high-level requirements:

The DPD website has to be upgraded with latest features such as:

a) E- payment facility
b) user management system
c) Dynamic and interactive look and feel
d) Database triggers and sync facility
e) Facility for hosting advertisements
f) Adhering to the latest security standards

4.1.4 Stakeholder Management

Stakeholder Management has the following high-level requirements:

a) Author Management System – identification of all author related processes, such as history of copies sold and royalty payment, accrued/ pending royalty payment.
b) Designing processes for complete Author Management System with customized access management for all authors and electronic payment to authors.
c) Management of the processes related to agents and suppliers with details of their purchase, commission accumulated, security deposited with date for renewal and expiry, alerts if exceeding the credit limit allowed and facility for electronic payment.
d) Subscriber management system for members of book-club facility, journals and magazines with alerts before the date of expiry of subscription to the Division and the subscribers etc.
e) Grievance Redressal system for addressing all the grievances of the stakeholders including Agents, Suppliers, Subscribers, and Authors.

4.1.5 Digital Rights Management System

DRMS has the following high-level requirements:

Since DPD is also providing e-books online, the development of an e-book- selling facility is also included in the project. This will provide not only computer based e-book reading but also app based reading in tablets with proper DRM facility.

Few functionalities could be:

a) Digital Content Management – Uploading/Archival of e-books, Modification, and Making available for Sales Module/Website for further selling.

b) Also need to be integrated with Inventory Management and Finance module.
c) Digital Security should be enabled so that the content (e-book) is secure

4.1.6 Cloud Deployment of the Software

Needs Cloud Deployment of the Implemented Software:

The Application Software that would be implemented with all the above mentioned modules should be hosted on an approved Hosting Site(s).

4.1.7 Post Implementation Support

Needs Post-Implementation Support as mentioned below:

Application/Development support should be provided for the application software for the initial few months.

4.1.8 Required Documentation

Following minimum documentation is required:

a) Requirements Specification
b) Technical Blueprint/Specification
c) System/Integration test cases
d) User Guides and Training Manuals
e) Plans and other Relevant Documents

4.1.9 End User Training

End User Training is required for the following office personnel at:

a) Head Office
b) All the applicable Departments
c) All the Sales Emporia
d) All Yojana Offices
e) At Feeder Store
f) Other Offices as required

4.1.10 Privacy and Security Standards

Privacy and Security Standards are required as per Government Norms.

Need to adhere to all the applicable privacy and security standards of the Government.

4.2 FUNCTIONAL REQUIREMENTS

Project functional requirements are as under in detail.

Please note that the below detailed functional requirements may not have addressed all the above mentioned high-level requirements, and hence your proposed solution/product should address/combine all/both the requirements.

4.2.1 Functional Requirements for the Website

Following is the detailed list of functional requirements for DPD's Website

1. Should allow users (subscribers, authors, vendors, employees) to access Publications Division portal via internet in real time
2. The System should enforce secure login as per the Login process, where the users will have to authenticate their Username and Password
3. System should allow user to create a user id and password for login
4. System should provide the users (subscribers/authors/vendors) to login with valid user id and password for following services through the online portal
    a. Author login
    b. Vendor Login
    c. Subscriber/ Customer login
    d. Lodging grievance(s)
5. Should allow resetting of password by users in case of "Forgot Password" scenario.
6. System should validate user, before allowing user to reset password
7. System should give directions of 'Password Strength', as per government security guidelines
8. Should allow users to view books and their prices online
9. System should display the books subject-wise.
10. System should highlight new publications and topic of next issue of journals
11. System should prominently display link of websites of Employment News Yojana, Kurukshetra, etc.
12. System should provide user, the facility to search books using title name, author name and subject.
13. Should allow users to purchase/subscribe for books/journals online with/without registering on the portal.
14. Should allow users to save order details as a PDF file and/or print/or receive SMS of order details.

15. System should provide an acknowledgement to user (once order has been submitted online) through:
    a. Mobile Phone (SMS) and /or Email
    b. On Screen
16. System should display the previous transactions of registered customer upon login into the portal
17. System should provide user with an Online Help facility
    a. Frequently Asked Questions on how to order/subscribe books/journals via internet portal
    b. Manual on how to raise grievances
18. System should generate an Order ID/Subscriber ID for retrieval of order status information
19. System should allow user to input following details for registration of grievances through online portal:
    a. Name of User
    b. Address of user
    c. Mode of communication with the user and its details (Telephone No. or Mobile no. or Email ID)
    d. Order ID/Subscriber ID generated at the time of order of books
    e. Grievance description
20. System should be able to record IP address of user
21. System should display contact nos./email-id of contact person in Publications Division
22. System should provide a link to customer/vendors for providing feedback.

4.2.2 Functional Requirements for Intranet/Portal

Following is the detailed list of functional requirements for Intranet/Portal

1. The System should enforce secure login as per the Login process, where the users will have to authenticate their Username and Password
2. System should have the functionality to define users of the portal
3. External division users should be able to register with unique user name and password to access all the applications as per access rights
4. Portal should offer single entry point for stakeholders and applications relevant to them
5. Portal should have a Scheduling module for all the users and facility to keep record of meeting notes, Minutes of Meetings etc., viewable to respective attendees and notified over email

6. Scheduler should have facility to edit/update the schedule and accordingly the notification should be sent to the attendees via email
7. Users should be mapped to the applications relevant to them. The portal will provide single sign-on feature so that the end user need not individually logon to separate applications. Users can be categorized into following categories:
    a. Employees
    b. Vendors
    c. Authors
8. System should have search facility, both metadata search as well as full text search
9. As an extended feature, the system should have the functionality of automatic translation of content from English to Hindi and vice versa – (Optional Feature)
10. System should allow personalization of content and interface of the portal for users.
11. System shall enable user to reorder pages, remove content, and modify page layout to organize content in their personal workspaces – (Optional Feature)
12. Portal should display the statistical reports in the form of dashboard according to the user logged into the system

4.2.3 Functional Requirements for Author/Vendor/Subscriber Registration

Following is the detailed list of functional requirements for Author/Vendor/Subscriber Registration

1. Website must be capable of registering Users (Author/Vendor/Subscriber)
2. User registration process should be administrated by Backend IT team
3. For Subscriber registration, following information is mandatory
    a. Valid E-mail address
    b. Valid Phone number (Landline or Mobile number)
    c. Valid Government recognized identification ID
4. For Vendor registration, following information is mandatory
    a. Name
    b. Valid email address of organization's personnel
    c. Valid Telephone and email address for escalations
5. Upon successful registration, Author, Vendor and Subscriber will be provided unique author id, vendor id and subscriber id respectively.
6. Authors/Vendors should have the ability to upload data (synopsis/manuscripts, bills/receipts, etc.) in a prescribed format in the central database
7. System should have the functionality of sending an acknowledgment mail to the respective stakeholders (Authors/Subscriber/Vendors) as soon as the data has been uploaded by them stating that data has been successfully uploaded and also a PDF file of the uploaded data.
8. A backend dedicated Team should administrator roles and responsibilities of external stakeholders
9. Stakeholders should be able to track grievance registered against them
10. Authors should be able to track the status of manuscript submitted by them, sales of books royalty accumulated.
11. Subscribers should be able to monitor their subscription status and renew subscription upon expiration
12. System should grant ability to read/write and delete data as per different User groups
13. System should generate an automatic trigger and a mail should be sent to the registered Email ID of the subscriber upon successful subscription; customer upon successful completion of order of books and author upon successful submission of synopsis/manuscript.

4.2.4 Functional Requirements for the Inventory Management System

Following is the detailed list of functional requirements for IMS

1. The System should enforce secure login as per the Login process, where the users will have to authenticate their Username and Password
2. Upon successful login, system should display dashboard as per different user group.
3. The system should maintain the following information about books in Stores:
    a) Name and Edition of the book
    b) Author of the book
    c) Cost of book
    d) No. of copies sold for a particular title
    e) Store/ Sales Emporia name
    f) Rack no.
4. System should be able to generate and store unique barcode for existing books
5. The system should be able to capture new/existing book information though barcodes
6. System should generate SMS alerts through SMS gateways to concerned officer when stock reaches below threshold level
7. The system should have capability to store and display location and description of books/journals in store
8. System should be able to capture stock movement transactions like quantities of incoming and outgoing books/journals, voucher references, name of receiving and issuing staff and date of transactions.
9. The system should separately capture sales of books/journals in Exhibition
10. System should give facility to authorized users to select discount for different buyer groups
11. System should display sales of books/journals/ Employment News through customizable graphs
12. System should have a search facility to search books by unique barcode, author name and title of book
13. System should generate customizable reports regarding sales, revenue, royalty, stock position in Feeder Store and regional stores.
14. System should be able to display and generate reports of sales of publications author wise, Store/Sales Emporia Wise, Region wise and book wise
15. System should have a facility to print/ email sales reports
16. The system should have capability to generate following bills/challans/reports:
    a. Bill for each transaction of books/journals

b. Challans/ Road Permit for agents/ distributors/carrying contractors
c. Print Order on the basis of subscription and bulk orders received.
d. Transfer Memo/ Return Transfer Memo

4.2.5 Functional Requirements for Sales/Order Management System

Following is the detailed list of functional requirements for OMS

1. The System should enforce secure login as per the Login process, where the users will have to authenticate their Username and Password
2. The System, on successful login through website, should display to the customer the Main page or the Home page displaying bestseller books and their availability along with the cost.
3. The system , on website, should display to customer the details including Front Cover, Back Cover, Brief Description and Price of the book
4. The system should show the current availability of books
5. The system should have facility to take online orders from customers.
6. The system should have facility to take following customer details:
   a. Name
   b. Postal Address
   c. Pin Code
   d. Subscription Duration
7. System should be capable of giving error message to customer on entering wrong information/leaving any of the above mentioned information
8. Should prevent duplicate posting to the same address/subscriber/email id.
9. System should have facility for accepting online payments through credit card/debit card/internet banking
10. System should be capable of taking multiple orders and payment methods
11. System should have facility to modify cart, shipping/billing, payment method and shipping method.
12. System should display the front cover of latest issue of journals to the customer/subscriber.
13. System should give subscribers option to select the duration of subscription.
14. System should ask the subscribers to register/login before selecting subscription
15. System, upon successful payment for subscription, should provide unique id to subscriber for future references.

16. System should provide printable/downloadable receipt upon order confirmation.
17. The system should have facility to send SMS/Email alerts through SMS/ Email gateway upon activation of subscription and upon confirmation of order.
18. The system should have facility to send SMS/Email alerts to renew subscription.
19. The system should provide facility to customers for cancelling the order
20. The system should provide facility to customer and concerned authorities to track the status of the order
21. When accesses via Publications Division's Portal, System should have keep complete History and Audit trail on Order (gateway transactions, states, accounting entries)
22. System when accessed via Portal, should have facility to generate packing slip linked to the order
23. System, though DPD Portal, should provide facility to update the order status
24. System should have facility to print/download order reports
25. Should be able to generate a list of active/dormant subscribers

4.2.6 Functional Requirements for Financial Management System

Following is the detailed list of functional requirements for FMS

The System should enforce secure login as per the Login process, where the users will have to authenticate their Username and Password

A. Budgeting

1. Should allow to store the budgeted data for 5 years; also it should have the facility of making the budgets for 3-5 years
2. Should be able to create different type of budgets in the same year
3. Should allow the officials in Finance/Accounts Wing to maintain budgets on-line
4. Should have the capability of consolidating the budgets of HO and regional offices
5. Should be able to maintain original budget, revised budget and latest forecast for each account
6. Should maintain budget at various levels (sub account for some accounts, income/expense for other accounts etc.)
7. Should automatically allocate an annual budget over multiple accounting periods based on an equal amount or a specific monthly profile.
8. Should automatically generate a budget from previous years actual or budget with a percentage increase or decrease
9. Should provide budgeting on a monthly, quarterly and annual basis

10. Should be able to create budget worksheets with prior period actual
11. Should have the facility of providing various simulations/scenarios based on certain assumptions
12. Should facilitate multiple level approvals and multiple iteration
13. Should have the facility of preparing the budget at the Wing level and then automatic Consolidation at top level
14. Should have the flexibility of importing & exporting the budgets worksheets
15. Should be able to maintain chart of accounts

B. General Ledger

1. System shall allow user to define chart of accounts including budget heads and allow grouping of budget heads. Capital Budget and Revenue budget heads should be provided.
2. Should be able to create and maintain accounts and account information on-line.
3. Should be able to transfer or consolidate accounts and automatically combine all details.
4. Should be able to record settlements and adjustments through journal entries.
5. Should be able to carry out reversal of journal entries
6. Should be able to post journal entries in batch
7. Should be able to sort information from a header record in each transaction
8. Should be able to repeat details from the previous journal (e.g. date, description) while at the same time preventing duplication of journal entry
9. Should be able to enter description for each detail line of a journal
10. Should not be able to post balances without an associated transaction
11. Should be able to create multiple batches of journal entry at one time
12. Should be able to automatically accept and post journal entries from Account Payable, Accounts Receivable, etc.
13. Should have unique number for each journal entry
14. Should be able to look-up by account number and description during entry
15. Should be able to create automatic recurring journal entries
16. Should be able to set starting and ending period/year for recurring entries
17. Should be able to make journal entries for current and future period
18. Should be able to make multiple accounting periods to be open at one time
19. Should be able to post pre-payments like depreciation, internal charges for manpower, fixed assets depreciation, etc.
20. When previous period is open and subsequent period posting is also going on, then the available opening balances should be taken for reporting purpose.

21. Should be able to post adjustments to prior year.
22. Should prevent duplicate posting to the same account.
23. Should be able to check before a period close that all the vouchers have been authorized and posted and Should give a warning if some unauthorized /un-posted voucher remains in the system
24. Should ensure at year-end close that all entries are in balance and that all periods have been closed
25. Should identify and process accruals with automatic reversal in the next accounting period
26. Should be able to automatically post accrual/reversal entries after closing
27. Should automatically roll-up detail accounts to summary accounts
28. Should be able to calculate and maintain current, prior, and previous year comparative information
29. Should be able to revise invalid journals
30. Should be able to define a number of suspense codes
31. Should be able to correct transactions posted to suspense real time
32. Should be able to save and transfer all supporting detail of the suspended item as originally entered when a correction is made
33. Should be able to capture cash advances paid to the employees
34. Should be able to generate Bank Payment vouchers based on these settlement expenses
35. Should be able to generate Cash Payment vouchers based on these settlement expenses
36. Should be able to generate unlimited number of financial reports for income statement, supporting schedule, cash flow and other specific account analysis
37. Should be able to perform statistical calculations such as percent to total, or other statistical analysis of accounts
38. Should be able to specify account for inclusion by :
    a. natural account number
    b. profit center/cost center
    c. range of account numbers
    d. range of account numbers with specified exceptions
39. Should be able to specify the contents of each column with no restriction i.e. current month, current budget, year to date, budget to date, last year to date

C. Accounts Payable

1. Should maintain a Payables register with the following entirely:
    a. Invoice Number
    b. Date of receipt
    c. Amount
    d. Date sent for approval
    e. Person sent for approval
2. Should be able to register Invoices received and generate a scroll no
3. Should be able to perform centralized receipt and payment of invoices
4. Should be able to perform release - approval hierarchy for Invoice approval
5. Should be able to provide the following fields in the transaction record:
    a. vendor code
    b. vendor reference invoice number
    c. transaction reference for internal use
    d. invoice type
    e. terms
    f. invoice date
    g. invoice receipt date
    h. posting date
    i. due date
    j. period
    k. discount
    l. other deductions
    m. net amount
    n. quantity
    o. unit price
    p. currency rates
    q. payment method e.g. DD
    r. bank details
    s. hold information
    t. status code
    u. flag prepaid for items
    v. whereabouts of invoice for tracking
6. Should enforce additional check for verification for period specified invoices
7. Should alert at the time of invoice receipt and entry as to whether the invoice is duplicate

8. In case of a service contract, should be able to provide a unique reference
9. Should check for duplicate vendor invoice amounts
10. Should check for duplicate vendor invoice numbers
11. Should alert and stop transaction if the invoice has already been paid
12. Should be able enter general ledger code distributions on:
    a. purchase orders
    b. vendor record
    c. individual lines on an invoice
    d. invoice total
    e. automatically distributed based on user-defined percentages
13. Should be able to copy details automatically from the purchase order to the invoice
14. Should be able to edit copied details from the purchase order
15. Should be able to prevent (access rights) users from changing details copied from the purchase order
16. Invalid transactions should be rejected or posted to suspense
17. Should check that the total recorded against the distribution lines equals the total invoice sum
18. Should be able to capture data for printing cheque automatically from the system
    - Vendor
    - Amount
    - Other details
19. Should be able to customize cheque printing format
20. Should be able to print cheque drawn on multiple bank accounts
21. Should be able to recover in the event of a failure in the cheque printing process
22. Should be able to prevent the same cheque from being printed in both the original and the recovery process run
23. Should allow pro-rata adjustment of single advance/debit note against various invoices amount passed.
24. Should allow cheque to be sorted by:
    a. vendor number within bank account
    b. PO
    c. vendor-name
25. Should able to change the format / size of the cheque while printing
26. Should be able to carry out cheque reconciliation
27. Should reconcile voided, cancelled or returned cheque

28. During reconciliation, should calculate un cleared payments by vendor
29. Should be able to match purchase orders, receiving reports (delivery notes) and vendor invoices
30. Should be able to enter discounts not mentioned in the purchase order but available through a discount structure
31. Should be able to generate debit notes for vendors where delivery is incomplete
32. Should be able to maintain master accounts payable data:
    a. Vendor address and contact details
    b. Vendor Bank details
    c. Vendor Payment terms
    d. Employee remarks
33. Should be able to pay advances to vendors based on Invoice
34. Should check date & year of Invoice with vendor code before accepting fresh entry.
35. Should be able to authorize a group of invoices for combined payments
36. Should be able to process credit notes
37. Should be able to process invoices with both debit and credit lines
38. Should be able to match a credit note with:
    a. parts of one invoice
    b. parts of several invoices
39. Amount transactions entered on-line posted:
    a. immediately
    b. during a batch program posting run
40. Posting should update:
    a. accounts payable
    b. general ledger
    c. purchase order processing
    d. if the bill passed amount is different than the PO amount, the effect will go to store ledgers
41. Should post generated transactions automatically to the general ledger
42. Should be able to do posting real time.
43. Should handle discounts:
    a. as an amount
    b. as a percentage of individual invoice line items
    c. as a percentage of an invoice total

   d. based on the volume of the product purchased from the vendor & Discounts received after actual delivery.

44. Should post discounts automatically to the correct general ledger account
45. Should be able to process more than one accounting period typically previous and future periods
46. Should be able to handle accruals with automatic reversal in the next period
47. Should be able to accept:
    a. balance forward
    b. open item accounting
48. Should be able to match invoices to goods and services received which have generated, on receipt, an accrued liability
49. Should be able to search by:
    a. supplier name
    b. supplier short name
    c. post code
    d. invoice number
    e. invoice reference
    f. purchase order number
    g. cheque number
    h. transaction date
    i. transaction value
50. Should be able to select bank accounts for disbursements, including reviewing multiple bank accounts to determine the proper account to issue checks from
51. Should be able to provide screen vision of receipts of materials/Books/before passing bills of clearing-agents.
52. Should generate liability statement for transporters invoices as against materials already received by PDP / Employment News
53. Should be able to process manual cheque
54. Should be able to handle voucher preparation and cheque preparation as two stage activity
55. Cheque no. should be entered for manual cheque
56. Should be able to display manual cheque appear on the cheque register
57. Should generate numbers to Vouchers automatically
58. Should be able to define the formats for numbering:
    a. at the time of installation

b. any time after go live

59. Should be able to do automatic processing of recurring payment transactions
    a. should be able to specify an end date
    b. should be able to report automatic payments on a separate payment register
    c. should be able to make recurring payments at a frequency other than monthly
    d. should be able to make recurring payments after editing the data for the current months modifications if any
60. Should be able to pay vendor on one cheque for more than one invoice
61. should be able to handle multiple bank accounts in the same processing run
62. Should be able to stop payments to specific vendors temporarily
63. Should be able to make payment during the same processing cycle that the invoice was entered
64. Should be able to pay invoices as specified without regard to the payment scheduled date
65. Should be able to issue post-dated cheque
66. Should list in advance all individual items to be paid on the next payment date of the cheque processing cycle
67. Should be able to identify all duplicate payments
68. Should include outstanding credit notes in the payments calculation
69. Should be able to specify individual general ledger codes for each Bank account
70. Should be able to handle advance payments with and without invoice
71. Should be able to make advance payments without a purchase order but based on a Letter of Intent
72. Should be able to pass cheque reference numbers into the general ledger to assist with bank reconciliation's
73. Should be able to identify duplication of cheque no. used with reference to payment voucher No
74. System should provide all the relevant reports

D. Accounts Receivables

1. Should be able to maintain an Accounts Receivable master record with the following details:
    a. Customer Code
    b. Customer Name
    c. Customer Address
    d. Customer phone no.

e. Customer e-mail id
f. Customer Credit
g. Customer payment terms
h. Customer Bank Account details
i. Prior Payment History
j. Description
k. Invoice Number and Date

2. Should generate alerts / reminders based on the Payment terms with the customer
3. Should generate codes for new products
4. Should generate codes in user defined formats
5. Should be able to change the code for a product in future by adding suffixes
6. Should be able to change the code for a product in future by adding prefixes
7. Should maintain a list of Product / Product codes
8. Should be able to perform all transactions related to a customer with reference to its customer code
9. Should be able to generate Invoices for a customer/service based on automatic capture of data
10. Should be able to use user defined formats for the invoices
11. Should be able to generate reminders and alerts for invoiced and due from customers
12. Should generate receipt for cash / check payments
13. Should be able to automatically update the accounting records as soon as the receipt is generated
14. Should be able to generate reminders to clients for payments before 180 days
15. Should be able to record reasons against late payments made by customers
16. Should be able to separate the creation and approval of customer invoices and modifications
17. Should be able to account for cash receipts
18. Should be able to support accounts receivable reporting including:
    a. Throughputs by revenue category, customer and period;
    b. Customer performance;
    c. Cash due in, by period; and
    d. Discount received
19. Should display the account balances for customer
20. Should be able to reverse Invoices

21. Should be able to generate a list of inactive customers and then delete it after necessary approval
22. Should be able to reprint invoices (up to 5 years)
23. Should automatically link receipts to the Invoice
24. Should be able to do accounting of Invoice & realizations in foreign currency
25. Should be able to capture the Number of times cheque bounced
26. Should be able to define penalty amount as a percentage of cheque value or flat whichever is higher.
27. Should raise an exceptional reporting for every cheque dishonoured and stop the subscription of the customer
28. Should be able to calculate interest on overdue balances as it may be specified by the user
29. Should have the provision of aging reports and accounts receivables action reports
30. Should be able to allocate cash receipts to invoices including the ability to hold unallocated reports
31. Should be able to generate ad-hoc receivable inquiry/reporting

E. Consolidation & Reporting

1. Should be able to consolidate general ledgers using different accounting periods where the system should allow to define period start and end in the consolidation sub-module
2. Should be able to make consolidation for the subsequent periods even if the consolidation of first period is still open
3. Should be able to reproduce the chart of accounts from any of the general ledgers in the consolidation module as a basis for consolidation
4. Should display list of all valid codes and their descriptions at points when codes are required to be entered
5. Should alert before consolidation if the inter wing/sections accounts are not Zero
6. Should be able to use previous year data in consolidation reports
7. Should be able to define different consolidation logic
8. Should be able to do budgets consolidation different than the financial accounts consolidation
9. Profit & Loss statement: Listing period and year to date revenue and expense figures against budget and corresponding period in the last year.
10. Division Cost report: Listing period and year to date materials and overheads costs against budget and last year. Also indicate total revenue (unites) and calculated cost per employee

11. Cash flow report: Listing period and year to date various cash flows against budget and last year, sub-totalled at various levels (at least 3)
12. Cost/ Profit Center Reports: User defined logic for budget v/s actual analysis

F. Cash/Bank Management

1. Should be able to make following Cash/Bank payments like:
    a. Cash Advances
    b. Lump sum / Re-imbursement Payments
    c. Other payments
    d. Electricity Bill
    e. Water Bill
    f. Telephone Bill
2. Should be able to capture petty cash transactions in different locations on a real time basis
3. Should be able to maintain the following information on the Bank record:
    a. Bank code
    b. Branch name and address
    c. Type of Account
    d. Account No
    e. Bank Guarantee Limit
    f. Signatories authorize to operate the account
    g. Name of the contact person
    h. Telephone No
    i. Balance as per Bank
4. Should be able to add and maintain the cheque book No. issued by the bank
5. Should include Bill discounting and other Bank Loans for projecting cash flows
6. Should generate a report before the payments run to list payments to each vendor
7. Should be able generate payment forecast for the specified periods
8. Should generate comprehensive cash requirements reports by period planned payment run date
9. Should generate comprehensive cash requirements reports by bank
10. Should generate comprehensive cash requirements reports by Vendor type
11. Should generate comprehensive cash requirements reports as defined by the user
12. Should be able to generate cash requirements for an individual vendor and displayed on-line

13. Should be able to process cheque/DD/iPO
14. Should be able to carry out voucher preparation and cheque perpetration as two stage activity
15. Should be able to make payment on more than one invoice for a vendor on one cheque
16. Should be able to use multiple bank accounts in the same processing run
17. Should be able to stop payments to specific vendors temporarily
18. Should be able to make payment during the same processing cycle as that the invoice was entered
19. Should be able to make payments on invoices as specified without regard to the payment scheduled date
20. Should be able to make part payments
21. Should be able to issue post-dated cheque
22. Should display all individual items to be paid on the next payment date in advance of the cheque processing cycle
23. Should identify duplicate payments
24. Should include outstanding credit notes in the payments calculation
25. Should be able to specify individual general ledger codes for each bank account
26. Should be able to make advance payments with and without invoice
27. Should be able to pay advance without a purchase order but on a letter of intent
28. Should pass cheque number reference into the general ledger to assist with bank reconciliation's
29. Should show the balance lying in the party account at the time of making payment
30. Should have in-built bank reconciliation facilities
31. Should provide bank reconciliation capabilities
32. Should be able to identify and generate a listing of outstanding cheque
33. Should include voided, cancelled or returned cheque in reconciliations
34. Should be able to calculate un-cleared payments by vendor during reconciliation
35. Should be able to identify and flag the un-reconciling items
36. Should be able to specify the date of realization of cheque/DD/iPO
37. Should be able to capture date of Bank Transfer
38. Should be able to import the bank statements for the purpose of bank reconciliation

4.2.7 Functional Requirements for Grievance Management System

Following is the detailed list of functional requirements for GMS

1. Should allow the users to log into the system and record their grievances
2. Should allow user (Grievance handling Personnel) based on role to record notes/remarks to registered grievance
3. Should allow uploading of any relevant documents such as scanned documents /images
4. Should allow user (Grievance handling Personnel) to search existing repository of previous grievances/requests before responding to complainants who has lodged a grievance.
5. Should allow the user to merge grievances in case of duplicate grievances
6. Should provide reports and search capabilities on grievances
7. System should dispatch response of a grievance request via
    a. Email and/or
    b. Post
    c. SMS

   and update status of the application in the system
8. System should generate automatic alert if no action is taken on grievance within ‘x’ days and sent to higher officers.
9. If ‘x’ days’ time limit has been breached, a non-compliance report should be generated automatically to all higher offices
10. System should be capable to track and escalate registered grievance, in case no action is taken
11. System should be capable of registering grievances through SMS
12. System should be capable of generating grievance reports

4.2.8 Functional Requirements for User Feedback Tracking/Resolution Service

Following is the detailed list of functional requirements for User Feedback Tracking/Resolution

1. System should be capable of taking user feedback about his experience on portal and resolve any issues
2. System should provide an interface for user to log any defects or enhancement requests on application and track thereafter
3. System should send alerts (e.g., email, SMS) to user whenever any action has been taken on alert or grievance lodged by him/her.

4. System should enable user to track submitted defect or enhancement request
5. System should enable help-desk user to view the reports on the submitted defects or enhancement requests category-wise, status-wise, and priority wise

4.2.9 Functional Requirements for Dashboard & Reporting Service

Following is the detailed list of functional requirements for Dashboard & Reporting

1. System must be capable of generating reports in every module based on their respective functional requirements
2. System should present customized dashboards and reports to officials of Publications Division based on their role, duty, and other higher officers in administration
3. System should present various statistics such as summarized information, current progress, monthly numbers, comparative statements, trends with charting capability, exception reports, maps indicating the hot spots
4. System should allow authorized user to view on alerts/events/reminders
5. System should present authorized user with statistics of all grievances
6. System should present authorized user with statistics on "Newly Registered grievances"
7. System should present authorized user with statistics on 'grievances' with different statuses such as New/Under Investigation/ Pending / Re-opened
8. System should present user with statistics on actions taken by Publications Division
9. System should present user with list of Pending Actions on Grievances
10. System should provide user an interface to enable senior officers to conduct periodic reviews of regional offices (customer services, grievances, stock, sales, accounts, etc.)

4.2.10 Functional Requirements for Notification/Alerts/Reminders Management

Following is the detailed list of functional requirements for Notification/Alerts/Events Management

1. System must be capable of sending system-triggered reminders, alerts etc.
2. System should automatically generate alerts in case a same verification code has been verified for more than 3 times i.e. the code has been sent to the portal via SMS or internet for the 4th time.
3. System should allow the user to create and send user alerts / events / reminders to identified group /subscribed users of the portal

4. The alerts / events / reminders should be available to be sent in the form of an email, or SMS to the registered phone or as an alert in the application once the user logs into the system or all available modes.
5. System should start sending an alert / reminder mail to the System Administrators prior to 14 days of Password Expiry and should keep sending it on alternate days until the password is changed.
6. System should be capable of sending SMS/Email alerts to subscribers upon successful payment/ activation and renewal of subscription.

4.2.11 Functional Requirements for Activity Log Tracking & Audit Service

Following is the detailed list of functional requirements for Activity Log Tracking & Audit Service

1. System must be capable of keeping an activity log and maintain trail for audit related activities.
2. The solution should have comprehensive help facility wherein the users can obtain system specific technical/functional help online
3. The help should be accessible to the users both in the offline and online mode
4. The system should maintain and make available to user a database of frequently asked questions
5. An audit trail is a record of actions taken by either the user or the system triggers. This includes actions taken by users or Administrators, or actions initiated automatically by the system as a result of system parameters. The System must keep an unalterable audit trail capable of automatically capturing and storing information about:
   a. All the actions (create/read/update/delete) that are taken upon the critical entities(case, suspect, property) in the system
   b. The user initiating and or carrying out the action;
   c. The date and time of the event.
   d. Administrative parameters
6. The word “unalterable” is to mean that the audit trail data cannot be modified in any way or deleted by any user; it may be subject to re-department and copying to removable media if required, so long as its contents remain unchanged.
7. Once the audit trail functionality has been activated, the System must track events without manual intervention, and store in the audit trail information about them.
8. The System must maintain the audit trail for as long as required, which will be at least for the life of the case to which it refers.

9. The System must ensure that audit trail data is available for inspection on request, so that a specific event can be identified and all related data made accessible, and that this can be achieved by authorized external personnel who have little or no familiarity with the system.
10. The System must be able to export audit trails for specified cases (without affecting the audit trail stored by the System). This functionality can be used by external auditors, who wish to examine or analysis system activity.
11. The System must be able to capture, store and report violations (i.e. A user's attempts to access a case to which he is denied access), and (where violations can validly be attempted) attempted violations, of access control mechanisms.
12. Any access to cases and all other activities involving the cases and related documents or data should also need to be stored in the audit trail to ensure legal admissibility and to assist in data recovery

4.2.12 Functional Requirements for User Access & Authorization Management

Following is the detailed list of functional requirements for User Access & Authorization Management

1. Access to different areas/modules of portal must be role based
2. System must allow the user to create / update / delete user and user profile
3. System must allow the user to limit access to cases to specified users or user groups
4. System should provide for role-based control for the functionality within the system
5. System must allow a user to be a member of more than one group
6. Allocation of groups is request based and administrated
7. System must allow only admin-users to set up user profiles and allocate users to groups
8. System should allow an administrator to stipulate which other users or groups can access cases
9. The System must allow changes to security attributes for groups or users (such as access rights, security level, privileges, password allocation and management) to be made only by super-user.
10. System should allow the user to those functionalities that he/she is authorized to access
11. System should allow a maximum of three attempts to login.
12. System should allow the user to regenerate a lost password/reset password with set of hint questions
13. System should encrypt the user passwords

14. System should allow creation of new users, basis on user verification with mandatory information
15. System should allow changes in roles/ authorization with the transfer / promotions of staff

4.2.13 Functional Requirements for SMS/EMAIL Integration

Following is the detailed list of functional requirements for SMS/Email Integration:

1. Usage of SMS/Email gateway for 2-way communication
2. System should be capable of sending SMS or Email to users
3. System should be capable of responding SMS or Email based authentication request
4. System should have standard template for sending response SMS or Email
5. Verification of valid number can happen through two ways
   a. By SMS or Email
   b. By IVR system – (Optional Feature)

4.2.14 Functional Requirements for DRMS

Following is the detailed list of functional requirements for DRMS:

1. Digital Content Management should be available
2. Should allow uploading/archival of e-books.
3. Should allow Modification of the e-books
4. Should integrate with Sales Module and Website for further selling
5. Should integrate with Inventory Management Module
6. Should integrate with Finance/Accounting Module
7. Should be highly secured with Digital Security/DRM features

4.3 TECHNICAL REQUIREMENTS

This section explains few Technical Requirements of the Project as below:

4.3.1 Cloud Hosting Requirements

The system should be hosted on the approved cloud environment such as:

a) NIC Data Center, or
b) Windows Azure Platform, or
c) Amazon Web Services Environment.

4.3.2 Security Requirements

The system should meet high security standards and norms as mandated by the Government of India, as well as:

a) Follow standard guidelines for development and designing to adhere to ISO 9241-20, ISO 9241-171, ISO 9241-110, and alike
b) Ensure queries to present results according to user's access rights only
c) Application should be hosted in a Secure Data Centre

4.3.3 Performance Requirements

The system should meet the performance requirements for the following:

a) Heavy User Traffic
b) Seamless functioning capability on Low Bandwidth Networks

4.3.4 Availability Requirements

The system should be available at all times, viz.

- 24 x 7 x 365 days

4.4 NON-FUNCTIONAL REQUIREMENTS

This section explains about Non-Functional Requirements of the Project as below:

4.4.1 Non-Functional Requirements for Interface

Following is the detailed list of non-functional requirements for Interface

A. Interface & other General Requirements

1. The system should ensure easy scalability and extensibility through minimum effort (this will vary based on the requirements)
2. System workflows to send auto generated emails and triggers
3. The system should be designed in manner that operational data will never be lost until a manual intervention/hardware failure.
4. The system should run on multiple browsers (IE 6.0 and above, Firefox 2.0 and above, and Google Chrome)
5. The system should be designed to have minimum satisfactory performance even in areas with low- bandwidth
6. The solution should be provided along with the product manuals and user manuals.
7. The solution should maintain a database of frequently asked questions (FAQ).
8. Will provide data dictionary for mandatory fields.
9. Solution should follow NIC website development guidelines and standard guidelines too.
10. The solution should ensure that data deletion is controlled centrally as per the defined policy or the person having right to do so.
11. Application code should not contain invalid references to network resources (Pathnames, URLs etc.).
12. The solution should not display the entire path of URL in the browser based application.
13. Should be managed through app server and web servers.
14. The solution should not display the entire path of URL in the browser based application.
15. Should be managed through app server and web servers.
16. Application will not have any failure without manual intervention.
17. Application will maintain audit log for important data transactions like updation and deletion
18. Data model should be flexible to add more data fields as per changing business needs
19. Application will provide facility to export data for further use.
20. Application will provide reporting option.
21. Will provide web services

22. Will provide standard security i.e. role based, password policy
23. System to send emails for approvals
24. System should be able to accomplish scalability and availability through load balancing and "fail-over"
25. System should support multiple databases and should also support Open Source databases
26. System should support Unicode
27. System should have provision for secure offline transactions – process for such transactions and the syncing mechanism once connectivity is established.

4.4.2 Non-Functional Requirements for User Experience

Following is the detailed list of non-functional requirements for User Experience:

A. Ease of Use & User Experience

1. All error messages produced by the System must be meaningful,
2. System will employ a single set of user interface to provide a familiar and common look and feel for the application.
3. Error messages should pass minimum information for a user to comprehend
4. The System will provide role based access to the application's modules
5. The System must allow persistent defaults for data entry where desirable
6. Frequently-executed system transactions must be designed so that they can be completed with a small number of interactions (e.g. mouse clicks)
7. Upon detection of an exception, the solution shall provide the ability to record the following information:
   a. Date and time of fault / exception / event
   b. Error code and English description of the event.
   c. Identifier of the process that logged the event

4.5 PROJECT DELIVERABLES

This section explains the expected Deliverables of the Project as below:

Following tasks are part of Vendor's scope and responsibilities including the Deliverables listed below in this project:

1. **System Study & Project Planning**
   Vendor will conduct System Study or Detailed Requirement Gathering/Analysis during the initial days, and then prepares comprehensive Project Plan.

2. **Design & Development/Configuration**
   Upon System Study, the Vendor will prepare the Design documents or Blueprint. Then, the required software/hardware component will be developed/procured and/or configured/customized as per BECIL/DPD's requirement by the Vendor.

3. **Testing & User Acceptance**
   The above developed/configured software will be thoroughly tested by the Vendor for all possible scenarios, and then will be finally tested by Key DPD core/functional user toward the acceptance of the developed/configured functionality of the software.

4. **User Training & Rollout Preparation**
   The Vendor will conduct the required User Training to all the intended Users across all the required Departments and Locations of DPD. The Vendor will prepare all the required documentation for User Training. The Vendor will then, prepare the software system toward the implementation/hosting across the DPD.

5. **Project Rollout/Implementation/Hosting**
   Once the software is tested and accepted by the BECIL/DPD, and then after the User Training, the Vendor will Rollout and institutionalize or Implement/Host this software across all the intended departments and locations of DPD.

6. **Post-Implementation Support & Bug Fixing**
   After the Software has been rolled out and implemented/hosted across all the departments and locations of DPD, the Vendor will have to support BECIL/DPD during the initial months for issue resolution and bug fixing as well as training until the software system and/or the departments of DPD are stabilized.

7. **Project Status Reviews/Reports**
   Throughout the duration of the Project, the Vendor will provide/conduct the Project Status Reports and Review Presentations/Meetings to the Project Monitoring Unit as well as to the concerned/competent authority of BECIL/DPD.

8. **Project Documentation/Manuals**
   Throughout the duration of the Project, the Vendor will provide all the required Project Documentation including Requirements Documents, Functional/Technical Specifications, Project Blueprints, Test Cases, User Manuals & Guides, Other Templates, etc.

9. **Other/Miscellaneous/Project Activities**
   In addition to the above tasks and responsibilities, the Vendor may however be required to perform/provide or conduct the project relevant activities such as Bar-Coding, Data Migration, Data Conversion, Technical Support, etc. as required where necessary.

5 RFP REQUIREMENTS PROCESS

This section describes the project selection process and the competitive system requirements with the associated qualifications, conditions, and terms.

5.1 VENDOR QUALIFICATIONS

Vendor needs to have the following qualifications:

a) The bidder must be registered under Indian Companies Act and must be operating for the last 5 (five) years as of the date of submission of the bid. Certificate of Registration should be submitted along with the proposal.

b) The bidder shall have in-house software development capability and facility in India, with a valid ISO 9001 or 27001 and CMMi Level 3 or Six Sigma Quality Certifications. Documentary proof should be submitted.

c) Bidder should have sound financial position in the market and should have turnover of INR 500 Lacs for each of the past 3 financial years (2012-13, 2013-14, and 2014-15). Copy of audited financial statements (annual accounts) should be submitted for the mentioned 3 years.

d) The company should have profit for each of the past 3 financial years (2012-13, 2013-14, and 2014-15). Copy of audited financial statements (annual accounts) should be submitted for the mentioned 3 years.

e) Bidder should have provided software development services of similar size and nature for at least three completed/running projects in India or abroad during the past 3 years. Documentary evidence showing the nature of involvement shall be submitted. Refer Customer Reference (Appendix-II).

f) The Bidder must have direct presence in India with technical manpower and 24 x 7 maintenance support in multiple locations in India, and with a collective staff size of at least 100. Break-up details should be submitted as part of Vendor Profile. Please refer Appendix-II.

g) The bidders shall provide documentary proof of the registration under their own name. The registration must be in force and shall not expire during the course of agreement. The requisite details in respect of PAN, TAN/VAT as well as Service Tax must be furnished, with copies.

h) The bidder should not have been barred or black-listed by any of the central govt. departments/organizations/central PSUs in the last 3 years. An undertaking with self-declaration certificate (as given in Form-2 in Appendix-III) should be furnished.

i) Need to have Cloud hosting experience using NIC or Microsoft Azure platform or AWS. Need to provide the website addresses of the working/hosted sites for at least two or more in Vendor Profile (Appendix-II).

j) Proficiency in ERP technologies including the experience in publishing industry is highly desirable. Documentary evidence is not required.

k) High quality processes for service delivery, especially to handle Incident Management, effectively, would be preferable. Approach should be mentioned in Technical Proposal.

5.2 RFP SCHEDULE

RFP key dates/timeframe are as under:

RFP made available to the bidders	4th July 2016 by 5:00 PM
Deadline for sending questions to BECIL	10th July, 2016 by 5:00 PM
Response from BECIL to all questions	16th July, 2016 by 5:00 PM
Deadline for receiving bids (all material)	26th July, 2016 by 5:00 PM
Technical Proposal Evaluation	30th July, 2016
Vendor Presentation/Demo	3rd August to 5th August, 2016
Financial Proposal Evaluation	12th August, 2016
Final Selection & Project Award	16th August, 2016
Project Initiation/Kick-off	30th August, 2016 by 11:00 AM

Table: RFP Timeframe

Note: BECIL reserves the right to amend the above RFP schedule/plan any time.

5.3 RFP QUESTIONS & CLARIFICATIONS

All questions related to this RFP should be directed to the below mentioned email address, by clearly mentioning the RFP Reference Number in the subject line of your email.

Name of the Representative: Ravi Alloori, BECIL
Email address: ravi.alloori@becil.com

On or before: **10th July, 2016 by 5:00 PM**

Only the relevant and important questions received by the above date/time will be clarified by BECIL collectively at their website on or before: **16th July, 2016 by 5:00 PM**.

Note: Please do NOT send trivial or irrelevant questions to the above email-address, and hence it is strongly advised to all the Bidders/Vendors to exercise professional judgement in this regard.

5.4 PRE-BID CONFERENCE

There is NO pre-bid conference for this RFP.

5.5 OTHER GENERAL INFORMATION

Following sub-sections provide some additional information related to this RFP.

5.5.1 Tender Purchase Fee

A non-refundable Tender Purchase Fee is collected by BECIL in the form of Demand Draft.

A Demand Draft from any nationalized bank in favour of "Broadcast Engineering Consultants India Limited" for INR 20,000/- (Rupees Twenty Thousand Only) to be payable at New Delhi, should be submitted along with the proposal.

Note: This fee is NOT applicable for the exempted organizations/companies.

5.5.2 Earnest Money Deposit

Earnest Money Deposit is collected by BECIL in the form of Demand Draft.

A Demand Draft from any nationalized bank in favour of "Broadcast Engineering Consultants India Limited" for INR 5,00,000/- (Rupees Five Lakhs Only) to be payable at New Delhi, should be submitted along with the proposal.

Note: This EMD is NOT applicable for the exempted organizations/companies.

There is no interest payable on EMD, and the EMD will be refunded as per the Terms & Conditions section below.

5.5.3 Address for Bid Submission

All Bids must be submitted to the following address:

The Chairman & Managing Director,
Broadcast Engineering Consultants India Ltd,
BECIL BHAWAN, C-56/A-17,
Sector-62, Noida 201 307

Tel: 0120-4177850

5.5.4 Bid Expiration Date

Last date/time *for proposal/bid submission is:* ***26th July, 2016*** *by* ***5.00 PM***

All bids should be received to the address mentioned above by this date/time; beyond which NO proposals will be accepted.

5.5.5 Proposal Validity

*All the submitted proposals from the Vendors will be valid for **120 days**.*

5.6 STRUCTURE OF THE PROPOSAL

Please find the structures of both Technical as well as Financial Bids in the following sub sections.

5.6.1 Technical Proposal Structure

This section provides the detailed information required in the Bidder's Technical Proposal.

The Technical Proposal should include at least (but not limited to) the following information, in ENGLISH Language:

a) The Scope Coverage, and definition of all the required functionalities and deliverables
b) Technology Solution and Architecture, with Alternative Approaches, Pros/Cons etc.
c) Plan, Schedule, Resources, with different phases/milestones of the project
d) The Process, Methodologies/Frameworks, and Project Management approach
e) Vendor's Unique Value Proposition, Competencies, Capabilities, etc.
f) Customer case studies, References, Other Miscellaneous, etc.

*The Technical Proposal is mainly intended to evaluate the **Scope Coverage & Planning, Technology/Solution & Architecture**, **Process/Methods & Project Execution**, as well as **Vendor Capability & Experience**.*

Note: Please do NOT provide financial bid related figures/rates in the Technical Proposal; the bid may be disqualified otherwise.

5.6.2 Financial Proposal Structure

This portion of the proposal must be identified as Financial/Commercial Proposal and must be bound and sealed separately from the remainder of the proposal.

RFP should identify all relevant capital and revenue expenditure costs as required in the table-format mentioned below. The project cost break down should consider the following as applicable:

Part-A

- *Hardware Module Cost*
- *Software Module Cost*
- *Software License Cost – Server*
- *Software License Cost – Desktop/User*
- *Training Cost*
- *Testing Cost*
- *Conversion Cost*
- *Upgrade Cost*
- *Disaster Recovery & Data Backup Costs*
- *Support Cost*
- *Implementation Cost*

- *Documentation Cost*
- *Travel Cost*
- *Consultancy Services Cost*
- *Hosting Cost*
- *Contingency/Miscellaneous Cost*

In case of licensing, proposal should indicate costs separately for:

- *Corporate license*
- *Individual license, for each of the items/modules*

Part-B

- *Preventive/Annual Maintenance Cost (mandatory line item)*

Table-format:

Sr. No.	Item Description	Qty.	Unit Cost (INR)	Total Tax (INR)	Total Cost (INR)
	SUB TOTAL: PART-A				
	SUB TOTAL: PART-B				
	GRAND TOTAL (PART-A + PART-B)				

Fig: Table for Financial Figures

Please Note:

a. The above financial proposal should include every component/service as outlined in the Technical Proposal. Otherwise, it will have to be provided free of cost.

b. If any component from the above table does not have any cost associated with it, or if the cost is left blank, then it will be presumed zero cost.

c. If for any component from the above table, the Total Tax is left blank, or is not mentioned, then the cost of that component will be presumed as all-inclusive cost (including Tax).

d. Grand Total will be considered for the Financial Evaluation for deciding Lowest Bid/Successful Bidder.

5.7 RFP EVALUATION PROCESS

Following is the evaluation process/criteria that will be applied for all the received proposals.

The award criterion will be "*the most economically viable & technologically feasible*" tender that includes the requested services.

The evaluation will be based on Four-Step process including:

a. Step-1: Technical Evaluation,
b. Step-2: Capability Evaluation (Vendor Presentation/Demo)
c. Step-3: Financial Evaluation, and
d. Step-4: Combined Final Evaluation

Following sub-sections provide more details on these various evaluation steps.

5.7.1 Technical Evaluation

Following evaluation parameters will be used for Technical Evaluation, and will be applied on all the Technical Proposals:

Scope Coverage & Planning (20 Points)

- Does the system cover all the needs in this RFP? Including Scope Compliance?
- Are all required services/functionalities be delivered?
- Can the system be expected to handle future service needs?
- Is the service easy to access for users? Easier than previous method?
- Is the system easy to manage, with intuitive GUI?
- Is it easily configurable at the user level?
- How will security and privacy of any personal data be protected?
- How is the migration and change management addressed?
- Is daily work expected to become easier for back office operations?
- Is the system flexible with regard to how work processes are designed?
- Is the resource projection of bidder in the project likely to be adequate?
- Is the proposed schedule falls within the anticipated timeline of the project?
- Are all the required deliverables and documentation adequately addressed?
- Does bidder propose a plan for continuation of the services?

Technology/Solution & Architecture (25 Points)

- Is the technology used state-of-the-art?
- Will it be able to scale and handle new demands?
- Does the bidder have adequate experience using the technology?
- Does the solution use open standards?
- Is this solution used widely across similar institutions/sectors?
- Does the solution respect de facto standards?
- Is the system easy to configure for all the required components?
- Is the technology prepared for future development/custom changes?
- Are there any security issues existing related to the technology?
- Does it adequately address security requirements of the RFP?
- Does the solution provide alternative methods to address network interruptions?

- Does the solution adequately address Data Backup approach?
- Does the solution adequately address Disaster Management?
- Is the solution/architecture available on the cloud?

Process/Methods & Project Execution (20 Points)

- Does the outlined process for implementation seem adequate?
- Does the outlined project organization/governance and approach seem adequate?
- Are methodologies &/or frameworks/models adequately addressed?
- Any good quality practices and best practices sufficiently proposed?
- Is training adequately addressed in the deployment plan?
- What are the proposed mechanisms for project management?
- How will communications between stakeholders be handled?
- Has bidder adequately addressed risk management?
- Are the risks of significant service interruptions during migration addressed?

Vendor Capability & Experience (15 Points)

- Does the bidder have a good financial foundation with profitable business?
- Does bidder have a proven track record of clean financial management?
- Does the bidder have a proven track record of relevant competencies, service delivery, support, etc. considered to be a reliable provider?
- Does vendor have a proven track record of delivery these types of services?
- Did Vendor successfully deliver projects on or under budget to public sector?
- Does the development roadmap offer vision and perspective? Is it realistic?
- Is the Vendor fully compliant as per Vendor Compliance Statement?

The above values/sub-scores together will make up the bidder's **Primary Technical Score**. BECIL will utilize its internal grading scale for each of the above parameters to arrive at this score.

Note: Only the Bids above 60 Primary Technical Score will be considered and called for next level Presentation/Demo.

5.7.2 Capability Evaluation (Vendor Presentation)

Following evaluation method will be used for Capability Evaluation of the Vendors.

Above qualified/shortlisted Vendor(s) who secured Technical Score above 60 Points will be asked to make presentations &/or demo at BECIL to showcase their experience and execution capability, where the Vendor is required to address queries/questions/approaches/issues/etc. with respect to the project/technical proposal and its execution.

During this session, up to 20 Technical Points would be allocated separately for the Presentation/Demo, and these points will make up the bidder's **Secondary Technical Score**.

The summation of Primary Technical Score plus Secondary Technical Score will become **Total Technical Score** of the Bidder/Vendor.

Vendors who secure a Total Technical Score above 70 will be considered for the next level evaluation of Financial Bid.

Note: BECIL will NOT bear any expenses incurred by the Vendors for the presentations/demos. The venue for the Presentation/Demo will be intimated to the qualifying vendor(s) prior to this event.

5.7.3 Financial Evaluation

Following evaluation method will be used for Commercial/Financial Proposals.

Out of the above qualified Technical Bids with Total Technical Score above 70, The bidder with lowest qualifying financial bid (L1) will be awarded 100% Financial score (amongst the bidders which did not get disqualified on the basis of the below note).

Financial Scores for other than L1 bidders will be evaluated using the following formula:

Total Financial Score of a Bidder = (Financial Bid of L1/Financial Bid of the Bidder) * 100

This Total Financial Score for each qualified vendor will further be used to calculate the Total Final Score as described in the Combined Final Evaluation sub-section below.

Note: Financial Bids that are less than 30% of the median-price will be disqualified, where the median-price is computed by adding all Financial Bid values of ALL the financial qualified bidders and dividing the same by the number of bidders.

5.7.4 Combined Final Evaluation

Combined final evaluation as under, will be used to obtain Total Final Score and to select and declare the winner.

With the above obtained Total Technical Score, and Total Financial Score, the Total Final Score will be calculated as per the formula below:

Total Final Score = Total Technical Score * **0.7 + Total Financial Score** * **0.3**

The **Bidder** with the **Highest Total Final Score** would be the **Winner**.

Note: If there is a tie, then the bidder with the Highest Total Technical Score would be the winner.

5.8 PROJECT AWARD

Upon highest score with satisfactory presentation and clarifications, the final Vendor will be awarded the project with the following next steps:

5.8.1 Letter of Intent for Initial Implementation

As an immediate next step, a Letter of Intent (LOI) for the Initial Implementation of the Project (which does NOT include Annual Maintenance/Support) which is Part-A cost of the financial bid will be issued to the Vendor through an email. The Vendor needs to accept the Letter of Intent, and send the acknowledgement email back to BECIL.

5.8.2 Performance Bank Guarantee for Initial Implementation

The selected Vendor has to submit a Performance Bank Guarantee (PBG) for 10% of the Project Value within 15 days from the receipt of the LOI.

Additional details on PBG format will be provided to the vendor during this point of time.

5.8.3 Annual Maintenance & Support

Annual Maintenance & Support Contract may be awarded to the Vendor after the successful completion of the project including warranty period. However, BECIL reserves further rights on this decision.

5.9 PAYMENT SCHEDULE

BECIL will follow the below mentioned payment schedule and payment terms:

5.9.1 Payment Schedule

BECIL's payment schedule for this project is as per the following schedule with the described milestone as under:

Payment Percentage	Milestone Description
15% of the Order Value	On submission of system design and development specification document, software requirement specification and its finalization and acceptance/Certificate Client/Project In-charge, BECIL.
40% of the Order Value	On successful implementation and testing of developed software, customization of Software for Computerization of Inventory Management & Other Business Processes as per client requirement, softcopy of the source code of tested software, training and submission of all deliverables and acceptance/Certificate issued by Client/Project In-charge, BECIL.
10% of the Order Value	On successful integration of the DPD Website with the above implemented Software, and acceptance/Certificate issued by Client/Project In-charge, BECIL.
10% of the Order Value	On compliance of security audit of online application software and submission of clearance certificate for hosting by security auditor at/during final Go-Live, and acceptance/ Certificate issued by Client/Project In-charge, BECIL.
15% of the Order Value	Payment will be released after 60 days from the date of final Go-Live, and acceptance/Certificate issued by Client/Project In-Charge, BECIL
10% of the Order Value	Payment will be released after completion of initial warranty plus three months, and upon final clearance from Project In-charge, BECIL.

5.9.2 Invoicing & Payment Terms

Invoicing and Payment Terms will be addressed during the time of Contract Award/Work Order.

5.10 OTHER TERMS & CONDITIONS

Other Terms & Conditions outlined for this project are as follows:

5.10.1 Liabilities of BECIL

This RFP is only an invitation for proposal and no contractual obligation on behalf of BECIL whatsoever shall arise from the RFP process unless and until a formal contract is signed between BECIL and the Vendor.

This RFP does not commit BECIL to pay any cost incurred in the preparation or submission of any proposal or to procure or contract for any services in this regard.

5.10.2 Decision Authority

BECIL will make its decision based on the ability of the Bidder(s) to meet our specific needs, technical expertise of the Bidder(s), delivery capabilities, customer references, past satisfactory performance experience, system completeness (which is a must) besides cost, and BECIL/Ministry is the sole and final authority in the decision making.

5.10.3 Deviations Waiver

BECIL reserves the right to waive off any deviations, accept the whole or part thereof or reject any or all bids and to select the Bidder(s) which, in the sole opinion of the Project in-charge, best meets the project's interest. BECIL also reserves the right to negotiate with potential bidders so that its best interest to fulfill the need of project is served.

5.10.4 Scope Changes

BECIL reserves the right to alter/modify the scope of work mentioned in this RFP document at any stage of the bidding process and contract.

5.10.5 Additional Information Rights

BECIL reserves the right to solicit additional information from Bidders to evaluate which bid best meets the need of the Project. Additional information may include, but is not limited to, past performance records, lists of available items of work that will be done simultaneously with the project, on-site visit and evaluations by BECIL personnel, or any other pertinent information.

It is Bidder's responsibility to check for updated information on BECIL's website www.becil.com

5.10.6 Confidentiality

All information contained in this RFP, or provided in subsequent discussions or disclosures, is proprietary and confidential. No information may be shared with any other organization, including potential sub-contractors, without prior written consent from BECIL.

5.10.7 Vendor Responsibility

The RFP is issued for "Computerization of Inventory Management and Other Business Process" of Publications Division, under the Ministry of Information and Broadcasting, Government of India.

Hence, upon successful bid, it is the Vendor's responsibility for the completeness of the project in full capacity.

Note: *The successful Bidder/Vendor should submit a self-declaration/undertaking as part of bid submission per Form-1 (Appendix – III) on their company letter head.*

5.10.8 EMD Refund

Earnest Money Deposit will be refunded as per the conditions below:

a. In case the proposal is not shortlisted or rejected on technical/financial grounds, 100% of the EMD would be refunded.
b. In case the proposal is rejected after inspection on the grounds of submitting incorrect information, then 50% of the EMD would be forfeited and the balance would be refunded in due course.
c. In case the bidder/vendor refuse to sign the Contract upon Project Award, 100% of the EMD would be forfeited as well as he may be black-listed.
d. In case of the successful bidder, either 100% of the EMD would be refunded, or it will be adjusted as part of the Performance Bank Guarantee amount.

5.10.9 Late Delivery

Upon Project Award to the successful Bidder, and if there is a delay in the Supply/Installation/Commissioning/Implementation of the project as per the agreed schedule, then the Bidder/Vendor will be liable to pay BECIL, a late penalty fee of 0.5% of the Order/Contract Value per week of delay or part thereof up to a maximum amount of 5% of the Order/Contract Value, after which the Contract is liable to be cancelled/terminated.

5.10.10 Termination

BECIL reserves the right to terminate the contract at any stage of the work by giving 7 days' notice if it is noticed that the delay occurred in any of the activities covered under the contract cannot be made good and will affect the overall work schedule. BECIL shall, in such an eventuality, revoke the Performance Bank Guarantee of the bidder. The decision of CMD, BECIL shall be final and binding.

5.10.11 Liquidation

In case the Bidder Company goes into liquidation or change in business/management, it will be intimated to BECIL & company will fulfill its commitment in case order is awarded to them.

5.10.12 Indemnification

Successful Bidder agrees to indemnify BECIL from any and all claims, demands, losses, cause of action, damage, lawsuits, judgments, including attorneys‟ fees and costs, arising out of or relating to the work of Successful Bidder including the works as got done by selected Bidder.

5.10.13 Arbitration

Any dispute or difference or claim arising out of or in relation to this contract shall be settled or decided by arbitration to be conducted by CMD, BECIL or by any other person to be nominated by CMD, BECIL.

Arbitration shall be conducted as per Arbitration & Conciliation Act, 1996. The seat of the arbitration shall be at New Delhi.

5.10.14 Jurisdiction

This RFP shall be construed, interpreted and applied in accordance with, and shall be governed by, the laws applicable in India. The courts at Delhi shall have the exclusive jurisdiction to entertain any matter arising out of or in relation to this RFP.

5.10.15 Conflict of Interest

Bidder/Vendor/Contractor represents and warrants the following:

a. **No Conflict of Interest:** The successful Bidder does not have any business, professional, personal, or other interest into the representation of other clients that would conflict in any manner or degree with the performance of its obligations under this RFP.

b. **Termination for Material Conflict:** If, in the reasonable judgment of BECIL, such conflict poses a material conflict to and with the performance of successful Bidder's obligations under this RFP, then BECIL may terminate it immediately upon written notice to Bidder, and may apply relevant penalties.

5.10.16 Source Code Ownership

If the solution is a bespoke development, then the source code of the entire application will be the property of BECIL/DPD.

6 PROPOSAL SUBMISSION METHOD (APPENDIX - I)

Following method should be adopted during the proposal submission as outlined below.

The proposal is to be submitted in TWO BID SYSTEM with separate Technical and Financial bids under separate sealed covers, especially in ENGLISH Language Only.

A. **Technical Bid**
Should contain all the details and documents mentioned below in Pre-Selection Submission sub-section in Appendix-I.

B. **Financial Bid**
Should contain details of rate, taxes, duties, discount, if any, quoted by the bidder as mentioned below in Pre-Selection Submission sub section in Appendix-I. The Financial Bid should be submitted on company letter head.

Both the above mentioned bids should be sealed separately and thereafter be kept in a third cover and sealed again.

This cover should be superscripted with “Request for Proposal (RFP) for Computerization of Inventory Management and Other Processes of DPD”, Ministry of Information and Broadcasting, Government of India against tender ref. no. BECIL/DPD/CIM/02/2016 should reach us on or before 23-07-2016 by 17:00 Hrs.

The words “TECHNICAL BID” should be written clearly and prominently on the First cover along with Tender Number. Similarly, the words “FINANCIAL BID” should be written clearly and prominently on the Second cover along with Tender Number.

Note: Please refer “Proposal Submission Method (Appendix-I)” section below for further details on various documents to submit.

6.1 PRE-SELECTION SUBMISSION

Following documents & items have to be submitted by the bidders as part of their proposal:

6.1.1 Hard Copies

Make sure the proposal contains all the following printed hard-copy/documents as under:

- *a) Covering Letter*
- *b) Technical Bid (in separate cover)*
- *c) Financial Bid (on company letter head in separate cover)*
- *d) Form-1: Total Responsibility Self Declaration (Appendix – III)*
- *e) Form-2: Non-Blacklisting Self Declaration (Appendix – III)*
- *f) Form-3: Scope Compliance Matrix (Appendix – IV)*
- *g) Form-4: Vendor Compliance Statement (Appendix – IV)*
- *h) Completed Vendor Profile (Appendix-II)*
- *i) Registration/Incorporation Certificate*
- *j) Audited Financial Statements; Past 3 years*
- *k) Copy of the latest/last annual report of the company*
- *l) Copies of PAN/TAN/Service Tax No., etc.*
- *m) Copies of Quality Certifications such as ISO/CMMi/etc.*
- *n) Customer References along with Letters – (Appendix – II)*
- *o) Tender Purchase Fee – Demand Draft for INR 20,000/-*
- *p) Earnest Money Deposit – Demand Draft for INR 5,00,000/-*

6.1.2 Soft Copies

Additionally, please also submit the below mentioned soft copy in Word or PDF format to the mentioned email:

- *q) Technical Bid (in Word or PDF format)*

Note: Please submit the soft copy of the above document to the email at: **ravi.alloori@becil.com**

6.2 POST-SELECTION SUBMISSION

Following documents are required from the successful bidder during the project award phase:

- *a) Letter of Intent Acknowledgement*
- *b) Performance Bank Guarantee – for 10% of the Project Value*

7 VENDOR PROFILE – (APPENDIX – II)

Vendor related information will be accepted in the format as indicated in below sub-sections:

7.1 VENDOR DETAILS

Provide the Company information as requested below:

General	
Company Name	
Holding Company or Parent Company (if any)	
Company local address	
Phone No.	
Please provide details of ownership: private/public; ultimate parent; major shareholders. Any significant changes in ownership in the last two years?	
Account Representative	
Representative Phone No.	
Years in business	
Certifications	
Please provide details of any quality process certifications	
Please specify if you have any other certifications	

Vendor Details

7.2 STAFF DETAILS

Provide your staff related information as requested below:

Staff	Number
Total number of employees	
Please provide a break-up of the number of employees by function, e.g.	
Sales/Marketing	
Administrative Staff	
Research & Development	
Development/Implementation Staff	
Other Technical Staff	
Others, etc.	
No. of staff providing 24 x 7 maintenance/support	

Staff Details

7.3 HOSTING DETAILS

Provide website addresses for at least TWO Hosted Applications on the Cloud:

Sr. No.	Hosted Application Details	Hosting Platform	Website URL

7.4 PRODUCT DETAILS

Please provide Product related details if the solution proposed is through off-the-shelf product or custom product.

Product	
System/Product name	
Date when first client went live	
Current version and release date	
Number of Clients using this software solution in India	
Largest customer for this product (or service) by Number of workstation, servers and number of remote locations	

Product Details

7.5 CUSTOMER REFERENCES

Provide your reference customers' details as requested below. In addition, a certified letter from all the customers (on their company letter-head) should accompany your proposal. At least three (3) such references from different customers should accompany your proposal.

Description	Customer-1 Details	Customer-2 Details	Customer-3 Details
Customer Name			
Customer Address			
Telephone Number			
Fax Number			
Contact Name			
Title / Designation			
What is or was the contact's role on the implementation?			
Start Date of the Implementation/Service			
End Date of the Implementation/Service			
Which Module/version was/is being used?			
Details of consultancy service provided			
Number of resources/consultants involved in this project from your company			
Contract/Work Order Value of the Project			

Customers' Reference Details

8 OTHER RELEVANT FORMS – (APPENDIX – III)

Other required forms and their formats are specified in the below sub-sections.

8.1 FORM-1: TOTAL RESPONSIBILITY UNDERTAKING

Submit this form by printing the below specified content in your company letter head.

To,

CMD, BECIL,
BECIL BHAWAN,
C-56/A-17, Sector 62,
Noida – 201 307.

Ref: RFP Notification no. <xxxx> dated <dd/mm/yyyy>

Sub: Self certificate regarding Total Responsibility

Dear Sir,

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for Computerization of Inventory Management and Other Business Processes Project.

Thanking you,

Yours faithfully

(Authorized Signatory's Signature)

Authorized Signatory's Name:

Authorized Signatory's Designation:

Place:

Date:

Bidder's Company Seal:

8.2 FORM-2: UNDERTAKING FOR NON-BLACKLISTING

Submit this form by printing the below specified content on 100 Rupee Stamp Paper duly Notarized.

To,

CMD, BECIL,
BECIL BHAWAN,
C-56/A-17, Sector 62,
Noida – 201 307.

Ref: RFP Notification no. <xxxx> dated <dd/mm/yyyy>

Subject: Self Declaration of not been blacklisted in response to the selection of agency for Computerization of Inventory Management and Other Business Processes of Publications Division, Ministry of Information and Broadcasting, Government of India.

Dear Sir,

We confirm that our company, ____________, is not blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground and also not included in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Thanking you,

Yours faithfully

(Authorized Signatory's Signature)

Authorized Signatory's Name:

Authorized Signatory's Designation:

Place:

Date:

Bidder's Company Name:

Bidder's Company Address:

Bidder's Company Seal:

9 COMPLIANCE STATEMENTS – (APPENDIX – IV)

Required compliance statements and their formats are specified in the below sub-sections.

9.1 FORM-3: SCOPE COMPLIANCE MATRIX

Please fill and submit the below table/form by listing down all the requirements mentioned under the Scope of Work Section and its sub-section. Also provide level-of-compliance against each such requirement. Explanation for the level-of-compliance is as under:

Level of Compliance:

Using the level codes 1 to 5, the bidder must indicate how the requirements will be met by the product/solution provided in the proposal:

The level codes 1 to 4 indicate completion, whereas level code 5 indicates non-completion.

1 = Standard.
Completion takes place as standard.

2 = New version
Completion requires a new version, which will be standard in the next version. Date for next version must be indicated in the comment field. The date will be in accordance with the time schedule. The new version will be included in the offer.

3 = Will be adjusted.
Compliance required adjustment. Adjustment is included in the offer.

4 = Special development.
Compliance requires special development, which will be included in the offer. Date for completed special development must be stated as a comment, and be in accordance with the time schedule.

5 = Cannot be implemented.
Completion will not take place

Estimated price for a fulfillment in case of degree of completion 4:
In connection with level of compliance 4, the estimated price for a fulfillment must be stated in the Comments field

Comments:

In this field, the bidder may state comments and limitations, etc.

Scope Compliance Matrix			
Sub-Section Reference Number	Requirements/Description	Level of Compliance	Comments

9.2 FORM-4: VENDOR COMPLIANCE STATEMENT

Please fill and submit the below form along with the proposal:

Vendor Compliance Statement			
Sr. No.	Compliance Requirements	Vendor Compliance (Yes/No)	Comments
1	Covering Letter on Company Letter Head - with Company-Seal & Sign		
2	Fully completed Technical Bid		
3	Fully completed Financial Bid in separate cover with Company-Seal & Sign		
4	Form-1 on the Company Letter Head – with Company-Seal & Sign		
5	Form-2 on 100-Rupee-Stamp-Paper Duly Notarized – with Company-Seal & Sign		
6	Fully completed Form-3 (Scope Compliance Matrix)		
7	Fully completed Form-4 (This document)		
8	Fully completed Vendor Profile (Appendix-II) with Company-Seal & Sign on all pages		
9	Copy of Company Registration/Incorporation Certificate		
10	Copy of past 3 years Audited Financial Statements		
11	Copy of the latest Annual Report		
12	Copy of PAN		
13	Copy of TAN		
14	Copy of Service Tax No.		
15	Copy of ISO 9001 or ISO 27001 Certification		
16	Copy of CMMi or Six Sigma Certification		
17	Copy of Any other Quality Certification		
18	First Customer Reference Letter on Customer's Letter Head in Original		
19	Second Customer Reference Letter on Customer's Letter Head in Original		
20	Third Customer Reference Letter on Customer's Letter Head in Original		
21	Demand Draft for Tender Purchase Fee		
22	Demand Draft for Earnest Money Deposit		
23	Documentary evidence of hosted websites in NIC or Azure or AWS with working web addresses have been provided		
24	Approach for quality processes for Service Delivery and Incident Management have been mentioned in the Technical Proposal		
25	Soft Copy of Technical Bid is emailed to BECIL		

End of the RFP