

HEPC/VI/Membership Portal/2018-19

Dated: 05/02/2019

### **NOTICE INVITING TENDERS**

Handloom Export Promotion Council (HEPC), an organization under Ministry of Textiles, Govt. of India, is inviting proposals from agencies/companies having expertise in design, development, and maintenance of Member Portal (Database maintenance of all members/ Report generation/ Online RTE & RCMC issuance & Linking to DGFT webserver/Registration portal/Integration of payment gateway/e-mail & sms integration/integration with existing module) software design, development and uploading of RCMC as per the guidelines of Director General of Foreign Trade (DGFT).

Tender Notice No.	HEPC/Member Portal/2018-19
Name of work	Design & Development of Member Portal (Database maintenance of all members/ Report generation/ Online RTE & RCMC issuance & Linking to DGFT webserver/Registration portal/Integration with bank for online payment/e-mail & sms integration/integration with existing module)
Completion Period	Two Months
Earnest Money	10% of the contract value
Last Date / time of receipt of Tenders	13/02/2019 – 03.00 PM
Date of opening of Technical Bid	13/02/2019 – 04.00 PM
Financial bid opening of proposal	13/02/2019 – 05.00 PM

#### **1. INSTRUCTIONS TO TENDERERS**

1. Creation of a dynamic Member Portal (Database maintenance of all members/ Report generation/ Online RTE & RCMC issuance & Linking to DGFT webserver) with International standards.

2. Hosting of Member Portal in complete secured sever with minimal downtime

3. Maintenance of Member Portal: The vendor has to deploy sufficient technical, design, software experts to maintain and update the member portal. The Member portal needs to be developed in order to accommodate any future changes and requirements in the registration process, integration of cataloging software with DGFT server/Bank; etc
4. Transfer and editing of existing content to new Member Portal.
5. All the data should be migrated to new member portal
6. The system should be developed based on Open Standard to facilitate Backend integration with various applications created by HEPC from time to time and support for the same.
7. Updating the member portal as per the requirement from HEPC time to time should be done by the vendor
8. Any changes / modification in report generation or minor changes in the application should be done by vendor without additional charges
9. Loss of data in migration will attract penalty

## **2. Features of Member Portal**

1. Member registration entry page
2. RCMC & RTE certificate issuance based on user roles and rights
3. Report generation based on user roles and rights and it should be based on whatever filed incorporated in the portal.
4. Amendments to be made in RCMC based on user roles and rights
5. Payment receipt report generation based on user roles and rights
6. Any RCMC/RTE/amendment/duplicate issuance of RCMC should be based on checksheet based approval by administration
7. Portal dashboard based on user roles and rights.
8. Compatible to the browser like Chrome, Mozilla Firefox, Internet Explorer, Mobile compatibility for Android versions, MAC, etc.
9. Should support responsive page design compatible to multiple size screens (computer, tablet, mobiles and any other)
10. Should support encryption.
11. Email / SMS integration and interactivity based on agreed functionalities.
12. Should support payment gateway, SMS gateway etc based on agreed functionalities

13. Automated customized reply systems to emails, sms, etc. based on agreed functionalities
14. Interactive features based on agreed functionalities
15. Sufficient Training should be given to HEPC officials (Chennai & Delhi) for smooth working process
16. Member modules must be protected by username and password
17. Registration portal should be user friendly and time taken for fill online application form should be very minimal.
18. Design and development of module should be user friendly.
19. Annual Turn over & Quarterly returns of exports entry options in year wise

### **3. General Guidelines**

1. The Vendor has to share source code of product with HEPC
2. All material/ product/data and related codes will be property of HEPC and vendor should not claim over the same in future.
3. All content should be stored and kept confidential and vendor should not reuse/ replicate/ transfer the same to anyone.
4. Vendor should provide the user manual for the products.

### **4. Project Schedule**

Activity	Time frame
Basic design and approval	7 days
Development of all Member portal pages	15 days
Prototype Acceptance of Member Portal	21 days
Data Integration with live back office	30 days
Payment, e-mail and other integrations	35 days
Content approval & UAT by HEPC	45 days
Go Live of the Member portal	60 days

### **5. Bid Selection Criteria**

<b>Technical Proposal</b>		<b>70 points</b>
Following evaluation Criteria will be used to evaluate the technical proposals		
<b>1</b>	<b>Average Annual Turnover for last three years</b>	
a.	Less than Rs. 25 lakhs	10 Points
b.	Rs. 25 lakhs – 50 lakhs	15 points
c.	Rs. 50 lakhs – 1 Crore	35 points
<b>2.</b>	<b>No of Member/Similar portal designed and developed in last 3 years</b>	
a.	1-3 Portal	10 points

b.	4-6 Portal	20 points
c.	More than 6 Portal	35 points

Only vendors / firms who qualify technically by scoring minimum of 40 marks and whose offer fully meets the requirement in development of complete Member Portal with agreed functionalities and launching of member portal would be invited for financial bid opening.

<b>Financial Proposal</b>		<b>30 Points</b>
S.No	Component	
1	Cost of development of complete member portal with all agreed functionalities, integrations and launching of member portal	10 points
2	Warranty Period	5 Points
3	AMC	10 points
4	Additional work beyond the scope	5 Points

Tenderers will be ranked accordingly to their Composite Scores and will be listed in the order of merit as H1, H2 and H3 and so on. The top scorer H 1 would be eligible for award of work.

#### **Procedure to submit bid**

1. The vendor has to prepare two separate covers viz. one containing technical bid (Appendix – I) and the other containing financial bid(Appendix – II ). The bids should be as per the prescribed form and duly signed and along with requisite documents.
2. The technical bid should be put in a sealed envelope with superscription “Technical bid” and financial bid in a sealed envelope with superscription “Financial bid”. Both technical and financial bid have to be put inside a main envelope and sealed with superscription “Bid for Online Membership Portal”.
3. The vendor should send the filled in application in sealed cover as instructed above and the proposal should reach the following address before 3 pm on **13<sup>th</sup> Feb 2019.**

The Executive Director  
Handloom Export Promotion Council  
(Ministry of Textiles, Govt. of India)  
34, Cathedral Garden Road,  
Nungambakkam,  
Chennai –600034.  
Ph:+91-44-28278879  
Fax : +91-44-28271761  
E-mail: admin@hepcindia.com

4. The technical bid will be opened at 4 pm on **13<sup>th</sup> Feb 2019** in the presence of those bidders who may wish to be present.
5. Financial bid will be opened only of those bidders whose technical bid meets the eligible qualification criteria.

6. Financial bids of bidders who do not meet the eligible qualification criteria will be returned unopened.

**6. General Conditions:**

1. Successful bidders will have to provide performance bank guarantee (10% of project cost awarded) within 5 working days from any Nationalised/Scheduled Bank along with their acceptance letter.
2. List of firms with whom similar nature of work has been done should be provided.
3. Bids received on E-mail will be rejected.
4. Payment Terms  
25% on completion of prototype acceptance of member portal.  
25% on Go live of the member portal.  
Balance 50% on successful and error free working member portal.
5. Conditional bid will not be accepted
6. HEPC reserves the right to seek clarification from any/all bidders and also the right to reject any or all bids without assigning any reason.
7. HEPC reserves the right to split the job work to two or more parties without assigning any reasons.
8. In case of any dispute, the decision of HEPC will be treated as final.
9. All disputes are subject of Chennai jurisdiction.
10. Approval has to be obtained from HEPC in each and every development stage of portal

## HANDLOOM EXPORT PROMOTION COUNCIL

TECHNICAL BID

1. Name of the Agency/Company:

2. Address:

3. Name of the authorised person

4. Telephone No:

Office: \_\_\_\_\_ Mobile: \_\_\_\_\_

Residence: \_\_\_\_\_ Fax: \_\_\_\_\_

5. Documents to be enclosed:

S.No	Prequalification criteria	Documents required
1	The agency/Company should be registered under companies act or any other appropriate act.	copy of incorporation certificate under Companies act or any other appropriate act
2	Agency/Company should have turnover of at-least Rs. 25 lakhs each in the past 3 years	1. copy of the latest 3 years balance sheet duly certified by the Chartered Accountant 2. Income Tax return of the latest year filed: (2017-18).
3	The agency/Company should have relevant experience in creating and developing Member Portal / similar portals (Database maintenance of all members/ Report generation/ Online RTE & RCMC issuance & Linking to DGFT webserver/Registration portal/Integration with bank for online payment/e-mail & sms integration/integration with existing module). List of firms whom similar nature of work has been done should be provided	Copy of work order awarded by clients with photos

6. Any other Please specify:

Date:

Signature:

Place:

Company seal:

## HANDLOOM EXPORT PROMOTION COUNCIL

FINANCIAL BID

1. Name of the Agency/Company:

2. Address:

3. Name of the authorised signatory:

4. Telephone No:

Office:\_\_\_\_\_ Mobile:\_\_\_\_\_

Residence:\_\_\_\_\_ Fax:\_\_\_\_\_

1. Cost :

S.No	Particulars	Cost (in Rupees).
1	Cost of complete Member Portal (Database maintenance of all members/ Report generation/ Online RTE & RCMC issuance & Linking to DGFT webserver/Registration portal/Integration with bank for online payment/e-mail integration/integration with existing module) designing with all email & sms integration, social media integration and launching of Member Portal.	To be quoted in INR including all taxes
2	Warranty Period	Warranty Period should be mentioned
3	AMC (including regular updations)	Price should be quoted for per annum in INR including all taxes
4	Additional work beyond the scope	Additional work that may occur in regard with Member Portal may be specified in detail with cost (May be indicated separately)

(Total amount for S.No 1 &amp; 3 in words Rupees \_\_\_\_\_ only )

(Total amount for S.No 4 in words Rupees \_\_\_\_\_ only )

**Note:** The above rates are inclusive of all applicable taxes.

**Payment Terms**

1. 25% on completion of prototype acceptance of Member Portal.
2. 25% on Go live of the Member Portal.
3. Balance 50% on successful and error free working Member Portal.

I/We agree to all the terms and conditions specified in the notice inviting bid No. HEPC/VI/Member Portal/2018-19 dated 05/02/2019.

Date:

Signature:

Place:

Company seal: