

CIVIL SERVICES OFFICERS' INSTITUTE

Kasturba Gandhi Marg, New Delhi

NOTICE INVITING TENDERS

For designing, developing, maintaining and operationalising web based Club Management Software in CSOI, integrated with online payment gateway along with supply, up-gradation, operations and maintenance of necessary hardware infrastructure required at both the CSOI campuses e.g. computers, server, networking, UPS, printers, etc.

NIT document with details can be obtained from the CSOI Reception (23383438/32034885) on all working days (except Tuesday) on payment of **Rs. 2000/- (non-refundable) in cash** from **February 19 to March 5, 2012**. The details are also available on website www.csoi.org.in

The sealed documents complete in all respects (**technical & financial bids**) must reach the undersigned by 5 p.m. on **March 10,2012**.

General Manager.

1 Introduction

Civil Services Officers' Institute hereinafter referred to as CSOI, at Kasturba Gandhi Marg, New Delhi and a second campus coming up shortly at Vinay Marg, Chanakyapuri. CSOI is interested in a WEB based Club Management Software. The Web based Club Management Software designed and developed should fulfill the automation requirements of CSOI listed in this document (scope of work) along with the migration of present data base of member's accounts and other details to the new software.

CSOI requires to automate all its operational activities at Kasturba Gandhi Marg, New Delhi and also the proposed activities at Vinay Marg, Chanakyapuri **on a customized web based application software, integrated with payment gateway developed using latest available web technology** for the complete integration of the developed application software for smooth functioning at both the campuses of the Institute.

CSOI is presently operating from Kasturba Gandhi Marg, New Delhi having different stand alone software's for accounts, restaurant billing, Library and for the guest entry at the CSOI reception. **CSOI will shortly have its second building operational at Vinay Marg, Chanakyapuri (by December 2011) and then the financial activities of both campuses will have to be tracked through the developed customized software application.**

Accordingly, the overall financial transactions in the Institute are bound to increase annually and therefore an integrated and customized MIS covering all the activities at both the locations would be required for daily reporting in both the Institute.

The proposed customized application software should be an affordable, easy-to-use solution capable of managing, automating, storing and tracking various requirements of CSOI in both the locations (K.G.Marg & Vinay Marg, New Delhi).

The proposed software should provide separate accounting package with Individual books of accounts for all the activities in both Institutes and should also be able to generate a combined status of accounts for Annual Financial accounting (balance sheet) and for filing of various statutory returns viz Income Tax, Service Tax, VAT,etc.

The vendor must have experience in developing web based software applications with a capacity for integration with payment gateway, IVRS, CRM and other third party applications.

Present Status of MIS Operations:

- CSOI is using standalone software as under:
 - Tally ERP- 9 has been introduced w.e.f. April 2011.
 - Allis software for Library Management.
 - Billing software for Catering facilities.
 - Guest entry software at reception.
- There is no dynamic reporting / bank reconciliation etc. The data entry is also not auto updated (fixed fields) and therefore user has to enter the data manually for all the members.
- Details related to members can not be accessed through website since there is no such provision to transfer the data.
- No facility exists to transfer data between the various software's used by CSOI.
- In the absence of server, there is no retention of data and the desktops are used just as an aid to the paper based system.

Observations/ shortcomings of the current system:-

- Large amounts of Manual compilation of data and repetitive work.
 - Duplication of work.
 - Manual and time consuming operations.
 - Calculation & analysis of information done manually and hence tedious and time consuming, prone to human errors.
 - Tracking / Search of archival records tedious.
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- **Basic Functionality of the proposed customized Club Management software:**
 - Members financial accounting, HR module for CSOI staff, POS – restaurants, banqueting, Health Club, Gym, Billiards Room, room sales, etc.
 - As members of CSOI will be using various facilities at different time at the new CSOI site in Chanakyapuri and K.G. Marg, the Software will be required to generate different sales / revenue / account status along with the MIS of individual member's facility usage record in both locations.
 - Facility to generate single MIS for both the locations for weekly/monthly / annual financial audit / accounting and to keep track of daily INCOME & EXPENDITURE with BANK RECONCILIATION.
 - Membership Management of approx. 20,000/- members.
 - Accounting & Statutory Tax compliance and returns. Budgeting and Forecasting as per requirements of revenue, bookings, sales, etc...

- Data migration from the present software.
- Fixed assets / Inventory management
- HR Management (includes attendance/payroll ,leave management)
- Restaurant, Bar & Party Management - Inventory & POS.
- Online status of availability of various facilities viz ROOMS, Party Halls, Conference Hall, Auditorium, Business Centre, etc... at both locations.
- Online booking of facilities and payment through payment gateway.
- All Facility Management System with inventory records.
- Integration of the available “Alice” Library management software in CSOI.
- Online Customer Relations Management (CRM).
- Bulk e-mailing & Auto SMS Alerts of Important events & notices.
- Data encryption for security.
- Creation of master data centre(members / subscription/ rates, etc).
- Integration with CSOI website (www.csoi.org.in) and with payment gateway.
- Compatible for all Auditing related activities and data analysis.
- Regular software upgrades to be made available to CSOI for next three years without any additional cost.
- Software modifications and updates will be provided as per the terms of warranty and AMC given elsewhere in the document.
- Deviation in scope of work : **Deviation upto 5 % of the Project cost will be accepted by the vendor in the scope of work as per the study report of various processes in CSOI.**

2. Time schedule of various tender related events:

- | | | | |
|----|-------------------------------------|---|----------------|
| a) | Last Date of Sale of Tender | : | March 5, 2012 |
| b) | Pre Bid Conference | : | March 7, 2012 |
| c) | Last date of submission of Tenders: | | March 10, 2012 |
| d) | Place of opening of Technical bid: | CSOI at K.G.Marg, New Delhi
(will be informed separately). | |

3. This tender document is **non - transferable**. The Bidder will **not subcontract** the work at any stage without prior written approval from CSOI. The tender document must be enclosed in a sealed envelope addressed to General Manager, Civil Services Officers’ Institute, K.G.Marg, New Delhi and contain two separate sealed envelopes for Technical Bid and Financial Bid.

4. The following will be strictly adhered to while filling up the forms: -

- (a) Only the enclosed formats (**Appendix ‘A’ and its Annexure**) will be used. Companies will affix their company’s stamp in the space provided at the top of each sheet and the authorized signatory of the Company must sign this also. Additional sheets, duly authenticated, may be attached to elucidate specifications or clarify a point. Any offer not made in the prescribed tender form would be summarily rejected.

- (b) Total costs indicated for the software should be the landed cost at CSOI Kasturba Gandhi Marg, New Delhi, inclusive of all taxes, levies, freight etc. Any Bid submitted without including these essential charges will be rejected. Incomplete tender will be rejected.
 - (c) Technical and Financial Offers will be submitted in separate sealed envelopes marked “**Technical Offer**” and “**Financial Offer**” respectively. Bids that are not submitted separately shall be rendered invalid. No representation on the same will be accepted.
 - (d) The Financial offer will be valid for a minimum period of 180 days from the date of closing of tender.
 - (e) The Vendor will ensure confidentiality of the project and will not disclose any information gained by them or their respective agents, while interacting with the persons of CSOI Kasturba Gandhi Marg, New Delhi. The authorized representative will sign the certificate of confidentiality at **Annexure-I to Appx ‘A’** with the company seal duly affixed.
5. **EMD** : Sealed quotations(Technical & Financial) along with an EMD in the form of a **pay order of Rs.50,000/- (rupees fifty thousand only)** in favor of CSOI,New Delhi attached with the Technical offer and addressed to: CSOI Kasturba Gandhi Marg, New Delhi – 110001 will be submitted as : Proposal for Club Management Software and Hardware integrated with CSOI website (www.csoi.org.in) & payment gateway.
- i) The earnest money deposit is liable to be forfeited if the bidder unilaterally withdraws amends, impairs or derogates from the terms and conditions in any respect during its currency.
 - ii) The earnest money of successful bidder can be adjusted with the performance guarantee or released on receipt of the performance guarantee and the EMD of unsuccessful bidder will be returned without interest after finalization of the bid.
6. Quotations received after the said date and time will not be accepted. No responsibility will be taken for non delivery / non receipt of tender documents
7. Sealed offers will be opened by a committee on due date and time. Authorized representative from the Company can attend the tender opening.
8. Financial offers will be opened only of those firms, who’s Technical Offers have been found as confirming to the qualifying criteria and after technical evaluation and presentation to the Committee. The Financial offer will be valid for Six months from the closing date of submission of offer. Format for Financial bid is given at **Annexure III to Appendix ‘A’**.

9. The Financial Offers will be opened by a committee and if supplier desires, he may depute his representative, duly authorized in writing, to be present at the time of opening of the offers.
10. **TIME LINE of eight months** for delivery of application software, Installation and implementation (i.e. all stages envisaged) from the date of supply order will be as under:-
- (a) System study:**Four (4) weeks** from the placement of supply order.
 - (b) Design / Development & installation of application Software:
Sixteen (16) weeks.
 - (c) Testing, Training and User Sign Off: **Twelve (12) Weeks.**
 - (d) **Place of Execution / Delivery:** The execution of the task shall **take place at the bidder's facilities**. Monthly progress reports, **interim reports as well as the final report** shall be delivered to **CSOI at Kasturba Gandhi Marg, New Delhi.**
11. **AMENDMENT OF TENDER DOCUMENT:** CSOI may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other clerical error in the text of the tenders at any time before the deadline for submission of bids, CSOI may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Tender Document by amending, modifying and / or supplementing the same. All changes shall be posted on website www.csoi.org.in and prospective Bidders are required to go through the same before submission of bid. All such amendments shall be binding on them without any further act or deed on CSOI. This Tender is being issued with no financial commitment and CSOI may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this tender document thereof at any stage. **CSOI also reserves the right to withdraw the tender should it be so necessary at any stage.**
12. **Intellectual Proprietary Rights (IPR):** The entire documentation and deliverables of the customized application software application shall be the sole property of the CSOI. The successful bidder shall indemnify CSOI against all third-party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied Software and related services or any part thereof. The successful bidder will not provide the information of CSOI to any outside agency for security reasons. All information provided by the Client or data collected by the successful bidder executing the work will be considered confidential and will be handled by the successful bidder as Client's Confidential Information. Vendor will give a certificate that they will not disclose the source code for the developed software to anyone other than CSOI , Kasturba Gandhi Marg, New Delhi. In case CSOI uses packaged software provided by vendor, the vendor will undertake to provide suitable protection to all data of CSOI to be seen copied, shared, transmitted or used by anyone other than CSOI Kasturba Gandhi Marg, New Delhi or their authorized officials. Any Software developed specifically for CSOI will also be treated in a similar fashion.

13. **Liquidated Damages:** The supplier shall complete the project as per the **delivery schedule stipulated at para 10** and not later than the duration specified. In the event of failure of the supplier to meet the above schedule, CSOI at its discretion shall be entitled to deduct liquidated damages and not by way of penalty, a sum as specified below:
- (a) Delay in delivery: In the event of failure of the supplier to deliver the said application software within the stipulated time, the CSOI shall at their discretion be entitled to deduct liquidated damages and not by way of penalty, a sum of 1% per week or part thereof will be charged on the total cost of the project value of undelivered / uncompleted task.
- (b) If the delay is longer than Ten weeks CSOI shall, except as provided hereinafter, be entitled to cancel the order in full or in part at its sole discretion without any financial repercussions on the Institute. **The liability will be limited to 10 % incase the delay is longer than ten weeks.**
14. **Annual Maintenance Contract (AMC):** On expiry of three year comprehensive warranty, the vendor will enter into AMC if CSOI so desires. The comprehensive annual maintenance charges should be quoted upfront in the financial bid but not added to the cost of the Software with three year warranty. The modalities of comprehensive AMC will be worked out mutually between CSOI and the vendor.
15. **Warranty, Maintenance & Technical Support:** Handholding support is required during the **comprehensive warranty period of three years**, and the software should fulfill following conditions: -
- (a) Major bugs may be discussed mutually with CSOI to fix the time frame for fixing it and minor bugs to be fixed within 2 to 4 hours of complaint. Any failure in the system or a subsystem thereof which is critical to the functioning of system should be attended without delay and should be rectified within a maximum period of **24 hours** of lodging a complaint with the supplier / vendor by CSOI, including loading of operating system software if required.
- (b) If the system is down/faulty beyond **24 hours**, penalty at the rate of **Rs 5000 /- (Rs five thousand only) per day per system** will be charged or recovered out of the performance guarantee/ security deposit held toward warranty. In case of any system/sub system being down for more than seven working days, user has the option to get it rectified from any suitable agency at risk of the bidder and cost which will be deducted from the performance guarantee / security deposit with CSOI.
- (c) Any system failing at subsystem level three times within a period of three months or displaying chronic faulty behavior or development defects or quality control problems, will be totally replaced by the vendor at his risk and cost within 30 days of being intimated. The vendor should also include the business continuity plan and Disaster recovery plan for the proposed application.

Guaranteed Uptime of 99% uptime for the system during the warranty period of three years. Alternatively warranty may be extended by the duration for which the company has been unable to provide specified uptime. The discretion to exercise either of these options lies with the CSOI, Kasturba Gandhi Marg, New Delhi. **Security deposit submitted, as performance guarantee will be extended accordingly in case of extension of warranty period.**

(d) Any new requirement or change in existing requirement not exceeding 10% of the quantum of work involved in the development of full application, will be discussed between vendor and CSOI to fix a time-frame for incorporation of change. Payment @ 10% of 'Development + Implementation' charges of the full application as approved by CSOI, or part thereof will be admissible per year. Estimation of quantum of work for new requirements will be done jointly by the vendor and CSOI.

16. **Taxes & Levies:** The Vendor shall be entirely responsible for all taxes, duties, Octroi, license fees, and demurrage charges etc., incurred until delivery of the software to the CSOI. The provisions of Income tax Act regarding deduction of tax (TDS) at source shall apply. The benefit of reduction in cost due to decrease in taxes etc after "Award of Contract" and before the delivery will be passed on to CSOI. No upward revision of rates will be accepted.
17. **Performance Guarantee:** Performance guarantee / Security deposit is to be furnished by the supplier, in the form of fixed deposit receipt in favour of CSOI, New Delhi for **3 Lacs (three lacs only)** from a nationalized bank in the prescribed format, within seven days after the letter of Intent and before the award of the supply order in favour of Civil Services Officers' Institute valid for 60 days beyond the expiry of the **Warranty period**. No interest will be admissible on this Security Deposit. This deposit is meant to compensate CSOI for any loss suffered due to failure of the supplier/vendor to complete his obligations as per the supply order. The security deposit is liable to be forfeited if the successful bidder unilaterally withdraws amends, impairs or derogates from the terms and conditions in any respect during the contract period. EMD of the successful bidder will be released after the receipt of performance guarantee / security deposit.
18. **Payment Terms:** The payment would be made on the following basis:
 - **20 %** : On Submission of detailed draft report (study report) with user interfaces (GUI prototype) of all modules/sections –as well as Contents of MIS.
 - **40 %** : On completion of development and deployment of the software and submission for User Acceptance Test
 - **30 %** : On completion of the successful User Acceptance Test .
 - **10 %** : After three months of the User Acceptance Test.

19. **The procedure for Bid Evaluation / Award of offers will be as follows:-**

The Bids will be evaluated on a quality and cost based selection (QCBS) basis. The proposals will be ranked according to their combined technical (TS) and financial (FS) scores using the weights (T = the weight given to the Technical Proposal = 60%; P = the weight given to the Financial Proposal = 40%; T + P = 100%) using the formula: **$S = TS \times T\% + FS \times P\%$**

The CSOI is not bound in any manner to select any of the bidders submitting proposals or to select the bidder offering the lower price. The bidder achieving the highest combined technical and financial score (S) will get the highest rank, followed by others. The firm obtaining the highest number of points will be invited for contract negotiations, with a view to clarify any outstanding points, to finalize technical and financial arrangements and, on successful negotiations, to sign a Contract Agreement.

I) Technical Evaluation :

Technical Offers will be evaluated first to check whether all required information and documents as specified in the Tender Document are submitted and to ascertain whether the Bidder meets all Qualifying Criteria. The Bidders whose Technical Offers are found to be in accordance with the specifications mentioned in the tender document (**Annexure B 1**) would be shortlisted and will be called for **technical presentation**. After the presentation, technical evaluation and comparison of the bids shall be done as per the criteria given in (**Annexure B 2**). The **minimum marks for short-listing** (for evaluation of financial bid) based on the **Technical Evaluation are 60**.

Technical evaluation shall be carried out based on the data and documents provided by the Bidders in support of their claims.

The Committee shall have the right to verify the claims made by the Bidder, in whichever way it deems fit. Based on the Bid Evaluation, only technically qualified Bidders scoring more than minimum marks shall be shortlisted for Financial bid evaluation.

II) Financial Evaluation

The financial bid of only the short-listed Bidders shall be opened. The lowest evaluated financial bid (Fm) will be given the maximum financial score (FS) of 100 (one hundred) points. The financial scores (FS) of the other Financial Proposals will be computed as per the formula - **$FS = 100 \times FM / F$** (in which **FS** is the financial score, **FM** is the lowest financial quote and **F** is the financial quote under consideration).

Bid Evaluation Committee:

Bid evaluation shall be done by the Committee of CSOI. The Committee shall determine the approach and methodologies for the issues, which may arise during the above, referred evaluation exercise and have not been addressed in this Tender Document. The decision of the Committee shall be final and binding on all the Bidders.

20. **Arbitration:** This Agreement shall in all respects be governed by and interpreted according to the laws of India. In case of any dispute, the matter would be referred to the President of the Executive Committee of CSOI whose decision would be final and binding on both the parties. The President may approve an arbitrator to decide on the issues to be resolved. The decision of the Arbitrator shall be final and binding on both the Parties. The language of Arbitration shall be English and venue New Delhi and jurisdiction of the Courts of Delhi only.
21. **Force Majeure Clause.** In the event of being prevented from delivering the supplies and services on the delivery date due to acts of God, acts of war, blockades, embargoes, epidemics, revolutions, strikes, lockouts, floods, fires, major accidents resulting in damage of supplies or other similar events of the same nature or reasons beyond control of supplier such delays shall constitute excusable delays provided, the following actions will be taken:-
- (a) Notices are given to CSOI, Kasturba Gandhi Marg, New Delhi within 30 (thirty) days of the occurrence and cessation of such event.
 - (b) It has to be established with documentary evidence to the satisfaction of CSOI, Kasturba Gandhi Marg, New Delhi that the above events:
 - (i) Have delayed performance of the work.
 - (ii) Were beyond your reasonable control, then the time for the delivery shall be extended by a period not more than duration of such events.
- In case of occurrence of any delays in supply/installation of hardware continuing beyond 30 (thirty) days, the parties shall without delay meet to consult each other and try to find an appropriate remedy to the situation, failing which the CSOI, Kasturba Gandhi Marg, New Delhi shall have the right to terminate the contract wholly or in parts, by a written notice. In the event of such termination, the firm shall forthwith refund to the CSOI, Kasturba Gandhi Marg, New Delhi, the entire amount received with respect to that part of the contract so terminated with the interest thereon at the rate of **18% per annum**.
22. **The successful vendor shall get the compatible Hardware and networking configuration approved by CSOI** (computers, DB Servers, networking, antivirus) and the required OS after the system study and before the installation & trial phase of the developed software. The DB server shall be placed in the New Campus at Vinay Marg, Chanakyapuri, New Delhi. Commercial hosting services and email , SMS gateway services may be used to provide robust and reliable application performance.

23. There will be no dilution on terms & conditions laid down by CSOI on supply, delivery, acceptance testing, payment, warranty, uptime and penalties imposed for violation of the terms of contract.
24. **Termination Clause:** Contract can be terminated unilaterally by CSOI in case software and hardware is not received and made operational within the contracted delivery period. Extension of contract delivery period will be at the sole discretion of CSOI, with applicability of liquidated damages clause.

**SCOPE OF WORK FOR
STUDY , DESIGNING AND DEVELOPMENT
OF
CLUB MANAGEMENT SOFTWARE & INEGRATION .**

Software Modules

Admin Module

To maintain users profile for use of the software.

Users will be categorized for roles as:

Management: General Manager/ Committee Members (if required)

Managers

Supervisors

Contractors — Accounting, Catering, Security, etc...

Operators - Receptionists and cashiers at accounts, front office, restaurants and bar, health club, library, etc....

Software administrator

Service Provider etc.

Each type of user (members, management & operators) will have restricted access to the modules they will be assigned to. Management will have access to all modules.

Managers will be able to access and manage multiple modules.

Different Users will be able to access only authorized modules

Operators will only be able to access specific areas in each module

There will be some users who will only view the MIS reports.

Each user will have a unique user id and password based on which they will be presented the modules for which they have access to. The software should provide flexibility to create new roles and assign suitable permissions for access to the roles if necessary.

Accounts Management Module:

- Migration & Integration of Data from present Nacwin software.
- Financial Accounting Software with Online tax compliance of all statutory obligation of CSOI, daily income/expenditure, bank reconciliation, online receipts generation, Vendors Ledgers, etc
- All dynamic ledger posting, journal entries,
- Member's Master ledger of approx, 20,000 members (of both campuses -- - **common data centre**) with annual subscription status, non payment alerts, late fees, termination and revival status.
- Vendors / Suppliers status.
- Income/ Expenditure – daily/ monthly /annually.
- Bank Reconciliation.
- Online payment and receipt generation
- Fixed Assets Ledger (use barcodes to identify each fixed asset): This will allow us to manage audits easily. The fixed asset module should be capable of locating each fixed asset to its specific location.
- Trial Balance for both campuses.
- One Balance sheet of both campuses.
- Online subscription payment status and daily reconciliation with bank and members ledger account.
- Facility to change Tax structure as per applicability (CSOI Management only)

Membership Management Module:

- Members Management of approx. 20,000 Members.
- Member Registration, status of existing members(Local / out station)
- Categorization of Members : Regular & Tenure
- Annual Subscription payment / reconciliation with members ledger
- Allotment of Membership No
- Suspend/Terminate Membership
- Member archive details
- Members Discussion Forum.
- Auto SMS Alerts and emails – Important events & notices.
- Front Office Management with Night Audit report - Online status of Room and facilities booked.
- Online Facilities and Room reservation / booking option through payment gateway.
- Advance reservation / cancellation status (online)
- Members Area : Secure area where only members can login using their **unique membership id and password** to update self profile and view other members profile also make bookings and pay through credit cards online.

- Master billing of the room with various facility usages.
- Telephone usage status
- Members/ Ministries/ PSU reservation history
- Message status
- Currency conversions.
- Alerts --- check in & check out
- Night Audit reports
- Notice Board
- Chat area for members

Store Inventory Management

- Ledger Management
- Store Inventory management module with bar coding.
- Supply Order (SO)/ Purchase Order (PO)
- Receipt Items in Main store
- Issue of Items
- Monthly / Yearly status with cost.
- Bill of Material
- Re-order level
- Challan / Gate Pass issuance and management.

Restaurant, Bar & Party Management

- Daily Restaurants & Bar Billing (different outlets).
- Daily Party Billings (different venues).
- Menu and price setting (Bar/ Restaurant/Parties)
- Daily Sales (Bar/ Restaurant/Parties)
- All Sales related MIS and related analysis.
- Online Bookings/reservations
- Room billing with details.

Reports related to Food & Beverages:

- a) Standard recipes / costing
- b) Bar costing.
- c) Bar Purchase with vendor details
- d). Daily requisition/issue of Items from Bar stores.
- e) Bar Inventory: Daily / Monthly stock taking/inventory of Bar Sales.
- f) Sales Report - Food & Beverage.
- g) Revenue analysis.
- h) Status of yearly Bar Stock in Hand – costing.
- i) Menu Items Listing
- j) Item Popularity Analysis.
- k) Party Billing charges --- F&B, Tentage decorations, Floral Decoration, Balloons, Buntings, etc,

Facility Booking Management:

- Auditorium- Booking Status for one Year
- Art Gallery- Booking status for one Year
- Business Centre
- Conference room
- Gymnasium & Spa
- Swimming Pool
- Billiards / Card room
- Squash court
- Guest room bookings – availability & status with online booking.

HR / Employee Management at K.G.Marg and Vinay Marg

- Employee Registration of CSOI Staff
- Employee Details with statutory requirements of PF, ESI, etc
- Attendance system to be integrated with bio-metric device for auto attendance and Leave record for CSOI staff.
- Attendance of outsourced staff, daily wagers, suppliers, visitors.
- Intra office mail
- Online application of leave.
- Maintain Leave records/ entitlements/ encashment of CSOI Staff.
- Calculation of monthly Salaries of CSOI staff.
- Ex-gratia, bonus and additional allowances if any.

Library Management : Fresh module for Vinay Marg, Chanakyapuri and Integration of the existing Library software 'Alice' at K.G.Marg and making it online for reservation of books and linking with other libraries on the Net.

MIS Reports

- Daily /Monthly / Yearly Income-Expenditure report (Itemized)
- Vendor status & Item purchase / Payment record
- Inventory stock status of stores.
- Employee status.
- Statutory compliances e.g. PF, ESI, TDS, S.Tax etc
- Facilities usage report of both campuses.
- Member payment history report
- Party Booking / Payment status/ Security Deposit reports
- Status of payments to the Contractor/ Vendors.
- Employees leave record status(eleave).
- Statutory Tax compliance report
- Downloading all MIS reports as PDF and Excel.
- **Common Directory and Data Centre**: Option to export data to Excel from each module.

Other Important Misc points

- **Security auditing of the Software/website** before hosting by empanelled agency of DIT. **Compliance with WEB application security guidelines of the Cert-In is mandatory.** The full application should be audited for security compliance by Cert- In empanelled third party auditors before it is hosted it is hosted for use on the Internet. Similar audit may be done when substantial changes to application are done as a result of new requirements or otherwise. In any case audit compliance report may be provided once in a calendar year for the full application. The web application should also preferably be **certified for Quality and security Standards by STQC.**
- CSOI Management / Administrator will assign roles to each user/facility.
- The software will be accessed from multiple locations and each operator will have to be bound by location. Management will have access to all the locations. Access log to be maintained.
- The website will have public/ restricted part of the same software application. The publicly accessible part of the website should have the flexibility to be changed so that the design is not monotonous. The changes on the public part of the website should be done by CSOI directly via a **Web Based Content Management system.**
- The software should be easily scalable i.e. there should be no limit on creating additional users and members in the system.
- **All** Cashiers will be allowed to log in from specific IP address only (bound by location).
- Online Customer Relations Management.
- Existing Data Migration.
- Online registration by the Members only (Linked with membership number and data) for Bookings/reservations with payments and refunds by credit card through the secured gateway for annual subscription, booking of rooms and party venues. Bulk e-mailing to all Members (account status / subscription renewal / circulars).
- SMS / email Alerts and reminders of major events / schedules.
- It is expected that the software will be up and running 100% of the time
- The server where the software will be hosted should promise an SLA of 99.99%
- **Data security** is of utmost importance. Hence all data should be stored in an encrypted form in the database.
- Capacity to enroll and Issue of **Smart card / Membership cards** to all members of CSOI (approx 8,000 to 15,000 cards in a single order) for use as **Identity card and money purse.** The members should be able to deposit advance money onto the card for use in all facilities of CSOI at both the locations by Member / spouse / dependent children (to curtail cash transactions and entry of unauthorized persons into CSOI).

Deliverables and Reports:

System Study Phase:

- Management Plan (Standardization of work flow in CSOI).
- Software requirement specification (Process study & Data gathering in standard format).
- **Process mapping, evaluation and finalization** with CSOI.
- Detailed Project Plan with Milestones.
- **Submission of Study report to CSOI.**

Development Phase:

- Database design description.
- **Infrastructure readiness**: Specify Hardware configurations as per standard Govt. of India guidelines (HP, IBM and HCL clients & server) and networking for **approval by CSOI.**
- Software Design Plan.
- Data security and disaster recovery Plan.
- Installation of Hardware and networking.

Trial Phase:

- Awareness **presentation** on the developed Software along with the deliverables to Monitoring Committee of CSOI (**online Demo version**).
- Security Auditing before final hosting of software and website.
- Software deployment.
- Training of CSOI staff.

Implementation / Deployment Phase

- User acceptance testing procedures of all systems & modules.
- **User Manual and Installation Guide (software & Hardware) along with complete source code of the Software with comments to be handed over to CSOI.**
- Post implementation operation and maintenance for three years: Identify support professionals to be posted in CSOI for Hand holding support during three year warranty period.

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COVERING LETTER BY THE BIDDER ON COMPANY'S LETTER HEAD (TO BE ATTACHED WITH TECHNICAL OFFER).

1. Please refer to your advertisement For Designing & Development of Club Management Software & integration with revamped CSOI website as published in --- Times of India & Navbharat edition of February 16, 2012.
2. I hereby submit following documents for the tender:
 - (a) EMD of Rs. 50,000/-.
 - (b) Company Profile with details.
 - (c) Technical Expertise/Past experience/ Client List/completion certificates of past projects of similar nature.
 - (d) Work-plan with milestones for the development of the proposed application Software.
 - (e) Certifications (ISO, SEI CMMi certification)
 - (f) Annual sales turnover details for last three years with audited balance sheet and audit report.
 - (g) Income Tax Returns for last three years.
 - (h) Service Tax Registration.
 - (i) Vat No.
 - (j) Pan Card details.
 - (k) Bank Details of the Company for ECS transfer.
 - (L) Hardware Brands proposed to be used with the developed Software in CSOI (letter from company / manufacturer to supply hardware items with three year support).
3. Technical and financial bids in two sealed envelopes marked 'Technical Bid' & 'Financial Bid'.
4. I have **carefully read and understood all the terms and conditions of the Tender** and hereby convey my acceptance of the same.
5. The information / documents furnished along with the above declaration are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any vague / false information / fabricated document that would lead to **rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.**

Signature of authorized person
Date: Full Name:
Place: Company's Seal:

NOTE: The above declaration, duly signed and sealed by the Bidder in token of their acceptance, should be enclosed with Technical bid.

CERTIFICATE

Ref: Tender _____ Dated _____

It is certified that all the terms and conditions as laid down in the above paragraphs and anywhere else in the tender and its appendices are accepted by the company and will abide by them. It is further certified that any cost incurred on additional requirements to complete the project at CSOI, Kasturba Gandhi Marg, New Delhi would be borne by us.

Company Seal

(Authorized signatory of company)

Place: _____

Date: _____

CONFIDENTIALITY CERTIFICATE

It is certified that the Company or any representative of the Company or agents authorized by us will not disclose any information gained by them or their representatives or agents, while interacting with the persons of the CSOI, Kasturba Gandhi Marg, New Delhi or any documents prepared in connection with the project or any documents received by them or any study carried out by them, directly or indirectly to any person or company or institution or press.

Company Seal

(Authorized signatory of company)

Place: _____

Date: _____

TECHNICAL OFFER

1. **Annual Financial turnover:** The bidder should have a minimum annual financial turnover of 5 cr. in the last three financial years.
2. The firm should be **ISO 9001: 2008** certified (document to be attached).
3. Company Certification(s), mention SEI CMMi Level, ISO certification etc. (**attach photocopy of self certified certificates**)
4. Projects handled / being handled in the Hospitality Industry by the bidder (give brief description, present status, etc...).
5. Technical expertise on **Similar Projects:** Projects handled / being handled of similar kinds - meaning projects involving Club Management (give brief description, cost of the project, concerned agency/dept/firm, etc...). in support of having completed these works , the bidder should submit self attested copies of completion certificates from the owner/client indicating the name of the work ,the description of work done by the bidder, value of the contract executed by the bidder, date of start , date of completion (stipulated and actual)and escalation amount if any.
6. The firm should have **minimum 3 years of experience** in providing Software solution specifically related to Hospitality Industry.
7. **Profile of the company:** Organization details with proposed numbers of resources to be deployed for the CSOI project. The bidder should with his bid attach a CV of **at least one Project Manager** who should have a minimum experience of five years in execution and operation of a project of comparable nature.
6. Details of business contracts/with clients list (Hospitality Industry- Hotels Clubs, MNC, PSU) of the Last three years.
7. Copy of the audited balance sheets for the last three years along with tax audit reports and Income Tax returns.
8. Acknowledgement of all terms and conditions of the tender.
9. Quality Certificate for the Design & development of the software.
10. Job Procedure/Plan/Strategy with milestones to be adopted for the CSOI Project.
11. On successful qualification the bidder has to give a power point presentation to the Committee of CSOI on the proposed Project schedule in CSOI.
12. **Earnest Money Deposit** of Rs. 50,000/- (fifty thousand only) by a pay order in favor Civil Services Officers' Institute, New Delhi to be attached with the Technical Bid envelope.

FINANCIAL OFFER

S No	Description	Amount
1	Study,	
2	Designing,	
3	Development,	
4	Implementation of Club Management Software and	
5	Integration with Payment Gateway	
6	Supply of Hardware & Networking (inclusive of all taxes).	
7	Issue of Smart card / Membership card per member (minimum order of 3000 cards per order)	
	<hr/>	<hr/>
	<u>TOTAL</u>	<hr/>
8	Annual Maintenance charges after three years of free warranty period. (AMC shall be applicable <u>only if contracted</u> by CSOI <u>after three year</u> free warranty period)	

- AMC charges are to be treated separately.

Company Seal

(Authorized signatory of company)

Place: _____

Date: _____

CHECKLIST FOR FULFILLMENT OF ELIGIBILITY CRITERIA :

Sl. No.	Eligibility Criteria	Documentary Evidence to be attached
1.	Technical expertise of handling / handled similar projects / contracts over the last 3 years ending March 31, 2011 for design, development & implementation of similar customized application software in the Hospitality Industry.	Self-certified list of Certificates from relevant agencies/firms for which work was carried out for developing similar customized application software in the Hospitality Industry.
2.	Methodology and work-plan with milestones for the development of the proposed application Software.	Approach Paper
3.	ISO 9001: 2008 certified company.	Document to be attached.
4.	Certifications (SEI CMMi certification) & licenses.	Self-certified Documents to be attached
5.	Annual Turnover of 5 crores	Balance Sheets and audit reports for last three years. Chartered accountant to certify Rs. 5 cr. annual turnover from Software Development business.
6.	Composition of Project Team to design, implement and manage the Project	Team Composition with their self certified CV's justifying their involvement.
7.	Earnest Money Deposit of Rs. 50,000/- (fifty thousand only) by a pay order in favor Civil Services Officers' Institute, New Delhi.	Pay order of Rs.50,000/- to be attached with the Technical Bid envelope.
8.	Proof of purchase of NIT document	Proof of payment of Rs. 1000/- or DD of Rs.1000/- (if NIT is downloaded) must be furnished

Signature of the Bidder with Seal

TECHNICAL EVALUATION CRITERIA

s.no	CRITERIA	Marks
	EXPERIENCE AND BACK GROUND	
1.	Experience in full life cycle software development and implementation of projects.	10
2.	Experience related to development of web enabled applications / products that support multiuser, multi location transactions.	5
3.	Experience in developing portal / web based software applications for the hospitality / travel industry along with demonstrable integrations with payment gateways, IVRS, CRM, etc and third party applications.	5
4.	Prior experience of club management software	5
5.	Experience in enrollment and issuance of smart cards. At least 10000-15000 cards should have been issued in a single order.	5
6.	Annual Turnover of at least 5 crores since last three financial years	5
7.	Certification like ISO 9001:2008 / CMM 5	5
8.	Should have development centre in NCR employing at least 100 fulltime software engineers	10
	Total	50
	METHODOLOGY & WORK PLAN BASED ON PROPOSAL SUBMITTED	
9.	Project development and implementation plan	10
10.	Work plan along with milestones	10
11.	Team composition and capability along with CVs of proposed team working on the Project	10
12.	Presentation	20
	Total	50

- **Assessment will be done by Tender evaluation Committee after presentation on the proposed Club Management Software.**

- **Total Marks : 100**

Note: Minimum qualifying marks for Technical bids will be 60 marks.