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**REQUEST FOR BID
(Open E - Tender)**

Selection of Service provider for Develop, Supply, Installation and Training & Hand Hold support up to this year and Next 3 years for Accounting SOFTWARE to Village Level Organization (VO) registered under MSRLM

Tender Ref No.: MSRLM/SMMU/VOSOFT/17/2024-25

eTender ID: 2024_MSRLM_1112429_1

Date: 10th October - 2024

Issued by:

Chief Executive Officer

UMED - Maharashtra State Rural Livelihood Mission (MSRLM)

Rural Development Department

Government of Maharashtra

5th Floor, CIDCO Bhawan, CBD Belapur (South Wing)

Navi Mumbai - 400 614

Tel: 022 27562552

Website: <http://www.umed.in>

Disclaimer :-

a) The Chief Executive Office of Maharashtra State Rural Livelihood Mission (MSRLM), on behalf of Rural Development Department Government of Maharashtra hereinafter referred to as "Tender Inviting Authority (TIA) has issued this Notice Inviting Tender (hereinafter referred to as the Tender Document) for **Selection of Service provider for Develop, Supply, Installation and Training & Hand Hold support up to Next 3 years for Accounting SOFTWARE to Village Level Organization (VO) registered under MSRLM**

b) This tender document has been prepared with intent to invite prospective applicants/bidders and to assist them in making their decision of whether or not to submit a bid. It is hereby clarified that this tender is not an agreement and the purpose of this tender is to provide the bidder(s) with the information to assist them in the formulation of their bids. This tender document does not purport to contain all the information bidders may require. This tender may not be appropriate for all persons or entities and it is not possible for the TIA to consider the investment objectives, financial situation and particular needs of each bidder.

c) TIA has taken due care in preparation of information contained herein. However, this information is not intended to be exhaustive. The interested bidders are required to make their own inquiries so that they do not solely rely on the information contained in this tender document in submitting their bids. This tender document includes statements, which reflect various assumptions and assessments arrived at by the TIA in relation to the project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require.

d) This tender is not an agreement by or between the TIA and the prospective bidders or any other person and the information contained in this document is provided on the basis that it is non-binding on the TIA, any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors. The TIA makes no representation or warranty and shall incur no liability under any law as to the accuracy, reliability or completeness of the information contained in the tender document. Each bidder is advised to consider this document as per his understanding and capacity. The bidders are also advised to do appropriate examination, enquiry and scrutiny of all aspects mentioned in this document before bidding. The bidders are also requested to go through this tender document in detail and bring to notice of the TIA, any kind of error, misprint, inaccuracies, or omission in the document. The TIA reserves the right not to proceed with the project, to alter the timetable reflected in this document, or to change the process or procedure to be applied. It also reserves the right to decline to discuss the project further with any party submitting a bid.

e) No reimbursement of cost of any type will be paid to persons or entities submitting a bid. The bidder shall bear all costs arising from, associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the TIA or any other costs incurred in connection with or relating to its bid.

f) This issue of tender does not imply that the TIA is bound to select and technically qualify bids or to appoint the selected bidder, as the case may be, for the project and it reserves the right to reject all or any of the bids without assigning any reasons whatsoever.

g) The TIA may, in its absolute discretion but without being under any obligation to do so, update or amend the information contained in this tender document before bid submission deadline.

h) The TIA, its employees and advisors make no representation or warranty and shall have no liability (for any cost, damage, loss or expense which may arise from or is incurred or suffered on account of anything contained in this tender document or otherwise, including but not limited to the accuracy, adequacy, correctness, completeness or reliability of the tender document and any assessment, assumption, statement or information contained therein or deemed to be part of this document or arising in any way with eligibility of bidder for participation in the bidding process) towards any Applicant or bidder or a third person, under any law, statute, rule, regulation or tort law, principles of restitution or unjust enrichment or otherwise.

i) The TIA also accepts no liability of any nature whether resulting from negligence or otherwise caused arising from reliance of any bidder upon the statement contained in this tender document.

j) Interested bidders, after careful review of all the clauses of this 'Notice Inviting Bid', are encouraged to send their suggestions in writing to the TIA. Such suggestions, after a review, may be incorporated into this tender document as a corrigendum, which shall be uploaded onto the e-tendering website <https://mahatenders.gov.in>.

k) All eligible bidders need to be registered on the following portal to generate login credentials and to download the bid documents for online bid preparation / decryption etc. <https://mahatenders.gov.in>.

1. Invitation of Bid

The Chief Executive Office of Maharashtra State Rural Livelihood Mission (MSRLM) invites online bids through e-Tender portal (<https://mahatenders.gov.in>) from eligible bidder for **Selection of Service provider for Develop, Supply, Installation and Training & Hand Hold support up to this year and Next 3 years for Accounting SOFTWARE to Village Level Organization (VO) registered under MSRLM.** The bidders are advised to study this tender document and visit site before submitting their bids in response to this Notice Inviting Tender. The submission of a bid in response to this tender shall be deemed to have been done after careful study and examination of this document and the actual site survey with full understanding of its terms, conditions and implications.

- a) The complete tender document has been published on <https://mahatenders.gov.in>. The downloaded bid document shall be considered valid for participation in the electronic bidding process subject to the submission of required tender/ bidding document fee and EMD.
- b) The bidders who wish to participate in this bidding process must register on-<https://mahatenders.gov.in>.
- c) A Two (2) envelope selection procedure shall be adopted.
- d) The bidder's (authorized signatory) shall submit their offer online in electronic formats for Technical and Financial bids. The tender document fees and Earnest Money Deposit (EMD) should be submitted online as per the details provided in the bid document.
- e) The TIA will not be responsible for any delay or error in online submission due to any reason. For this, bidders are requested to upload the complete required bid documents well in advance so as to avoid issues like slow speed, or any other unforeseen problems. For queries related to bid submission, the bidders may contact the helpdesk given on <https://mahatenders.gov.in>.
- f) The bidders are also advised to refer "Bidders Manual Kit" available on <https://mahatenders.gov.in> for further details regarding the e-tendering process.

1.1 Key Events and Dates

Sr No	Information	Details
1.	Date & Time for Commencement of Downloading Tender Document	Date: 10/10/2024
2.	Tender Reference Number	MSRLM/SMMU/VOSOFT/17/2024-25
3.	eTender ID	2024_MSRLM_1112429_1
4.	Last date & Time for sending requests for clarifications	Date: 21/10/2024 Time: 11.00 Hrs
5.	Pre Bid Meeting	Date: 21/10/2024 Time: 13.00 Hrs
6.	Last date & time for downloading the Tender document	Date: 04/11/2024 Time: 15.00 Hrs
7.	Last Date (deadline) & Time for submission of bids	Date: 04/11/2024 Time: 15.00 Hrs
8.	Date and Time for Opening of Technical Bids	Date: 05/11/2024 Time: 15.00 Hrs
9.	Date and Time for Opening of Financial Bids	Will be published on https://mahatenders.gov.in .

Note: - Bidders are requested to frequently visit <https://mahatenders.gov.in> to see any change in pre-bid meeting date, bid submission date etc. and any other changes made in the bidding document through corrigendum, MOM of pre-bid meeting etc.

1.2 Other Important Information related to Bid

Sr No	Information	Details
1.	Tender Fee	Rs. 15,000/- (Rupees Fifteen Thousand only) to be paid online on the e-tendering portal at the time of submission of the tender
2.	Earnest Money Deposit (EMD) (to be paid online)	Rs. 7,50,000/- (Rupees Seven Lakh Fifty Thousand only) to be paid online on the e-tendering portal at the time of submission of the tender.
3.	Bid Validity Period	120 days from the date of opening of the technical bid
4.	Performance Security	3% of the total value of the work order
5.	Last date for furnishing Performance Security in the form of Bank Guarantee or Demand Draft by the successful bidder	Within two week from the date of work order. The Performance Security shall be valid for 90 days after the completion of contract / Work order period.
6.	Last date for signing the contract	As intimated in notification of award of contract by the <i>Tender Inviting Authority</i>

-Sd-

Chief Executive Office
Maharashtra State Rural Livelihood Mission.

2. Instructions to Bidders

This section includes all the important information required to bid for this project.

2.1 General Information and Guidelines

- a) The TIA invites bids from eligible suppliers / service providers as per the Scope and Technical Criteria mentioned in this tender document.
- b) Any contract that may result from this bidding process will be effective from the date of Signing of Contract and shall, unless terminated earlier in accordance with its terms, continue up to one years which may be extended as per the need and on the performance of the service provider.
- c) The TIA reserves the right to extend the term on mutually agreed terms at the sole discretion of the TIA, subject to any obligations under applicable law.
- d) All information supplied by the service providers may be treated as contractually binding on the service providers, on the successful award of the assignment by the TIA on the basis of this tender document.
- e) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the TIA. Any notification of preferred service provider status by the TIA shall not give rise to any enforceable rights by the service provider. The TIA may cancel this public procurement at any time prior to a formal written contract being executed by or on its behalf.
- f) This tender document supersedes and replaces any previous public documentation & communications, and the service providers should place no reliance on such communications.
- g) All figures of costs, project values and others should be mentioned in Indian Rupees only.
- h) No suppliers / service provider shall submit more than *one Bid* for this tender.

3.2 Consortium Conditions: Not Applicable.

2.3 Tender Fees

The bidders are requested to pay Tender fees as mentioned in the clause 1.2 through the e-Tender Portal's Payment Gateway. The Tender fee is non-refundable. The tender document can be downloaded free of cost from the portal: <https://mahatenders.gov.in>, on registration. The bids that are not accompanied by the tender fee shall be considered non-responsive and will be rejected.

2.4 Earnest Money Deposit (EMD)

The bidders are requested to deposit the EMD as mentioned in the clause 1.2 through the Online Payment Gateway as integrated in the <https://mahatenders.gov.in> e-tendering solution.

- a) The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- b) The EMD should be valid for 90 days from the date of technical bid opening.
- c) The bids submitted by bidders without the prescribed EMD, will be rejected.
- d) The Unsuccessful bidder's EMD will be returned within 120 days from the date of opening of the financial bid.
- e) The EMD of successful bidder will be returned after the award of contract and submission of the Performance Security in the form of Bank Guarantee / Demand

Draft within specified time and in accordance with the format given in the tender document.

f) The EMD may be forfeited:

- If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any.
- If successful bidder fails to sign the Contract or to furnish Performance Security in the form of Bank Guarantee / Demand Draft within specified time in accordance with the format given in the tender document.
- If during the bid process, a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. The decision of the TIA regarding forfeiture of the EMD shall be final and binding upon bidders.
- If during the bid process, any information is found false/fraudulent/mala fide, then the TIA shall reject the bid and, if necessary, initiate action

2.5 Contact Details

For any clarifications & communication with regards to the tender document, the bidders are expected to communicate at the contact information provided below:

Sr. No	Item	Details
1.	Name	Mr. Sudhir Raut – Sr. Accounts Officer Mr. Manojkumar Shete – Dy. Director Account and Finance and Procurement procurement@umed.in
2.	Phone	022- 27562552/54

2.6 Pre-Bid Meeting

The TIA will host a pre-bid meeting for queries, if any, by the prospective service providers. The date, time and place of the meeting are specified in Section –1.1. The representatives of the service providers may attend pre-bid meeting at their own cost. The purpose of the pre-bid meeting is to provide a forum to the service providers to clarify their doubts / seek clarifications or additional information, necessary for them to submit their bid. The service providers shall send their pre-bid queries as per the schedule specified in the tender document Section 1.1. The response to the queries will be published on <https://mahatenders.gov.in>. No telephonic queries will be entertained. This response of the TIA, against the Pre-Bid queries, shall become integral part of tender document.

2.7 Corrigendum / Amendment to the Tender

At any time prior to the deadline (or as extended by the TIA) for submission of bids, the TIA for any reason, whether at its own initiative or in response to clarifications requested by the bidder, may modify the tender document by issuing amendment(s) or issue additional data to clarify an interpretation of the provisions of this tender. Such supplements, amendments / corrigendum to the tender document, issued by the TIA would be displayed on <https://mahatenders.gov.in> and shall be deemed to be incorporated by this reference into this tender document.

2.9 Bid Preparation Cost

The bidder shall be responsible for all costs incurred in connection with participation in the tender process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in

meetings/discussions/presentations, preparation of bid, in providing any additional information required by the TIA to facilitate the evaluation process, and in negotiating a definitive Service Agreement (SA) and all such activities related to the bid process.

2.10 Right to Termination

The TIA may terminate the bid process at any time and without assigning any reason. The TIA makes no commitments, expressed or implied that this process will result in a business transaction with anyone. This tender document does not constitute an offer by the TIA. The bidder's participation in this process may result in the TIA selecting the bidder to engage towards execution of the contract. In the event of such termination, EMD of all bidders shall be returned, without any interest.

3. Bid Submission Instructions

3.1 Online Bid Submission

- a) The bidder shall submit the bid online through e-tendering Portal <https://mahatenders.gov.in>
- b) The bids submitted, shall comprise of the following 2 envelopes:
 - A Two (2) envelope/ cover system shall be followed for the bid:
 - **Envelope A:** Technical Bid
 - **Envelope B:** Financial Bid
- c) Modification and Withdrawal of Bids – Resubmission of bid by the bidders for any number of times before the final date and time of submission is allowed.

3.2 Eligibility Criteria

The Bidder shall fulfil all of the following eligibility criteria independently, as on the date of submission of bid

Sr. No.	Eligibility Criteria	Mandatory Documents
1	The Bidding should have license under Shop & Establishment Act / gumasta license / certificate of registered with the appropriate registration authority	Copy of Registration
2	The bidder must have annual average turnover of Rs. 400 lakhs in last three financial years (FY 2021-22, FY 2022-23 & 2023-24) as evidenced by the audited accounts of the bidder.	CA Turnover Certificate or Audited balance sheet and Statement of Profit & loss account for each of the last three financial years (FY 2021-22, FY 2022-23 & 2023-24)
3	The bidder must provide self-attested scanned copies for (i) PAN Card, (ii) income tax returns of three assessment years FY 2021-22, FY 2022-23 & FY 2023-24, and (iii) GST Registration Certificate.	Self-attested copies of 1) PAN Card 2) GST Registration Certificate 3) Copy of Income Tax Return filed and submitted by the bidder for three assessment years FY 2021-22, FY 2022-23 & FY 2023-24
4	The bidder must have the MAF (Manufacturer's Authorization Form) / Certificate from Tally to participate in the Bid.	Copy of MAF Certificate.
5	Bidders should have completed at least 1 work order for Financial Accounting System work to state Government or Central Government / Union Territory / Local authority / Central & State Government undertaking or Government	Work order and completion certificate

	organizations / Nationalise bank as on the date of submission of tender.	
6	<p>The bidder must not be</p> <p>(i) Blacklisted / banned / convicted by any court of law for any criminal or civil offences/ declared ineligible by any entity of any State Government or Govt. of India or any local Self-Government body or public sector undertaking in India for participation in future bids for unsatisfactory performance, corrupt, fraudulent or any other unethical business practices or for any other reason, as on date of submission (upload) of online bidding document.</p> <p>(ii) The bidder shall declare all ongoing litigations, it is involved in with any Government Agency/State/central department/PSU.</p>	Self-Declaration on Letter head as per annexure – 5

3.3 Technical Bid (Envelop - A): Documents to be uploaded

The Technical bid must be submitted online as per the instructions on the portal and in this tender document. Following documents are mandatory and should be submitted online

- a) Tender Acceptance Letter: Form -1
- b) Bidder information: Form -2
- c) Details of Experience/Performance Statement: Form -3
- d) Turnover certificate issued by chartered accountant firm –Form 4
- e) License under Shop & Establishment Act / Gumasta license / certificate of registered with the appropriate registration authority
- f) GST registration certificate & Pan Card & ITR
- g) Manufacturer's Authorisation Form
- h) Bidders Audited balance sheet, Statement of Profit & loss account and Income Tax Return copy for each of the last three financial years (FY 2021-22, FY 2022-23 & 2023-24)
- i) Declaration : Annexure -5

Non-submission of the required documents or submission of the documents in a different format/ contents may lead to the rejection of the bid submitted by the bidder.

3.4 Financial Bid (Envelop - B)

- a) Financial/price offer must be submitted online in BOQ format at <https://mahatenders.gov.in> as per the instructions on the portal.
- b) Rates should be quoted without GST.
- c) The rates once offered must remain fixed and should not be change for whatsoever reason during the contract period.

3.5 Validity of Bid

The bid shall be valid for a period mentioned in clause 1.2 from the date of opening of the technical bid. A bid valid for a shorter period may be rejected as non-responsive. In exceptional circumstances, at its discretion, the TIA may solicit the bidder's consent for an extension of the validity period. The request and the responses thereto shall be made in writing or by email.

3.6 Corrections / errors in Financial Bid

1. The bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the last date for submission of bids.
2. The quoted price shall be corrected for arithmetical errors by TIA.
3. In cases of discrepancy between the prices quoted in words and in figures, amount written in words shall be considered.

3.7 Language

The bid should be submitted by the bidder in English/Marathi/Hindi language only. If any supporting documents submitted are in any other language, translation of the same in English/Marathi/Hindi language is to be duly attested by the bidders. For purposes of interpretation of the bid, the English translation shall govern. If any documentary evidence for 'Experience' is in other languages, a true translation of the copy, attested by Notary shall be enclosed.

3.8 Conditions under which Tender is issued

- A. This tender document is not an offer and is issued with no commitment. The TIA reserves the right to withdraw the tender document and change or vary any part thereof, at any stage. The TIA reserves the right to disqualify any service provider, should it be so necessary at any stage.
- B. The timing and sequence of events resulting from this tender document shall ultimately be determined by the TIA.
- C. No verbal conversations or agreements with any official, agent, or employee of the TIA shall affect or modify any terms of this tender document and any alleged verbal agreement or arrangement made by a service provider with any agency, official or employee of the TIA shall be superseded by the definitive agreement that results from this tender process. Verbal communications by the TIA to service providers shall not be considered binding on it, nor shall any written materials provided by any person other than the TIA.
- D. Neither the service provider nor any of the service provider's representatives shall have any claims whatsoever against the TIA or any of their respective officials, agents, or employees arising out of or relating to this tender document or these procedures (other than those arising under a definitive service agreement with the service provider in accordance with the terms thereof).
- E. Until the Contract is awarded and during the validity of the Contract, service providers shall not, directly or indirectly, solicit any employee of the TIA to leave the office or any other officials involved in this tender process in order to accept employment with the service provider, or any person acting in collusion with the service provider, without prior written approval of the TIA.

3.9 Right to the content of Bids-

All bids and accompanying documentation of the Technical bids will become the property of the TIA and will not be returned after opening of the Technical bids. The TIA is not restricted in its rights, to use or disclose any or all of the information contained in the bid and can do so without compensation to the service providers. The TIA shall also not be bound by any language in the bid indicating the confidentiality of the bid, or any other restriction on its use or disclosure.

3.10 Non-Conforming Bid

A bid may be construed as a non-conforming bid and ineligible for consideration if:

1. It does not comply with the requirements of this tender document.
2. It does not follow the format requested in this tender document or does not appear to address the requirements as specified by the TIA.

3.11 Disqualification

The bid is liable to be disqualified in the following cases or in case the service provider fails to meet the requirements as indicated in this tender document:

1. The bid is not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming bid.
2. During the validity of the bid, or its extended period, if any, the service provider increases the quoted prices.
3. The service provider qualifies the bid with own conditions.
4. The bid is submitted in an incomplete form and not quoted for all the items/services.
5. The information submitted in the Technical bid is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the Contract (no matter at what stage) or during the tenure of the Contract including the extension period, if any.
6. The Financial bid is enclosed with the Technical bid.
7. The service provider tries to influence the bid evaluation process by unlawful/corrupt/fraudulent means at any point of time during the tender process.
8. In case anyone service provider submits multiple bids or if common interests are found in two or more service providers, the service providers are likely to be disqualified.
9. The service provider fails to deposit the Performance Security in the form of Bank Guarantee or Demand Draft or fails to enter into a Contract within specified period mentioned in the notification of award of contract or within such extended period, as may be specified by the TIA.
10. Any form of canvassing / lobbying / influence / query regarding short listing etc. will be treated as disqualification. While evaluating the bids, if it comes to the TIA's knowledge expressly or implied, that some service providers may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of bid, then the service providers so involved are liable to be disqualified for this Contract as well as for a further period of four years from participation in any of the tenders floated by the TIA.
11. If the Technical bids contains any information on price, pricing policy, pricing mechanism or any information indicative of the financial aspects of the bid.

3.12 Acknowledgement of Understanding

By submitting the bid, each service provider shall be deemed to acknowledge that service provider has carefully read all sections of this tender document, including all forms, schedules, annexure, corrigendum and addendums (if any) hereto, and has fully informed itself as to all existing conditions and limitations.

4. Bid opening and Evaluation process

4.1 Bid Opening

On the date and time specified in the tender notice following procedure will be adopted for opening of tender for which tenderer is free to attend him or depute an authorized officer as his representative.

4.2 Opening of Envelop - A (Technical Bid)

Envelope No. A (Technical bid) of the tenderer will be opened online through- e tendering procedure.

4.3 Evaluation of Technical Bid

The evaluation of the technical bids will be carried out in the following manner:

- 1 The service providers' technical bid will be evaluated as per the requirements and evaluation criteria as spelt out in Section 3.2 of this tender document. The service providers are required to submit all required documentation in support of the criteria specified as per the formats specified in this tender document.
- 2 In any case, in the event of any deviation from the factual information provided by the service provider in technical bid, the deviation can reject the bid and also ban the service provider from participation in any future tenders in the state of Maharashtra.
- 3 At any time during the bid evaluation process, the MSRLM committee may seek verbal / written clarifications from the service providers. The committee may seek inputs from their professional experts in the evaluation process.
- 4 The committee reserves the right to do a reference check of the past experience stated by the service provider. Any feedback received during the reference check shall be taken into account during the technical evaluation process.
- 5 The technically shortlisted service providers will be informed date and venue of the opening of the financial bids by MSRLM.

4.4 Opening of Envelop - B (Financial Bid)

This envelope of technically qualified bidders shall be opened as per e-tendering procedure after opening of Envelope No. A (Technical bid). The date and time of opening of financial bids will be published on <https://mahatenders.gov.in>

4.5 Award Criteria

Evaluation of Financial bids will be based on total amount quoted by the bidder for all the packages together. The TIA shall award the contract to the service provider whose offer/quote has been determined to be the lowest evaluated bid and is substantially responsive to the bidding documents. TIA may negotiate with the L1 bidder and finalise the rate.

4.6 Right to accept any Bid and to reject any or all Bids

The TIA reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for the TIA's action.

4.7 Notification of Award

- a. Before expiry of the bid validity period, the TIA will notify the successful bidder in writing, by registered / speed post or by fax or by email that its bid have been accepted by the Tender Inviting Authority.

- b. The successful service provider, upon receipt of the acceptance letter, shall furnish the required performance security in the form of Bank Guarantee or Demand Draft and submit an agreement in the prescribed format within ten days, failing which the EMD will be forfeited and the award will be cancelled
- c. After cancellation of award of contract with L1 bidder, TIA reserves the right to call L2 and asked to match the rate offered by L1. If L2 accept the offer, award of contract will be issued to L2. If L2 refuse to match rate with L1, then L3 will ask to match rate with L1 and if L3 accepts award of contract will be issued to L3 and so on. In such case EMD submitted by L2, L3...will not be forfeited if they refuse to match the rate with L1.
- d. The Notification of Award shall constitute the formation of the Contract.

4.8 Place of Service:

Place of service is 1) Head Office SMMU-MSRLM, New Mumbai, 2) District Office DMMU-MSRLM of 34 District level offices in Maharashtra state. & 3) CLF Offices located in all over Maharashtra state in rural area. 4) If required at VO Offices located in all over Maharashtra state in rural area.

4.9 Contract Period

The Contract will be initially for a period of 1+3 Year. However MSRLM reserves the right to terminate contract any time before completion of the contract period if the performance of the service provider is unsatisfactory.

4.11 Signing of Contract

The Contract will be signed as per tender document, after selection of the service provider. In lieu of the same, the successful service provider will have to execute an agreement in a non-judicial stamp paper of value Rs.500/- in favour of Chief Executive Officer, MSRLM. If the successful service provider fails to execute the agreement and payment of Performance Security within the time specified or withdraws the tender, the successful service provider is unable to undertake the contract; the Earnest Money Deposit of the successful service provider shall stand forfeited. Such service provider(s) will also be liable for all damages sustained by the TIA by reasons of breach of tender conditions. Such damages shall be assessed by the TIA whose decision shall be final.

4.12 Failure to agree with Terms and Conditions of this Tender

Failure of the successful service provider to agree with the terms & conditions of the tender document shall constitute sufficient grounds for the annulment of the award, resulting which the TIA may call for new bids and at the same time, invoke the performance Security of the successful service provider.

4.13 Performance Security

The selected bidder shall deposit the Performance Security as follows:

- a. The successful bidder shall at his own expense, deposit with the TIA, a Performance Security in the form of Bank Guarantee or Demand Draft as mentioned in clause 1.2.
- b. The Performance Security may be discharged/returned by the TIA upon being satisfied that there has been due performance of the obligations of the successful bidder under the contract. However, no interest shall be payable on the Performance Security
- c. The TIA shall also be entitled to make recoveries from the Performance Security on the following grounds:

1. If successful bidder failed to provide services under the contract for whatever reason.
2. Any amount imposed as a fine for irregularities Committed by the bidder.
3. Any amount which the TIA becomes liable to the Government /Third party on behalf of any default of the bidder or any of his/her/their agent/ employees or staff.
4. Any payment/fine made under the order/judgment of any court/consumer forum or law enforcing agency or any person working on his behalf.
5. Any other outstanding amount.

4.14 Payment Terms

As per Specify in Scope of work

5 Penalty -

5.1 In case of non-compliance of the above terms and conditions & Scope of Work of the contract, a penalty may be levied. The penalty for the defaults is as under:

Sr No.	Nature Of Default	Penalty in Rs.
1.	Late Development of Software or Installation or roll out or renewal of software or cloud support not working	10% of proportionate contract charges per day Per software
2.	Queries unresolved more than 2 days	Rs. 500 per queries per day after 2 days
3.	Training Schedule not properly implemented	10% of proportionate training charges per day per batch.

6. Scope of Work :- please see annexure A

Annexure –A

Schedule of requirement and scope of work

Description of Assignment

We require the service provider to deliver a solution that is user-friendly, easy to manage, and beneficial for all stakeholders involved.

Currently, Village Organizations (VOs) maintain daily transaction records manually, across multiple physical books. This process is not only time-consuming but also prone to errors, making it difficult to efficiently manage and secure important data. To improve operational efficiency, save time, and enhance data security, a transition from manual record-keeping to a digital system is imperative.

Initially, we considered using computers for this purpose. However, with approximately 32,000 VOs, the cost of procuring, maintaining, and securing computers is prohibitive. Establishing offices to house these computers would further add to the complexity and cost of the implementation.

In the post-pandemic world, mobile phones have become widely accessible and familiar to people of all ages and literacy levels. Recognizing this, the service provider is required to offer a **Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application solution** that enables VOs to input data and generate reports directly from their phones. This mobile solution will remove the need for VOs to travel to a central office and eliminate the complexities associated with manual book keeping.

In addressing similar challenges within our ongoing project with Cluster Level Federations (CLFs), we have integrated Tally for accounting purposes. The solution must also integrate seamlessly with the existing Tally system used by CLFs. The Andriod Mobile app (Version 14 onwards as per android play store policy) and Web Application must synchronize VO data with Tally, allowing for the automatic generation of necessary reports. Additionally, the system should enable syncing of Tally data back to the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application, making it easier to analyze and report on financial activities. This dual integration will optimize the investment already made in the CLF process and extend its benefits to VOs.

Moreover, all VO data should be accessible online through a web-based solution. With a single click, stakeholders must be able to view a comprehensive overview of VO activities, including available funds, loan disbursements, repayments, and outstanding balances.

The proposed solution must ensure ease of use, effective management, and scalability, providing value to all involved stakeholders.

Project Timeline : 1 + 3 years

The 1-year software package will encompass several key components, including one-time setup and installation fees to ensure a smooth deployment. Users will have access to training videos for self-guided learning, as well as rollout support to assist with the implementation process across the organization. Additionally, group training sessions will be provided to facilitate live instruction, ensuring that teams are well-equipped to use the software effectively.

The next three years will primarily be covered under subscription charges, which will ensure continued access to the software and its updates. This includes ongoing support, regular software maintenance, and any necessary upgrades to keep the system running smoothly and efficiently.

01 One Time Setup Scope

The Service provider should follow the following outlines the key tasks and deliverables for the one-time setup of the proposed solution:

Software Deployment and Configuration

- The service provider will deploy and configure the solution across all required platforms, ensuring that it is tailored to meet the specific needs of the organization.
- System settings, user roles, and permissions will be configured to ensure secure access and proper functionality.
- Ensure full integration with tally.

Infrastructure Setup

- Ensure that all necessary infrastructure is in place, including servers, databases, and network connections, to support the new solution.
- Configure cloud-based hosting for optimal performance, scalability, and security.

User Access Setup

- Set up user accounts and access credentials for all stakeholders, including Village Organizations (VOs) and administrators.
- Provide user-specific permissions to control access to features and data, ensuring data privacy and compliance with security protocols.

Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application Configuration

- Deploy the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application on relevant platforms (Android), ensuring that it is ready for immediate use by all users.
- Customize the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application interface for ease of use, with features such as data entry, reporting, and synchronization with backend systems.

System Testing and Validation

- Perform end-to-end testing of the entire system, including the web-based platform and Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application, to ensure all functionalities are operating correctly.
- Validate the accuracy of data synchronization, system performance, and security features.
- Resolve any issues identified during the testing phase before final rollout.

Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application for Village Organizations (VO) for Automation FMS Integrated with Tally Application

The Maharashtra State Rural Livelihoods Mission (MSRLM) aims to implement a Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application integrated with Tally software installed at the Cluster Level Federation (CLF). This integration will facilitate efficient financial management across approximately 32,000 Village Organizations (VOs) in the state of Maharashtra.

Scope of the Project

1. Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application :

- The Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application will be deployed across **32,000 Village Organizations** to enable efficient tracking of daily financial transactions and seamless integration with Tally for accounting purposes.
- **(Note: The specified number of Village Organizations and other government facilities is provisional and subject to change at the discretion of MSRLM. Adjustments such as relocation or reallocation may occur based on evolving requirements. MSRLM reserves the right to increase the number of Village Organizations beyond the current count during the contract period)**

2. Deployment & Installation Period:

- The bidder is required to complete the installation and rollout of the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application and Tally integration within a **120 days** period from the date of work order.

Additional Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application Licenses and Subscription

3. Subscription for Additional Village Organizations:

- MSRLM may procure additional Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application licenses beyond the initial 32,000 VOs mentioned above.
- The MSRLM will pay for the additional Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Applications on a **per-user subscription basis** at the rates agreed upon with the bidder. These subscription rates will remain valid for a period of **one year**.

4. Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application for Village Organisations on a SaaS Model (Software as a Service):

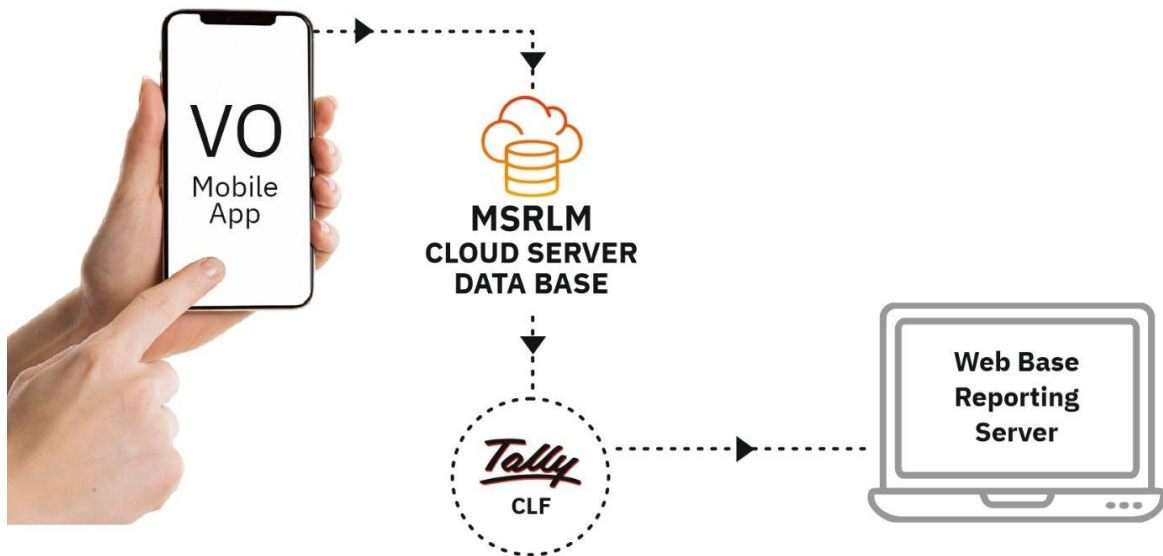
- After the first year, the bidder is expected to provide Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application licenses, and MSRLM will cover the following under **Subscription charges per month**:
 - License renewal for the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application with Tally integration
 - Cloud renewal and hosting services
 - Customization of the software as per MSRLM requirements
 - Ongoing Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application support

- Establishment and maintenance of a **central helpdesk** for resolving user queries
- Any other related services necessary for the smooth functioning of the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application with Tally integration.

Statement of Purpose/Objectives

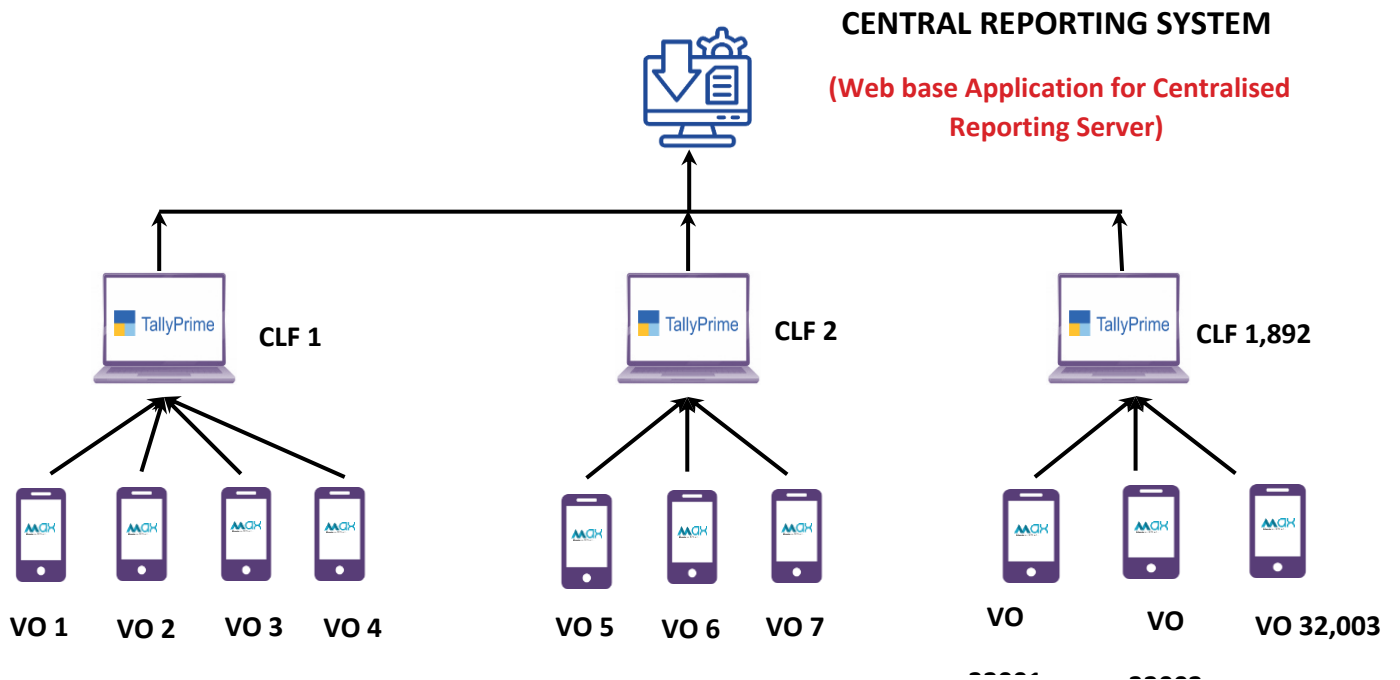
Our solution leverages the existing Tally system setup at the Cluster Level Federations (CLF). By integrating this with our mobile-based solution, we can automate the VO accounting process and streamline data uploads efficiently. The following section details how this integration will be executed, supported by visual demonstrations of the process.

Automation of VO Accounting System



This process ensures that data flows from the grassroots level (VO's APP) and then Cloud Server and then CLF level (Tally) and vice versa, maintaining consistency, accuracy, and real-time availability of information on Web across all levels for the Centralised Reporting purpose.

Centralised Reporting Server



Various Village Organizations (VOs) operate under a single Cluster Level Federation (CLF). Each VO generates its own distinct data, which can differ significantly. Initially, this data is entered into the CLF's Tally system. Subsequently, the data is synchronized with a web platform, ensuring that it is updated and accessible consistently throughout all levels of the organization.

Detailed Scope of Work and Timelines

Scope of Work:

Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application for Village Organizations (VO) with Tally Integration

The selected agency/bidder is required to develop and implement a Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application to assist Village Organizations (VOs) in updating their daily financial transactions. This Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application must integrate seamlessly with the Tally system maintained by Cluster Level Federations (CLFs), under which the VOs operate. The solution should enable efficient online tracking of accounting transactions and data generation for audits and tax filings, while ensuring a uniform accounting process across all VOs in Maharashtra.

Key Functionalities of the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application

1. Daily Transaction Updates and Tally Integration:

- The app should enable the VO accounts team to update daily financial transactions and integrate with the Tally system used by CLFs.
- Ensure real-time data synchronization between the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application, Tally, and the centralized web-based reporting system.

2. Customization for Standardized Record-Keeping:

- The app must support a uniform accounting system, including a standardized chart of accounts, ledgers, Groups and other configurations as required by MSRLM (Maharashtra State Rural Livelihoods Mission).
- Provide an data synchronization feature to ensure seamless data transfer between VO's Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application and CLF's Tally, and vice versa.
- The app should include security measures such as data encryption, secure access controls, and a centralized database system.

3. Centralized Database and Data Security:

- Maintain a centralized database to store all data entered via the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application, including data synchronized from Tally.
- Ensure data security with a well-defined security matrix and controls to protect sensitive financial information.

4. Dashboards and Reporting:

- The app Should have Appropriate dashboards for VOs and CLFs to provide real-time financial insights and reports as required by MSRLM.
- Facilitate web-based reporting for all stakeholders, allowing access to data from the centralized database.

5. Customization Control:

- Ensure the app's features and configurations cannot be enabled or disabled without authorization. All decisions on customization will be made at the MSRLM level.

6. Loan Reconciliation Statement :

- Generate fund reconciliation statements of VO, facilitating transparency and accuracy in fund management.

Supported Transactions and Reports in Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application & Tally

1. Master

- Creation of Company Master
- Creation of SHG Loan Ledger
- Creation of Supplier Master
- Creation of General Ledger Ledger
- Creation of Bank/Cash Master

2. Supported Transactions:

- Loan Payment Vouchers
- Expense Payment Vouchers
- Fund Receipt Vouchers
- Membership Fees Receipt Vouchers
- Installment Receipt Vouchers
- Miscellaneous Receipt Vouchers
- Journal Vouchers
- Cash Deposits & Withdrawals Vouchers

3. Generated Reports:

- Receipt Register
- Payment Register
- Journal Register
- Loan Account Statement
- Membership Register
- Contra Register
- Various Integreted financial records, including Income and Expenditure Account, Receipt and payment and Balance Sheet.

4. Loan Management Reports:

- Loan Disbursement, Loan Recovery, and Loan Outstanding Summary
- Consolidated Loan Reports at the state, district, block, CLF, and VO levels
- VO Member-wise Loan Summary Reports

Tally Integration and Data Migration

1. Integration with Tally:

- Integrate the CLF's Tally system with the VO's Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application to utilize Tally's default features, as provided by Tally Solutions Pvt Ltd.
- Enable uploading of voluminous data from Excel into the Tally based on MSRLM's requirements.

2. Data Security and Access Controls:

- Implement access controls to prevent unauthorized modification or tampering of databases by system operators or administrators.

3. Testing and User Acceptance:

- Perform User Acceptance Testing (UAT) and incorporate feedback for necessary modifications.

Sample Format - Loan Book Register

Loan Book Register												
Rao of Gram Sangh:		Village Name:		Ward Association Page No.		Loan Number						
Date of Loan:		Total Loan Amount:		Rate of Interest:		Number of Repayment Installments:						
Debt Installment :		Reason for Loan:		Cash Register Page No.		Check Number and Date:						
						Repayment Period:						
Sr. No.	Date	Repayment Week of Current Month		Previous Pending Interest		Total Expected Payback		Actual Payments		Pending Balance Loan		Total Balance Loan
		Principal	Interest	Principal	Interest	Principal (3+5)	Interest (4+6)	Principal	Interest	Principal (7-9)	Interest(8-10)	
1	2	3	4	5	6	7	8	9	10	11	12	13

Sample Format - Loan Summary Register

Loan Summary Report											
Sr. No.	Name of Gram Sangh	Opening Balance of Loan	New Loan	Total Loan	Expected Principal	Expected Interest	Actual Principal	Actual Interest	Toal	Closing Balance of Loan	
1	2	3	4	5	6	7	8	9	10	11	

02 Training Videos

Training Videos for Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application Usage

To ensure users fully benefit from our custom-designed Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application, the service provider is expected to deliver a series of easy-to-follow training videos. These videos will guide users step-by-step, covering everything from basic navigation to advanced features, ensuring a seamless and efficient experience.

The Service Provider is required to provide approximately 18 videos in the marathi language. These videos should be clear and easy to understand, enabling users to effectively learn the product on their own. Each video should have a duration of no less than 3 minutes and no more than 7 Minutes

Three videos will be provided for each key topic covered :

- 1. Introduction to the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application**
A quick overview of the app's features and how it can streamline your daily tasks.
- 2. Account Setup and Login**
Step-by-step instructions on how to create an account, log in, and navigate through the app's interface.
- 3. Data Entry and Management**
Learn how to input and manage data efficiently within the app.
- 4. Generating Reports**
A guide on how to create and view reports directly from your mobile device, helping you keep track of key activities and transactions.
- 5. Syncing Data with Other Systems**
Instructions on how to synchronize app data with other systems, ensuring seamless integration with tools like Tally.
- 6. FAQs and Troubleshooting**
Solutions to common issues and tips on how to resolve them quickly.

Each video is designed to be simple and user-friendly, with clear visual examples. Whether users are new to Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Applications or just need a refresher, these training videos will ensure the user have all the information they need to use the app effectively.

Access the Training Videos:

The videos are available for online viewing and can be accessed at any time. To get started, click the link below or access them directly within the app under the "Help" section.

Service provider should encourage all users to go through these videos to make the most of the app's features. Should user have any questions or need further assistance, Service provider support desk team should provide a require help.

03 One Time Rollout - Per Village Organisation(VO)

One Time - Rollout Services of Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application at Village Organisation

The agency/bidder shall provide, but is not limited to, the following services:

VO App Deployment

- The service provider will ensure the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application is deployed on Android platforms.
- The app will be made available for download via the Google Play Store ensuring accessibility for all users.
- Custom instructions will be provided for downloading, installing, and registering on the app.

User Registration and Onboarding

- User registration will be facilitated by the service provider, creating accounts for Village Organizations (VOs).
- Step-by-step onboarding instructions will be provided to guide users through their first login and app usage.
- Ensure that all users have access to their respective login credentials.

Training

- The Service Provider will conduct **live case sample entry testing (eg. Opening Balance, transaction, etc)** during the rollout phase of the VO Mobile App Training. This involves using actual or simulated data provided by the Village Organisation(VO) to assess the performance, accuracy, and functionality of the system.

Data Integration and Synchronization

- The app will be integrated with the existing backend systems, such as Tally platforms, ensuring seamless data synchronization.
- The app will allow for data entry, and financial and transactional data will sync with the central system to ensure accuracy and consistency.

Rollout Acknowledgements

- Upon the successful completion of the training and rollout of the Village Organization (VO) App, the Village Organization (VO) will provide a signed and stamped acknowledgment confirming the receipt and completion of the training and rollouts.

Work orders will be issued in phases according to the organization's requirements.

04 Group Training Session - One Day

Onsite Training and capacity building

Conduct onsite training and capacity-building sessions for one day at each CLF office. The CLF Incharge will invite all Village Organizations (VOs) under their jurisdiction to participate. In case any VO team is unable to attend, the service provider must offer online training for those groups. The expected number of trainings will be 2,000, or based on the actual number of CLFs. Costs related to the training, such as venue arrangements, meals, and accommodation for government officials, will be covered at the respective CLFs across the 34 districts in Maharashtra. The number of training sessions can be increased according to the needs of MSRLM and the respective CLFs in these districts.

05 Monthly Subscription of Andriod Mobile App & Web Application - Per Village Organisation(VO)

The service provider is required to deliver a subscription-based Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application solution for Village Organizations (VOs), offering a comprehensive range of features and services. The subscription model should ensure continuous access to the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application, including software development, technical support, and advanced functionalities for efficient financial management and integration with existing systems such as Tally. The subscription package must include the following components:

1. Software Update and Maintaince

- The service provider shall be responsible for the development, maintenance, and continuous improvement of the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application.
- Periodic updates and feature enhancements will be provided to ensure the app remains aligned with the evolving requirements of the VOs and the Maharashtra State Rural Livelihoods Mission (MSRLM).
- Any minor customization for the VO's accounting processes will be included in the subscription.

2. Access to Core Features

- The subscription shall include access to the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application's core functionalities, including transaction entry, report generation, and seamless integration with Tally.

3. Cloud Server

- The service provider will offer a cloud-hosted solution to ensure secure and scalable data storage and processing.
- The cloud infrastructure will provide real-time access to data, enabling efficient synchronization between VOs, CLFs Tally System and the centralized reporting system.

- Regular cloud server maintenance and updates will be handled by the service provider to ensure high availability and performance.

4. Support Desk

- The team will be scaled according to project requirements, with assignments made to ensure efficient execution and maintenance of the project.
- Team must be available for handling user queries and resolving any technical issues.
- Team will be responsible for addressing issues related to the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application, Tally integration, and data synchronization.
- Support must be provided through multiple channels, including phone, email, Ticketing System etc, ensuring prompt responses.
- Calls logged through the authorized support ticketing system will receive a response within 8 business hours, with a resolution time of 2 working days, depending on the nature of the issue (critical or non-critical).
- The Support desk will be available from 9.45 A.M to 6.30 P.M.
- The Support desk will adhere to the working days as per the MSRLM calendar.

5. Advanced Security

- The Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application shall be equipped with advanced security features to safeguard sensitive financial data.
- Security measures must include encryption of data at rest api and in transit and role-based access control.

6. User Management

- The subscription will include a comprehensive user management system, allowing administrators to manage user access, permissions, and roles within the Andriod Mobile app(Version 14 onwards as per android play store policy) and Web Application.
- The app will support multiple user roles (e.g., VO members, administrators) with appropriate access controls to ensure data security and process.

7. Data Backup and Recovery

- The service provider will be responsible for maintaining Regular backups of all data captured and processed by the Andriod Mobile app(Version 14 onwards as per android play store policy) and web application, retaining backups for up to the last 7 days.
- The subscription shall include a robust data recovery mechanism to ensure that, in the event of data loss or corruption, all information can be restored promptly and accurately.

8. Refresh Training

- The Service Provider will conduct regular online training webinars to refresh users knowledge of the mobile app and reporting system.

9. SMS

- SMS will be sent to users for OTP confirmation during software installation/Reinstallation/Forgot password etc.

Deliverable and Reporting Requirements

Deliverables, Timeline & Payment Shedule

Payment will be made monthly within three weeks after receipt/submission of original tax invoice in duplicate along with acknowledgment receipt duly signed, stamped with date by the consignee; The agency has to submit all the concern documents certifying the actual receipt of as per requirement and as per prescribed volume in the order duly signed by the concern authority specified by UMED.

Sr. No.	Deliverable	Timeline for completion	Payment Shedule
1	One Time Setup Scope	Within 120 days from the date of Work Order	Within 45 days After completion of work as per scope of work and submission of Tax Invoice Which is verified by the concern authorities MSRLM officers.
2	Trainning Videos	Within 60 days from the date of One Time Setup	Within 45 days After completion of work as per scope of work and submission of Tax Invoice Which is verified by the concern authorities MSRLM officers.
3	One Time Rollout Charges - Per Village Organisation(VO)	Within 180 days from the date of Work Order	Within 45 days After completion of work as per scope of work and submission of Tax Invoice Which is verified by the concern authorities MSRLM officers.
4	Group Training Session - One Day (Non Residential)	Within 180 days from the date of Work Order	Within 45 days After completion of work as per scope of work and submission of Tax Invoice Which is verified by the concern authorities MSRLM officers.
5	Monthly Subscription Charges of Andriod Mobile App & Web Application - Per Village Organisation(VO)	As per work order	Within 45 days After completion of work as per scope of work and submission of Tax Invoice Which is verified by the concern authorities MSRLM officers.

Note : If necessary, MSRLM will issue a new work order only upon the completion of 75% of the previous work order.

Team Composition

The success of the Software and implementation at project sites relies on the effective collaboration and performance of these various roles and responsibilities.

Project Manager :

- Overseeing the entire VO DMS development and implementation project.
- Development of the project plan and timeline.
- Monitor and control the onsite & offsite project activities, the regular progress of the project and interface between implementation team and Licensee team.
- Manages project resources.
- Prepare and publish project reviews and status reports.
- Document system specifications and user needs.

Development Team :

- Consists of software developers, programmers, and database administrators.
- Customise VO DMS software as per the business requirement of Licensee
- Ensures functionality, security, and performance of the system.
- Collaborates with the project manager to meet project objectives.

Support Desk Team :

- Respond to customer inquiries and issues via online channels (email, Web forms).
- Provide accurate and timely solutions to Permitted User's problems wherever possible.
- Maintain a polite and professional demeanour in all interactions.
- Escalate issues to higher levels of support or management when necessary.
- Reports bugs, issues, or inconsistencies, if any.
- Collaborates with the development team to resolve issues.
- Ensure smooth and Error-free working of Software.

Rollout Team :

- Offer training to Permitted Users on system functionality.
- Provide user manuals and documentation.
- Assist Permitted Users with any technical issues if required along with support team.
- Ensure a smooth transition to the new system.
- Rollout team will get the work completion report duly signed by the Village Organisation(VO) and submits to project team or mailed to the relevant stakeholders.
- Project management system is in place to track the efficiency & completion of rollouts across location

Mobile App Installation

Before proceeding with the installation of the mobile app, ensure that the following requirements are met to guarantee a smooth and successful setup:

1. Device Requirements

- The android device must have a compatible operating system (Version 14 onwards as per android play store policy)
- Adequate storage space should be available on the device to accommodate the app and any associated data.

2. Internet Connectivity

- Internet connectivity must be available on the devices used and at the Cluster Level Federation (CLF) Centre for the proper functioning of the Village Organization (VO) App. The availability of a stable internet connection is essential for the successful training, rollout, and ongoing use of the application

3. User Permissions for Installation

- The user must have the necessary permissions to install apps on their device (admin rights, etc.).
- The device should allow installation from the official app store (Google Play Store) to avoid installation issues.

4. Authentication and Security

- A valid phone number must be provided for OTP (One-Time Password) confirmation during installation.

5. Account Setup

- Users must have valid credentials (username, password, or organization-specific login details) to access the app after installation.

6. Stamp and Signature for Rollout Document

- The Village Organization (VO) is required to have the necessary stamp and signature ready during the training. Upon successful completion of the training and rollout of the Village Organization (VO) App, the VO will provide the stamp and signature in the prescribed rollout document as an acknowledgment of the rollout.

**TENDER ACCEPTANCE LETTER
(To be given on Letter Head)**

Date: / /2024

To,
Chief Executive Officer
Maharashtra State Rural Livelihoods Mission
5th Floor,CIDCO Bhavan South wing
CBD Belapur
Navi Mumbai -400614

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: **MSRLM/SMMU/VOSOFT/17/2024-25**

Tender: Selection of Service provider for Develop, Supply, Installation and Training & Hand Hold support up to Four year for Accounting SOFTWARE to Village Level Organization (VO) registered under MSRLM

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: <https://mahatenders.gov.in> and /or www.umed.in as per advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents of all pages (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking/Private organization.
6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit /Security deposit or both absolutely.

Date:

Place:

Signature of authorized person

Full Name & Designation:

Firm/Company's Seal

BIDDER INFORMATION (To be given on Letter Head)

Particulars	Details
Name of bidders Firm	
Office Full Address with Telephone and email id	
Contact person details regarding tender name and contact details	
Year of Registration/Incorporation	
Website	
Status of bidder (individual/proprietorship / partnership /private limited /society etc	
Permanent account number	
GST registration number	
Annual turnover of last three financial year i.e. 2021-22, 2022-23 & 2023-24	2021-22 : 2022-23 : 2023-24 :

Date:

Place:

Signature of authorized person

Full Name & Designation:

Firm/Company's Seal

Performance Statement (To be given on Letter Head)**Details of experience for the period of at least three years.**

Sr No	Year	Name & Address of the client	Detail Scope of Service	Contact period		Any other information you would like to give
				From	To	
1	2021-22					
2	2022-23					
3	2023-24					

(Fill up the above table for at least three years & upload supporting documents i.e. work order or invoice copies OR satisfactory completion certificate issued by the client)

Date:

Place:

Signature of authorized person

Full Name & Designation:

Firm/Company's Seal

Turnover certificate (on CA's letter head)**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that M/s. (name of bidder) is having registered office at (detailed office address). The turnover of the (name of bidder) for the three financial year is as under

Sr. No.	Financial Year	Turnover in lakhs
1	2021-22	
2	2022-23	
3	2023-24	
	Average Turnover	

Signature of the Chartered Accountant

Name of the Firm

Registration No.

UDIN No.

Date:

Place:
(Seal of the Chartered Accountant)

Email id:

DECLARATION

To,
Chief Executive Officer
Maharashtra State Rural Livelihoods Mission
5th Floor, CIDCO Bhavan South wing
CBD Belapur
Navi Mumbai -400614

Tender Reference No: **MSRLM/SMMU/VOSOFT/17/2024-25**

Tender: Selection of Service provider for Develop, Supply, Installation and Training & Hand Hold support up to Four year for Accounting SOFTWARE to Village Level Organization (VO) registered under MSRLM

Dear Sir,

1. We have carefully read and understood all the terms and conditions of the tender and hereby convey our acceptance to the same.
2. The information / documents furnished along with the above offer are true and authentic to the best of my knowledge and belief. We are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of our tender at any stage besides liabilities towards prosecution under appropriate law.
3. We have apprised our self fully about the job to be done during the currency of the period of agreement and also acknowledge to bear consequences to of non-performance or deficiencies in the services on our part.
4. We have no objection, if enquiries are made about the work listed by us.
5. We have not been under suspension/termination/banned/blacklisted in the preceding 10 years, till last date of submission of bid, by any PSU/Govt. Departments/PSU Banks/ or any other organization where we have worked. Further, if any of the partners/directors of our organization /firm is blacklisted or having any criminal case against them, our bid/offer shall not be considered. At any later point of time, if this information is found to be false, MSRLM may terminate the assigned contract immediately.
6. We have not been found guilty by a court of law in India for fraud, dishonesty or moral turpitude.
7. We agree that the decision of MSRLM in selection of Bidders will be final and binding to us.

Date:

Place:

Signature of authorized person
Full Name & Designation:
Company's Seal