

**INVITATION TO ONLINE TENDER**  
**DIRECTORATE GENERAL**  
**Central Reserve Police Force**  
**ADM DTE, BLOCK NO-1, CGO COMPLEX, LODHI ROAD, NEW DELHI – 110**  
**003**  
**Tele: 011-24364437 / Email id.**  
**digadm@crpf.gov.in**

Tender No	:	No. C.XVII-01/2022-23-CLMS (Adm Dte) Dated 20/04/2022
Tender Publish date	:	20/04/2022
Clarification Submission end date	:	1700 Hrs on 27/04/2022
Last date and time of receipt of Tender through e-mail and CPPP	:	By 1100 Hrs on 17/05/2022.
Time and date for opening of Online Tender	:	At 1130 Hrs on 18/05/2022

Description of task, submission format and procedure is provided in the Tender document available on CRPF Website: <https://crpf.gov.in> and eProcurement web portal <https://eprocure.gov.in/eprocure/app> (CPP PORTAL). Interested System Integrators are advised to go through the clauses of this Tender carefully before filling.

S No	Name of Assignment
01	Providing of Central Liquor Management system (CLMS) for CRPF to be hosted on premises at CRPF Data centre

All documents attached with this invitation to Tender including the specifications are SACROSANCT.

It is therefore, important that Tender Acceptance Letter which is a written undertaking that all the terms and condition of the Tender are understood and accepted should be signed and submitted through e-Procurement site <https://eprocure.gov.in/eprocure/app>. Further, System Integrator may also send the same on e-mail i.d [digadm@crpf.gov.in](mailto:digadm@crpf.gov.in), [itwing@crpf.gov.in](mailto:itwing@crpf.gov.in) or hardcopy to following address by ..... Hrs on .../.../.....:

Head Quarter: DIG(ADM), 1<sup>st</sup> Floor, Block  
No 1, CRPF HQ, CGO Complex, Lodhi  
Road, New Delhi - 110003  
[Tel: +91-11-24364437](tel:+91-11-24364437)  
E-Mail – [digadm@crpf.gov.in](mailto:digadm@crpf.gov.in),  
[itwing@crpf.gov.in](mailto:itwing@crpf.gov.in)

**sd/-20/04/2022**

**DIG (ADM) CRPF**

For and on behalf of the President of India

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## 1. Instruction to the service provider/System Integrators

### 1.1. **STANDARD DEFINITIONS**

1.	1	OEM/ Service provider/Sy stem Integrator	Means any interested and eligible Original Equipment Manufacturer or Service Provider company registered under Companies Act 1956/2013 who submit their proposals against the Tender.
2.	2	Contract	Means the Contract signed by the Parties and all the attached documents listed therein, i.e. Terms of Reference, the General Conditions and the Appendices.
3.	3	Project Specific Information	Means such part of the Instructions to OEM/Service provider/System Integrators used to reflect specific project and
4.		Day	Means calendar day
5.	6	Government	Means the Government of India
6.	7	Instructions to Service	Means the document, which provides OEM/service provider/System integrator with requisite information
7.	8	Personnel	Means professionals and support staff provided by the OEM/service provider/System Integrator.
8.	9	Proposal	Means the Technical Proposal and the Financial Proposal Read separately
9.		Assignment/ Job	Means the work to be performed by the OEM/service provider/System Integrator
10.		RFP/ Tender	Request For Proposal
11.	5	SI	System Integrator

## *2. Disclaimer*

This Request for Proposal (RFP) for Selection of SI for CLMS application Development and its implementation is issued by Central Reserve Police Force (referred in the document as CRPF) which is under the administrative control of Ministry of Home Affairs, Government of India.

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither CRPF, nor its employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligence or otherwise, relating to the proposed CLMS Project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP or on which this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this RFP is selective and is subject to updating, expansion, revision and amendment at the sole discretion of CRPF. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for making a decision for participation in this process. Each Party must conduct its own analysis of the information contained in this RFP, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed CLMS Project and to seek its own professional advice on the legal, financial and regulatory consequences of entering into any agreement or arrangement relating to this Project. CRPF shall not be responsible for any direct or indirect loss or damage arising out of or for use of any content of the RFP in any manner whatsoever.

This RFP includes certain statements, projections, targets and forecasts with respect to the Project. Such statements, projections, targets and forecasts reflect various assumptions made by the management, officers and employees, consultants, and experts of CRPF, which (the assumptions and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this RFP is, or should be relied on as, a promise, representation or warranty.

CRPF shall be the sole and final authority with respect to qualifying a bidder through this RFP. The decision of CRPF in selecting the System Integrator (SI) who qualifies through this RFP shall be final and CRPF reserves the right to reject any or all the bids without assigning any reason thereof. CRPF may terminate the RFP process at any time without assigning any reason and upon such termination, CRPF shall not be responsible for any direct or indirect loss or damage arising out of such a termination.

### 3. Critical Information

S.No.	Description	Remarks
1.	Name of Assignment	PROVIDING SOFTWARE BASED CENTRAL LIQUOR MANAGEMENT SYSTEM SOLUTION FOR CRPF WHICH SHOULD BE HOSTED ON PREMISES AT CRPF DATACENTRE
2.	Tender Reference No.	No. C.XVII-01/2021-22-CLMS(Adm Dte) dated <a href="#">20/04/2022</a>
4.	Tender Submission	Online / Email
5.	Tender Release Date	<a href="#">20/04/2022</a>
6.	Last Date of Submission	<a href="#">17/05/2022</a> at 1100 Hrs
7.	Date of Opening of Proposals	<a href="#">18/05/2022</a> at 1130 Hrs
8.	Location of Proposal Opening	<u>Directorate General CRPF, Block-1, CGO Complex, Lodhi Road, New Delhi – 110003</u>
9.	Contact Details for Correspondence	DIG(ADM) <u>CRPF HQ, Block-1, CGO Complex, Lodhi Road, New Delhi – 110003</u> <u>Tel – 011-24364437</u> <u>E-Mail – <a href="mailto:digadm@crpf.gov.in">digadm@crpf.gov.in</a>, <a href="mailto:itwing@crpf.gov.in">itwing@crpf.gov.in</a></u>
10.	Tender Category	Works/Services
11.	Period of Validity of EOI Terms & Condition	5 Years.

**This RFP comprises of three parts:-**

**Part I:** General Instructions, Commercial and Bidding Terms

**Part II:** Scope of Work for CLMS

**Part III:** Forms

## 4. Invitation for Bids

This RFP document invites detailed bid proposals from the interested Parties (Bidders) to submit their Pre-Qualification Criteria, Technical and Financial offers for Development, Implementation and Maintenance of CLMS application in accordance with the conditions and manner prescribed in this RFP document.

Bidder Agencies are advised to study this RFP document carefully before submitting their Proposals in response to the RFP notice. Submission of a Proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its Terms, Conditions and Implications. Late Submission of the bids will not be accepted.

## 5. Background

The Central Reserve Police Force came into existence as Crown Representative's Police on 27th July 1939. It became the Central Reserve Police Force on enactment of the CRPF Act on 28th December 1949. It has completed 78 years of glorious history. The Force has grown into a big organization with 247 Bns, (including 213 executive Bns, 6 Mahila Bns, 15 RAF Bns, 10 CoBRA Bns, 5 Signal Bns and 1 Special Duty Group, 1 Parliament Duty Group), 4 Zones, 23 Sectors, 50 Ranges, 44 Group Centres, 20 Training Institutions, 3 CWS, 7 AWS, 3 SWS, 4 Composite Hospitals of 100 bed and 17 Composite Hospitals of 50 bed. It is All India in character, both in deployment and in its composition. Due to its unique capability to quickly adapt to various situational requirements, and also, to work in perfect harmony with the State Police. CRPF has, over the years, acquired the distinction of being perhaps the most acceptable Force, by the people and the State administrations.

Central Liquor Management System (CLMS) will be a portal to decide rates, policies, distribution, manage and monitor of liquors centrally at Dte. level. It will facilitate the Sub-depot/units in account management, placement of demand directly to the vendors as per demand and maintenance of inventory. Serving personnel can check the availability of liquor through mobile app at any units and purchase as per his/her quota from any depot/sub-depot. Retired personnel can register to any nearby Depot/Sub-depot and will get user-id and PIN for purchasing of liquor. Overall it brings transparency in the liquor distribution system

## 6. Broad Expectations from the proposed CLMS Application

- i. Providing portal for CRPF Directorate , Depo & sub-depo
- ii. Mobile app to the CRPF employee to check and purchase the available liquor at requested place
- iii. Provide real time inventory, rate & description to the user
- iv. Role, Inventory, Finance/ Account, Tax, Bill , demand and Depo Sub-depo management.
- v. PIN/SMS/E-mail based system for user authenticity
- vi. Integration with the SELO ERP of CRPF and other CAPFs CLMS applications through API.

## 7. Statement of work

### A. Requirement Gathering

A high-level analysis of processes has already been done and functional requirements have been identified. The Functional Requirement as envisaged for this project is referred in PART -II

The selected SI shall conduct an additional Functional Requirements gathering and prepare a final FRS document. If any SI proposing any COTS product they required to map the processes given in FRS and have to clearly mentioned the customization required.

### B. System design

SI shall follow Agile methodology

DevOps — DevOps is the marriage of development and IT operations management that make unified software development pipelines. Teams have implemented DevOps best practices to build, test, and release software. Low-code development platforms enhance team collaboration and ensure DevOps success

### C. Testing

The SI shall conduct all tests as a part of standard Software Testing Life Cycle (STLC)

The SI shall get Application Security testing (vulnerability testing and penetration testing) from CERT-In or CERT-In Empanelled agency.



## **D. Compliance to the standard**

Product selection and consideration for Open Source Software (OSS): As per GOI policy on adoption of open source software, CRPF shall prefer Open Source Software (OSS) in comparison to Closed Source Software (CSS). Proprietary products may only be used when necessary to achieve scale, performance and reliability. Every such proprietary or CSS component/ service/ product/ framework/SI pre-existing product or work must be wrapped in a vendor neutral API so that at any time such CSS product can be replaced without affecting rest of the system.

While the bidder may choose Bespoke/ COTS (Commercial Off the Shelf)/ OSS, it is however clarified that as per Government of India's policy (Policy on adoption of OSS), it is preferred that solution is based on OSS.

## **E. Security**

Security features should be compliant with the **e-Governance Security Guidelines** (e Gov Security Standards framework ([www.egovstandards.gov.in](http://www.egovstandards.gov.in))).

The system must provide an end-to-end security blanket

- i) The application should allow for the following:
  - (a) The enforcement of password standards
  - (b) The establishment of a specified period for password expiration, and the prohibition of recent password reuse.
  - (c) System administrator should be able to define functional access rights and data access rights by assigned user ID, functional role, and owner organization.
  - (d) The system should permit the system administrator to assign multiple levels of approval to a single user.
  - (e) System administrator should be able to restrict access to sensitive data elements by named user, groups of users, or functional role.
- ii) System should be auditable as per requirements from time to time.

System should have audit logging capability to record access activity, including the following:

  - (a) All log-in/log-out attempts by user and workstation;
  - (b) User-submitted transactions;
  - (c) Initiated processes;
  - (d) System over ride events; and direct additions, changes, or deletions to application-maintained data.
  - (e) System should provide the ability to query the audit log by type of access, date and time stamp range, user ID, IP address and terminal ID.

System should have enough meta data to audit the change made in any field any time by anyone from any location using any device and network

## **8. Scalability**

The following indicative figures are given to help the SI in load testing:

- i) Proposed Functional users for the portal to be 5000 nos.
- ii) Proposed Functional user for the Mobile application 500000 and around 5000 peak concurrency is

expected.

## 9. Training

- i) The SI shall impart training to CRPF employees and other key stakeholders on the usage and maintenance of the CLMS Application.
- ii) The SI shall propose different virtual training modules for different user profiles at appropriate timelines as desired by CRPF.
- iii) The training material prepared by SI will be owned by CRPF and cannot be used without prior approval of CRPF

## 10. Documentation Requirements

User Manual  
Training Manual Module wise  
Technical Documents

## 11. Routine functional changes.

- i) Any changes to the application code that may be required because of patches to licensed software being used (if any). The SI shall migrate all the current functionality to the new / enhanced version at no additional cost to CRPF.
- ii) Updating and maintenance of all CLMS project documents (including user manuals, trainings documents, FAQs and self-learning videos etc) on addition of new functionality or process OR change in functionality or processes.
- iii) Change request management based on feedback from the users or the initiative of the SI. All planned Changes to the application, especially major enhancements and changes in functionality post go-live, shall be Coordinated within established Change control processes.
- iv) Backup of storage as per the defined policies.
- v) Monitoring and enhancing the performance of scheduled backups, scheduled regular testing of backups and ensuring adherence to related retention policies as defined by CRPF.

## 12. Roles and responsibilities of system integrator (SI)

- (a) Preparation of Detailed Project Plan in line with the overall plan provided in the RFP.
- (b) Develop, install, commission, operate and maintain the application
- (c) Meet the defined SLAs for the performance of the system.
- (d) On-going maintenance support, upgrades and enhancements of the solution including 3rd party components as applicable).
- (e) Setting up and operations of centralized help desk as mentioned in this RFP document and provide necessary support for the resolution of bugs, patches & upgrades of the solution.

- (f) Submit documents & deliverables as defined in the RFP
- (g) Ensure training material for trainers to train the other users of CRPF as mentioned in this RFP.
- (h) Delivering training for CRPF employees
- (i) Generation of the MIS reports as per the requirements of CRPF.
- (j) Providing of interface for adhoc query for selected roles.
- (k) Generation of report for monitoring of SLAs.

## 14. Operation and Maintenance

- (a) The SI shall provide Operation and maintenance (O&M) services to CRPF.
- (b) On successful completion of the implementation or the Final Go Live, the SI must extend Post Implementation Support (including warranty).
- (c) One year standard maintenance should be the responsibility of SI.
- (d) During warranty and O&M phase, the selected SI is required to carry out modification / additions / deletions of module / functionality to the Integrated Application without any additional costs
- (e) The support shall address all user level queries, fixing bugs, enhancements, changes to configurations, customizations, patch updates, upgrades, database administration, security, management
- (f) The SI shall provide mail based helpdesk system
- (g) The responsibility to provide L1 support to the user will remain with the CRPF. L2 & L3 online support shall be provided by the selected SI during working days.

## 15. Pre-Qualification Criteria (Form PQ-1\*)

Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been:

- a) submitted in a manner not conforming with the manner specified in the RFP document
- b) submitted without appropriate “Bid Security Declaration” as prescribed herein at FORM
- c) received without the appropriate or power of attorney
- d) containing subjective/incomplete information
- e) submitted without the documents requested in the checklist
- f) non-compliant with any of the clauses stipulated in the RFP
- g) having lesser than the prescribed validity period.

All responsive Bids will be considered for further processing as below. CRPF will prepare a list of responsive Bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard

	<b>Criteria</b>	<b>Specific Requirement</b>	<b>Document Required</b>

**Tender of Central Liquor Management System (on premises) for CRPF**

1)	<b>EMD</b>	Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempted from EMD. Further, the bidders have to submit “Bid Security Declaration” in accordance with Rule 170 of GFR-2017 and as per special concession accorded vide MoF, DoE, Procurement Policy Division OM No. No. F.9/4/2020-PPD dtd 12/11/2020, accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of One year from being eligible to submit Bids for contracts with the entity that invited the Bids	Registration proof (as per Form VI)
2)	<b>Net worth Requirements</b>		
3)	<b>Sales turnover</b>		
4)	<b>Power of Attorney</b>	<b>Authorized Signatory of the Bidder</b>	Notarized copy of Board Resolution or Power of Attorney in the name of the Authorized signatory (as per Form XII )
5)	<b>Legal Entity</b>	<b>Bidder should have single legal entity</b>	<b>Registration Certificate</b> (as per Form VIII )
6)	<b>Statutory Tax Registrations</b>	<b>The Bidder should have:</b> <b>(i) Valid PAN Number</b> <b>(ii) Valid GST Number</b>	Copy of PAN Card Copy of GST Registration Certificate (as per Form VIII )
7)	<b>Blacklisting and Debarment</b>	The Bidder shall not be under a declaration of ineligibility / banned / blacklisted by the Central Government/ PSU any other Central Government institutions in India for any reason as on the last date of submission of the Bid or convicted of economic offence in India for any reason as on the last date of submission of the Bid. AND The Bidder should have not convicted/ debarred Under the Prevention of Corruption Act, 1988; OR The Indian Penal Code OR  Any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a procurement contract. The Bidder should not have been under the debarred list as per GFR 2017, Rule 151	<b>Undertaking affidavit</b> (as per Form IX )

8)	<b>Participated in the EOI</b>	<b>SI must participated in the said EOI and given presentation</b>	<b>Undertaking affidavit</b> (as per Form XI )
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## 16. Instructions to bidders

- a) Bid Submission: The entire proposal shall be strictly as per the format specified in this RFP including Annexures. Bids with deviation from this format shall be rejected. The Bidders are required to submit the bid offline as well as online along with scanned copy of documents through CPP portal (eprocure.gov.in). The offline copy of bids may be submitted in three (3) separate envelopes as follows:
  - b) Envelope A: Pre-Qualification Criteria.
  - c) Envelope B: Technical Bid
  - d) Envelope C: Envelope A & B should be inside Envelope C
- e) Pre-Qualification criteria, Technical Bid of the tender should be covered in separate sealed covers superscribing "Pre-Qualification Information for CLMS Project at CRPF" and "Technical Proposal for CLMS Project " respectively.
- f) Undertakings given in prequalification criteria if contravene at any stage during technical evaluation or there after bidder will be disqualified and such firms will be suspended for a period of One year from that date for bidding for any of the bids by MHA/CRPF entities.
- g) Please note that prices should not be indicated in the Technical Bid. It may lead to rejection of the Bid.
- h) Envelopes containing "Pre-Qualification criteria" and "Technical Bid" should be put in another single sealed envelope clearly marked "RFP for Development, Implementation and Maintenance of CLMS Project".
- i) These envelopes are to be super scribed with RFP Number and the wordings "DO NOT OPEN".
- j) The cover thus prepared should also indicate clearly the Name, Address, Telephone Number, e- mail ID and Fax Number of the Bidder to enable the Bid to be returned unopened in case it is declared as "Late".
- k) Tender should be a complete document and should be bound as a Volume. The document should be page numbered and appropriately flagged and must contain the list of contents with page numbers.
- l) Any deficiency or deviation in the documentation may result in the rejection of the Bid.
- m) If the outer envelope is not sealed and marked as indicated above, CRPF will assume no responsibility for the Bid's misplacement or premature opening.
- n) In case of any discrepancy between the online copy and the hard copy versions of the proposal, the online version will be considered as the final version and be evaluated accordingly.

Bids must be submitted online (through CPP portal <https://eprocure.gov.in>) as well as in hard copy. Bids not received online shall be summarily rejected. Financial bids shall be submitted through CPP portal only. Bidders are advised to study all Instructions, Forms, Terms, Requirements and other information in the RFP documents carefully. Submission of Bid shall be deemed to be done after careful study and examination of the RFP document with full understanding of its implications. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a Proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its Proposal and action as per bid security declaration. The decision of CRPF in this regard is final and binding to all Bidders

## 17. Bidder Inquiries and CRPF responses

All enquiries related to this RFP shall be put forth during the pre-bid meeting. The same may also be sent via email with subject “Pre-bid Queries - CLMS” (on digadm@crpf.gov.in) prior to the date of pre-bid meeting. Telephone calls will not be accepted. The queries may be handled during the pre-bid meeting and corrigendum may be issued subsequently, if required. No queries will be entertained after the pre-bid meeting / corrigendum.

## 18. Corrigendum to the RFP

- a) At any time till three (3) days before the deadline for submission of Bids, CRPF may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP document by an Amendment. All the corrigendum / Modifications made in the RFP will be available on website www.crpf.gov.in or e procurement portal and will be a part of RFP for the purpose of Bid Evaluation
- b) The Bidders are advised to be visit CRPF website / CPP portal on regular basis for checking necessary updates. CRPF also reserves the right to amend the dates mentioned in this RFP for Bid Process.
- c) In order to afford prospective Bidders reasonable time in which to take the corrigendum into account in preparing their Bids, CRPF may, at its discretion, extend the last date for the receipt of bids by a reasonable period.

## 19. CRPF’s Right to Modify Submission Deadline

CRPF may, in exceptional circumstances and at its discretion, extend the deadline for submission of Proposals by issuing a Corrigendum or by intimating all Bidders who have been provided the Proposal Documents, in writing or by facsimile, in which case all rights and obligations of the Project and the Bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

## 20. CRPF’s Right to Terminate the Process

CRPF may terminate the RFP process at any time and without assigning any reason. CRPF makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by CRPF. The Bidder's participation in this process may result in CRPF selecting the Bidder to engage in further discussions and negotiations toward execution of a Contract. The commencement of such negotiations does not, however, signify a commitment by CRPF to execute a Contract or to continue negotiations. CRPF may terminate negotiations at any time without assigning any reason.

## 21. Earnest Money Deposit (EMD)/Bid Security

- a) EMD for the subject Project will be NIL for Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organization or the concerned Ministry or Department are exempted from EMD. However, they have to submit documentary proof to justify the eligibility for exemption of EMD/Bid Security Declaration.
- b) Further, the bidders have to submit “Bid Security Declaration” in accordance with Rule 170 of GFR-2017 and as per special concession accorded vide MoF, DoE, Procurement Policy Division OM No. No. F.9/4/2020-PPD

dtd 12/11/2020, accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of One year from being eligible to submit Bids for contracts with the entity that invited the Bids.

- c) Unsuccessful Bidder's Bid Security Declaration will be discharged immediately after the selection of most responsive Bidder.
- d) The Bid Security declaration shall be submitted with the Technical Bid envelope. Bids submitted without Bid Security Declaration will be rejected.
- e) The action as per "Bid Security Declaration" will be initiated if:
  - i. Bidder withdraws his Bid or increases his quoted prices during the period of Bid Validity or its extended period, if any; or
  - ii. In the case of a successful Bidder if the Bidder fails to sign the Contract for any reason not attributable to CRPF or to furnish Performance Bank Guarantee within specified time; or
  - iii. During the Bid Process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the Process of Bid Evaluation and finalization; OR
  - iv. During the Bid Process, if any information is found to be wrong/ manipulated/ hidden in the Bid.
  - v. The decision of CRPF regarding invoking of Bid Security declaration and Rejection of Bid shall be final and binding to the Bidder.

## 22. Other Bid Details

- a) The original and all copies of the Bid shall be typed or written in indelible ink. The original and all copies (hard copies) shall be signed by the Bidder or a person(s) duly authorized to bind the Bidder to the Contract. A Letter of Authorization shall be supported by a written Power-of-Attorney accompanying the Bid. All pages of the Bid, except for un-amended printed literature, shall be initialled and Stamped by the person or persons signing the Bid.
- b) Validation of interlineations in bid: The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initiated by the person or persons signing the bid.
- c) Language of Bids: The Bids and all correspondence and documents relating to the Bids, shall be written in the English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in English language. In case of ambiguity, the English version of the Bid shall be considered final and binding. There should be proper page numbering on every page of Bid for proper referencing.
- d) Period and Validity of bids: The Bid shall be valid for Sixty days (60) days from the closing date of submission of the Bid. In extreme circumstances, CRPF at its discretion may solicit the Bidders' consent to extend the Period of Validity. The request and the responses for the same shall be made in writing. The Bid valid for shorter period shall be rejected as Non-Responsive Bid. In any case Bid once submitted cannot be withdrawn.

Any conditional Bid would be summarily rejected.

- e) Proposal Ownership: The Proposal and all supporting documentation submitted by the Bidder shall become the property of CRPF.

## 23. The Bid Process

- a) Pre-Bid Conference
  - i) CRPF will host a Pre-Bid conference on 03/05/2022.
  - ii) The Bidder or its official representative shall attend the Pre-Bid Conference.
  - iii) Bidders may confirm their participation one day in advance by email (on digadm@crpf.gov.in).
  - iv) The purpose of the meeting is to provide Bidders with information regarding the RFP and the Project requirements, and to provide each Bidder with an opportunity to seek clarifications regarding any aspect of the RFP and the Project.
  - v) CRPF may make modifications to the RFP if necessary as a result of Pre-Bid Conference. All such modifications made to the RFP by CRPF will be issued as a Corrigendum to the RFP and shall be uploaded on the website: www.crpf.gov.in and e procurement portal.
- b) Tender Evaluation Committee: The Tender Evaluation Committee constituted by CRPF shall evaluate the Bid Response submitted by the Bidders. The decision of the Tender Evaluation Committee in the evaluation of the Pre – Qualification Criteria, Technical and Financial Bids shall be final.
- c) Opening of Bids
  - i) CRPF reserves the right to postpone or cancel the opening of the Bid.
  - ii) During Bid opening preliminary scrutiny of the Bid documents will be made to determine whether they are complete, whether the documents have been properly signed, and whether the Bids are generally in order. Bids not conforming to such preliminary requirements will be prima facie rejected.
  - iii) To assist on the scrutiny, evaluation & comparison of offers, CRPF may at its discretion ask some or all the Bidders for clarification of the offer. The request of and response to such clarification and response shall necessarily be in writing.
  - iv) The Bidders shall be responsible for properly super-scribing and sealing of each envelope in case offline copy of bids. Neither CRPF nor the Tender Evaluation Committee shall be responsible for accidental opening of envelopes that are not properly Super-scribed and Sealed.
- d) Negotiations, Contract Finalization and Award: CRPF shall reserve the right to negotiate with the Bidder(s) whose proposal has been ranked first by the Tender Evaluation Committee on the basis of best value to the project. If two bidders having equal ranking order will be given to bidder having higher marks in technical criteria.



- e) Award Criteria: CRPF will award the Contract to the Bidder whose Bid has been determined to be substantially responsive and has been determined as the Best Value Bid, provided further that the Bidder has demonstrated that it is qualified to perform services required for the Project satisfactorily.
- f) CRPF Rights to Accept / Reject Any or All Proposals: CRPF reserves the Right to accept or Reject any Proposal, and to annul the Bidding Process and reject all Bids at any time / stage prior to Award of Contract, without assigning any reason.

## 24. Evaluation Process

- a) Overall Bid Evaluation: Standing Tender Evaluation Committee will evaluate and compare the Bids determined to be substantially responsive.
- b) Substantially Responsive Bid:
  - i) A substantially responsive Bid is one, which conforms to all the Requirements, Terms, Conditions and Specifications of the Request for Proposal without any material deviations. Deviations or Objections or Reservations to critical provisions such as those concerning Performance Security, Warranty, Applicable Law, Taxes and Duties will be deemed as material deviation and make the bid liable for rejection.
  - ii) CRPF's determination of a Bid's responsiveness is to be based on the contents of the Bid itself without recourse to extrinsic evidence. It is CRPF/Evaluation Committee's intent to select the Proposal that is most responsive /advantageous to the Project needs and each Proposal would be evaluated using the Criteria and Process outlined in this section.
  - iii) The Technical Evaluation of Bids will be carried out using a Points System. Bidders with score of Sixty (60) and above in the Technical Bid shall be considered as Technically Qualified. The Financial Bid of only the Technically Qualified Bidders shall be opened.
  - iv) After opening of financial bid no representation would be admissible by any of the SI participating in the tender process.
  - v) The TPC may waive any minor infirmity, on conformity or irregularity which does not constitute a Material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. The Committee reserves the right to reject any or all Proposals on the basis of any deviations.
- c) Evaluation of Bids
  - i) Only SI full filling the pre-qualification will be called for presentation. Technical bid of only those vendor/ SI will be opened who qualify in the pre-bid qualification.
  - ii) Technical evaluation Committee will carry out a detailed evaluation of the Technical Bids received by it in order to determine whether they are substantially responsive to the requirements set forth in the RFP. In order to reach such a determination, Tender Evaluation Committee will examine the information supplied by the Bidders, and shall evaluate the same as per the Evaluation Criteria specified in this RFP.

- iii) The Technical evaluation Committee shall invite only Substantially Responsive Bidders to make a Technical Presentation. The purpose of such presentations would be to allow the Bidders to present their Proposed Solutions to the Technical evaluation Committee and the key points in their Proposals.
  - iv) Based on the Technical Evaluation, the Financial Bids of only the Technically Qualified Bidders shall be opened. The Financial evaluation will take into account the information supplied by the Bidders in the Financial Proposal, and shall evaluate the same as per the Evaluation Criteria specified in this RFP.
  - v) The Lowest Price (L-1) will be decided on the basis of QCBS
- d) Technical Bid Evaluation
- i) The Objective of the Technical Bid Evaluation is to shortlist Bidders who have the technical expertise/skills that are essential to establish/implement this business activity as envisaged in the scheme.
  - ii) The Technical Bids shall be evaluated by the Technical evaluation Committee based on a Weighted Point System, assessing each Bidder's ability to satisfy the requirements set forth in the RFP Document. The Technical evaluation Committee will evaluate the Technical Proposals by taking into account factors mentioned below. The information furnished by the Bidders in the Technical Bid and technical presentation shall be the basis for this evaluation.
  - iii) Each of the Technical Bids shall be evaluated on a score of hundred (100) points.
  - iv) Each Proposal will be evaluated according to the following criteria, but not limited to:
    - I. Project Objective, Scope of Work and understanding along with past experience in projects executed of similar nature. Bidders must demonstrate their experience by submitting documentary proof and in their technical presentation.
    - II. Capability of the Proposed Team: Experience and capability of the Proposed Team in similar Projects/Technologies and relevant certifications, if any, of the project team which might help in project delivery.
    - III. Feasibility and Technical Viability of the Proposed Solution – The Bidder's Implementation, Operation and Maintenance Plan, its deployment of sound project management strategy etc. for the project. Also the Quality, Responsiveness, Responsibility, Ease of Use, Reliability and Comprehensiveness of the proposed technologies, Monitoring Solution, Standard Information Systems Security Policies etc. would be evaluated from the perspective of the proposed solution.
    - IV. In support of the different criteria, the Bidder has to submit the applicable documents / proof in Technical document and during presentation.
    - V. Plain statements, without clear technical solution mapping with the requirements do not give value to the technical document and not eligible for the marks during evaluation at any stage.

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- VI. TEC will be the final authority to examine the technical bids submitted by the SI and award the score based on the technical bid, presentation and clarifications.
- VII. Bidders who meet the pre-qualifications/eligibility requirements as on the last date of bid submission would be considered as qualified to move to the next stage of Technical and Financial evaluations
- VIII. The Masked Commercial Bid/ Unpriced Commercial Bid will be used by the Evaluation Committee to support the Technical Evaluation, as necessary.
- X. Bidders are required to furnish data with supporting documents in the prescribed format mentioned in the below mentioned table for evaluation. Simple statements without the facts & logical support would not fetch the marks. In the tender no marks have been allotted for
- (i) Previous association with CRPF
  - (ii) Already developed/ absolutely ready module
  - (iii) COTS
  - (iv) Including any hardware
  - (v) Earlier presented solution in front of CAPF
  - (vi) Plain statements without substantive technical support
- XI. Marking will be done only on the basis of technical document submitted by the SI and presentation & demo given in front of TEC. Other than that any information provided by the Si shall not be considered for the marking.
- XII. An Evaluation Score (ES) shall be assigned to each Prospective Bidder on the basis of the Technical Bid submitted as well as the presentation before the TEC. The Technical Evaluation Score shall be based on the number of points that shall be awarded as per the following Evaluation Criteria :-

Sl No	Criteria	Maximum Marks	Detail Required From SI								
1)	Average Turnover from Information Technology / Software Development, customization & Maintenance in last three financial year as on 31/03/2021: <table border="1" data-bbox="293 1402 857 1560"><thead><tr><th>Turnover in Lakh</th><th>Marks</th></tr></thead><tbody><tr><td>Less than 50</td><td>0</td></tr><tr><td>51-100</td><td>5</td></tr><tr><td>More Than 100</td><td>10</td></tr></tbody></table>	Turnover in Lakh	Marks	Less than 50	0	51-100	5	More Than 100	10	10	ITR / CA certificate
Turnover in Lakh	Marks										
Less than 50	0										
51-100	5										
More Than 100	10										

2)	Technical Capacity: Design developed & implemented the project in Government Organization	10	Supply order / completion certificate (as per Form X )										
	<table border="1"> <thead> <tr> <th>No of project</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>Up to 2</td> <td>2</td> </tr> <tr> <td>3 to 4</td> <td>5</td> </tr> <tr> <td>5 to 6</td> <td>8</td> </tr> <tr> <td>7 and above</td> <td>10</td> </tr> </tbody> </table>	No of project		Marks	Up to 2	2	3 to 4	5	5 to 6	8	7 and above	10	
No of project	Marks												
Up to 2	2												
3 to 4	5												
5 to 6	8												
7 and above	10												
3)	Certification of bidder	10	Certificate should be valid on the date of presentation and should remain valid in contract period										
	<table border="1"> <thead> <tr> <th>Certification</th> <th>Marks</th> </tr> </thead> <tbody> <tr> <td>ISO certified</td> <td>5</td> </tr> <tr> <td>CMMI 3</td> <td>8</td> </tr> <tr> <td>CMMI 5</td> <td>10</td> </tr> </tbody> </table>	Certification		Marks	ISO certified	5	CMMI 3	8	CMMI 5	10			
Certification	Marks												
ISO certified	5												
CMMI 3	8												
CMMI 5	10												
4)	Understanding of Requirement	10	Understanding the organization and Depo SubDepo requirement of CLMS portal through RFP and FRS										
5)	Testing & Compliance to standard	10	SI has to submitted clear & detail plan & approach which will be implemented by him										
6)	User friendly & Training	10	SI has to submitted clear & detail plan & approach which will be implemented by him										
7)	Proposed Mobile application	10	SI has to submitted clear & detail plan & approach which will be implemented by him										
8)	O & M methodology & approach	20	SI has to submitted clear & detail plan & approach which will be implemented by him										
9)	PPT by SIs to BOO	10	Topics will be shared by the BOO after PQ										
	Total	100											

## 25. Financial Bid

Financial Bid of the Technically Qualified Bidders, who scored seventy (60) marks or more, will be opened & QCBS method would be applied on 60:40 (Technical: Financial) basis for Technical and Financial Bids submitted. Financial Bid should mention the sum total of prices for all line items mentioned by the Bidder. CRPF reserves the right to negotiate and award the Contract to the most Responsive Bidder as per the QCBS criteria

The individual Bidder's Technical marks will be standardized as per the below formula:

$$\text{Final Score} = (C_{\text{low}}/C)X + (T/\text{Thigh})(1-X)$$

Where:-

C	=Evaluated Bid Price
C low	= the lowest of all Evaluated Bid Prices among responsive Bids
T	= the total Technical Score awarded to the Bid
Thigh Bids	= the Technical Score achieved by the Bid that was scored best among all responsive Bids
X Bid Score	= weight age for the Price as specified in the BDS the Bid with the best evaluated Bid Score

The Bidder achieving the highest Final Score would be considered forward of the Contract. In case two (2) Bidders have same Final Score, the Bidder having higher Technical score would be considered for award of the Contract. In case two (2) Bidders have same Final Score, and same technical score then Bidder having lower financial implication would be considered for award of the Contract.

## 26. Selection Procedure

### a) **Notification of Award of Contract**

- i) Prior to the expiration of the Period of Proposal Validity, CRPF will notify the Successful Bidder in writing or email that the bid has been accepted.
- ii) CRPF may place the work order on the Successful Bidder.
- iii) The Bidder shall acknowledge in writing to CRPF the acceptance of the Work Order and shall sign the Agreement with CRPF within fifteen (15) days of receipt of the Work Order.

### b) **Signing of Contract**

- i) Within fifteen (15) days of receipt of the Work Order, the Successful Bidder shall sign the Agreement with CRPF.
- ii) All Incidental expenses of execution of the Agreement shall be borne by the Successful Bidder.
- iii) The Agreement between CRPF and the Successful Bidder shall cover in detail the Aspects/Terms of Contract such as mentioned below but not limited to:
  - a) Performance security
  - b) Warranty
  - c) Payment
  - d) Prices
  - e) Assignment
  - f) Sub-contracts
  - g) Termination
  - h) Applicable Law
  - i) Notices
  - j) Change orders
  - k) Taxes and Duties
  - l) Confidentiality
  - m) Limitation of Liability

- n) Training and Consultancy
  - o) Technical Documentation
  - p) Project Management
  - q) Bidder's Obligations
  - r) Department's Obligations
  - s) Patent Rights
  - t) Any additional items as decided by CRPF
- iv) Thereafter the Successful Bidder shall be officially termed as "System Integrator/Implementing Agency" for CRPF for CLMS Project.

**c) Performance Bank Guarantee**

- i) The Bidder shall submit Bank Guarantee of amount equivalent to Three percent (3%) of the Contract Value as unconditional and irrevocable Performance Bank Guarantee (PBG) from the Nationalized/ Scheduled Bank in the name of CRPF .
- ii) The Performance Bank Guarantee shall be valid beyond 60 days from the date of completion of the agreement period. The Performance Bank Guarantee shall be returned to the Bidder only on completion of all work satisfactorily. In case Bidder fails to perform the obligation as per the Agreement, the Performance Guarantee will be invoked by CRPF. The Performance Guarantee shall be returned to the Bidder within thirty (30) days from the date of the successful discharge of the Contractual Obligations.
- iii) In the event of the Bidder being unable to service the Contract for whatever reason, CRPF would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever CRPF under the Contract in the matter, the proceeds of the PBG shall be payable to CRPF as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. CRPF shall notify the Bidder in writing of the  
  
exercise of its Right to receive such compensation within thirty (30) days, indicating the Contractual Obligation(s) for which the Bidder is in default.
- iv) CRPF shall also be entitled to make recoveries from the Bidder's bills, Performance Bank Guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatements.

**d) Miscellaneous Terms & Conditions**

- i) The Bidders must individually submit their Technical and Financial offers.
- ii) Except training server available at CRPF Dte, CRPF may not able to provide any kind of Hardware, Software or man & material support till go live.
- iii) The end product of the work assignment carried out by the selected Bidder, in any form, will be the sole property of CRPF.
- iv) The selected Bidder shall not outsource the work to any other Associate / Franchisee / Third party under any circumstances without the written prior approval of CRPF.
- v) The selected Bidder shall perform the services and carry out its obligations with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and

with Professional Training / Consulting Standard recognized by national / international professional bodies and shall observe sound management practice. It shall deploy appropriate advanced technology and safe and effective methods.

- vi) The selected Bidder shall take all the necessary permission required from various Government bodies, and other entities wherever required to carry out the work.
- vii) In the event the selected Bidder or the concerned Division of the Company is taken over / bought over by another Company, all the obligations under the agreement with CRPF, should be passed on for compliance to the new Company/ new Division in the negotiations for their transfer.
- viii) All the cost and charges in the Bid should be expressed in Indian Rupees without any dependence on exchange rate, duty or tax structure.
- ix) The Financial Bid quoted by the Bidder must be inclusive of all type of expenses including any type of tax etc. No additional amount will be paid in excess to the quoted price.

## 27. General condition of Contract (GCC)

### a) Fraud and Corruption

- i) CRPF requires that the Bidders engaged through this process must observe the highest Standards of Ethics during the performance and execution of the awarded Project(s). The following terms apply in this context.
- ii) CRPF will reject the response of the Bidder, if the Bidder has been determined by CRPF to having been engaged in corrupt, fraudulent, unfair trade practices, coercive or collusive. These terms are defined as follows:
  - a) "*Corrupt practice*" means the offering, giving, receiving or soliciting of anything of value to influence the action of CRPF or any personnel during the tenure of project.
  - b) "*Fraudulent practice*" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to CRPF, and includes collusive practice among applicants (prior to or after Proposal submission) designed to establish proposal prices at artificially high or non-competitive levels and to deprive CRPF of the benefits of free and open competition.
  - c) "*Unfair trade practices*" means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to.
  - d) "*Coercive practices*" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation during the period of empanelment.
  - e) "*Collusive practices*" means a scheme or arrangement between two or more applicants with or without the knowledge of the CRPF, designed to establish prices at artificial, non-competitive levels.
- iii) CRPF will reject an application for Award of Contract, if it determines that the applicant recommended for Award has, directly or through an Agent, engaged in corrupt, fraudulent, unfair trade, coercive or collusive practices in competing for any assigned Project.

### b) Confidentiality

- i) Information relating to evaluation of application and recommendations concerning awards shall not be disclosed to the Applicants who submitted the applications or to other persons not officially concerned with the process. The undue use by any applicant of confidential information related to the process may result in the rejection of their application.
- ii) Moreover, in the performance of this Agreement or in contemplation thereof, Bidder and its employees and Agents may have access to confidential information owned or controlled by the other party relating to Content, Project, Programs, Software, Plans and other data (hereinafter 'Information'), any Information supplied by CRPF or any other Government Department, which is not in public domain. The receiving Bidder shall use a reasonable degree of care, which the receiving Bidder uses to protect its own proprietary and confidential information, to keep, and have its employees and Agents keep, confidential any and all Proprietary Information. In keeping therewith, the recipient shall not copy or publish or disclose the Proprietary Information to others, or authorize its employees, or Agents or anyone else to copy, publish or disclose it to others, without the disclosing party's written approval, nor shall the receiving party make use of the Proprietary Information except for the purposes of executing its obligations hereunder, and shall return the Proprietary Information to the disclosing party at its request.

These nondisclosure obligations will not apply to Proprietary Information which:

- (a) becomes generally known to the public by publication or by any means other than a breach of duty on the party of the recipient hereunder;
  - (b) is information previously known to the recipient;
  - (c) is information independently developed by or for the recipient; or
  - (d) is information released by the owning party without restriction or released pursuant to a judicial or governmental decree.
- c) On boarding of GeM before awarding contract:-

As per MoF, DoE, Procurement Policy Division OM No. No. 6/9/2020-PPD dated 24/08/2020, all contracts of more than Rs.25 Lakhs (Including taxes etc), It is mandatory for sellers providing Goods and Services to Central Govt Organisations to be registered on GeM and obtain a unique GeM Seller ID. Thus the bidder on successful qualifying of bidder, they should have on boarded the GeM platform to get the order/acceptance of contract. An undertaking in this regard should be submitted by the bidder at the time of participation to this effect. An undertaking as per FORM-VI below to be signed while submitting the bid by the bidder

## 28. Only one Application (Proposal)

An Applicant may submit only one Proposal on its own. If an applicant submits more than one Proposal on its own, both Proposals shall be disqualified.



## 29. Bidder's Obligations

- a) The Bidder is obliged to work closely with the CRPF's staff, act within its own authority and abide by directives issued by the CRPF so as to achieve the targets in conformity with overall Scope of Work.
- b) The Bidder will abide by the job safety measures prevalent in India and will free CRPF from all demands or responsibilities arising from accidents or loss of life the cause of which is the Bidder's negligence. The Bidder will pay all indemnities arising from such incidents and will not hold CRPF responsible or obligated.
- c) The Bidder is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanour.

## 30. Penalty

- a) If the bidder fails to submit PBG within 15 days from the issue of work order, Provisions of Bid security Declarations will be invoked and the bid response submitted by the bidder stands rejected and CRPF may consider to award the contract to other bidder/call for fresh bids.
- b) LD charges will be levied @ .5 % per week of project cost as mentioned in the RFP.
- c) LD should not be more than 10%, beyond that CRPF have full right to cancel / terminate the contract / order.
- d) LD time will be calculated on the basis of time line as per RFP.

## 31. Payment milestone, stages and SLA

SI No	Mile Stone	Timeline submitted by the Bidder	Payment	SLA
1.	Requirement study, wireframe approval		5% of serial No 1 of BOQ	0.25 % per week of the corresponding mile stone payment after the completion of timeline indicated by the bidder
2.	Portal development			
3.	Completion of UAT of portal		35% of serial No 1 of BOQ	DO
4.	Audit of portal			
5.	Go live of portal		20% of serial No 1 of BOQ	DO
6.	Mobile app development			
7.	Audit and GO live of mobile		20% of serial No 1 of BOQ	DO

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	application.			
8.	1 Year Warranty cost		25% quarterly after deduction of SLA	As per SLA table
9.	3 Years O&M		Quarterly payment after deduction of SLA as per the price Quoted for the respective year	As per SLA table

### 32. BOQ

<i>Sl No</i>	<i>Stage</i>	<i>Cost</i>	<i>Taxes</i>	<i>Final Cost</i>
1.	Design ,Development and Implementation of portal and mobile application			
2.	One year warranty charges			
3.	1st yr AMC charges			
4.	2nd yr AMC charges			
5.	3rd yr AMC charges			

### SLA

SI No	Parameters	Cost	Remarks
1.	Down time of any application services designed, developed & implemented by SI only	<p>If downtime is between 15 – 30 hrs / month, applicable SLA : 0 .005% of total monthly Charge/ hour</p> <p>If downtime exceeds 30 Hrs/month, applicable SLA :</p>	No penalty upto 15 hours/ month

		0.01% of total monthly Charge/ hour	
2.	Unresolved Issue raised by user reported to help desk remain unclosed for more than 3 working days	0.0005% of total O&M cost per token / per day	
3.	Wrongly closed issue raised by user reported to help desk	0.01% of total O&M cost per token / per day	

### 33. Exit Management

a) **Knowledge Transfer**

- i) Knowledge Transfer is an integral part of the Scope of Work of Bidder. This will have to be done even in case the Contract with Bidder ends or is terminated before the planned timelines.
- ii) Bidder needs to include in the response the Exit Management Plan for the CLMS and Operations at the end of the Contract duration. The transition period shall span a minimum of one (1) months after the contract end date. The selected Bidder shall ensure during the Exit Management the following:
- iii) Handover the existing system and infrastructure to CRPF in running condition.
- iv) Have a minimum one (1) months overlap period of running the operations with the new bidder;

b) At the end of the Contract Period, Bidder will be required to provide necessary handholding and transition support to designated staff or any other Agency that is selected for maintaining the system post the Contract with Bidder. The handholding support will include but not be limited to, conducting detailed walkthrough and demonstrations of the application, handing over all relevant documentation, addressing the queries/clarifications of the new Agency with respect to the working / performance levels of the infrastructure, conducting training sessions etc.

c) **Cooperation and Provision of Information:** During the Exit Management period:

- i) The selected Bidder will allow CRPF to access to information reasonably required to define the then Mode of Operation associated with the provision of the services to enable CRPF to access the existing services being delivered;
- ii) Promptly on reasonable request by CRPF, the selected Bidder shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with an Agreement relating to any material aspect of the services (provided by the selected Bidder). CRPF shall be entitled to copy of all such information. Such information shall include details pertaining to the services rendered and other performance data etc.

### 34. Confidential Information

Selected Bidder will promptly on the commencement of the Exit Management Period supply the following to CRPF:

- i) Information relating to the current services rendered.
- ii) Documentation relating to the Project's Intellectual Property Rights.

- iii) All current and updated data as is reasonably required for purposes of CRPF transitioning the services to its Replacement agency in a readily available format.
- iv) All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable CRPF or its Nominated Agencies, or its Replacement agency to carry out due diligence in order to transition the provision of the Services to CRPF or its Nominated Agencies, or its Replacement Agency (as the case may be).
- v) Before the expiry of the Exit Management Period, Bidder shall deliver to CRPF or its Nominated Agency all new or up-dated materials from the categories set out in the Plan and shall not retain any copies thereof, except that Bidder shall be permitted to retain one copy of such materials for archival purposes only.
- vi) Before the expiry of the Exit Management Period, unless otherwise provided under the MoU, CRPF or its Nominated Agency shall be delivered by the selected Bidder all forms of confidential information, which is in the possession or control of Bidder.
- vii) All source codes, programme will be handed over by Implementing agency to CRPF.

### *Governing Law and Dispute Resolution*

- This Agreement shall be governed by and construed in accordance with the laws of India.
- Any dispute arising out of or in connection with this Agreement or the SLA shall in the first instance be dealt with in accordance with the escalation procedure.
- In case the escalations do not help in resolution of the problem within 3 weeks of escalation, the same shall be referred to arbitration.
- Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration by a sole arbitrator to be nominated GoI. The provisions of Arbitration and Conciliation Act, 1996 shall apply to such arbitration proceedings. The seat of arbitration shall be New Delhi.

#### 4) *Termination of contract*

**CRPF Without prejudice to any other rights and remedies available to CRPF, CRPF may Serve written notice on SI at any time to terminate this Agreement in the following events:**

**During Design Development and implementation**

- At any given point SLA becomes equal to or more than the 2 % of the corresponding Mile stone payment. Or
- Over all SLA becomes equal to or more than 4% of the project value ( Design Development & implementation)

**During O & M**

At any given point SLA becomes equal to or more than the 5 % of the quarterly payment .

## 35. PART-II Scope of Work

### **DETAILED SCOPE OF WORK & REQUIRMENTS**

#### **INTENT AND OBJECTIVES:**

Central Liquor Management System (CLMS) will be a portal to decide rates, policies, distribution, manage and monitor of liquors centrally at Dte level. It will facilitate the Sub-depo/units in account management, placement of demand directly to the venders as per demand and maintenance of inventory. Serving personnel can check the availability of liquor at any units and purchase as per his/her quota from any depo/sub-depo. Retired personnel can register to any nearby Depo/Sub-depo and will get user-id and PIN for purchasing of liquor. Overall it brings transparency in the liquor distribution system.

#### **Major objectives of CLMS are:-**

- Providing portal for CRPF Directorate , Depo & sub-depo
- Mobile app to the CRPF employee to check and purchase the available liquor at requested place
- Provide real time inventory, rate & description to the user
- Role, Inventory, Finance/ Account, Tax, Bill, demand and Depo Sub-depo management.
- PIN/SMS/E-mail based system for user authenticity
- Integration with the SELO ERP of CRPF and other CAPFs CLMS applications through API.

#### **System Integrator has to cover the following in the “CLMS”**

##### **1. General Features**

- Provision to cater 100 depo, 500 sub-depo and 500000 users.
- Proposed Functional users for the portal to be 5000 nos.
- Proposed Functional user for the Mobile application 500000 and around 5000 peak concurrency is expected
- Flexibility to add/ delete depo and sub-depo.
- Accounting and daily cashbook updation.
- Provision of payment gateway
- Calculation of taxes(state wise) and distribution of profits.
- Automatic alerts based on the status of inventories.
- Provision of damages, offers, gifts etc.
- Reports generation on various parameters

##### **2. At Dte Gen Level :**

- Uploading instructions for CLMS issued by the Governing body.
- Issuing orders to depo/sub-depo and submission of its compliance.
- Mapping of Depos and sub-depos.
- Roles and rights for mapping at depo and sub-depo.

- Quota updation rank wise.
- Uploading the list of vendors, Brands, agreed rates and profit percentage, Mode of supply to the depot (Minimum unit supplied to the sub- depo, below that qty supplied to the depo).
- Providing user ID and password at Dte, Depos and Sub-depo.
- Checking of records and accounts details on random basis for Depo/sub-depo for audit purpose.
- Right for creation/Suspension and deletion of Depo/Sub-Depo.
- Uploading of latest tax schedule of different states in consultation with master depot.
- Limit of profit to be charged by the depo/ sub-depo and its auditing & sharing.
- Report generation (Inventory/Accounts).
- Periodical audit by different authorities – its execution and uploading of reports.
- Grievance redressal mechanism- Establishment and disposal system.
- Conflict settlement with depo, sub-deos and firms, Platform to be provided in portal.

### **3. Depo**

- Placing demands to the firm as listed on portal on the basis of acceptance of tender on approved of Dte.
- Ask demand from sub-depo and check the genuineness of demand too.
- Consolidation of sub-depo demand to firms.
- Detailing supply location i.e. depo or sub-depo.
- Management of stock inventory. Stock will be entered at depo or sub-depo subject to place of delivery. The stock has to be updated at both end i.e depo and sub-depo and vice versa. Accordingly, it has to be updated periodically based on sale at sub- depo.
- Account updating system. Nothing has to be done manually. The cash book should be updated as per sale and purchase process. Summery has to be made daily. The summery should be auto drawn at subsidiary depot based on its sale and purchase.
- Collection of payment from sub- depo and payment to the concern firm.
- Generation of various reports like balance sheet of depots etc.

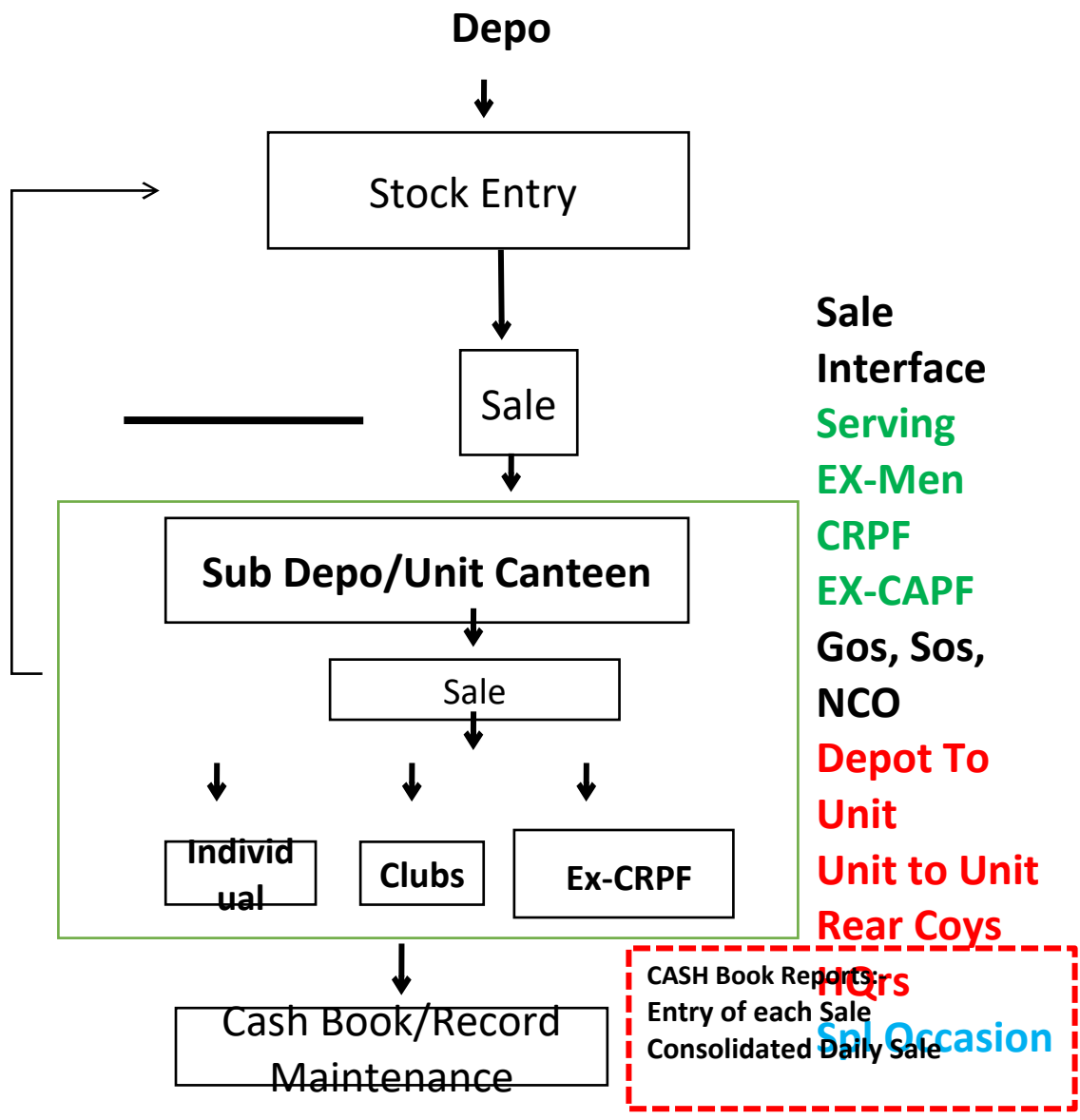
### **4. Sub-Depot:**

- Generate demands to depo.
- Automatic Inventory updation with features of including line committee reports, losses etc
- Account/ Cash book maintenance.
- Taxes and vendor payments.
- Retailer point.
- Provision of sale to force institutions as per club/Messes with chairman approval.
- Chairman approval system for approval of more than quota liquor to users on special occasions like marriage etc.
- Generation of various reports like balance sheet of sub-depos etc.

### **5. User**

- Portal/mobile app for all serving and retired personal.
- Location detail of depo/sub-depo.
- Detail of brands, quantity and prices at depo/sub-depo.
- Status of quota and previous purchase history.
- Invoice and online (credit/debit/internet/UPI) payment feature.
- Provision of submission of rum (liquor) advance and its withdrawal of after chairman approval.
- Provision for applying more than quota liquor for special provision like marriages etc.

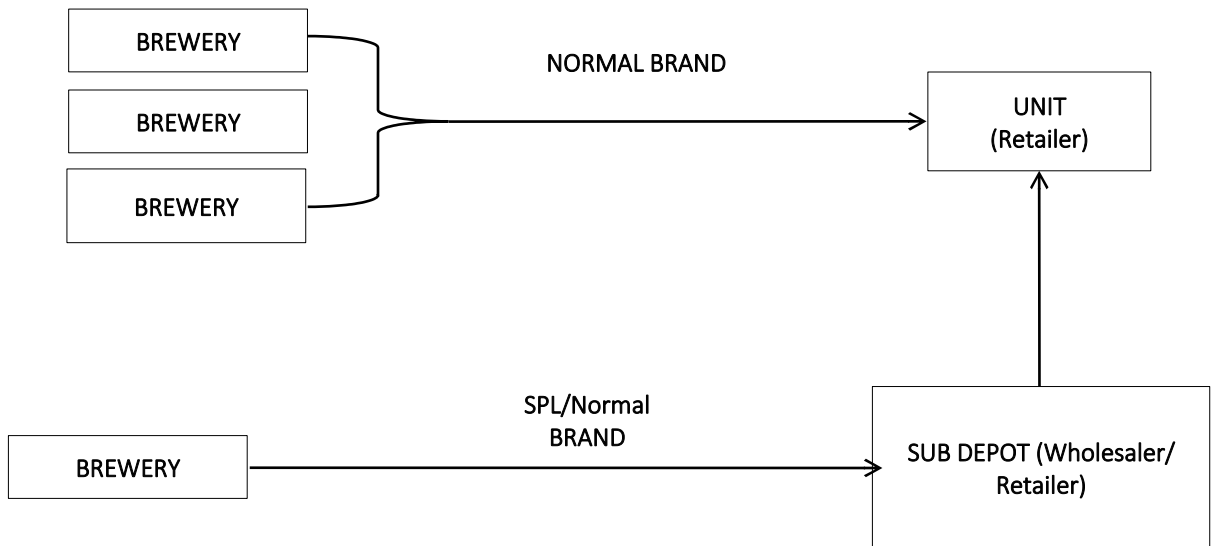
**6. Workflow of CLMS**



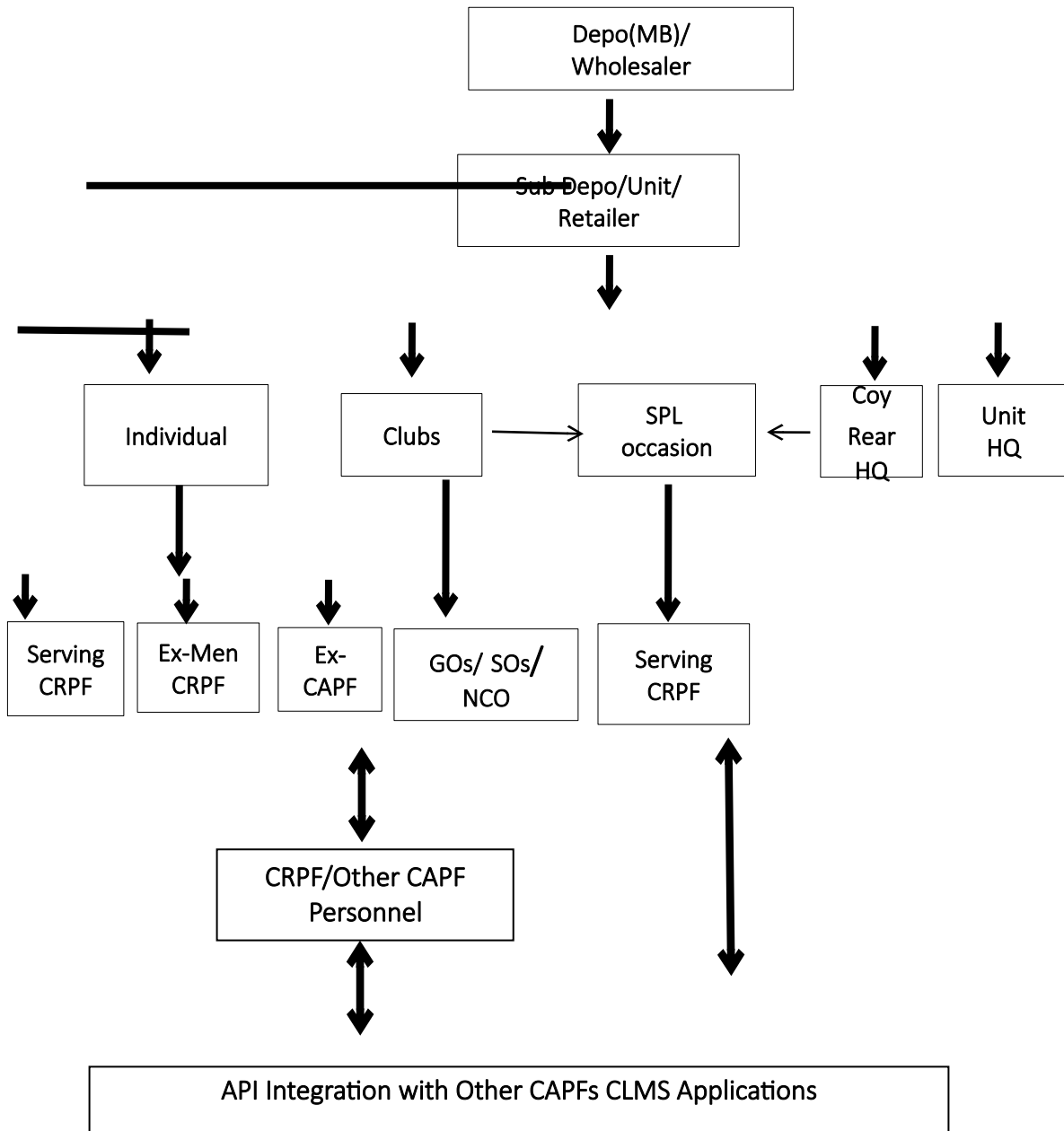
7. Supply Chain Process



# Tender of Central Liquor Management System (on premises) for CRPF



## 8. Distribution Mechanism



## **Expectation:**

- a) It is expected that firm shall use open source tool, technology and database **OR** tool, technology and database available with the CRPF.
- b) However, if the firm proposes any other database, technology or tools (other than available with CRPF or open source) licenses cost of such resources for entire life shall be borne by the bidder only.
- c) The proposed module shall be closely integrated with the existing ERP of CRPF i.e. SELO.
- d) The module shall have maximum click minimum fill options.
- e) Security features should be compliant with the e-Governance Security Guidelines (e Gov Security Standards Framework ([www.egovstandards.gov.in](http://www.egovstandards.gov.in))).
- f) Firm shall prepare the functional requirement after analyzing the extant Standing Order & Rules.
- g) It is expected that firm shall upgrade & made change in the logic during O&M or any part of the module, as per the changing policies of GOI & CRPF without any extra charge.

## **Implementation**

I. Selected firm has to capture the detailed RA based on **scope of work** from the Adm Directorate as per the policy attached. This application should be the single repository and rule/calculation policy for the entire CRPF. The sanctioned standing orders on the subject should be stored in master database. System will automatically keep all orders in their archive for early reference. The application module should be integrated to the Intranet SELO. The report generation system should generate the relevant reports for the various committees for appropriate decision making. Adm Directorate will be the custodian / main user of the proposed DSS and UAT (User Acceptance Test) will be done by them and approved by the Adm dte. IT Directorate (Dte) will provide necessary technical help.

II. During warranty & O & M period it is the responsibility of the selected firm to maintain the module & do necessary change as per the request of the CRPF. The change & upgradation is sole responsibility of the firm without any charge.

III. All type of source code of proposed system required to be handed over to CRPF after go live.

## **Creation of Custom reports**

Creation of various reports as desired by the CRPF should be prepared by the vendor.

## **Implementation Training requirement**

Training should be given to following types of users by firm:

- i) The SI shall impart training to CRPF employees and other key stakeholders on the usage and maintenance of the CLMS Application.
- ii) The SI shall propose different virtual training modules for different user profiles at appropriate timelines as desired by CRPF.
- iii) The training material prepared by SI will be owned by CRPF and cannot be used without prior approval of CRPF

40. FORM

*Letter for Submission of Bid:-*

**FORM-I**  
**Letter for Submission of Bid**

To,

**The DIG ADM CRPF  
Directorate General CRPF  
Block-1, CGO Complex, Lodhi Road  
New Delhi-110003**

**Dated:- \_\_\_\_\_**

Subject.: **Submission of Bid**

Sir,

1. With reference to your Tender No. \_\_\_\_\_ dated \_\_\_\_\_ for **Design, Development and Implementation of CLMS** Project in CRPF, I wish to submit my bid for the said work.

Further, I hereby certify that-

2. I have read the provisions of the all clauses and confirm that notwithstanding anything stated elsewhere to the contrary, the stipulation of all clauses of Tender are acceptable to me and I have not taken any deviation to any clause.
3. I further confirm that any deviation to any clause of Tender found anywhere in my Bid, shall stand unconditionally withdrawn, without any cost implication whatsoever to the CRPF.
4. Our bid shall remain valid for period **of 60 days** from the last date of bid submission.

**Date:**

**Place:**

**Signature:**

**Tender of Central Liquor Management System (on premises) for CRPF**

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**Full Name:**

**Designation:**

**Address:**

Note: In absence of above declaration/certification, the Bid is liable to be rejected and shall not be taken into account for evaluation.

*Tender Terms and conditions acceptance Letter:-*

**FORM-II**

**TENDER TERMS AND CONDITIONS ACCEPTANCE LETTER**

(To be given on Company Letter Head)

Date:

To,

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Subject: Acceptance of Terms & Conditions of Tender.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

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Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

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as per your 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 from Page No. \_\_\_\_\_ to \_\_\_\_\_ (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 your department/ organization too have 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. In case any provisions of this tender are found violated , then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

*General Criteria Details:-*

**Form-III**

**Design, Development and Implementation of CLMS Project in CRPF**

**GENERAL CRITERIA DETAILS**

<b>Name of the Firm</b>	
<b>Registered Address</b>	
<b>Contact Person's Name, Designation, Phone No,e-mail Id</b>	
<b>Type of Firm:- Private Ltd./ Public Ltd./ Cooperative/Partnership/Proprie tor</b>	
<b>PAN Number</b>	
<b>GST Registration No.</b>	
<b>EMD Details</b>	<b>DD No-</b>  <b>Name of Bank &amp; Issuing Branch :-</b>

**Signature.....**

**Full Name.....**

Designation.....

**Format for Bank Guarantee for EMD:-**

**FORM IV**

(To be submitted on the Letterhead of the *System Integrator*)

(Place)

(Date)

To,

DIG ADM  
Dte Genl. CRPF,  
CGO Complex, Lodhi Road,  
New Delhi - 110003

**Sub: BID SECURITY DECLARATION**

Dear Sir,

We, M/S \_\_\_\_\_ (Name of the bidder) the bidder for CLMS Project of Central Reserve Police Force, having its headquarters at Block-1, CGO Complex Lodhi Road, New Delhi-110003, published vide TED No. \_\_\_\_\_ dated \_\_\_/\_\_\_/2021, do hereby accept that, if we withdraw or modify our Bids during the period of validity, or if we are awarded the contract and fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, we will be suspended for a period of One year from being eligible to submit Bids for contracts with all future bids published by the entities of MHA/CRPF.

2. We also understand that, during the Bid Process, if a Bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the Process of Bid Evaluation and finalization; OR During the Bid Process, if any information is found to be wrong/ manipulated/ hidden in the Bid the action as per Bid Security declaration shall be invoked.

3. We also understand and accept that, the decision of CRPF regarding invoking of Bid Security declaration and Rejection of Bid shall be final and binding to the Bidder.

Dated this \_\_\_day of \_\_\_2021

Yours sincerely,

On behalf of [*System Integrator*]

Authorized Signature [In full and initials] Name and Title  
of Signatory:



Name of Firm:  
Address:  
Seal/Stamp of *System Integrator*

**FORM-V**

(To be submitted on the Letterhead of the *System Integrator*)

(Place)

(Date)

To,

DIG ADM  
Dte Genl. CRPF,  
CGO Complex, Lodhi Road,  
New Delhi - 110003

**Sub: UNDERTAKING RELATED TO ON BOARDING OF GeM PLATFORM**

Dear Sir,

We, M/S \_\_\_\_\_ (Name of the bidder) the bidder for SELO-TWO Project of Central Reserve Police Force, having its headquarters at Block-1, CGO Complex Lodhi Road, New Delhi-110003, published vide TED No. \_\_\_\_\_ dated \_\_\_/\_\_\_/2021, do understand that, it is mandatory for the bidders to on board GeM Platform, for getting the order/acceptance of contract as per MoF, DoE Procurement Policy Division Om No. 6/9/2020-PPD dated 24/08/2020.

2. Accordingly we undertake to certify that, we will on board GeM for getting the order/acceptance of contract on successful qualifying the bid process and in ability to do so will disqualify me from getting the order / supply of the project.

Dated this \_\_\_day of \_\_ \_2021

Yours sincerely,

On behalf of [*System Integrator*]

Authorized Signature [In full and initials] Name and Title  
of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integrator*

*FORM:- Turnover*

**FORM-VI**

Financial Information				
SL.NO	FY 2018-19	FY 2019-20	FY 2020-21	Page Number
1)				
2)				
3)				
4)				
5)				
6)				

*FORM: the legal entity of System Integrator***FORM-VII**

Details of the Organization		Page No of tender
Name		
Nature of the legal status in India		
Nature of business in India		
Date of Incorporation		
Date of Commencement of Business		
Registrar of Companies - Reference No		
MSME and Start-up Reg. Details , if any		
Address of the Headquarters		
Address of the Registered Office in India		
Other Relevant Information		
Mandatory Supporting Documents: a) Certificate of Incorporation from Registrar Of Companies( ROC) Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company  b) Certification on commencement of business		
Undertaking certifying that SI is not a consortium of firms shall be attached with this form		

*FORM: Details of Company*

**Form-VIII**

S.No	Nomenclature	Remarks
1	Certificate of Registration / Incorporation	
2	Copy of PAN	
3	Copy of GST / Service Tax	
4	MSME and Start-up Reg. Details , if any	
5	Company Profile with Contact details	
6	Address & Contact details of development Centre	

*FORM: Declaration on not being blacklisted*

**FORM-IX**

(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To,

DIG ADM

Dte Genl. CRPF,

CGO Complex, Lodhi Road, New

Delhi - 110003

Dear Sir,

We confirm that our company is not blacklisted for any fraudulent actions by any state/central Government institution or any Public Sector Organization in last \_\_\_ years.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

**FORMS: Implementation Experience (Govt / PSU projects)**

**Form-X**

**Experience in Operation and Maintenance of executing for government departments / PSUs.**

<b>Project Information</b>	<b>Page no of submitted documents</b>
<b>Client Information</b>	
Name of client	
Name of the person who can be referred to from Clients' side, with name,	
<b>Project Details</b>	
Scope of the Project	
Project Value in INR	
Work order Date	
Project Status (Ongoing / Completed), Date of Completion if completed	
Document to be submitted :- Work order + Completion certificate OR Self Certificate of Completion(Certified by Statutory Auditor) OR Phase Completion Certificate (for ongoing projects from the Client)	
Note – <b>One form for each project duly certified by authorized signatory.</b>	

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*FORM: Declaration of Participation in EOI*

**Form-XI**

(To be submitted on the Letterhead of the Bidder)

(Place)

(Date)

To,

DIG ADM

Dte Genl. CRPF,

CGO Complex, Lodhi Road, New

Delhi - 110003

Dear Sir,

We confirm that our company has participated in EOI no..... and participated in the Presentation for CLMS at CRPF HQ on <Date>.

On behalf of *[System Integrator*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of *System Integration*

*FORM: Authorised signatories*

FORM-XII

**CERTIFICATE AS TO AUTHORISED SIGNATORIES**

I,....., the CA/CS of ....., certify that  
..... who signed the above Bid is authorized to do so  
and bind the company by authority of its board/ governing body.

(Company Seal)

Date:

Signature:

(Name)

**Note:** Authorized signatory should be an employee of the SI/OEM (as applicable) and should have been authorized vide a board resolution, authorizing him/her to sign/execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP.