

**TENDER FOR SOFTWARE MAINTENANCE & SUPPORT
AT
ENTREPRENEURSHIP DEVELOPMENT INSTITUTE OF INDIA, AHMEDABAD**

(Tender no. 2019/Admn./02)



ENTREPRENEURSHIP DEVELOPMENT INSTITUTE OF INDIA (EDI)

(Via Ahmedabad Airport & Indira Bridge); P.O. Bhat 382 428 - Dist. Gandhinagar Gujarat - India

Phone: +91 79 23969158, 159, 161; Fax: +91 79 23969164; Email: info@ediindia.org ; Website: www.ediindia.org

INTRODUCTION ABOUT EDII:

EDII is a national resource institution for entrepreneurship education, training, research and capacity building and has state of the art, training aids and equipment at its campus. The Institute has located at Ahmedabad-Gandhinagar Highway near Village Bhat, Gandhinagar.

Sealed bids including (technical & financial Bids) are invited from reputed service providers for providing software maintenance and support at EDII Campus.

The last date for submission of tender is 05.09.2019 by 4.30 pm. Tenders received after last date of submission will not be considered. The tender document should be addressed to:-

Sr. Manager (Estate),
Entrepreneurship Development Institute Of India;
(Via Ahmedabad Airport & Indira Bridge); P.O. Bhat 382 428
Dist. Gandhinagar Gujarat – India

Guidelines on Bid submission:

1. All bids to be submitted in single envelopes containing Technical and Financial bid and super scribed with Tender No. and title of the tender i.e. **“Tender for Software Maintenance & Support at EDII Campus”**.
 - i) Technical Bid: - should be super scribed with Tender No., title of the tender i.e. **“Tender for Software Maintenance & Support”** and word **“TECHNICAL BID”** (Annexure -I) .
 - ii) Financial Bid: - should be super scribed with Tender No., title of the tender i.e. **“Tender for Software Maintenance & Support”** and word **“FINANCIAL BID”** containing rate quoted by the party duly signed by authorized representative. For more details go through the Annexure – III.
2. **Eligibility:**
 - i. EMD payable with quotation : Rs.15000/- (refundable) in favour of EDI of India by Bank Drat/DD payable at Ahmedabad. EMD will be adjusted as security deposit in case of successful tenderer.
 - ii. Security deposit : Rs.25,000/- (refundable) to be paid by successful tenderer by Bank Draft/DD in favour of EDI of India payable at Ahmedabad. No interest will be paid thereon.
 - iii. The firm should possess PAN/TIN/VAT/ST Nos. (copies of relevant documents to be enclosed)
 - iv. Experience in having successfully completed similar works during the last 3 years.

4 Scope of Work:

Entrepreneurship Development Institute of India, Ahmedabad, has developed a mobile app and a web-based software to meet the requirements of data-driven enterprise

promotion, enterprise tracking (performance monitoring), and management. The application caters to the needs of various implementing stakeholders and entrepreneurs for collecting, processing, aggregating data and creating knowledge about rural markets, potential enterprises that can emerge, facilitate funding for establishment and provide handholding to nascent entrepreneurs. This software also has an activity management and reporting components.

The role of protagonist in this project has been assigned to Village Coordinator (VC) who will be responsible for motivating the potential entrepreneurs to set up an enterprise and also hand hold the entrepreneurs till their business stabilizes.

The major processes in the project are listed below

- Baseline
 - Enterprise census
 - Enterprise Supply Estimation survey
 - HH Demand Estimation survey,
 - Inputs from other sources
- Establishing potentiality of likely entrepreneur (Appraisal, Credit Estimation etc.)
- Business Plan Preparation
- Approval of Business plans submitted by VC by higher level users
- Disbursal of Loan by Approving Authority
- Registration of Approved Enterprise
- Performance Tracking of Enterprises
- Credit Repayment Monitoring

Other characteristics of the system are:

- The system has both web and mobile interfaces
- It has eight levels of user hierarchy on web and single user type on mobile app
- It has 40+ drill down reports visible according to the user hierarchy
- Extensive work-flow management
- Complex mobile – web data flow
- Mobile application supports offline working methodology with robust and fail-proof data synchronisation
- Mobile application has extensive data collection abilities
- Mobile application supports labels in multiple languages with implementation in 5 languages completed till date
- Application is used in 19 states across 142 blocks
- It has interface with external databases to keep the system data up-to-date is essential
- Interface with external systems (SMS)
- It is hosted on a cloud platform in India

- Stringent security norms are to be followed as per client's need
- This is a high performing system supporting heavy user load

Offers are invited for maintenance and support of this system developed for sponsors by providing manpower support as described below. The maintenance of the system will comprise of bug fixes and changes as requested by the end-user.

a) One Sr. Programmer Level 2

BE / B.Tech / MCA with Min 3 years of Experience
Expertise in Java Enterprise Edition Ver. 8 and above, Spring Framework, MVC Architecture, Angular.js, CSS 3.0, HTML 5 and Bootstrap

Should be well versed with working on PostgreSQL database and possess skills to receive and send data to and from large external databases and software. Must have exposure to version control systems.

b) One Sr. Programmer Level 1

BE / B.Tech / MCA with Min 2 years of Experience
Expertise in Android development should possess skills to: work and fine tune SQLite DB, work on different mobile resolutions, work with offline as well as online mode of data synchronisation, release app on Google play store and know-how of version control systems. Fundamental knowledge of java is also essential

c) One Programmer

BE / B.Tech / MCA with Experience of 1 year
Intermediate level knowledge of Java Enterprise Edition Ver. 8 and above, Spring Framework, MVC Architecture, Angular.js, CSS 3.0, HTML 5 and Bootstrap

Should have knowledge of working on PostgreSQL database. Must have exposure to version control systems.

d) One Tester

BE / B.Tech / MCA with Experience of 1 year
Good understating of different types of testing viz. Alpha, Beta, Regression, Smoke and complete system testing. Should have ability to handle issue tracking software "Trello". Should possess skills to test mobile as well as web-based applications

Other Support:

The party providing above manpower support will also extend help for database administration functions like create, modify and drop tables. Create indexes to balance performance, debug any performance related issues, create backup and restore policies and ensure its compliance with the policies of the sponsor. Manage interface with the external database of the sponsor to collect and send data. Provide back-end support to sponsors and extend help in case of problems arising due to frequently changing

database structures of the external data source. It should facilitate updation of relevant documents in the light of changes that happen in the course of maintenance.

The team will be established at EDII premises. In case of urgency the support is to be extended beyond office hours. The service provider is expected to boost up manpower as and when required to complete this time-bound assignment without extra charges. Immediate replacement of resource(s) is expected in case the person posted leaves the job or goes on long leave. All rights of the software including source code and its ancillary products will be of EDII. In the conclusion phase the party will facilitate handing over of the system as per best practices to the sponsor.

These resources will report to Project Lead at EDII and work according to plan given to them. All resources should also be open to talking directly with users and extend any help needed to resolve their issues and support them according to a specific arrangement made by the service provider. The resources posted at EDII should be working with the firm for more than 6 months and involved in projects using the above mentioned software.

Bidders should submit the following details along with the quotation

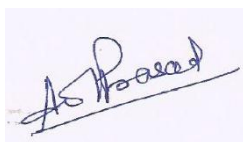
- 1) Experience in handling projects with similar technologies
- 2) Number of resources working in their firm using Java with Spring Framework & PostgreSQL, Android Developers, Testers
- 3) Details of resources(qualifications and experience)
- 4) Details of completed /on-going projects of value 50 Lakh or more

5 Terms and Conditions:

- i. Sealed bid can be sent either by post or by messenger. The responsibility of delivery of bid lies entirely with the bidder.
- ii. Institute shall have the right to reject tender in without assigning any reason and will have the discretion to award the work to more than one firm for the expediency of work.
- iii. In the event of dispute, Director, EDII Ahmedabad shall be the sole arbitrator and his decision shall be final and binding on both the parties

Thanking you.

Your Sincerely,



Sr. Manager (Estate)

Annexure – I

TECHNICAL BID : SOFTWARE MAINTENANCE & SUPPORT

1.	Name of the Computer Stationery Agency	:	
2.	Address of Registered Office/Head Office: (With telephone no.)	:	
3.	Contact Person/Mobile No.	:	
4.	Email address	:	
5.	Year of Establishment	:	
6.	Constitution of the Firm: (Public Ltd./Private Ltd./Partnership/ Proprietorship, etc.)	:	
7.	Name of the Proprietor/Partners/ Directors: (Strike out whichever is not applicable)	:	
8.	PAN card No.	:	
9.	GST Registration No.	:	
10.	Experience in number of years in handling various accounts (proof to be enclosed)	:	
11.	Is the Agency empaneled with Educational Institutions? If yes, name of the Institutes: (Attach separate sheet, if required)	:	
12.	Annual Turnover of the firm during the last financial year. Attach a copy of the certified audited statement of accounts or a certificate of agency's Chartered Accountants.	:	
13.	Details of EMD (amount, bank, demand draft/cheque no./ date, etc.)	:	
14.	Infrastructure available in Ahmedabad and other cities in India	:	
15.	Attach a statement showing list of clients (Names, address, contact person's name and phone nos., etc.) (please refer Annexure –II)	:	
16.	Labour License Licence to carry out horticulture/Gardening work (if any)	:	
17.	Total numbers of Employees.	:	
18.	Any other information which you consider necessary to furnish	:	

Signature:

Place:

Date:

Name of Service Provider: E-mail:

TECHNICAL BID: LIST OF CLIENTS

Sr. No.	Name, Address, Contact Person & Phone No. of the Client	Date of starting of the contract	Period of Contract	Amount of Contract (Rs.) p.m.

Date:.....

Signature & Seal of the Agency:

Annexure – III

FINANCIAL BID : SOFTWARE MAINTENANCE & SUPPORT

Sr. No.	Particulars	Amount (Rs.)
01.	Payment towards Software Maintenance Support work as per described scope of work	
02.	Total	
03.	GST Charges	
04.	Grand Total (including all taxes)	

Signature:

Place:

Date:

Name of Service Provider: E-mail: