

**REQUEST FOR PROPOSAL (ONLY THROUGH E-TENDERING MODE)**

FOR

Engagement of Service Provider for SAP Development Agency/IT agency  
(for Andhra Pradesh State Co-operative Marketing Federation Ltd)

RFP NO. – 2/APMF/CAO/2022-1

Ver 1.0



**Andhra Pradesh State Co-operative Marketing Federation Ltd**  
(A State Government Undertaking)  
#56-2-11, 4th &5th Floor, A.P. Markfed Building,  
APIIC Colony, Jawahar Auto Nagar, Vijayawada - 520 007, Andhra Pradesh.

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## Abbreviations

APMARKFED	Andhra Pradesh State Co-operative Marketing Federation Ltd
PBG	Performance Bank Guarantee
EMD	Earnest Money Deposit
CD	Compact Disc
CV	Curriculum Vitae
ES	Evaluation Score
GoAP	Government of Andhra Pradesh
QCBS	QUALITY COST BASED SYSTEM
KPI	Key Performance Indicator

## 1. Background

The Andhra Pradesh State Co-operative Marketing Federation Ltd (hereby referred to as “AP MARKFED”) with Headquarters at Vijayawada was established in the year 1957. It is a federation of Co-operative Marketing Societies in Andhra Pradesh with the main objective of helping the farmers to secure better price for their produce by taking care of their market needs and providing agricultural inputs. Against this objective, AP MARKFED's present activity consists of sale of farm inputs like chemical fertilizers, pesticides and seeds, maintenance of warehouses and procurement of Agricultural Commodities through its member societies.

The following are the functions of AP MARKFED:

- 1.1. Supply of inputs like Fertilizers, Micronutrients etc.
- 1.2. Undertaking price support operations.
- 1.3. Acting as an agent to the Govt for procurement, supply and distribution of Agri. commodities and also acting as the nodal agency for supply of inputs.
- 1.4. Warehousing of agri-commodities
- 1.5. Undertaking commercial operations of Agricultural Produce
- 1.6. Owning and operating agro-based industries as part of value addition
- 1.7. Supply of quality consumer provisions

For the Financial year 2020-21, AP MARKFED has procured stock worth INR 1773 crores through its procurement centers located in more than 1,000 places on the instructions of Government of Andhra Pradesh and is acting as a sub agent to NAFED by procuring and storing agricultural stock worth 980.84 crores.

For the Financial year 2021-22, the procurement on behalf of State Government was made for 861.20 crores and for NAFED it is Rs. 40 lakhs.

During the current year, procurement for NAFED made for Rs. 374.68 crores and own procurement of MARKFED is Rs. 50.04 crores.

AP MARKFED acts as a state level nodal agency for supplying of Chemical fertilizers through PACSs, DCMS's and estimated turnover from Fertilizers is more than INR 450 crores. Besides, AP MARKFED has a feed mixing plant located in Nandyala, Kurnool which supplied cattle feed worth INR 35 crores in the financial year 2019-20, Rs. 38 crores for 2020-21 and for FY 2021-22 is estimated at INR 40 crores.

*The overall approximate value of financial transactions for AP MARKFED in a financial year is approximately INR 3,000 crores*

***APMARKFED has procured commodities like Jowar, Maize, Blackgram, Greengram, Redgram etc. on behalf of State Government/NAFED and the quantities so procured for last two seasons are here under shown.***

S.No	Season	Procured Qty in MTs
1	Kharif 2020	2,19,033
2	Rabi 2021	4,26,394
3	Kharif 2021	8,384
4	Rabi 2022	84,800

APMARKFED is divided across Districts to operationally manage its MSP procurement operations and fertilizer distribution operation across the state. It also has multiple functional divisions in its organizational structure to manage different functions such as Procurement, Storage and Movement etc.

**Activities:**

- A.P. Markfed is state level nodal agency for procurement of coarse grains (Maize, Jowar, Bajra and Ragi) and pulses (Black gram, Greengram, Redgram and Bengal gram) on behalf of FCI, NAFED and State Government under MSP.
- As per the instructions of State Government Markfed also procures commercial crops like turmeric under MIS.
- Based on the board meeting resolutions Markfed also procures commodities under its own commercial account.

## 2. Project Background

The Andhra Pradesh State Co-operative Marketing Federation Ltd (APMARKFED) is maintains its accounts in SAP Business One since 2009 now upgraded to 10.0 version. Recently all APIs were developed through another agency for CMAPP, CMAID and MARKRAY would like to get REALTIME INCOME AND EXPENDITURE OR BALANCE SHEET IN DASH BOARD.

In this regard, APMARKFED requires services of an SAP/IT agency to provide their services for implementation of SAP Business One Solution for automating their business processes and integrating them with the required applications. The Licenses of SAP Business One application and the requisite hardware is already available with APMARKFED and will be made available to the Implementation Partner.

### 2.1. Project Objective and Scope

It is therefore envisaged that an integrated IT system is the need of the hour for better management of operations related to assets management, Budget Management, HRMS, procurement, and various dashboard at APMARKFED. Implementing an integrated application would facilitate process automation, standardization, and efficiency of management of operations at AMCs and would enable real time monitoring of operations and timely data reporting.

2.1.1. Presently AP MARKFED has utilization SAP for maintenance of accounts

2.1.2. In addition to SAP APMRKFED has also utilizing following software for accounting, payment, reports

2.1.3. CMAPP for procurement of grains i.e. farmers' payment, vendor's payments for transport, gunnies, hamali charges (loading and unloading), storage charges etc. MARKRAY is e-action platform. The main accounting activity of MARKRAY is sales of grains including generation of sale invoices and pushed sales data to GST portal for generation of e-invoices, party wise EMD collected and due for refund, The 15% Security Deposited and due for refund, commodity wise, crop year wise, district wise sales

2.1.4. CMAID for procurement & distribution of Fertilizers i.e. fertilizers company payment, transport, hamali charges (loading and unloading), storage, etc., Further CMAID also generate vendor e-invoices for fertilizers sales and pushed sales data to GST portal for generation of e-invoices. The CMAID also provide party wise sales, outstanding reports and other MIS reports to the top management. Integration of fertilizer remittances received through virtual accounts remitted by PACS, HUBs and RBKs through HDFC Bank including UPI payments and reconciliation

- 2.1.5. In addition to the above, the APMARKFED planning to automate all daily activities other than procurement and sales of gains /fertilizers using the SAP software i.e. Procurement of Office purchase i.e. issue of PO by using the SAP, tracking of PO, Accounting of PO and invoice on real time.
- 2.1.6. Automatic synchronized all app data specified above on real time to SAP
- 2.1.7. Automatic synchronized all bank statement on real time including preparation of bank reconciliation statement
- 2.1.8. Automatic synchronized all sales, debit notes, credit notes on real time from GSTR portal including preparation of reconciliation sales/purchases
- 2.1.9. GSTR-2A/2B Reconciliation
- 2.1.10. Prepare party wise GST input as per Books and as per GSTR-2A/2B and also a MIS report indicate default vendors
- 2.1.11. Preparation of E TDS/TCS returns i.e., 24Q/26Q/27Q, etc./
- 2.1.12. Automatic GST Returns & Filing of GST returns i.e., GSTR-1, 3, 3B, 9 & 9C.
- 2.1.13. Minimize the manual data entry and atomize all the actives by using the external data i.e., CMAPP, CMAID, MARKRAY, BANK, GST portal, etc.,
- 2.1.14. Real time dash board to top Management
- 2.1.15. Real time Income and Expenditure statement and Balance Sheet
- 2.1.16. KPI driven dashboard for the top management
- 2.1.17. Real time support and dedicated staff for attending day to day issues in SAP
- 2.1.18. In addition to normal Financial Statement, the SAP developers developed a specific Financial Statement including all supporting notes, annexure as per the format specified by the Statutory auditors. The previous year format shared for you for development of report.
- 2.1.19. The Financial reports must be developed to generate Financial Statement District wise/State wise, Segment wise i.e., Department, Grain, crop year wise, etc.
- 2.1.20. Following are the key benefits expected from development and implementing the IT solution:**
  - 2.1.20.1. Facilitate effective assets management for APMARKFED by automating the asset level operations.
  - 2.1.20.2. Remove the redundancies and inefficiencies in the current operations and increase the overall effectiveness.
  - 2.1.20.3. Increase visibility of the operations that enables informed decision making
  - 2.1.20.4. Helping APMARKFED staff/officials in proper planning and optimizing the administrative work.

## 2.2. Key Outcomes from Integrated Systems

The implementation of application intends to automate and streamline accounts of Markfed including the district-level level operations. The expected benefits are mentioned below:

- 2.2.1. Increasing efficiency of current manual processes by integrated view of end-to-end processes, use of workflow, notification, and alerts.
- 2.2.2. Better coordination between Head Office and district offices through integrated system.



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- 2.2.3. Reduce redundancy in processes by capturing data at the source and in real time.
- 2.2.4. Free up manpower from laborious manual data collation and report preparation.
- 2.2.5. Leverage IT as decision support systems to handle dynamic nature of business.
- 2.2.6. KPI driven dashboard for the top management.
- 2.2.7. Getting real time Income and Expenditure Statement and Balance Sheet

### 2.3. Invitation for Bids – RFP notice

This RFP document invites detailed bid proposals from the interested parties (bidders) to submit their pre-qualification criteria, technical and financial offers for providing technical resource services for APMARKFED development of SAP solution 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.

Bidder agencies are requested to attend a pre-bid meeting on 10.08.2022 at 03.00PM at Andhra Pradesh State Co-operative Marketing Federation Ltd, Vijayawada.

## 3. Critical Information

S. No	Information	Details
1	Bid Inviting authority	Andhra Pradesh State Co-operative Marketing Federation Ltd
2	RFP No. and Date	02/APMF/CAO/2022-1, 03.08.2022
3	Bid document download Start Date & Time	05.08.2022, 05.00PM
4	Cost of RFP document	The cost of RFP is Rs. 5000/- +GST in favor of The Andhra Pradesh State Co-operative Marketing Federation Ltd payable at Vijayawada ( <b><i>Bidders already purchased RFP should upload the scanned copy of the receipt</i></b> )
5	Earnest Money Deposit (EMD)	Rs.1,00,000 /- (Rupees One lakh only). The EMD should be in the form of Demand Draft or through online payment through NEFT/RTGS.
6	Last Date for submission of written queries for clarifications ( <b><i>through email only</i></b> )	08.08.2022, 03:00PM Email: <a href="mailto:cao.accmarkfed@gmail.com">cao.accmarkfed@gmail.com</a>
7	Date of pre-bid meeting	10.08.2022, 03:00 PM
8	Release of response to clarifications and issuance of corrigendum	12.08.2022, 5.00 PM
9	Bid document download End date & Time	22.08.2022, 12Noon
10	Bid Validity Period	90 days
11	Last date (deadline) for submission of Bids	22.08.2022, 02.00PM
12	Submission of Physical DDs of Cost of RFP/ Earnest Money Deposit (EMD)	22.08.2022, 04.00 PM
13	Technical Bid opening	22.08.2022, 04.30PM
14	Technical presentation by bidders (For bidders qualifying pre-qualification criteria only)	Technical presentation will begin on 23.08.2022, 11AM onwards in alphabetical order of bidder name. Each bidder will be given 20 minutes slot to present.
15	Opening of Financial Bids (For bidders qualifying technical qualification criteria only)	24.08.2022, 11.00AM
16	Contact Person for queries	The Chief Accounts Officer, APMARKFED
17	Addressee for Communication	Andhra Pradesh State Co-operative Marketing Federation Ltd

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		#56-2-11, 4th &5th Floor, AP. Markfed Building, APIIC Colony, Jawahar Auto Nagar, Vijayawada - 520 007.
18	Deadline/last date for furnishing performance security (PBG)	Within 15 days from the date of issue of Work Order
19	Performance security value (Performance Bank Guarantee)	10% of the annual contract amount in the form of Bank Guarantee /DD (from Nationalized/ Scheduled Banks only)
20	Performance security validity period	1 year from the date of signing of the agreement
21	Deadline / last date for signing agreement	Within 15 days of receipt of the Work Order

**Important Note:** Prospective Software/Application Developer (Bidder) are requested to remain updated for any notices/amendments/clarifications etc. to the Tender Document through the e-tender portal. No separate notifications will be issued for such notices/amendments/clarifications etc. in the print media or individually.

## 4. Eligibility Criteria

### 4.1. General Eligibility

The RFP can be responded by Technical Manpower staffing agencies. Categories of organizations can be government, semi-government, and private organizations with at least Five (5) years of experience in the said categories.

Placement agencies are not expected to respond to this RFP.

### 4.2. Pre-Qualification Criteria

S. No	Pre-Qualification Criteria	Required Details
1	Certificate of Registration as a software services agency. Consortium/Sub-contract is not allowed.	The firm should possess and furnish proof of certificate of registration/incorporation. It should also provide the PAN & GST registration.
2	The organization must have positive net worth as on 31 <sup>st</sup> March 2022 and annual turnover of minimum Rs. 1 Crore per year for last 3 years	Audited Financial Statements Certified by chartered accountant or statutory auditors of the bidder. For details please see the Annexure 2
3	The bidder should have experience in providing Implementation services & staffing senior SAP resources of minimum 1 client of government departments/agencies/corporations in any of last 5 years	References (contract details, contact details of customers, completion certificates, customer satisfaction certificate, etc.) for these projects to be provided.
4	The bidder should have manpower on an average of 7 SAP professional resources per year in last 3 years on its payroll.	References (yearly payroll strength data etc.) to be provided.
5	Details of company profile & Strength	i. Company background, history & why the proposer is qualified to provide the services described in this RFP. ii. A description of the firm's structure, including resumes of the Account Manager, Project Manager, Functional Consultants & Technical Consultants (qualifications, expertise, level of involvement, etc.) who would work directly with APMARKFED on this assignment.

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6	The bidder must have company registration certificate, valid GST registration certificate, EPF, ESI registration certificate.	Copy of certificates or furnish an undertaking that EPF and ESI certificates will be submitted within 30 days from LOI date.
7	The bidder must not be blacklisted/debarred/suspended/ banned by any Ministry/Department of State or Central Government/PSUs on the last date of filing of responses to this RFP	A Self Declaration stating to this effect is required to be signed by authorized signatory of the agency with seal. To that effect power of attorney for appointing the authorized person to be obtained from the Notary and enclosed.
8	Presence of bidder in Andhra Pradesh or provide an undertaking to open an office in Andhra Pradesh within 30 days after receiving the LOI	Supporting Documents/ Undertaking by the bidder.

### 5. Instructions to bidders

The entire proposal shall be strictly as per the format specified in this RFP including annexure. Bids with deviation from this format shall be rejected. The Tender Inviting Authority will consider only the bids submitted through on-line over the copies of the paper-based bids.

In case of any discrepancy to be false/fabricated/bogus, such Bidders are liable for blacklisting, forfeiture of the EMD, cancellation of work and criminal prosecution.

The Bidders must attach the required documents at the time of uploading as required by Tender Inviting Authority in the tender conditions. The Bidders are advised to submit hard copies and get an acknowledgement from the Tender Inviting Authority as a proof of submission to avoid any discrepancy.

The following are the important points for the bidders:

1. The team shall work for APMARKFED from Vijayawada.
2. APMARKFED reserves it's right to alter the scope (increase quantity/ remove certain items).
3. The bidder has to enter the lump sum price and has to enter total project price.
4. All other tasks pertinent to the contract even though may not have been mentioned in the bid document are assumed to have been included in the work.

Deduction of taxes at source will be made as per applicable laws from the payments to be made to the vendor.

#### 5.1. Cost of RFP

A complete set of bidding documents can be downloaded from <https://tender.apecurement.gov.in>. However, a scanned copy of the Demand Draft for Rs. 5,000/- drawn in favor of 'Andhra Pradesh State Co-operative Marketing Federation Ltd payable at Vijayawada shall be uploaded towards cost of Tender Document along with the bid, failing which the bid will be disqualified. The original DD should be submitted at APMARKFED for the above-mentioned contact person on or before 13.07.2022, 04.00 PM.

#### 5.2. Transfer of RFP

The RFP document is not transferable to any other bidder.

#### 5.3. Bid Response

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 documents or submission of a proposal not substantially responsive to the RFP

documents in every respect will be at the bidder's risk and may result in rejection of its proposal and forfeiture of the bid EMD. The decision of APMARKFED in this regard is final and binding to all bidders.

#### 5.4. Proposal Preparation cost

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs, incurred in conduct of informative and other diligence activities, participation in meetings / discussions / presentations, preparation of proposal, in providing any additional information required by APMARKFED to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. APMARKFED will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. This RFP does not commit APMARKFED to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award. All materials submitted by the bidder become the property of APMARKFED and may be returned at its sole discretion, provided, any materials which are identified as "Proprietary and Confidential Material of Bidder" shall remain the property of such bidder and the APMARKFED shall maintain confidentiality of such materials.

#### 5.5. Signing of Communication to APMARKFED

All the communication to APMARKFED including this RFP and the bid documents shall be signed on each page by the authorized representative of the bidder and authority letter should be attached with the bid which has to be attested by the Notary.

#### 5.6. Bidder enquiries and APMARKFED responses

All enquiries / clarifications from the bidders related to this RFP, must be directed in writing/e-mail to the contact details notified in this RFP document. The preferred mode of delivering written questions to the aforementioned contact details would be through mail or email. Telephone calls will not be accepted. In no event will APMARKFED be responsible for ensuring that bidders enquiries have been received by APMARKFED.

#### 5.7. Amendment of RFP document

- 5.7.1. At any time till 7 days before the deadline for submission of bids, APMARKFED 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 amendments made in the document would be circulated to the bidders through e-mail and will form part of RFP for purpose of bid evaluation.
- 5.7.2. The bidders are advised to visit eProcurement site for checking necessary updates. APMARKFED also reserves the right to amend the dates mentioned in this RFP for bid process.
- 5.7.3. In order to afford prospective bidders reasonable time in which to take the amendment into account in preparing their bids, APMARKFED may, at its discretion, extend the last date for the receipt of bids by a reasonable period.

#### 5.8. Supplemental Information to the RFP

If APMARKFED deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP. It may issue supplements to this RFP. The same will be made available in an e-procurement portal. Any such corrigendum shall be deemed to be incorporated by this reference into this RFP.

#### 5.9. APMARKFED's right to modify submission deadline

APMARKFED 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.

#### 5.10. APMARKFED's right to terminate the process

APMARKFED may terminate the RFP process at any time and without assigning any reason. APMARKFED makes no commitments, express or implied, that this process will result in a business transaction with anyone. The RFP does not constitute an offer by APMARKFED. The bidder's participation in this process may result in APMARKFED 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 APMARKFED to execute a contract or to continue negotiations. The APMARKFED may terminate negotiations at any time without assigning any reason.

#### 5.11. Earnest Money Deposit (EMD)

Bidders are request to upload a scanned copy of the Demand Draft for Rs.1,00,000/- drawn in favor of 'Andhra Pradesh State Co-operative Marketing Federation Ltd payable at Vijayawada towards EMD along with the bid, failing which the bid will be disqualified. The original DD should be submitted at APMARKFED for the above-mentioned contact person on are before 13.07.2022, 04.00 PM

- 5.11.1. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD. The EMD of Tenderers will be returned no sooner than the tenders are finalized or end date of the Tender validity period whichever is earlier.
- 5.11.2. Unsuccessful bidder's EMD will be discharged/ returned within 60 days after the selection of SAP agency.
- 5.11.3. The EMD may be forfeited:
  - 5.11.3.1. If a bidder withdraws bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
  - 5.11.3.2. In the case of a successful bidder if the bidder fails to sign the contract for any reason not attributable to APMARKFED; or
  - 5.11.3.3. 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
  - 5.11.3.4. During the bid process, if any information is found to be wrong/ manipulated/ hidden in the bid.
  - 5.11.3.5. The decision of APMARKFED regarding forfeiture of the EMD amount and rejection of bid shall be final and binding on the bidder.

#### 5.12. Authentication of Bid

The original and all copies of the bid shall be typed or written 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 shall be initialed and stamped by the person or persons signing the bid.

#### 5.13. Validation of interlineations in bid

The bid shall contain 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.

#### 5.14. 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 as final and binding. There should be proper page numbering on every page of bid for proper referencing.

#### 5.15. Procedure for offer submission

The Bidders shall submit their response through e-Procurement platform at <https://tender.approcurement.gov.in> by following the procedure given below. The Bidders would be required to register on the e-procurement marketplace

<https://tender.apecurement.gov.in> and submit their bids online. Offline bids will not be entertained by the Tender Inviting Authority for the tenders published in e-Procurement platform. The Bidders shall submit their eligibility and qualification details, Technical bid, Financial bid etc., in the online standard formats displayed in e-Procurement website. The Bidders shall upload the scanned copies of all the relevant certificates, documents, etc., in support of their eligibility criteria/technical bids and other certificates/documents in the e-Procurement website. The Bidders shall sign on the statements, documents, certificates, uploaded by them, owning responsibility for their correctness/authenticity. The Bidders shall attach all the required documents for the specific tender after uploading the same during the bid submission as per the Tender Notice and Bid Document Period.

#### **5.15.1. Registration with e-procurement platform:**

For registration and online bid submission, Bidders may contact e-Procurement HELPDESK through Phone nos./mail id available on <https://tender.apecurement.gov.in>.

#### **5.15.2. Digital Certificate Authentication:**

The Bidders shall authenticate the bid with their Digital Certificates for submitting the bid electronically on e-Procurement platform and the bids not authenticated by digital certificate of the Bidders will not be accepted on the e-Procurement platform.

#### **5.15.3. Payment of Transaction Fee**

All the participating bidders who submit the bids must pay an amount @ 0.03% of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs. 50 crores and Rs. 25,000/- if the purchase value is above Rs. 50 crores & GST as applicable @ 18%. / as levied by Govt. of India on transaction fee through online in favor of MD, APTS, Vijayawada. The amount payable to APTS is nonrefundable.

Corpus Fund: Successful bidder must pay an amount of 0.04% on quoted value through online towards corpus fund at the time of concluding agreement.

### **5.16. Tender Document**

The Bidders are requested to download the Tender Document and read all the terms and conditions mentioned in the Tender Document and seek clarifications, if any, from the Tender Inviting Authority. Any offline bid submission clause in the tender document could be neglected. The Bidders have to keep track of any changes by viewing the Addenda / Corrigenda issued by the Tender Inviting Authority from time-to-time, in the e-Procurement platform. The Department calling for Tenders shall not be responsible for any claims / problems arising out of this.

### **5.17. Validity of bids**

The bid shall be valid for 90 days from the Bid start date. In extreme circumstances, APMARKFED at its discretion may solicit the bidder's 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.

### **5.18. Proposal Ownership**

The proposal and all supporting documentation submitted by the bidder shall become the property of APMARKFED.

### **5.19. Bid Submission Acknowledgement:**

The Bidders shall complete all the processes and steps required for Bid submission. The system will generate an acknowledgement with a unique bid submission number after completing all the prescribed steps and processes by the Bidders. Users may also note that the bids for which an acknowledgement is not generated by the e-Procurement system

are treated as invalid or not saved in the system. Such invalid bids are not made available to the Tender Inviting Authority for processing the bids. The APMARKFED and M/s. APTS are not responsible for incomplete bid submission by users.

#### HOW TO APPLY

- 5.19.1. Click at <https://tender.apecurement.gov.in> to download e-Procurement notification
- 5.19.2. Read the complete document carefully
- 5.19.3. Technical & Price Bid shall be submitted online only
- 5.19.4. The system will generate an acknowledgement with a unique offer submission number on successful completion of the above process.

For any help or technical support on e-Procurement, Bidders may contact over phone or in person or through mail available on e-Procurement portal.

## 6. The Bid Process

### 6.1. Pre-Bid Meeting

- 6.2. APMARKFED will host a pre-bid conference as mentioned above in section 3 table. If there would be any change in date, time and venue then the same will be informed to the bidder.
- 6.3. The bidder or its official representative will be invited to attend the pre-bid conference.
- 6.4. Bidders may confirm their participation one day in advance.
- 6.5. 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.
- 6.6. The response of the pre-bid conference shall be available at APMARKFED.
- 6.7. APMARKFED may make modifications to the RFP if necessary, as a result of pre-bid conference. All such modifications made to the RFP by APMARKFED will be issued as a corrigendum to the RFP shall be available with APMARKFED.
- 6.8. APMARKFED reserves the right to hold the pre-bid conference without assigning any reason.

### 6.2. Tender Evaluation Committee

The Tender Evaluation Committee constituted by APMARKFED shall evaluate the bid response submitted by the bidders. The decision of the Tender Evaluation committee in providing the clarifications, issue of corrigendum and the evaluation of the Pre-Qualification Criteria, Technical & Financial bids shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the committee.

### 6.3. Opening of bids

APMARKFED reserves the right to postpone or cancel the opening of the bid.

- 6.3.1. 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.
- 6.3.2. To assist on the scrutiny, evaluation & comparison of offers, APMARKFED 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 be necessarily be in writing.

### 6.4. Award Criteria

APMARKFED 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 (a proposal which qualifies in all the two evaluation stages and proves to be the



lowest Financial quote), provided further that the bidder has demonstrated that it is qualified to perform services required for the project satisfactorily.

#### 6.5. APMARKFED Rights to accept / reject any or all proposals

APMARKFED reserves the right to accept or reject any proposal, and to annul the bidding process and reject all bids at any time prior to award of contract, without assigning any reason.

## 7. Evaluation Process

### 7.1. Overall Bid Evaluation

- 7.1.1.1. Tender Evaluation Committee will evaluate and compare the bids determined to be substantially responsive.
- 7.1.1.2. The bidders who qualified in Pre-qualification stage will be qualified for Technical Evaluation.
- 7.1.1.3. Those who qualified in Technical Evaluation, their financial bids will be opened.

**Substantially Responsive bid:** A substantially responsive bid is one, which confirm 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.

- 7.1.1.4. APMARKFED determination of a bid's responsiveness is to be based on the contents of the bid itself without recourse to extrinsic evidence. It is APMARKFED Tender 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.
- 7.1.1.5. The technical evaluation of bids will be carried out using a points system. Bidders with score of 70 and above in the technical bid shall be considered as technically qualified. The financial bid of only the technically qualified bidders shall be opened.
- 7.1.1.6. If there is a discrepancy between words and figures, the amount in words will prevail. If the bidder does not accept the correction of the errors, its bid would be rejected and may result in forfeiture of EMD amount.
- 7.1.1.7. The Tender Evaluation Committee may waive any minor infirmity, nonconformity or irregularity which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder. The Tender Evaluation Committee reserves the right to reject any or all proposals based on any deviations.

### 7.2. Evaluation of bids

Tender Evaluation Committee will carry out a detailed evaluation of the Technical bids received by it to determine whether they are substantially responsive to the requirements set forth in the RFP. 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.

The Tender Evaluation Committee shall invite only shortlisted bidders to make a technical presentation. The purpose of such presentations would be to allow the bidders to present their proposed solutions along with definite timelines for completing the project to the Tender Evaluation Committee and the key points in their proposals.

Based on the technical evaluation, the financial bids of only the technically qualified bidders shall be opened by Tender Evaluation Committee. The Financial evaluation will consider the information supplied by the bidders in the Financial Proposal and shall evaluate the same as per the evaluation criteria specified in this RFP.



### 7.3. Technical Bid Evaluation

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.

The technical bids shall be evaluated by the Tender Evaluation Committee based on a weighted point system, assessing each bidder's ability to satisfy the requirements set forth in the RFP document. The Tender Evaluation Committee will evaluate the technical proposals by considering factors mentioned below. The information furnished by the bidders in the technical bid shall be basis for this evaluation.

Each of the Technical bids shall be evaluated on a score of 100 points.

Each Proposal will be evaluated according the following criteria, but not limited to:

- 7.3.1.1. Project objective, scope of work and understanding along with experience in projects executed of similar nature. Bidders must demonstrate their experience by submitting documentary proof.
- 7.3.1.2. Capability of the Proposed Team: The team should have experience in recruiting SAP professionals.
- 7.3.1.3. An Evaluation Score (ES) shall be assigned to each prospective bidder based on the technical bid submitted. The technical evaluation score shall be based on the number of points that shall be awarded as per the following Evaluation Criteria.
- 7.3.1.4. Bidders not responding to the complete scope of Work as indicated in the RFP documents, addendum (if any) and any subsequent information given to the Bidder would result into the rejection of the proposal.

S. No	Criteria	Max Score	Benchmark	Marks
1	Experience of providing services for end-to-end implementation of SAP Business One, issuing license or permit / integration with multiple departments through API / High Availability (HA) /payment gateways / asset management system/ online monitoring mechanism with Semi-government / government organization / PSUs / large private sector firms.	35	Work order or proof of having experience in Relevant domain with minimum 1 client for each year during last 5 years	5 marks per domain, max. 35 marks. For completed projects, 3 X 5 = 15 marks For ongoing projects, 4 X 5 = 20 marks
2	Should be an SAP Gold Partner	15	SAP Certification	
3	The value of the Work Order/Contract should be Min of Rs. 50 Lakhs or above	10	Work Order or proof of having	5 marks for 50 lakhs 10 marks for >50 lakhs
4	Presentation on approach, resource strength, timelines and capabilities	20	Detailed presentation	As per evaluation committee (Max 20)
5	Quality of proposed resources 1. Experience 2. Qualification Experience of working with Government agencies	20	Work order or proof of having relevant experience and qualifications	Experience – 10 marks Qualification – 5 marks Experience of working with govt agencies – 5 marks
	<b>Total</b>	<b>100.00</b>		

#### 7.4. Financial Bid Evaluation

The financial bid would be opened only of those bidders qualifying in technical evaluation. That means the bidders scoring more than 70 in technical evaluation only would be eligible for final evaluation. Financial Bid should contain the manpower rate for each role and total amount. Total amount will be considered to arrive at final score.

#### 7.5. Final Evaluation of the Bid

7.5.1. Final evaluation is done based on QCBS method with 70:30 weightages to technical and financial respectively.

7.5.2. The bidder obtaining highest combined score shall be considered as successful bidder and contract shall be awarded to the successful bidder.

**For working out the combined score, APMARKFED will use the following formula:**

Total points: [TS +FS], where

- TS stands for Technical Score, that is calculated as  $(70 \times \text{Marks scored in Technical evaluation} / 100)$
- FS stands for Financial Score calculated based on the financial bids submitted by the bidders using formula  $(L1 \times 30 / FB)$ .
- L1 stands for the lowest Financial Bid among all the eligible Bidders (i.e., Eligible bidders include those meeting the eligibility criteria and scoring 70 marks or more in the technical evaluation)
- FB stands for Financial bid of the bidder

#### **Example:**

If in response to this RFP, three proposals, A, B & C were received and their marks in technical evaluation are 80, 90 and 95 respectively. All three are technically qualified, hence financial bids will be opened.

Financial quotes of A, B & C are 35,00,000, 40,00,000 and 65,00,000 respectively.

Technical scores are calculated using above mentioned formula  $(70 \times \text{Marks scored in Technical evaluation} / 100)$  and technical scores are A- 56, B-63, and C- 66.5.

Financial scores are calculated as per the formula mentioned above and financial scores are A – 30, B- 26.25, C – 16.15.

Adding both Technical score and financial score APMARKFED will arrive at final score and thus calculated final scores are

Proposal A:  $56.00 + 30.00 = 88.00$

Proposal B:  $63.00 + 26.25 = 89.25$

Proposal C:  $66.50 + 16.15 = 82.65$

Proposal B having the highest score would be considered the Successful bidder and recommended for award of contract.

## 8. Selection Procedure

### 8.1. Notification of Award of Contract

Prior to the expiration of the period of proposal validity, APMARKFED or its authorized person will notify the successful bidder in writing or by email that the bid has been accepted.

APMARKFED may place the work order to the successful bidder.

The bidder shall acknowledge in writing to APMARKFED the acceptance of the work order and shall sign the agreement with APMARKFED within seven (7) days of receipt of the work order.

### 8.2. Signing of Contract

Within 7 days of receipt of the work order, the successful bidder shall sign the agreement with APMARKFED.

All incidental expenses of execution of the agreement shall be borne by the successful bidder.

The agreement between APMARKFED and the successful bidder shall cover in detail the aspects/terms of contract such as mentioned below but not limited to:

- Performance security
- Warranty
- Payment
- Prices
- Assignment
- Sub-contracts
- Termination
- Applicable Law
- Notices
- Change orders
- Taxes and Duties
- Confidentiality
- Limitation of liability
- Training and consultancy
- Technical Documentation
- Project Management
- Bidder's obligations
- Department's obligations
- Patent Rights
- Any additional items as decided by APMARKFED

### 8.3. Performance Bank Guarantee

The bidder shall submit Bank Guarantee of amount equivalent to 10% of the annual contract amount as unconditional and irrevocable Performance Bank Guarantee (PBG) from the Nationalized/ Schedule Bank in the name of Andhra Pradesh State Co-operative Marketing Federation Ltd.

The PBG shall be valid for 3 years from the signing the agreement. The PBG shall be returned to the bidder only on completion of all work satisfactorily after 1 year from signing of agreement or completion of work assigned to the SAP firm whichever is later.

In the event of the bidder being unable to service the contract for whatever reason, APMARKFED would invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever APMARKFED under the contract in the matter, the proceeds of the PBG shall be payable to Andhra Pradesh State Co-operative Marketing Federation Ltd as compensation for any loss resulting from the bidder's failure to complete its obligations under the Contract. APMARKFED shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the bidder is in default.

APMARKFED 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.

#### 8.4. Miscellaneous Terms & Conditions

The bidders must individually submit their technical and financial offers. Consortium/Sub-contract is not allowed.

The end product of the work assignment carried out by the selected bidder, in any form, will be the sole property of APMARKFED.

The selected bidder shall not assign, transfer, pledge or subcontract the performance of services without the prior written consent of APMARKFED. APMARKFED may take possession of the works and all deliverables (SRS, Design, Test cases, Test Reports, User manuals, deployment manuals, Latest Source code from the Agency and use or employ the same for completion of the work or employ any other agency or other person or persons to complete the works. The agency shall not in any way object or interrupt or do any act, matter, or thing to prevent or hinder such actions, other agencies or other persons employed for completing and finishing or using such deliverables.

APMARKFED shall remain the owner of all the content conceptualized, created, and implemented by the agency under this RFP. All intellectual property rights in the content whether in tangible or intangible form shall belong to APMARKFED and the agency has no right to assign, license, sell, or use any content conceptualized, created and implemented under this RFP and / or accompanying Master Service Agreement to any third party under any circumstances. All the content conceptualized, created, and implemented by the agency whether in tangible or intangible form shall bear relevant copyright notices in the name of APMARKFED. The agency shall take all such appropriate legal actions to safeguard violation of APMARKFED's intellectual property rights, if any.

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.

The selected bidder automatically agrees with APMARKFED for honoring all aspects of fair-trade practices in executing the work orders placed by APMARKFED.

The selected bidder shall take all the necessary permission required from various Government bodies, and other entities wherever required to carry out the work.

In the event of selected bidder or the concerned division of the company is taken over / bought over by another company, all the obligations under the agreement with APMARKFED, should be passed on for compliance to the new company/ new division in the negotiations for their transfer.

All the cost and charges in the bid should be expressed in Indian rupees without any dependence on exchange rate, duty, or tax structure.

The selected bidder's person shall not claim any benefit/compensation/absorption of services at APMARKFED under the provision of Industrial Dispute Act, 1947 or contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the selected bidder at APMARKFED.

#### 8.5. Failure to agree with the terms & conditions of the RFP

Failure of the bidder to agree with the terms & conditions of the RFP shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

#### 8.6. Agreement

APMARKFED shall execute an agreement with the bidder as per the terms and conditions of the RFP. The conditions stipulated in the agreement must be strictly adhered to and any violation of any of the conditions will entail termination of the contract without prejudice to the rights of APMARKFED. In such a case, APMARKFED has the right to invoke PBG and further right to terminate the entire or part of the contract by giving 3 months' notice period.

### 8.7. Indemnity

1. Bidder has to indemnify APMARKFED against any claims, losses, causes, damages, expenses, action suits and other proceeding, resulting from any proceedings initiated against APMARKFED for any deficiency in services related to the project provided by the bidder during the period of contract.
2. If APMARKFED suffers any loss or damage on account of negligence, default, or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to APMARKFED for the same. The agency shall keep APMARKFED fully indemnified against the damage by any staff engaged by the agency. For any accident or causality occurred during the course of working to any staff deployed by the agency, the liability that will arise out of the accident will be owned by the agency. The responsibility will remain with the agency & APMARKFED will in no way be responsible for it.

### 8.8. Force Majeure

Force majeure shall not include any events caused due to acts/omissions of such party or result from a breach/contravention of any of the terms of the contract, bid and/or the tender. It shall also not include any default on the part of a party due to its negligence or failure to implement the stipulated/proposed precautions, as were required to be taken under the contract.

The failure or occurrence of a delay in performance of any of the obligations of either party shall constitute a force majeure event only where such failure or delay could not have reasonably been foreseen or where despite the presence of adequate and stipulated safeguards the failure to perform obligations has occurred. In such an event, the affected party shall inform the other party in writing/e-mail at the earliest. APMARKFED will make the payments due for services rendered till the occurrence of force majeure. However, any failure or lapse on the part of the bidder in performing any obligation as is necessary and proper to negate the damage due to projected force majeure events or to mitigate the damage that may be caused due to the above-mentioned events or the failure to provide adequate disaster management/recovery or any failure in setting up a contingency mechanism would not constitute force majeure, as set out above.

In case of a force majeure all parties will endeavor to agree on an alternate mode of performance in order to ensure the continuity of service and implementation of the obligations of a party under the Contract and to minimize any adverse consequences of force majeure.

Force majeure clause shall mean and be limited to the following in the execution of the conditions of empanelment placed by APMARKFED: -

- 8.8.1. War / hostilities
- 8.8.2. Riot or Civil commotion
- 8.8.3. Earthquake, flood, tsunami, tempest, lightning, or other natural physical disaster.
- 8.8.4. Restriction imposed by the government or other statutory bodies, which is beyond the control of the selected bidder, which prevents or delays the executive of the order by the selected bidder.

The selected bidder shall inform APMARKFED in writing, the beginning, and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, APMARKFED reserves the right to cancel the conditions of empanelment without any obligation to compensate the selected bidder in any manner for what so ever reason, subject to the provision of clause mentioned above.

Applicable Law – The conditions shall be governed by the laws and procedures established by Govt. of India / Andhra Pradesh, within the framework of applicable legislation and enactment made from time to time.

Notwithstanding above, the decision of APMARKFED shall be final and binding on the bidder.

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but not limited to fire, flood, tsunami, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, authorized acts lockouts or other labor disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the bidder shall promptly notify APMARKFED in writing of such condition and the cause thereof. Unless otherwise directed by APMARKFED, the successful bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The successful bidder shall, at the discretion of APMARKFED, be excused from performance of his obligations in whole or part if such causes, circumstances, or events shall continue to prevent or delay such performance.

## 9. Scope of Work

Overall scope of work for bidder is to Implement SAP Business One Application, deploy the requisite talent to APMARKFED for developing end to end solutions capturing entire workflow of all activities of the department. The following are the broad requirements for the proposed SAP solution. The scope provided in this RFP are prepared to include majority of the requirements of APMARKFED. However, these functional requirements of the envisaged solution should not be considered as exhaustive and there could be additional features, functionalities, components, modules, Key Performance Indicators (KPIs) etc. which would be discussed and finalized during the engagement period. The scope of work will be defined in terms of number of manpower deployed and timely work completed by the deployed manpower.

9.1. Study, prepare workflow, develop functionalities and integrate with identified existing modules (CMAID and CM APP) or any such requirement to make the system more robust and efficient for digitization of identified services/activities of APMARKFED:

S. No	Main Module
1	Study AS IS Business Process of AP Markfed
2	Prepare To-be process for the relevant departments of AP Markfed. The functional requirement changes need to be vetted and put in standard template & shall be approved by APMarkfed as BBP Sign off. Therefore, the BBP Sign Off shall be final scope of this Implementation
3	Design & Configure SAP Enterprise Structure to run the business process. A workshop shall be organized with the Core Team to discuss & finalize enterprise structure on ERP. This must be clearly documented in the BBP.
4	Configure business processes in DEV environment and conduct tests at unit level and integrated level.
5	Design data migration approach
6	Prepare and conduct test scenarios & test cases for all identified business process flows in DEV environment
7	Integrate with CMAID and CM APP for exchange of relevant information to and from SAP Business One Application
8	Provide training to all functional, technical and administrative users
9	Test all identified business process flows at unit and integrated level on QA Environment
10	Finalize cut over strategy and data migration approach
11	Prepare and conduct integration testing of SAP B1 with CMAID, CM APP and MARKRAY to get signoff on QA environment
12	Prepare PRD system and move all developments and getting signoff on cutover data into PRD system.
13	Prepare & Conduct Go Live test for sign off before Go Live.

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S. No	Main Module
14	Plan and implement change management jointly with APMarkfed management.
14	Upgraded versions to be updated times
16	Provide Post production support for Production Environment for a period of 3 months

- 9.1.1. Presently AP MARKFED has utilization SAP for maintenance of accounts
- 9.1.2. In addition to SAP APMRK FED has also utilizing following software for accounting, payment, reports
  - 9.1.2.1. CMAPP for procurement of grains i.e. farmers payment, vendors payments for transport, gunnies, hamali charges (loading and unloading), storage charges etc
  - 9.1.2.2. CMAID for procurement & distribution of Fertilizers i.e. fertilizers company payment, transport, hamali charges (loading and unloading), storage, etc., Further CMAID also generate vendor e-invoices for fertilizers sales and pushed sales data to GST portal for generation of e-invoices. The CMAID also provide party wise sales, outstanding reports and other MIS reports to the top management.
  - 9.1.2.3. MARKRAY is e action platform. The main accounting activity of Markray is sales of grains including generation of sale invoices and pushed sales data to GST portal for generation of e-invoices, party wise EMD collected and due for refund, The 15% Security Deposited and due for refund, commodity wise, crop year wise, district wise sales
  - 9.1.2.4. Integration of fertilizer remittances received through virtual accounts remitted by PACS, HUBs and RBKs through HDFC Bank including UPI payments and reconciliation
- 9.1.3. In addition to the above, the APMARKFED planning to automate all daily activities other than procurement and sales of gains /fertilizers using the SAP software i.e. Procurement of Office purchase i.e. issue of PO by using the SAP, tracking of PO, Accounting of PO and invoice on real time.
- 9.1.4. Automatic synchronized all app data specified above on real time to SAP
- 9.1.5. Automatic synchronized all bank statement on real time including preparation of bank reconciliation statement
- 9.1.6. Automatic synchronized all sales, debit notes, credit notes on real time from GSTR portal including preparation of reconciliation sales/purchases
- 9.1.7. GSTR-2A/2B Reconciliation
- 9.1.8. Prepare party wise GST input as per Books and as per GSTR-2A/2B and also a MIS report indicate default vendors
- 9.1.9. Preparation of E TDS/TCS returns i.e. 24Q/26Q/27Q, etc./
- 9.1.10. Automatic GST Returns & Filing of GST returns i.e. GSTR-1, 3, 3B, 9 & 9C.
- 9.1.11. Minimize the manual data entry and atomize all the actives by using the external data i.e. CMAPP, CMAID, MARKRAY, BANK, GST portal, etc.,
- 9.1.12. Real time dash board to top Management
- 9.1.13. KPI driven dashboard for the top management
- 9.1.14. Real time support and dedicated staff for attending day to day issues in SAP
- 9.1.15. In addition to normal Financial Statement, the SAP developers developed a specific Financial Statement including all supporting notes, annexure as per the format specified by the Statutory auditors. The previous year format shared for you for development of report.
- 9.1.16. The Financial reports must be developed to generate Financial Statement District wise/State wise, Segment wise i.e. Department, Grain, crop year wise, etc.

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9.2. Successful bidder should provide the complete resource plan, communication plan, Risk Management Plan, Schedule, Quality Plan, and various other necessary Project Plans,

9.3. Design and develop systems to capture data in electronic format instead of maintaining manual records/registers,

9.4. Payment shall be made based on the resource deployed and timely completion of tasks assigned,

### 9.5. Hosting at SDC:

The required hardware will be provided by APMARKFED. The agency is required to perform Hardware, software & licenses sizing and should communicate formally all the hosting requirements.

9.5.1. Production, staging, testing environments may be insisted in Cloud / State Data Center.

9.5.2. The Vendor can perform a sizing of Hardware and Software Licenses required for the implementation of UTS and the same might be provided at AP State Data Center by ITE&C Dept, GoAP.

9.5.3. The UTS application before hosting at SDC / Cloud, must be Security Audited by APTS or their empaneled agencies. Whenever a new module / Change Request is implemented, the Application must be Security Audited periodically.

Since the nature of the project to be implemented is huge, it is recommended that the Vendor should make use of the following tools:

- i. Project Management Tools
- ii. Source Code & Document Version Control Systems
- iii. Issue Tracking

Various Project Management plans (like Communication Plan, Risk Management Plan, Resource (ITC / Human) requirement management plan, escalation matrix etc.) might be asked from the Vendor.

### Training

The selected agency shall provide hands-on training to designated staff in basic application management, so that basic tasks can be performed independently. The initial trainings shall be held physically at Head Office. Subsequent trainings may be organized online. User manuals shall be made available in printable format including but not limited to navigation of the application, content update, media upload and menu addition etc., The training manual should be updated each time a new module/ functionality/ upgrade happens on the system.

### Security

The selected agency shall ensure that the web portal is Security Audited as per Cert-in guidelines prior to Go-Live. The agency to provide the following security features:

- i. Protection against defacement and hacking of the application.
- ii. Design and updates should incorporate security features to protect the site from session Hijacking, SQL Injection, Cross scripting, Denial of Service, etc.,
- iii. As per open API policy, anything else as defined by GoI/GoAP from time to time.

### Go MS No 3 issued by ITE&C Department:

The Vendor should sign a Non-Disclosure Agreement and Confidentiality agreement as prescribed by ITE&C Dept, GoAP and also adhere to the Security and Data Privacy Guidelines as mentioned in G.O.Ms.No 3 , Dt: 08-07-2020



**ITE&C Department** - Standards for new e-Governance applications development and systems integration, Data hosting, Data Access, Mobile applications, Social media engagement etc., - instructions to all departments - Reg.

The following Parameters must be implemented:

- a. Accessibility - Availability of portal / Mobile App in English and local language (Telugu). People with various disabilities (Auditory, Physical, Speech, Visual, Temporary Disabilities, People with Limited Bandwidth, etc.) must have access to the Portal / Mobile App to avail a Service.
- b. Compatibility of website with various browsers and screen resolutions, etc.
- c. Multi-Media compatibility (Videos, Audio, Images and Animations, etc.)
- d. Identity Management System/Software: As there could be many users across the state using the Web and Mobile application a unified Identity Management System/Software to be utilized.
- e. MeitY, Government of India has come up with GIGW standards for adoption by all Central Ministries / State Governments/ UTs for eGovernance. Placement of GIGW logo or W3C logo on websites is necessary to be compliant.
- f. Content Availability - Availability of updated and relevant content, FAQs, Help section, content/data request options etc. MeitY, Government of India has come up with Content Management Framework which aims to improve the presentation, usability and consistency for the portals. It is advisable to adopt this framework.
- g. Ease of Use - Consistency in look & feel, easy navigation, home page link on all pages, internal workflow to process request etc.
- h. Information Security and Privacy -- Availability of privacy policy, HTTPS protocol, Password Reset/Recovery facility, Third Party Auditor Certificate, OTP enabled payment options etc.
- i. The respective SI has to adhere to the eGov Standards prescribed by MeitY ([egovstandards.gov.in](http://egovstandards.gov.in)) on the following
  1. Adoption of Mobile App Sec Verification Standard (MASVS).
  2. All Citizen Centric Services & other G2G or G2B services must comply to Digital Service Standards issued by MeitY
  3. Conformity Assessment Requirements For Quality Assurance in eGovernance projects.
  4. Localization & Language Technology Standard.

### **Technology Stack**

The selected bidder should develop the application(s) in open-source technologies.

#### **9.1. Project Management**

The bidder shall depute a team comprising minimum of one Project Manager and team of developers for application(s) development. The team size and composition that the agency will dedicate has to be approved by APMARKFED management. The team dedicated should be led by the team leader who would be accountable for overall delivery of the services and who would interact with APMARKFED management.

This team should be qualified and experienced for smooth and early completion of work. This manpower will not be changed or replaced during the duration of the project except on grounds of non-performance and in such cases view of APMARKFED will be considered before any such action by the bidder.

The bidder shall also submit a list of staff along with the CVs who shall be responsible for the work and shall be approved by the APMARKFED Committee. The bidder shall ensure that the resources would be assigned on full time basis for the project to ensure proper delivery of services.

## RFP for Engagement of Service Provider for SAP Development Agency/IT Agency for A.P. MARKFED

The bidder is required to provide the organization chart clearly indicating number of personnel proposed to be deployed. Considering the magnitude of the project, bidder shall be required to size the team appropriately and provide details of the same. The respective bidder should deploy resources at APMARKFED, Head Office to be deployed for smooth process.

APMARKFED shall identify and provide the suitable place for the bidder's personnel & relevant SAP IT infrastructure.

The resources which have been allocated at 100% for the project, cannot work simultaneously on other projects.

The Bidder shall ensure that none of the Key Personnel exit from the project during the project. The change of Key Personnel will be accepted only in case of person leaving the organization or medical exigency. It is important that the Bidder submits profiles of only those resources that are available for the project. Every change will require the approval of APMARKFED.

In case of change in its team members, for any reason whatsoever, the Bidder shall ensure that the existing members are replaced with at least equally qualified and professionally competent members and shall ensure a reasonable amount of time overlap in activities to ensure proper knowledge transfer and handover / takeover of documents and other relevant materials between the outgoing and the new member.

### 9.2. Manpower Requirement

The bidder shall deploy number of qualified and experience manpower as per the requirement for implementation and operations of the scheme. Please refer to the RFP for the required SAP professionals with their qualifications and experience.

### 9.3. Implementation methodology

The bidder shall adopt industry best practices to ensure smooth manpower acquisition and developing of project(s).

### 9.4. Project Team

The bidder will put together a team for implementation of the projects and will define the roles and responsibilities of all teams. This needs to be submitted by the bidder within 10 days of the award of the contract and will be subject to approval by APMARKFED.

## 10. General conditions and Penalty

### 10.1. Fraud and Corruption

APMARKFED requires that the applicants 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:

APMARKFED will reject the response of the bidder, if the bidder has been determined by APMARKFED to having been engaged in corrupt, fraudulent, unfair trade practices, coercive or collusive.

These terms are defined as follows:

- 10.1.1. ***"Corrupt practice"*** means the offering, giving, receiving, or soliciting of anything of value to influence the action of APMARKFED or any personnel during the tenure of project.
- 10.1.2. ***"Fraudulent practice"*** means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to APMARKFED, 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 APMARKFED of the benefits of free and open competition.
- 10.1.3. ***"Unfair trade practices"*** means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to.

10.1.4. **“Coercive practices”** means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation during the period of empanelment.

10.1.5. **“Collusive practices”** means a scheme or arrangement between two or more applicants with or without the knowledge of the APMARKFED, designed to establish prices at artificial, non-competitive levels.

APMARKFED will reject an application for award, 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.

## 10.2. Confidentiality

10.2.1. 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.

10.2.2. 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’). All information supplied by one APMARKFED 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, not shall the receiving party make use of the Proprietary Information except for the purposes or 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.

10.2.3. The agency and their personnel will not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or business or operations of APMARKFED or its clients without the prior written consent of APMARKFED.

10.2.4. The agency will ensure that no information about the software / hardware / policies of GoAP & GoI/ APMARKFED etc., is taken out in any form including electronic form or otherwise, by the manpower posted by them.

10.2.5. Additionally, the agency shall keep confidential of all the details and information with regard to the Project, including systems, facilities, operations, management and maintenance of systems/facilities.

10.2.6. APMARKFED/GoAP shall retain all rights to rights to prevent, stop and if required take the necessary punitive action against the agency regarding any forbidden disclosure.

10.2.7. For the avoidance of doubt, it is expressly clarified that the aforesaid provisions shall not apply to the following information:

10.2.8. Information already available in the public domain.

10.2.9. Information which has been developed independently by the agency.

10.2.10. Information which has been received from a third party who had the right to disclose the aforesaid information.

10.2.11. Information which has been disclosed to the public pursuant to a court order.

10.2.12. Any handover of the confidential information needs to be maintained in a list, containing at the very minimum the name of provider, recipient, date of generation of the data, date of generation of the data, date of handing over of data, mode of information, purpose and signatures of both parties.

10.2.13. Notwithstanding anything to the contrary mentioned here in above, the agency shall have the right to share the work order provided to it by APMARKFED in relation to this Agreement, with its prospective purchasers solely for the purpose of and with the intent to evidence and support its work experience under this agreement.

### 10.3. Arbitration

- i. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the Arbitration and Conciliation act 1996 as amended from time to time.
- ii. The Authority to appoint the arbitrator(s) shall be the Managing Director of APMARKFED.

### 10.4. Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.

### 10.5. Jurisdiction of Courts

All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Vijayawada, Andhra Pradesh only.

### 10.6. Termination / Withdrawal

Without prejudice to any other right or remedy it may have, either party may terminate this Agreement at any time by giving 3 (three) months advance notice in writing to the other party.

10.6.1. APMARKFED reserves the right to withdraw/ terminate contract of applicant in any of following circumstances:

- i. Applicant becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant organization.
- ii. Information provided to APMARKFED is found to be incorrect.
- iii. Bid conditions are not met within the specified time period.
- iv. Misleading claims are made.
- v. Clear evidence is received that bidder has breached copyright laws/ plagiarized from another source.

10.6.2. If the bidder does not execute the contract to the satisfaction of the APMARKFED then the APMARKFED may invoke any or all the following clauses.

- i. Forfeit the Performance Guarantee Amount
- ii. Terminate the contract without any liability of APMARKFED.

### 10.7. Only one application

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.

## 10.8. Disclaimer

- 10.8.1. This RFP is not an offer by the APMARKFED, but an invitation to receive responses from eligible interested applicants as manpower of SAP resources for APMARKFED. No contractual obligation whatsoever shall arise from this process.
- 10.8.2. The evaluation shall be strictly based on the information and supporting documents provided by the bidders in the responses submitted by them. It is the responsibility of the applicants to provide all supporting documents necessary to fulfill the mandatory eligibility criteria. In case, information required by APMARKFED is not provided by applicant, APMARKFED may choose to proceed with evaluation based on information provided and shall not request the applicant for further information. Hence, responsibility for providing information as required in this form lies solely with applicant.

## 10.9. Binding Clause

All decisions taken by the APMARKFED regarding this contract shall be final and binding on all concerned parties.

## 10.10. Bidder's Integrity

The bidder is responsible for and obliged to conduct all contracted activities as defined in the scope of work in accordance with the Contract.

## 11. Bidder's Obligations

- 11.1.1. The bidder is obliged to work closely with the APMARKFED's staff, act within its won authority and abide by directives issued by the APMARKFED/Districts.
- 11.1.2. The bidder will abide by the job safety measure prevalent in India and will free APMARKFED 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 APMARKFED responsible or obligated.
- 11.1.3. The bidder is responsible for managing the activities of its personnel or sub-contracted personnel and will hold itself responsible for any misdemeanor.

## 12. Penalty

Bidder shall furnish the PBG which is valid for 3 years from the date of signing agreement. In case bidder fails to perform the obligation as per the agreement, the Performance Guarantee will be invoked by APMARKFED. The PBG shall be returned to the bidder only on completion of all work satisfactorily after 1 year form signing of agreement or 60 days after completion of work assigned to the SAP firm whichever is later.

S. No	Activity	Timeline	Responsibility	Penalty
1	Issue of Work Order to the Successful Vendor	T0	APMARKFED	--
2	Submission of Performance Bank Guarantee by the bidder and completion of contract signing formalities	T0 + 30 days	Bidder	Rs. 5,000 per day
3	Dedicate team for APMARKFED project and onset of project related activities	T0 + 30 days	Bidder	Rs. 5,000 per day

### 13. Operational Penalties

S. No	Parameter	SLA	Penalty
1	APMARKFED finds the performance of a deployed APMARKFED staff member inadequate and requests for a replacement OR Providing manpower for any new APMARKFED position	Replacement/closure of new position to be completed within 30 days of APMARKFED raising the replacement request.	Below mentioned penalty will be charged per week for the number of weeks exceeded from the prescribed number of replacement/ closures of new position period Project Manager / Technical Lead / Data Analyst – Rs 5000 / week Web Designer / Database Administrator / Senior / Junior Developer – Rs 4000 / week Senior / Junior Testing Engineer / Content / Document writer / Field Assistant – Rs 3000 / week
2	APMARKFED finds the performance of a deployed APMARKFED staff member inadequate and requests for a replacement OR Providing manpower for any new SAP professionals.	Replacement/closure of new position to be completed within the 30 days of APMARKFED raising the replacement request.	Below mentioned penalty will be charged per week for the number of weeks exceeded from the prescribed number of replacement/closures of new position period Project Manager / Technical Lead / Data Analyst – Rs 5000 / week Web Designer / Database Administrator / Senior / Junior Developer – Rs 4000 / week Senior / Junior Testing Engineer / Content / Document writer / Field Assistant – Rs 3000 / week

The cumulative penalty will be penalty from (1) and penalty (2) subject to maximum of 10% value of the contract.

### 14. Working Hours / Days

- 11.1.1. When engaged, the team dedicated by the agency will keep to the normal working hours of APMARKFED.
- 11.1.2. The team dedicated by the agency for APMARKFED will also follow the Holiday Schedule of Andhra Pradesh.
- 11.1.3. When engaged the team will work for APMARKFED manpower staffing and they will not work on any other assignment.

Approval / Clearances

All the necessary approvals / clearances from concerned authorities (such as Govt duties, tax etc) required for discharging services by the bidder shall be obtained by the SI.

**15. SERVICE LEVEL AGREEMENTS (SLA)**

- 15.1.1. The purpose is to define the levels of service provided by the Bidder to the Purchaser for the duration of the contract. The benefits of this are:
  - 15.1.1.1. Start a process that applies to Purchaser and Bidder management attention to some aspect of performance, only when that aspect drops below the threshold defined by the purchaser
  - 15.1.1.2. Help the purchaser control the levels and performance of Bidder’s services
- 15.1.2. This section is agreed to by Purchaser and Bidder as the key performance indicator for this project. This may be reviewed and revised with the approval of the oversight committee during the implementation of the project.
- 15.1.3. The Service Level parameters defined here shall be monitored on a periodic basis, as per the individual parameter requirements. In case of severe performance degradation of the services during the contract period, the Bidder will be expected to take immediate corrective action. In case issues are not rectified to the complete satisfaction of Purchaser within a reasonable period then the Purchaser will have the right to take appropriate penalizing actions, including termination of the contract.
- 15.1.4. The project evaluation committee will be set up by APMARKFED to review and evaluate the quality of deliverables submitted by the agency.

**Milestones for Implementation of Application**

S. No	Measurement	Target	Payment %
1	Project Kick off	Within 15 days from the award of Lol	5%
2	Submission of Business Blue Print Document (BBP document)	Within One (1) month from Project Kick Off	
3	Creation of organization Structure, Chart of Accounts, Branches, Master Data, Profit Center/Cost Center Definition / Tax Configurations	Within 15 days of receiving Sign off on the BBP document	
4	Integration to CMAID, CMAPP, MARKRAY and receipts from Virtual Accounts in HDFC Bank and Deployment of fully functional and tested application on test environment	Within Two (2) months of approval of BBP	40%
5	Go-Live of application	Within One (1) week of receiving approval to GoLive	30%
6	Hand over source code	Within Two (2) weeks of Go-Live	15%
7	Handover of user manual	Within Four (4) weeks of Go-Live	10%

**16. Payment Terms**

- 16.1. The payment will be done as per the sign off on the milestones received as per the table mentioned above.



16.2. The service provider shall seek prior approval from APMARKFED for incurring any cost, either on budgetary or ad-hoc basis as may be required from time to time.

16.3. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of Income Tax Act, as amended from time to time, and a certificate to this effect shall be provided to APMARKFED by the agency.

### 16.1. Change Orders

APMARKFED may at any time before during the contract period may change of the scope of the work under as part of the engagement in consultation with the service provider which change the bidder will have to perform the service in the increased/decreased quantity at the same contract rates within the time stipulated for providing services to APMARKFED.

## 17. Exit Management

The agreement can be terminated by either party by giving 3(three) months advance notice. If the second party fails to give 3(three) months' notice in writing for termination of the agreement, proportionate fees etc and performance bank guarantee will be forfeited.

17.1. Upon completion of the contract period or upon termination of the agreement for any reasons, the bidder shall comply with the following:

- Deliver forthwith actual or constructive possession of the Project free and clear of all encumbrances and execute such deeds, writings and documents as may be required by APMARKFED, for fully and effectively divesting the bidder of all of the rights, title and interest of the bidder in the Project and conveying the Project.
- On the expiry of the agreement, the second party will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of dispute on account of the second party, it shall be the entire responsibility of the second party to pay and settle the same.

17.2. Subject to clause 1) of exit management, upon completion of the contract period or upon termination of the agreement, the bidder shall comply and conform to the following Divestment Requirements in respect of the project:

- a) All project assets including the hardware, software, documentation and any other infrastructure shall have been renewed and cured of all defects and deficiencies as necessary so that the project is compliant with the specifications and standards set forth in the RFP, agreement and any other amendments made during the contract period;
- b) The bidder delivers relevant records and reports pertaining to the project and its operation, and maintenance including all operation and maintenance records and manuals pertaining thereto and complete as on the Divestment date;
- c) The bidder executes such deeds of conveyance, documents and other writings as APMARKFED may reasonably require to convey, divest and assign all the rights, title and interest of the bidder in the project free from all encumbrances absolutely and free of any charge or tax to APMARKFED, or its nominee;
- d) The bidder complies with all other requirements as may be prescribed under applicable laws to complete the divestment and assignment of all the rights, title and interest of the bidder in the project free from all encumbrances absolutely and free of any charge or tax to APMARKFED or its nominee.

17.3. Not earlier than 3 (three) months before the expiry of the contract period but not later than 30 (thirty) days before such expiry, or in the event of earlier termination of the contract, immediately upon but not later than 15 (fifteen) days from the date of issue of Termination Notice, the Independent Consultant as nominated by APMARKFED shall verify, in the presence of a representative of the bidder, compliance by the bidder with the Divestment Requirements set forth in relation to the project and, if required, cause appropriate tests to be carried out at the bidder's cost for determining the compliance therewith. If either party finds any shortcomings in the Divestment Requirements, it shall notify the other of the same and the bidder shall rectify the same at its cost.



17.4. Upon the bidder conforming to all Divestment Requirements and handing over actual or constructive possession of the project to APMARKFED or a person nominated by APMARKFED in this regard, APMARKFED shall issue a certificate substantially in the form set forth, which will have the effect of constituting evidence of divestment of all rights, title and lien in the project by the bidder and their vesting in project pursuant hereto. APMARKFED shall not unreasonably withhold issue of such certificate. The divestment of all rights, title and lien in the project shall be deemed to be complete on the date when all the Divestment Requirements have been fulfilled or the Certificate has been issued, whichever is earlier, it being expressly agreed that any defect or deficiency in any Divestment Requirement shall not in any manner be construed or interpreted as restricting the exercise of any rights by APMARKFED or its nominee on or in respect of the project on the footing as if all Divestment Requirements have been complied with by the concessionaire.

## 18. Bankruptcy and Insolvency

APMARKFED can terminate the contract if the bidder becomes bankrupt and/or loses the desired state of solvency with a notice of 30 days. APMARKFED, in such cases of termination, will not be responsible for any loss or financial damage to the service provider resulted due to the termination. APMARKFED will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with APMARKFED.

### Format of sending Pre-bid queries

Ref: RFP Notification no dated <dd/mm/yyyy>

Name of the Bidder- << >>

Contact Address of the Bidder- << >>

SNo	Section No.	Page No.	Query	Remark
1				
2				
3				
4				

Signature:

Name of the Authorized signatory:

Company seal:

## APPENDIX I – Technical Proposal Submission Form

### Checklist – Compliance / Agreed / Enclosed/ Deviation Statement

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

Sno	Bid Document Reference	Remarks
1	Annexure – 1: Pre-Qualification Criteria	
2	Annexure – 2: Pre-Qualification Criteria	
3	Annexure – 3: Pre-Qualification Criteria	
4	Annexure – 4: Pre-Qualification Criteria	
5	Annexure – 5: Pre-Qualification Criteria	
6	Annexure – 6: Technical Criteria	
7	Annexure – 7: Technical Criteria	
8	Annexure – 8: Technical Criteria	
9	Annexure – 9: Technical Criteria	

1. The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.
2. All annexures to be uploaded at respective places in the eProcurement portal.

SIGNATURE

Full name and designation:

Date:

(Seal of organization)

**NOTE:** For every item appropriate remark(s) should be indicated like 'no deviation', 'agreed', 'enclosed' etc. as the case may be.

## Annexure 1 – General Information of Bidder

Name of the Service Provider (Bidder):

Name of the Project:

1	Name of the Company/ Firm	:	
2	Date of Incorporation (Registration Number & Registering Authority) PAN No., GST (whichever is applicable)	:	
3	Legal Status of the Company in India & Nature of Business in India	:	Public Ltd Company/ Private/ Partnership firm/ LLP
4	Address of the Registered Office in India	:	
5	Date of Commencement of Business	:	
6	Name & e-mail id, phone number, fax of the Contact Person with address	:	Name: Mobile/ Phone: Fax: Email: Address:
7	Web-Site	:	
8	EMD details	:	Amount: DD No. /NEFT/RTGS & Date Name of the Bank: Valid up to:
9	Proof of bid processing fee	:	DD/ BC No: Date & Bank:
10	NEFT/RTGS may be made to a/c.	:	HDFC Bank, Krishna Nagar branch, Vijayawada A/c. No. 50100025148796 IFSC code: HDFC0002413

SIGNATURE

Full name and designation:

Date:

(Seal of organization)

## Annexure 2 - Financial Information Summary

S.No.	Year	Turnover	Networh
1	2018-19		
2	2019-20		
3	2020-21		
4	2021-22 (Provisional/unaudited)		

Note: Please enclose balance sheet and Profit & Loss statement duly certified by authorized auditor. If 2021-22 is not audited or certified by the CA firm, then provisional for 2021-22 duly certified by the CA firm and 2018-19 to 2020-21 duly certified by the CA firm should be submitted

- Last 3 months GSTR-1 & 3B along with GST payment challans
- Latest 3 years IT acknowledgement along with tax payment challans

SIGNATURE

Full name and designation:

Date:

(Seal of organization)

### Annexure 3 – Bid Security (EMD) form

File. No: .....

Project Name: .....

(To be issued by a bank scheduled in India as having at least one branch in Vijayawada) Whereas.....  
(Here in after called “the Bidder”) has submitted its bid dated .....(Date). For the execution of.....(Here in after called “the Bid”) KNOW ALL MEN by these presents that WE ..... of ..... having our registered office at..... (Here in after called the “Bank”) are bound unto the (hereinafter called “The Andhra Pradesh State Co-operative Marketing Federation Ltd, Vijayawada”) in the sum of ..... for which payment will and truly to be made to the said DD/NEFT/RTGS itself, its successors, and assignees by these presents.

The conditions of this obligation are:

- a. If the bidder withdraws its bid during the period of bid validity or
- b. If the bidder, having been notified of the acceptance of its bid by the RTGS during the period of bid validity:
  - 1. fails or refuses to execute the contract form if required; or
  - 2. fails or refuses to furnish the performance security, in accordance with the bid requirement.
- c. bidder submits fabricated documents

We undertake to pay the above amount upon receipt of its first written demand, without the APMARKFED having to substantiate its demand, provided that in its demand the will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions. This guarantee of Rs. \_\_\_\_\_-will remain in force up to \_\_\_\_\_ and any demand in respect thereof should reach the Bank not later than the above date.

SIGNATURE

Full name and designation:

Date:

(Seal of organization)

## Annexure 4 - Pre-Qualification Submission Forms

Name of the Bidder:

S. No	Pre-Qualification Criteria	Required Details	Compliance (Y/N)
1	Certificate of Registration as a software agency	The firm should possess and furnish proof of certificate of registration/incorporation. It should also provide the PAN, GST registration and EPF,ESI registration certificate.	Attach supporting documents
2	The organization must have positive net worth as on 31 <sup>st</sup> March 2021 and annual turnover of minimum Rs. 1 Crore.	Certificate by chartered accounts or statutory auditors of the bidder.	Attach supporting documents
3	The bidder should have experience in staffing senior SAP resources of minimum 2 client of government departments/agencies/corporations	References (contract details, contact details of customers, completion certificates, customer satisfaction certificate, etc.) for these projects to be provided.	Attach supporting documents
4	The bidder should have outsourced manpower on an average of 7 SAP professional resources per year in the last 3 years of its clients on its payroll.	References (Contact details with clients, yearly payroll strength data etc.) for projects with such clients to be provided.	Attach supporting documents
5	Details of company profile & Strength	iii. Company background, history and why the proposer is qualified to provide the services described in this RFP. iv. A description of the firm's structure, including resumes of the project managers, Developers and Technical staff (qualifications, expertise, level of involvement, etc.) who would work directly with APMARKFED.	Attach supporting documents
6	The bidder must not be blacklisted/debarred/ suspended/ banned by any Ministry/Department of State or Central Government/PSUs on the last date of filing of responses to this RFP	A Self Declaration stating to this effect is required to be signed by authorized signatory of the agency with seal.	Attach supporting documents
7	Presence of bidder in Vijayawada or provide a undertaking to open an office in Andhra Pradesh within 30 days after receiving the LOI	Supporting Documents/ Undertaking by the bidder.	Attach supporting documents

**Note:** All bidders should attach the supporting documents.

## Annexure 5: Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

{Place}

{Date}

To

The Managing Director,  
Andhra Pradesh State Co-operative Marketing Federation Ltd  
#56-2-11, 4th &5th Floor,  
A.P. Markfed Building,  
APIIC Colony, Jawahar Auto Nagar,  
Vijayawada - 520 007, Andhra Pradesh.

Ref: Engagement of Service Provider for SAP Business One Implementation, reference RFP no. APMARKFED/\_\_\_\_\_/\_\_\_\_\_ dated \_\_\_\_\_.

**Subject:** Submission of proposal in response to the RFP for “Engagement of Service Provider for Technical Manpower”.

Dear Sir/Madam,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP no. \_\_\_\_\_ dated \_\_\_\_\_ for “the Engagement of Service Provider for Technical Manpower”, in full conformity with the said RFP document.
2. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
3. In the event of acceptance of our bid, we do hereby undertake: -
  - To commence services as stipulated in the schedule of delivery forming a part of the attached technical bid.
  - We affirm that the prices quoted are inclusive of all charges and all sales/service taxes.
4. We agree to abide by this proposal, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 90 days from the date of submission of the bid.
5. The EMD of 1 Lakh submitted by us may be en-cashed if we do not submit the requisite Performance Bank Guarantee within 15 days of award of contract for “Engagement of Service Provider for Technical Manpower for APMARKFED”.
6. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
7. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
8. We hereby declare that my company/Consortium Partners has not been debarred/ black listed as on Bid calling date by any State Government, Central Government, Central & State Govt. Undertakings/enterprises/Organizations and by any other Quasi Government bodies/Organizations, in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices.
9. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation contained in it may lead to our disqualification.



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10. We understand you are not bound to shortlist / accept any proposal you receive.

Please find enclosed details of our company in the format as given in Annexure – 1.

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

FIRM'S NAME

Signature of Authorized Signatory and Seal of the bidder

Name

Title:

Date:

## Annexure 6 – Project Experience

Name of the Bidder:

Name of the Project:

Past experiences of firm in SAP Implementation and Maintenance.

Description of the Project	Supporting Documents
Name of the Client / Department	
Contact address & details of the department	
Value of the Project	
Date of Start of Work	
Date of Completion of Work	
Description of Work	
Bidder should submit the Work order from client dept. as supporting documents.	

**Note:**

1. Please submit supporting documents to support the claim
2. Please attach certificate from the client for the successful implementation of project.
3. Submit One form for each project

SIGNATURE

Full name and designation:

Date:

(Seal of organization)

## Annexure 7 – Understanding of Design, development, implementation and maintenance of APMARKFED SAP Project

Name of the Bidder:

Name of the Project:

Description of the Approach, Methodology and Work Plan for Performing the Assignment **(To be submitted on the Bidder's Letter Head)**

The Bidder shall provide a detailed project plan with timelines, resource allocation, milestones etc. for "Select a Manpower Agency team for Design, development, implementation and maintenance of various initiative of APMARKFED Government of A.P. The bidder has to submit in detail the following points:

1. Bidders understanding of the Project.
2. Bidders Proposed Solution Approach, Methodology & Architecture
3. Innovation adaption process
4. Proposed Services/ Product quality
5. Security and governance standards for business activity
6. Manpower Deployment & Retention strategy.
7. Capacity Building/ Training Plan
8. Any other relevant items related to the project.
9. Overall Project/ Engagements, Level Risks and Mitigation.
10. Issues and Risks in operation & maintenance of the Project.

Clear articulation, description and Extent of compliance to technical requirements specified in the scope of work to be submitted along with Strength of the Bidder to provide services including examples or case-studies of similar solutions deployed for other clients

SIGNATURE

Full name and designation:

Date:

(Seal of organization)

## Annexure 8 - Required SAP professionals with their qualifications and experience

**Name of the Bidder:**

**Name of the Project:**

Request bidders to provide the details of the Human resources along with their resumes whom will be deployed in the project as separate sheets.

The following are the required qualification and experience of the resources as per the roles:

S.N o.	Designation of posts	Nature of duties/Roles	Academic qualifications and experiences
1	2	3	4
1	Accounts Manager	a. Coordinate between the AP Markfed Leadership team and the Implementation Partner to ensure smooth Implementation b. Good knowledge of IT software development processes c. Excellent Communication and coordination skills	a. Post Graduate in any field b. Holds a Professional Certification in IT/Software Technology from an Institute of repute c. Over 10 years of experience working with customers (working with international customers will be added advantage)
2	Project Manager	a. Ensure IT Services Delivery for End-to-End Delivery of the project. b. SPOC for any escalations coming from APMARKFED. c. Interface with APMARKFED team for day-to-day operations. d. Good knowledge of IT infrastructure and working in a high-value production environment. e. Proven ability to plan and execute workload in a demanding & dynamic environment f. Able to work with stake holders to achieve the best solution for the customer g. Project Documentation, Process definition, Planning & Execution. h. Ability to Lead the Implementation team through various phases of the project and ensuring success.	<b>a) Basic Qualification:</b> i) Bachelor's degree in IT/Computers/Computer Science from a recognized University or institution with minimum 60% marks. <b>b) Experience:</b> Minimum 10 years' experience i) Implementation of SAP Business One Solution for customers ii) Experience in the field of Software Development (User Department to specify Domain/ Technology), Procurement of computers and accessories through centralized purchase system, development of Software applications on mobile platform, Project Management skills and ICT experience.
3	Functional Consultant	Have reporting to the concerned Project Manager as the case may be. Job Roles & Responsibilities: <ul style="list-style-type: none"> <li>• Independently carry out functional configurations</li> <li>• Possess competence in specific technologies, tools and practices including good level of expertise in specific areas of applications, business functions, etc.</li> <li>• Translate Business requirements to Functional requirements</li> <li>• Carry out Business Process reviews</li> <li>• Have good familiarity with industry Best Practices /methodologies</li> </ul>	<b>a) Basic Qualification:</b> i) Bachelors degree in any field from a recognized University or institution with minimum 60% marks. <b>b) Experience:</b> Minimum 8 years' experience in any functional area

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4	Technical Consultants	i) Design workflows, reports, interfaces to exchange information to and from SAP Business One Application. ii) Understanding of Technical Development process iii) Be able to understand Functional Requirement Document and prepare a Technical Document	<b>a) Basic Qualification:</b> i) Any degree graduates from a recognized University or institution with minimum 60% marks. <b>b) Experience:</b> Minimum 5 years' experience in Software development Should be conversant working with databases like SQL/Oracle etc.
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## Annexure 9 - Declaration (On the Respondent's Letter Head)

### DECLARATION

- i. I, \_\_\_\_\_ (Name & Designation) solemnly affirm that the facts stated above are correct and nothing has been withheld. If any information submitted above, is found to be false or fabricated, I may be liable to be debarred from empanelment.
- ii. I permit APMARKFED to inspect my records to ascertain the above facts.
- iii. I permit APMARKFED to cross check the above facts from any other source.
- iv. I or my authorized representative, if required by APMARKFED, would make a presentation before the duly constituted Committee at my own cost.
- v. I will abide by the decision of APMARKFED regarding empanelment.
- vi. I have read & understood the RFP and agree to all the terms & conditions stated therein.

SIGNATURE

Full name and designation:

Date:

(Seal of organization)

## Commercial Form

Sno	Description	Quantity	Basic Price	Taxes	Total Price
1	2	3	4	5	6
1	Supply of SAP application along with Changes required to suit APMARKFED as per the scope mentioned in RFP.				

**Note:**

1. Bids will be evaluated including Taxes.
2. The bidder should quote cost for completing the SAP implementation along with manpower as per the scope mentioned above.
3. GST/Taxes to be quoted in Column 6.
4. All prices to be entered in Indian Rupees.

Annexure 10. Format of Bank Guarantee

(To be stamped as an agreement in accordance with the Stamp Act in force)

To

A.P. State Co-operative Marketing Federation Limited,  
#56-2-11, 4th &5th Floor, A.P. Markfed Building,  
APIIC Colony, Jawahar Auto Nagar, Vijayawada - 520 007, Andhra Pradesh.

GUARANTEE NO :

AMOUNT OF GUARANTEE :

GUARANTEE COVER FROM :

LAST DATE FOR LODGING

THE CLAIM :

THIS DEED OF GUARANTEE made this \_\_\_\_\_ day of \_\_\_\_\_, 2022 between the Bank of \_\_\_\_\_ (hereinafter called "the Bank") of the one part, and Andhra Pradesh State co-operative Marketing Federation Ltd., #56-2-11, 4th &5th Floor, A.P. Markfed Building, APIIC Colony, Jawahar Auto Nagar, Vijayawada - 520 007, Andhra Pradesh. (hereinafter called "AP Markfed") of the other part;



1. We \_\_\_\_\_ (hereinafter referred to as "the bank") at the request of M/s. \_\_\_\_\_ (here mention on behalf of whom bank guarantee was issued) do hereby undertake to pay to the A.P. Markfed, Vijayawada an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_ only) against any loss or damage caused to or suffered or would be caused to or suffered by the AP Markfed by reason of any breach by the said contractor(s) of any of the terms and conditions contained in the said agreement.
2. We, \_\_\_\_\_ (indicate the name of the bank) do hereby undertake to pay the amount due and payable under this guarantee without any demur, merely on a demand from the Andhra Pradesh State co-operative Marketing Federation Ltd., #56-2-11, 4th &5th Floor, A.P. Markfed Building, APIIC Colony, Jawahar Auto Nagar, Vijayawada - 520 007, Andhra Pradesh, on behalf Contractor stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the AP Markfed by reason of breach by the said contractor(s) of any of the terms and conditions contained in the said agreement or by (reason of the contractor/s, failure to perform the said agreement. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount nor exceeding Rs. \_\_\_\_\_
3. We, \_\_\_\_\_ (bank) undertake to pay to the AP Markfed any money so demanded not withstanding any dispute or disputes raised by the contractor's in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the contractor/s shall have no claim against us for Invoking such payment.
4. We \_\_\_\_\_ (the bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the AP Markfed under or by virtue of the said agreement have been fully paid and its claim satisfied or discharged or till the AP Markfed certified that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges this guarantee. Unless a demand or a claim under this guarantee is made on us in writing on or before we shall be discharged from all liability under this guarantee thereafter.
5. We, \_\_\_\_\_ (bank) further agree with the AP Markfed that the AP Markfed shall have the fullest liberty without our consent and Without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time for performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the AP

Markfed against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act or commission on the part of the AP Markfed or any indulgence by the AP Markfed to the said contractor( s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor/so
7. We, \_\_\_\_\_ (bank) lastly undertake not to revoke this guarantee during its currency except with the previous consent of the AP Markfed in writing.

Dated the \_\_\_\_\_ day of \_\_\_\_\_ 2022 for \_\_\_\_\_ (indicate the name of the ban

--End of Document --