

**Invitation of Expression of Interest (EOI)
From
Software Consultancy Organizations
For Providing
Development, Operations & Management Support
To
IT Activities of APEDA**



**Agricultural and Processed Food Products
Export Development Authority (APEDA)**
Ministry of Commerce & Industry, Government of India

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1. Invitation to Expression of Interest (EOI)

1.1 Invitation

APEDA is a pioneer in using information technology for its internal office automation and to facilitate export of various food and organic products with quality assurance as per prescribed procedure with involvement of its members exporters and other stakeholders like state horticulture department, laboratories, processing units, Certification bodies, producers/ manufacturers and traders etc. towards its main objective of promotion of exports. APEDA has embraced Internet as early as 1996 and APEDA's website carries lot of useful information for all its stakeholders as well as common public on a variety of topics; It also hosts a number of online facilities for its member-exporters that has made life easy for them.

All the internal operations of APEDA have also been computerized and they are available in an integrated APEDA iTrack platform. All these software systems have been hosted in a NICSI data centre in Delhi, in a Server Cluster.

Through this EOI, APEDA is interested in short listing qualified Information Technology Consultancy Organizations for providing Operations and Management Support to its existing and upcoming proposed IT activities, through deployment of the required human resources, having required skills and experience in software development, training, implementation, maintenance, management and user support. The selected organization shall also be responsible for the complete turnkey operation of the IT systems (software only) to ensure a minimum of 99.9% uptime availability of all the applications under this project.

APEDA invites Expression of Interest (EOI) from Organizations with experience in successfully executing similar projects. The detailed EOI document is available at APEDA website www.apeda.gov.in. The EOI shall be submitted along with the necessary supporting documents and **a processing fee of Rs. 20, 000/-** only as per the date and time given in the document.

This EOI document indicates the scope of work, qualifying requirements, Forms and procedure for submission of proposal for interested Organizations. The short listed Organizations shall be provided with further opportunities for interaction with APEDA to study and submit a detailed technical and financial proposal for the objectives set forth in this EOI document. The selection of the successful bidder among the short listed ones shall be based on technical and financial criteria, with 70% weightage for technical competency/capability and 30% weightage for financial proposal. APEDA reserves the right to accept or reject any or all the offers at any stage of the process without assigning any reasons thereof and no claim/dispute on this aspect shall be entertained. May please visit APEDA website at www.apeda.gov.in or contact the undersigned for more details:

Secretary**Agricultural & Processed Food Products Export Development Authority (APEDA),**3rd Floor, NCUI Bhavan,

August Kranti Marg,

New Delhi - 110016, INDIA

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Email: harpreet@apeda.gov.in; sudhanshu@apeda.gov.in**1.2 APEDA's approach for Selection of a suitable Consultancy Organization for Operations & Management Support**

The selected Consultancy Organization shall provide software Development, Operations and Management Support to IT activities of APEDA, through deployment of the required human resources, having required skills and experience in software development, training, implementation, maintenance, management and user support. The selected organization shall also be responsible for the complete turnkey operation of the IT systems (software only) to ensure a minimum of 99.9% uptime availability of all the applications under this project.

The Operations and Management support shall be extended to all the IT systems of APEDA given in Section 2.2 developed on Microsoft .NET platform and other latest/open source technology for mobile and web based portals.

Apart from the above, it shall also include additional activities to be Automated, as per the requirements of APEDA in future.

The Operations and Management Support of APEDA related applications shall be extended not only to APEDA, but also to its external stakeholders like exporters, other central government Organizations, state government organizations, international Organizations, importers, certification bodies, laboratories, etc. as per requirements of the system for its effective usage and implementation. The organization shall also support general public who uses APEDA's website and the Agri Exchange portal for seeking updates and market intelligence.

1.3 SELECTION METHOD:**Stage I: Expression of Interest (EOI)**

1. APEDA invites Expression of Interest (EOI) only from experienced Software Consultancy Companies with expertise in Software Development, Customization, Maintenance, Management and User support for e-Governance systems, in the Food & Agriculture Sector.
2. APEDA shall short-list only those companies who fulfill the following criteria:

- i. The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India & should have been in existence in India for the last Seven years.
- ii. The agency must be registered in India with appropriate tax and other administrative authorities.
- iii. The organization should have had an average annual financial turnover of at least Rs. 5 Crores in the last three financial years from Software Consultancy Services, certified by the Chartered Accountant of the Organization.
- iv. **The organization should have successfully executed at least any one of the following in the last five years:**
 - a) **Three similar completed e-Governance projects costing not less than Rs.1 Crores each, or**
 - b) **Two similar completed e-Governance projects costing not less than Rs.1.5 Crores each, or**
 - c) **One similar completed e-Governance project costing not less than Rs. 2 Crores**
- v. Any one of the projects mentioned in point no. 2(iv), should be in the field of Agriculture or Food sector.
- vi. Experience in creating and managing large databases (at least one million records size databases) for information dissemination or data analysis in India
- vii. The firm should have either ISO 9001:2015 for Software Development/Software Maintenance or CMM Level 3 Certification.
- viii. Should have executed minimum one software development project, which has been audited and certified by CERT-IN empanelled Internet Security Auditors in the last five years.
- ix. Should have deployed more than 15 technical resources in one project onsite in a government organization.
- x. The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.
- xi. **A Processing fee of Rs. 20,000/- shall be in the form of Demand draft in favor of the "APEDA", payable at New Delhi.** This processing fee is to cover the application processing cost and is non-refundable.
- xii. The consultant organization or its office should be situated /located within the Delhi & NCR.

Note: Documentary Support for all the above, with copies of documents / purchase orders & letter of completion from customers for projects completed in the last five years.

3. APEDA shall short list the companies, based on evaluation of the Expression of Interests submitted by them for further selection.

Stage II: Request for Proposal (RFP)

1. APEDA shall circulate a detailed RFP among the short listed consultants.

2. The short-listed companies may also carry out the required study of the requirements, at their own cost, based on the TOR of APEDA.
3. The short-listed consultants shall submit a detailed Technical and Financial Proposal as per RFP document.
4. The technical proposals submitted by the Consultancy Organization shall include all details as per RFP shared with them (to be provided later to the short-listed companies only) and shall be evaluated by a Technical Evaluation Committee and marks assigned, to a maximum of 70.
5. The financial proposals shall be submitted as per RFP format shared with them (to be provided later to the short listed companies only) and shall be evaluated by the Evaluation Committee and marks assigned to a maximum of 30, with the Lowest bidder getting 30 and all other bidders getting marks relative to the Lowest bid.
6. The combined score of technical and financial will be taken into consideration and the organizations shall be ranked as per the combined score and shall be selected for further contract discussion.

2. Brief Introduction & Scope of Work

2.1 Introduction to APEDA

The Agricultural and Processed Food Products Export Development Authority (APEDA) was established by the Government of India under the Agricultural and Processed Food Products Export Development Authority Act passed by the Parliament in December 1985.

The functions of APEDA are as follows: -

1. Development of industries relating to the scheduled products for export by way of providing financial assistance or otherwise for undertaking surveys and feasibility studies, participation in enquiry capital through joint ventures and other reliefs and subsidy schemes;
2. Registration of persons as exporters of the scheduled products on payment of such fees as may be prescribed;
3. Fixing of standards and specifications for the scheduled products for the purpose of exports;
4. Carrying out inspection of meat and meat products in slaughter houses, processing plants, storage premises, conveyances or other places where such products are kept or handled for the purpose of ensuring the quality of such products;

5. Improving of packaging of the Scheduled products;
6. Improving of marketing of the Scheduled products outside India;
7. Promotion of export oriented production and development of the Scheduled products;
8. Collection of statistics from the owners of factories or establishments engaged in the production, processing, packaging, marketing or export of the scheduled products or from such other persons as may be prescribed on any matter relating to the scheduled products and publication of the statistics so collected or of any portions thereof or extracts therefrom;
9. Training in various aspects of the industries connected with the scheduled products;
10. Such other matters as may be prescribed.

APEDA is mandated with the responsibility of export promotion and development of the following scheduled products:

- Fruits, Vegetables and their Products.
- Meat and Meat Products.
- Poultry and Poultry Products.
- Dairy Products.
- Confectionery, Biscuits and Bakery Products.
- Honey, Jaggery and Sugar Products.
- Cocoa and its products, chocolates of all kinds.
- Alcoholic and Non-Alcoholic Beverages.
- Cereal and Cereal Products.
- Groundnuts, Peanuts and Walnuts.
- Pickles, Papads and Chutneys.
- Guar Gum.
- Floriculture and Floriculture Products
- Herbal and Medicinal Plants

In future apart from above mentioned functions and products, APEDA may add new features and products. In addition to this, APEDA has been entrusted with the responsibility to monitor import of sugar.

APEDA has marked its presence in almost all agro potential states of India and has been providing services to Agri-export community through its head office, five Regional offices and 13 Virtual offices.

Head office

- New Delhi

Regional offices

- Mumbai,
- Kolkata,
- Bangalore,
- Hyderabad and

- Guwahati

More information about APEDA can be obtained from APEDA's website www.apeda.gov.in

2.2 Software Systems at APEDA

APEDA is a pioneer in using information technology for its internal office automation and to facilitate export of various food and organic products with quality assurance as per prescribed procedure with involvement of its members exporters and other stakeholders like state horticulture department, laboratories, processing units, Certification bodies, producers/ manufacturers and traders etc. towards its main objective of promotion of exports. APEDA has embraced Internet as early as 1996 and has a number of e-governance software applications to its credit. Dissemination of information about International markets is a major activity under taken by APEDA for the benefits of present and potential entrepreneurs in the Indian Agriculture and processed food products sector. Brief description of each of the major systems at APEDA is provided below and more information can be obtained from the enclosed annexures and APEDA website.

2.2.1 APEDA Website

This website contains all the information related to APEDA and its mandate. APEDA is the nodal agency for promotion of agricultural and processed food products exports from India, under the Ministry of Commerce, Government of India. The major product groups under the ambit of APEDA include Floriculture, Fresh Fruits and Vegetables, processed fruits and vegetables, animal products, other processed products and cereals. The Website has been developed and is maintained in bilingual (English and Hindi)

2.2.2 i-Track Systems

i-Track System of APEDA is an Integrated Web-based Software System, integrating various application software for the use of APEDA Officers / Staffs, to carry out their day-to-day functions like:

- Register / Renew an Exporter and Issue RCMC
- Verify /Track Exporters Monthly Export Returns (Party Returns)
- Process Financial Assistance Scheme Application (FAS)
- Process Market Development Assistance Scheme Application (MDA)
- Process Transport Assistance Subsidy Application (TAS)
- Process Registration-Cum-Allocation Application & Issue RCAC
- Track Internal / External DAKs (Diary Dispatch)
- Track Files (All Internal / Scheme Related)
- Consumable Inventory (Indents / Approvals / Issue by Store)
- Voucher Generation & Cheque Printing (Budget Section)
- Cash Book (Budget Section)
- Intranet
- Record Maintenance of Parliament Questions
- Grape Subsidy Disbursement

- Peanut Subsidy Disbursement
- Public Grievance (One-stop platform for members/ stakeholders of APEDA to seek redressal of their grievances)
- Rapid Alert (Processing & action on Rapid Alert raised by importing countries)
- I-Leave (Leave Management System)
- I-Tour (Tour Approval System)
- Outreach (Issues raised during sensitization Programs by the stake holders and actions taken by the APEDA officials)
- Market Access (APEDA monitoring of SPS, TB issues raised by different countries)
- Pack house Registration (Paperless processing of application for Registration/ Renewal/ Extension/ Amendment of Pack houses)
- Meat Unit Registration (Paperless processing of application for Registration/ Renewal/ Extension/ Amendment of Meat Plants)
- Peanut Unit Registration (Paperless processing of application for Registration/ Renewal/ Extension/ Amendment of Peanut Units)
- Laboratory Registration (Paperless processing of application for Registration/ Renewal/ Extension/ Amendment of Laboratories)
- Result Framework Document (RFD) (Monitoring of activities assigned by department/ministry to APEDA officials)
- Assets Management (Online record of APEDA asset and their allotment)
- E-Service Book & E Appar (Management of employees service book and online Annual Performance Appraisal and review process)
- Conference Room Booking System (Online request and approval of conference and meeting rooms booking)
- Online Trade Fair Applications & reporting (Online application of Trade fairs and exporter selection)
- Sugar Import (Issuance of import certificate for sugar)
- Others

2.2.3 Agri Exchange Trade Portal

Agri Exchange is the Market Intelligence and Trade Facilitation portal of APEDA, available as a part of APEDA website. It is an interactive platform, facilitates access to the hitherto difficult to obtain international market intelligence ranging from sourcing countries, partner countries, India's position, import procedures and regulations, custom tariffs, quality standards, even SPS issues, etc., up to prices of important commodities of the major markets. This will also be a platform where importers can submit their trade enquiries online and get serviced by genuine APEDA registered members.

Foundation of the portal has been developed on the statistics. All the countries in the Agri Trade have been taken into account. Reliable data sources like UN Comtrade, FAO and DGCIS have been used. Regular updation related to the statistics is done. Up to date information on the 700 products (approx.) related to APEDA and other agencies have been hosted. Information on the SPS Measures of different countries, MRLs, Country Profile, Service providers in the Agri export business and Market news has also become an integral part of the portal.

APEDA's AgriExchange portal also releases a daily newsletter, after collection and compilation of national and international news related to Agro sector.

2.2.4 Hortinet

Hortinet is an integrated system being developed for providing Internet based electronic services offered by APEDA to the stakeholders for facilitating testing and certification of Grape, Pomegranate, Mango, Vegetables and Fruits for export from India to the European Union in compliance with the standards identified by NRC Pune, on the basis of consultation with the exporters. Hortinet collects stores and reports – forward and backward traces and quality assurance data entered by the stakeholders, i.e., state horticulture departments, exporters, Pack houses, laboratories, Agmark and PSC authorities within the horticulture produce supply chain in India.

Modules of Hortinet are: -

- Registration of Farms by State Horticulture Department
- Residue Analysis and Agmark Inspection by Laboratories
- Consignment Creation, online application for issue of CAG & PSC, by exporters.
- Certificate of Agmark Grading (CAG) by Regional Agmark Office(s)
- Issue of Phyto-sanitary Certificate by PSC Authorities
- Monitoring of Residue Analysis by NRL

2.2.5 TraceNet

TraceNet (Crop Production) is an Internet based electronic service offered by APEDA to the stakeholders for facilitating process certification for export of organic products from India, which comply with the NPOP or NOP standards. TraceNet collects, stores and reports – forward and backward traces and quality assurance data entered by the operators / producer groups and certification bodies within the organic supply chain in India.

Modules of TraceNet are: -

- Registration, Inspection and Certification by Certification Body
- Lot Creation and TC Application by Grower Groups (Internal Control System)
- Individual Operators: Producers, Processors and Traders
- Organic Products testing by Laboratories
- Accreditation of Certification bodies

2.2.6 Peanut.Net

Peanut.NET is an Internet based electronic service offered by APEDA to the stakeholders for facilitating testing and certification of Peanut and Peanut products for export from India with the standards framed by APEDA and regulation issued by DGFT in the basis of consultation with the IOPEPC / exporters. Peanut.NET collects, stores and reports forward and backward traces and quality assurance data entered

by the stakeholders, i.e., exporters, laboratories and authorities within the Peanut supply chain in India.

Modules of Peanut.Net are: -

- Registration of Peanut Processing Units / Warehouses by APEDA
- Consignment creation & Online application for Certificate of Export and Stuffing Certificate by Exporter
- Aflatoxin Analysis, Generation of Test Report and Issue of Stuffing Certificate by APEDA recognized Laboratories
- Issuance of Certificate of Export by IOPEPC
- Issuance of Stuffing Certificate by Recognized Laboratories

2.2.7 Meat.Net

APEDA offers a service to their registered processing establishments, to apply for Health Certificate through Meat.Net Online System, for each of their export consignment of meat products.

As per the current Export and Import Policy of Government of India, each export consignment is subjected to compulsory microbiological and other tests by Government laboratory and has to be accompanied by Health Certificate.

To apply Health Certificate online, for the export consignment of meat products, the establishment on registration with APEDA shall be provided a onetime Username and Password.

The registered processing establishment shall submit an application form online (by using their User Name and Password), and then approach the concerned State Animal Husbandry Office to which their unit belongs, along with requisite fee, copies of the invoice, packing list, test reports, for collecting the health certificate.

To process the Health Certificate application, State Veterinarian officials in the State Animal Husbandry Office shall login with their respective User Name and Password allotted to them by APEDA & issues the health certificate.

Stakeholders of Meat.Net are: -

- State Animal Husbandry Department
- Authorized Processing Establishment(s)
- District Veterinary Officer
- Veterinary Officer

2.2.8 Basmati.Net

Basmati.Net is an Internet based electronic service offered by APEDA to the stakeholders for facilitating Farm, Mandi, Rice Mill registration and certification of Basmati Rice products for export from India.

Stakeholders of Basmati.Net are: -

- State Admin
- State-Dept. of Agriculture
- Exporter
- Domestic Trader
- APMC
- Rice Mill

2.2.9 Mobile App

2.2.9.1 APEDA Farmer Connect

APEDA has developed a mobile app for online farmer's application, their Approval by State Government and Lab Sampling by authorized Laboratories.

This app allows farmer to apply online application for farm registration and track status of applications.

Mobile app also assists State Horticulture Departments to capture details of farmers, their farms and products & farm inspections etc. in real time straight from field. This app has in-built GPS capabilities to identify the farm location.

Following are the key features of the app:

- Online Farm registration application and status tracking
- Processing and approval on online Farmer applications by State Horticulture department
- Registration of Farmers, Farms and products by State Horticulture department
- Sample collection by APEDA authorized Laboratories.

2.2.9.2 APEDA Member App

APEDA has developed a mobile app for it's registered member exporters to track the status of their applications. The app provides facility for members to use their existing login credentials to login and view status of various applications filed by them in online system.

Following are the key features of the app:

- Registered members can login using their existing i-track credentials
- Members can view the status of their applications for Transport Assistance, Financial Assistance and RCAC in few clicks
- View Daily Newsletter

2.2.9.3 Mobile surveillance mobile app

Development of Mobile surveillance application is in progress. With the help of Mobile surveillance app Inspection of APEDA Registered units (Pack House, Meat units, peanut units, etc.) will be done on real time basis.

2.2.10 TraceNet (Live stock, Poultry Product and Sericulture)

TraceNet (Live stock, Poultry Product and Sericulture) is an internet based electronic service offered by APEDA to the stakeholders for facilitating process certification for export of organic products from India which comply with the NPOP standards. TraceNet collects stores and reports - forward and backward traces and quality assurance data entered by the operators / producer groups and certification bodies within the organic supply chain in India.

Following are the key features: -

- Registration, Inspection and Certification by Certification Body
- Lot Creation and TC Application by individual operators (Producers, Processors and Traders)
- Issuance of Domestic, Provisional and Export transaction certificate by Certification Body

2.2.11 Certification body Accreditation System

Certification Body (CB) Accreditation system is developed for online accreditation and renewal of Certification Body under NPOP, NOP or any other regulation. The main activities like Accreditation of CB under NPOP, NOP and other standard agreement are covered through this module.

The Certification Body is the Organization who is responsible for inspection and certification of the Operators as per the applicable Organic Standard. The Producer, Processor, Trader, Wild and Farmer Groups are the members to register under Certification Body. The accreditation of CBs is a first step in the Organic Farming regulations to bring the CBs in the accreditation process of Organic Farming.

2.3 Scope of Work

The selected Consultancy Organization shall provide new software development, Operations and Management Support to existing and planned IT activities of APEDA, through deployment of the required human resources as consultants, having required skills and experience in software development, maintenance, management and user support. The selected organization shall also be responsible for the complete turnkey operation of the IT systems (including system software requirement i.e. Hosting part of application and apart from server hardware support) to ensure a minimum of 99.9% uptime availability of all the applications under this project.

The Operations and Management support shall be extended to the all the mentioned IT systems of APEDA developed on Microsoft .Net Platform and other latest/open source technology for mobile and web based portals. Apart from the above, it shall also include additional activities to be computerized, as per the requirements of APEDA in future.

The Operations and Management Support of APEDA related application shall be extended not only to APEDA, but also to its external stakeholders like exporters, other central government Organizations, state government organizations, international Organizations, importers, certification bodies, laboratories, etc., for effective usage of APEDA's systems. The organization shall also support general public who uses APEDA's website and the Agri Exchange trade portal for seeking updates and market intelligence.

The selected Consultancy Organization is not just supposed to only maintain, or update the existing information but is primarily required to suggest further improvement in information sourcing for other important new national /international trading topics/areas not yet covered for better and more useful presentation and enrichment of the contents required to be uploaded on Agri Exchange trade portal. Suitable manpower has to be deployed for developing various analytical reports on products and market intelligence including import/export procedure and regulations, SPS measures, quality standards and customs duties on various products. The reports may require for market access, product research and market study etc. The consultant may suggest various national and international reliable data source and if found useful, APEDA may subscribe the same for developing various analytical reports.

The selected Consultancy Organization should have technically qualified and well experienced strong in-house resource base.

The selected Consultancy Organization will take over the existing website, Trade Portals and software systems, on an as is where is basis and ensure continuance of the updation and smooth running of the existing website and software systems through the following services:

- a. Deploy dedicated resources onsite for software development & extending O&M support (The minimum number of resources required and their educational qualification, experience and skill sets required shall be shared through the RFP to the short-listed Consultancy Organizations)
- b. Provide Software Maintenance, Enhancements and User Support
- c. Provide management services for servers at APEDA and NICSI Data Centre (Software & Application Management part only, the hardware support shall not be part of this contract.)

The objective of O&M support is to provide software application development, maintenance and support services (from Monday to Saturday, during regular business hours at APEDA Delhi HQ), including request-based services (problem requests/defect fixes), feature enhancements, configuration management and post release support for the activities covered in the scope of work.

As part of these services, Consultancy Organization shall provide support for bug fixes, feature enhancements, operational support, application & database backup and assistance to APEDA. The services include:

(i) Bug-Fixes and End-User Problem Resolution:

The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug / defect should be logged in Helpdesk portal and categorized on the severity levels. Consultancy Organization shall identify the solution and take necessary approvals from APEDA and release the patch for User Acceptance Test (UAT) after fixing the defects. Consultancy Organization shall document defects / bugs encountered as well as document the resolution of the same and ensure re-installations, in the event of system crash/failures.

(ii) New Development and Enhancements:

APEDA website, trade portal or applications may require modifications or enhancements in the process and functionality. The enhancements or new development may also be required to fix some complex problem requests or defect fixes and upgrades the application performance.

The selected Consultancy Organization shall ensure that correct version of the application / program units are being considered to carry out application enhancements/ new development through configuration management plan for configuration management and version control using the version control software.

The selected Consultancy Organization shall obtain the necessary UAT approvals from respective stakeholders within APEDA for the modifications / enhancements.

(iii) Configuration Management and Version Control:

As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management. Consultancy Organization shall assist APEDA in ensuring that a copy of the production environment is backed up and stored in the repository before the new / modified components are copied to Production.

(iv) Release Management:

As part of the release management, selected Consultancy Organization shall perform the following activities:

- Group the related change requests, assess their development progress and accordingly prepare a schedule for their release
- Prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.
- Provide Helpdesk support for the resolution of technical queries by end users
- Conduct Application training for the users in outstation locations as and when required.

(v) Helpdesk and End User Support:

- Implementation support to users
- End-user problem resolution
- User Training

(vi) Administration Support

- Latest source code, application deployment files, configuration files for entire solution
- System
- Storage
- Security
- Database
- Backup/restore etc.

(vii) Reporting

- Weekly & monthly, reports with Project Status & open issues
- Weekly/fortnightly/monthly Performance Monitoring Reports for the Application
- Updated system design documents, specifications
- Updated user manuals, administration manuals, training manuals etc.
- Call Log /emails & Resolution Reports for Helpdesk
- Software change logs etc.

(viii) Clod Infrastructure

- In future, if APEDA will move their infrastructure on cloud, then the selected consultancy organization will manage all the activities.

(ix) Upgradation of Existing applications

- In future, if APEDA will upgrade its existing running application to new emergent technologies/ Open source technologies/ Blockchain technologies, then selected consultancy organization will provide their support in upgradation of these applications.

As per the scope of work defined above, The O&M Project covers maintenance and up-gradation of the above mentioned applications. However, the consultant may be awarded additional activities of new application development and its O&M. The team has to follow complete Software Development Life Cycle (SDLC) for each of the application developed and implemented in APEDA. The onsite deployed team may be involved in the new assignment. If needed, additional manpower may be hired for the additional activity after assessment of the actual manpower requirements. The additional manpower charges would be sought in the RFP from the shortlisted organizations.

2.4 Expected Deliverables

2.4.1 Team that may be required to be deployed by the Software Consultant

- Team Leader
- Agri Specialist
- System Architect
- Database Administrator
- System Analyst
- Business Analyst
- Software Programmer (Web and Mobile)
- Web/Graphics Designer
- Quality Assurance/ Software Tester
- Data Entry Operator

This list is shared here as a tentative list; The minimum requirements of the type and number of resources to be deployed shall be proposed by APEDA in the RFP document; however, the short listed bidders can propose their estimates in their technical proposal as a part of RFP.

2.4.2 Key Deliverables

The Consultancy Organization shall be responsible for all the development, implementation, testing, maintenance, support, feature enhancements,

documentation, operations and management of applications. The agency should carry out all the modifications/updation/additions/deletions in the applications including website and Agri exchange trade portal as and whenever required by APEDA. The website has to be maintained in bilingual (Hindi and English). APEDA will provide information in English. The consultant has to provide translated document duly typed in Hindi which will be verified by APEDA before uploading it on the website.

The agency before performing updation in the online application should carry out an impact analysis and the report should be submitted to APEDA for its approval. After getting the approval he should make the changes in the system. If a re-design of the application is required, then the Consultancy Organization should take up this task with the consent of APEDA. Any changes in the team/team members should be approved by APEDA.

The consultant shall be responsible for the complete turnkey operation of the IT systems (software only) to ensure a minimum of 99.5% uptime availability of all the applications under this project. It shall also ensure following deliverables from his team-deputed onsite or by deploying additional resources if situation arises:

- Complete Software Development Life Cycle (SDLC) should be followed for each application.
- Proper Documentation with versioning of all the applications should be maintained like SRS, High Level Design, Low Level Design, functionality document (process document), user manual, test case report, test evaluation report, Impact Analysis Report, Change Document etc.
- All the changes in the applications should be properly documented and reflected in respective documents.
- Any change in the application should be done through change request form. After completing the change a request closure form should be filled.
- A log should be maintained for all the changes done in the application or database.
- Proper coding standards should be followed in all the applications.
- Periodic code review should be done for improvement in source code.
- Code & query optimization should be done to the extent possible.
- Proper testing should be done for the changes done in the application or database. Testing should be done on exhaustive test cases. These test cases should be reviewed by the team leader and a test report should be maintained.
- Ensure proper backup of application and database as per the approved backup policy.
- In case of any eventuality, it has to be ensured that the downtime is minimum and system is restored with minimum data loss.
- It should also be ensured that all the security measures are undertaken to prevent vulnerabilities / threats /hacking of application or data theft.
- The agency shall be responsible to maintain the confidentiality of application, data and any other information and make sure that information is not shared outside the APEDA. The required confidentiality agreement shall be signed by the Agency as well as by each team member deployed at APEDA.

- Source Code will be handed over to APEDA along with compiled version and executable.
- Any software developed shall be the property of APEDA. Software, Documents, Information and other elements of the project shall have the copyrights of APEDA unless some copy right material is used with due permission of any third party.
- Proper versioning of source code should be maintained.
- It should be ensured that uploading of the modified application in the live servers is carried out with due care to avoid any wrong upload or accidental file replace.
- Security audit of the application should be done for removal of any security flaws and for hosting provider requirements.
- The onsite team shall also be responsible for giving demo & presentation of application as and when required.
- Preventive maintenance shall be carried out on the database and functioning of the program to handle large volume of traffic.
- Customer support should be provided for user problem and queries.

3. Instructions to Consultants

3.1 Authorized Signatory

The 'Applicant' mentioned in the EOI document shall mean the one who has signed the EOI document forms. The applicant should be the duly Authorized Representative, for which a certificate of authority will be submitted. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Authorized Representative.

Every sheet and all forms complete in all respects shall be signed by the person/ persons duly authorized to sign on behalf of the applicants with affixing the applicant's rubber stamp. The Power (s) of Attorney supporting/authorizing of the signatory shall be enclosed with the offer. Any / all corrections made in the offer shall be duly authenticated by the signature of the Authorized Signatory.

3.2 Sealing of Envelopes & Submission

- a) The Expression of Interest along with Bank Draft is sealed in an envelope super scribing "**Expression of Interest – O&M Support for IT Activities of APEDA**".
- b) This envelope shall be addressed to Secretary, APEDA, 3rd Floor, NCUI Bhavan, August Kranti Marg, New Delhi - 110016, INDIA and submitted on or before 30/10/2019 by 01.00 P.M.
- c) The Expression of Interests will be opened on 31/10/2019 at 11.00 A.M. in presence of the bidders who may wish to be present.
- d) APEDA reserves the right to reject any or all the EOIs without assigning any reasons.

3.3 Documents to accompany EOI

The applications shall be complete with the following documents:

1. Processing Fee of Rs. 20,000/- in the shape of Demand draft drawn in favor of the "APEDA", payable at New Delhi.
2. Each page of the EOI document duly seal and signed by the authorized person
3. Expression of Interest in Form – I.
4. Details of experience in similar type of project and Food or Agriculture sector in Form-II
5. Affidavit or Self declaration in Form –III.
6. Supporting documents as per Eligibility Criteria
7. Any other information likes to provide.

The applicant, in addition to furnishing complete information in the Forms appended with the documents, shall furnish a detailed document on proposed approach; methodology & work plan for the assignment. The work plan shall include full justification for procedures to be adopted.

3.4 Amendment to EOI

At any time prior to the last date for receipt of proposals, APEDA, may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the EOI document by an amendment. In order to provide prospective applicants reasonable time in which to take the amendment into account in preparing their proposals,

APEDA may, at its discretion, extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the EOI.

The applicant is required to visit the Announcements Section of APEDA website for any changes or amendments in the EOI before submitting their Expression of Interests.

3.5 Preliminary examination for the applications

- a) The APEDA shall examine the applications to determine whether they are complete, whether the documents have been signed as indicated in this document, whether all Forms as asked have been filled in properly, whether applications are generally in order and all information as indicated under various clauses have been furnished.
- b) The APEDA reserves the right to waive minor deviations in the proposal application if they do not materially affect the capability of the bidder to perform the assignment.
- c) Prior to detailed evaluation formalities, APEDA shall determine the substantial responsiveness of each application to the Invitation documents. A substantially responsive proposal is one, which conforms to all the terms and conditions of the

Invitation document without any material deviation. A material deviation is one, which limits in any way responsibilities and liabilities of the bidder or any right of the employer as required in this document. APEDA may waive any minor non-conformity in an application, which does not constitute material deviation. Non-responsiveness shall run the risk of rejection.

- d) The evaluation shall be carried out on the basis of data available in the application documents received from the agency in the first instance. No account will be taken of any further documents or clarifications or any such additional information furnished subsequently by the consultant agency. However, APEDA reserves the right to call for such clarifications confined in scope to the contents of the application, should such a clarification become necessary for proper judgment in evaluation.

3.6 Evaluation

The procedure of evaluation of the applications is indicated below:

- a) APEDA has specified the Pre-Qualification Criteria (Section 4) in the EOI document with minimum qualifying requirement for each of the criteria i.e. minimum years of experience, minimum number of assignments executed, the minimum size of the assignments, minimum turnover etc. The applicant shall submit the proposals in the same sequence indicating the qualification criteria on each certificate.

- b) APEDA shall apply pass-fail test and short list all the consultants who meet the minimum requirement as specified.

- d) After completion of EOI evaluation, the qualified bidders shall be provided with further details of the project in an RFP and through a Pre-bid meeting, to enable them to submit a detailed technical and financial proposal for the services desired in the project.

3.7 Time Period

The O&M contract shall be valid for a period of five years; the same shall be reviewed every year and will be renewed annually subject to satisfactory performance. APEDA reserves the right to extend the contract further or terminate early without assigning any reason what so ever.

3.8 Presentation

As a part of Evaluation of Expression of Interests submitted by the applicants, APEDA may seek further information or a presentation from the Organizations at a short notice for evaluation purposes.

3.9 Rejection of EOI

The application is liable to be rejected if:

- a) The application is not covered in proper sealed cover with superscription as indicated in Section 3.2 above.
- b) Not in prescribed forms and not containing all required details.
- c) Not properly seal and signed as per requirements.
- d) Received after the expiry of due date and time.
- e) Offer is received by fax, telegram or e-mail.
- f) Bid received without the processing fees.
- g) Missing of any supporting document(s) with the EOI

3.10 Disclaimer

- a. The APEDA shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The APEDA reserves the right
 - To reject any/all applications without assigning any reasons thereof.
 - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the APEDA without assigning any reasons thereof.
 - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

4. Pre-qualification Criteria

Eligibility Criteria and supporting documents required for Submission of Expression of Interest

S.No	Eligibility Criteria	Supporting Document Required	Yes /No
1	The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India & Should have been in existence in India for the last seven years	Company Incorporation Certificate or Registration Certification from ROC	
2	The agency must be registered in India with appropriate tax and other administrative authorities.	Service Tax Registration VAT Registration PAN Card	
3	The organization should have had an average business turnover of at least Rs. 5 Crores in the last three years from Software Consultancy Services	Certificate from the Chartered Accountant of the Organization. Audited Balance sheets for the years mentioned.	
4	Should have successfully executed at least any one of the following in the last five years:	Letter from Customers indicating value of the services provided for the project	

	<p>i) Three similar completed eGovernance projects costing not less than Rs. 1 Crores each, or</p> <p>ii) Two similar completed eGovernance projects costing not less than Rs. 1.5 Crores each, or</p> <p>iii) One similar completed eGovernance project costing not less than Rs. 2 Crores</p>		
5	Any one of the projects mentioned in point no. 2(iv), should be in the field of Agriculture or Food sector.	Work Order copies from customers and a Form II (filled up)	
6	Shall have either valid ISO 9001:2015 for Software Development or valid CMM Level 3 Certification	Copy of Certificate	
7	Should have executed minimum one software development project, which has been audited and certified by CERT-IN empanelled Internet Security Auditors in the last five years.	Copy of Certificate or Letter from Customers indicating the name of the CERT-IN empanelled Consultancy Organization who have carried out the vulnerability audit and certified the web applications developed	
8	Copies of documents / purchase orders & letter of completion from customers for projects completed in the last five years.	Copies of the major projects completed during the last 5 years.	
9	The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.	Letter of undertaking as in Form II	
10	Processing fee of Rs. 20,000/ - (non - refundable.)	Demand draft drawn in favor of the "APEDA", payable in New Delhi.	
11	The consultant organization or its office should be situated /located within the Delhi & NCR.	Provide a copy of the address proof	

5. Formats for Submission

FORM I

EOI Letter Proforma

To
Secretary
APEDA,
3rd Floor, NCUI Building,
August Kranti Marg,
New Delhi - 110016, INDIA

Sub: Expression of Interest for short-listing of Consultancy Organizations for Operations & Management Support to IT activities of APEDA

Sir,

The undersigned having read and examined in detail all the EOI documents pertaining to your assignment; do hereby express the interest to do the work as specified in the scope of work.

S.No	Description	Response
1.	Name of the Consultancy Organization	
2.	Address	
3.	Name, designation & address of the person to whom all references shall be made	
4.	Telephone (with STD code)	
5.	Mobile No. of the contact person	
6.	E-mail of the contact person	
7.	Fax No. (with STD code)	

We have enclosed the following:

1. Processing Fee of Rs. 20,000/ in the form of a Demand draft drawn in favor of the APEDA, payable at New Delhi.
2. Expression of Interest in Form – I.
3. Details of experience in similar type of project and Food or Agriculture sector in Form-II
4. Affidavit or Self Declaration of eligibility in Form- III
5. Self Attested copies of Supporting Documents

I/ We hereby declare that my/ our EOI is made in good faith and the information contained is true and correct to the best of my/ our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Applicant)

Name:

Designation:

Seal:

Date: _____ Place _____

Witness by - Signature:

Name :

Address:

Date : _____

FORM-II

DETAILS OF EXPERIENCE IN E-GOVERNANCE AND FOOD OR AGRICULTURE SECTOR

A. Customer References related to e-Governance Projects that the applicant has been engaged during the last Five years:

S.No.	Name & Address of The client	Date of start Of the work	Date of Completion	Website Address	Value of the Project
1.					
2.					
3.					
4.					

B. Customer References related to the Food or Agriculture Sector that the applicant has been engaged during the last Five years:

S.No.	Name & address of the Client	Date of Starting The work	Period of work To be Completed	Value of the Project
1.				
2.				
3.				
4.				

Note:

1. Please also note that the copies of work orders and satisfactory completion certificate from the customers shall be required to be submitted for all the references mentioned above.

FORM III

AFFIDAVIT or SELF-DECLARATION

Ref: Call for Expressions of Interest for short listing of Software Consultancy Organizations by APEDA

Candidates shall be excluded from participation in the selection procedure if:

1. They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matter, or are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
2. They have been convicted for an offence concerning their professional conduct by judgment, which has the force of res judicata;
3. They have been guilty of grave professional misconduct proven by any means, which the contracting authority can justify;
4. They have not fulfilled obligations in respect of payment of social security contribution or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is performed;
5. They have been the subject of a judgment, which has the force of res judicata for fraud, corruption, and involvement in a criminal organization or any other illegal activity detrimental to the communities' financial interests;
6. Following another procurement procedure or grant award procedure financed by the community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

In response to your call for expression of interest, I/We hereby declare that I/we:

1. Am/are not in any of the situations excluding me/us from participation contracts)
2. Agree to abide by the highest ethical standards in the profession and, in particular, have no potential conflict of interest;
3. Will inform the Authority immediately if there is any change in the above circumstances at any stage during the tender procedure or during the implementation of the project;
4. Fully recognize and accept that any inaccurate or incomplete information deliberately provided in this tender may result in my/our exclusion from this or other contracts funded by the Authority.

(Signature of the applicant or of authorized representative with company seal)