

TELANGANA INDUSTRIAL HEALTH CLINIC LIMITED (TIHCL)

**Request for Proposal (RFP) for Integrated Web Application for the use of
Entrepreneurs / DICs / COI / TIHCL to Apply, Track, Follow-up and Monitor the
Credit References in general land specifically under RAMP Scheme and to
Integrate with the RAMP Dashboard at COI**

REQUEST FOR PROPOSAL (RFP)

Ref. NO: TIHCL/IT/RFP/1/2024-25

Date:19.02.2025

**TELANGANA INDUSTRIAL HEALTH CLINIC LIMITED
PARISHRAMA BHAVAN, 2nd FLOOR, BASHEERBAGH, HYDERABAD - 500004**

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Schedule of Events & Bid Details

Ref. No. TIHCL/IT/RFP/1/2022-23

1	Start Date & Time of issue of RFP/ Document Download	08.03.2025 at 11:00 Hours
2	Last date and time for submission of query	12.03.2025 at 16:00 Hours
3	Online Prebid Meeting	12.03.2025 at 12:00 Hours
4	Last date and time of Downloading of RFP	12.03.2025 at 14:00 Hours
5	Last date and time for submission Of Bidding Document	28.03.2025 at 16:00 Hours
6	Date and Time of Technical Bid Opening*	29.03.2023 at 12.00 Hours
7	Date and Time of Financial Bid Opening *	29.03.2023 at 12.00 Hours
8	Place of opening of Bids	Telangana Industrial Health Clinic Limited, Parishrama Bhavan, 2 nd Floor, Basheerbagh, Hyderabad -500004
9	Address & Contact Numbers	As above
10	Cost of RFP (Non-Refundable)	Rs.1,000/-. Demand Draft/ Banker cheque payable at Hyderabad in favour of “Telangana Industrial Health Clinic Ltd” (to be attached to technical bid)
11	Contact details	Interested Bidders are requested to send the email to: sukruthi.reddy@tihcl.org containing below mentioned information, so that in case of any clarification same may be issued: Name of company, contact person, Mailing address with Pin Code, Telephone No., Mobile No., email address etc.

* The bidders will have to submit the technical bid and commercial bids physically in separate sealed covers only, along with the required documents, and to be superscribed “Technical Bid” and “Commercial Bid”, as the case may be.

Note: Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after submission of bids. No bidder shall be allowed to withdraw the bid.

DISCLAIMER

- a) The information contained in this Request for Proposal (RFP) document or information provided subsequently to bidder(s) or applicant(s) whether verbally or in documentary form by or on behalf of TIHCL, is provided to the bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- b) This RFP is neither an agreement nor an offer and is only an invitation by TIHCL to the interested parties for submission of bids. The purpose of this RFP is to provide the bidder(s) with information to assist the formulation of their proposals. This RFP does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP and where necessary, obtain independent advice. TIHCL makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP. TIHCL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP.
- c) This is not an offer by the TIHCL but only an invitation to bid in the selection process initiated by the TIHCL. No contractual obligation whatsoever shall arise from the RFP process until a formal contract is executed by the duly authorized signatory of the TIHCL and the Bidder.
- d) TIHCL reserves the right to change the dates, timings mentioned above or elsewhere mentioned in the RFP, which will be communicated by placing the same as corrigendum under Tender section on TIHCL's website.
- e) The TIHCL reserves the right to cancel this invitation to offer in part or full or cancel the entire process at any stage without assigning any reason.
- f) Subject to any law to the contrary, and to the maximum extent permitted by law, TIHCL and its officers, employees, contractors, agents, and advisers disclaim all liability from any loss or damage (whether foreseeable or not) suffered by any person acting on or refraining from acting because of any information, including forecasts, statements, estimates, or projections contained in this RFP document or conduct ancillary to it whether or not the loss or damage arises in connection with any negligence, omission, default, lack of care or misrepresentation on the part of TIHCL or any of its officers, employees, contractors, agents, or advisers.

The TIHCL Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.

1 Introduction

Telangana Industrial Health Clinic Limited (herein after referred to as 'TIHCL') is established during the year 2017 and having its Office at Hyderabad. This RFP is issued by the TIHCL. The TIHCL proposes to invite bids from eligible bidders for supply of Integrated Web Application for the use of Entrepreneurs / DICs / COI / TIHCL to Apply, Track, Follow-up and Monitor the Credit References in general land specifically under RAMP Scheme and to Integrate with the RAMP Dashboard at COI.

This document describes the Request for Proposal (RFP) from TIHCL. This document is accompany confidential document. Vendors requested for proposal or engaged, to respect the confidentiality of information contained in this document.

1.1 Purpose of the RFP

TIHCL is looking for a solution/service provider for supply of an **integrated web application which will serve as the central platform for entrepreneurs, TIHCL executives, District Industries Centers (DIC), call center agents, and other stakeholders to manage loan applications and track the progress under MSME funding, including under RAMP project.** The application to automate key workflows, provide updates, and integrate with existing data sources and systems.

The primary objective of the project is to build a web application that:

1. Automates the loan application and approval process for MSMEs.
2. Provides real-time tracking and updates for entrepreneurs, TIHCL, and DIC personnel.
3. Integrates seamlessly with external systems and databases of RAMP (e.g., Consolidated MSME DB, RAMP Dashboard).
4. Enhances reporting and analytics capabilities to monitor the effectiveness of the loan program.
5. In the later stages should be capable to use AI and machine learning algorithms to streamline the identification of potential loan recipients.

The RFP will provide the information necessary to do a proper assessment of TIHCL requirements. Service providers are invited to respond to this RFP by describing how they can meet the requirements set out in this RFP and by providing other information requested. Responses to this RFP will be used to qualify service providers for the final evaluation and price negotiation phases of the selection process.

1.2 Scope of Work

TIHCL is looking for a solution/service provider for supply of an **integrated web application** which will serve as the central platform for entrepreneurs, TIHCL executives, District Industries Centres (DIC), Call Centre Agents, and Other Stakeholders to manage loan applications and track the progress under MSME funding, including under RAMP project. The application to automate key workflows, provide

updates, and integrate with existing data sources and systems. The detailed scope of work is indicated in **Annexure-I**

1.3 Project goals:

The primary objective of the RFP is to build a web application that:

1. Automates the loan application and approval process for MSMEs.
2. Provides real-time tracking and updates for entrepreneurs, TIHCL, and DIC personnel.
3. Integrates seamlessly with external systems and databases of RAMP (e.g., Consolidated MSME DB, RAMP Dashboard).
4. Enhances reporting and analytics capabilities to monitor the effectiveness of the loan program.
5. In the later stages should be capable to use AI and machine learning algorithms to streamline the identification of potential loan recipients.

1.4 Objective of the RFP:

TIHCL has decided to seek a detailed technical and commercial proposal for procurement of **integrated web application**. The proposed product must integrate with TIHCL's existing infrastructure seamlessly.

TIHCL invites Bids (technical and commercial bids) from bidders for providing **integrated web application for the use of Entrepreneurs / DICs / COI / TIHCL to Apply, Track, Follow-up and Monitor the Credit References in general land specifically under RAMP Scheme and to Integrate with the RAMP Dashboard at COI**

The Solution is to be installed at TIHCL's Office at Hyderabad.

TIHCL proposes to procure through this RFP of **integrated web application**, including all products, solution & services as per the requirements of this document. It includes all software, and services as described in the RFP and also includes other services supplementary to it, such as migration from existing database, installation, commissioning, integration with existing systems, and provision of technical assistance, training, and other obligation of the successful bidder covered under the RFP.

The bidder shall be responsible for providing, implementation & maintenance of the solution throughout the contract period. TIHCL during the period of the contract, based on its technical and functional requirements can add additional third-party applications and interfaces.

Joint bid will not be accepted by TIHCL. Subcontracting will not be allowed at any stage during the entire period of contract.

Please note that any deviations mentioned in the bid will not be considered and evaluated by

the TIHCL. TIHCL reserves the right to reject the bid if bid is not submitted in proper format as per RFP.

1.5 Invitation of Tender Bids:

This RFP is an invitation for bidder's responses. No contractual obligation on behalf of the TIHCL whatsoever shall arise from the RFP process unless and until a formal contract is signed & executed by duly authorized officers of the TIHCL and the successful bidder. Until a formal contract is prepared and executed, this offer together with TIHCL's written acceptance & notification of award shall not constitute a binding contract with the successful bidder.

Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish any information required by the RFP document or to submit a bid not substantially responsive to the RFP document in every respect will be at the Bidder's risk and shall result in the rejection of its bid. The procedure and terms & conditions for submission of bid are enumerated in this RFP.

All offers of the bidders shall be unconditional and once accepted whether with or without modifications by the TIHCL shall be binding between the TIHCL and such Bidder.

The RFP Document can be downloaded from TIHCL's Website
<https://tihcl.telangana.gov.in/>

1.6 Eligibility Criteria for Bidders:

Only those Bidders fulfilling the following criteria should respond to the RFP. Document(s) in support of eligibility criteria are required to be submitted along with the Technical Bid. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

- i) Vendor is defined as an independent company registered in India or a partnership firm.
- ii) Vendors to adhere to the following Timelines can only apply. (suitable penalty clauses will be there for non-compliance).

S. No	Activity	Timelines
1	Delivery of the product	1 month
2	Testing, resolution of issues, training, and final acceptance of the product	1 month

- iii) Vendor must have the experience of integrating the proposed web application with other third-party applications if required.
- iv) The Software provider will need to provide sufficient evidence that its platforms will scale to meet current peak and future application processing and user demands using customer references with similar requirements. Software

vendors with a good track record will be able to provide and guarantee response times with the required service levels.

- v) The selected vendor should, at the discretion of TIHCL, should provide AMC for at least 3 years after completion of one year from the date of installation of software (for first one year there will not be any additional AMC/other charges).

The eligibility will be seen based on the above criteria and TIHCL has the right to reject responses not meeting the qualification criteria.

2. The companies or firms, bidding for the above tender, should have not been blacklisted by any of Government Authority or Public Sector Undertaking (PSUs). The bidder shall give an undertaking (on their letter head) that they have not been blacklisted by any of the Govt. Authority or PSUs. In case, in the past, the name of their Company / Firm was blacklisted by any of the Govt. Authority or PSUs, the same must have been removed from the blacklist as on date of submission of the tender, otherwise the bid will not be considered. (An undertaking to this effect must be submitted in their letter head as per **Annexure - II**).

The participating bidders are required to submit unambiguous documentary evidence, in support of their meeting the above eligibility criteria. The bidder must comply with all the above-mentioned criteria. Non-compliance of any criteria will entail rejection of the bid summarily.

TIHCL reserves the right to verify/evaluate the claims made by the bidder independently. Any decision of the TIHCL in this regard shall be final, conclusive, and binding upon the bidder.

The TIHCL may accept or reject an offer without assigning any reason whatsoever.

All documentary evidence/certificates confirming compliance criteria should be part of eligibility criteria

2.1 Confidentiality

This Request for Proposal, including any other material and information provided by TIHCL, contains TIHCL proprietary and confidential information that is provided to you for your exclusive use in evaluating and preparing your response. If at any time your company decides not to respond to the RFP, please destroy any copies of the document and confirm your non-participation either in writing or by email.

This document should not be duplicated except as necessary to prepare your response. This document should not be disclosed or distributed to any third party. All copies of this document except one file copy should be destroyed following submission of your response. The file copy should be held confidential and not used for any purpose other than bid evaluation, response preparation, and subsequent discussions with TIHCL, if any required. You should safeguard the confidentiality of this document and any copies with the same degree of care with which you safeguard your own confidential information. Vendors may not use the name, logo, or trademarks of TIHCL in connection with any advertising or publicity materials or activities

without the prior written consent of the TIHCL. The obligation not to disclose any confidential information shall not be affected by bankruptcy, receivership, assignment, attachment or seizure procedures, whether initiated by or against the vendor, nor by the rejection of any agreement between the TIHCL and the vendor, by a trustee of the vendor in bankruptcy, or by the vendor as a debtor-in-possession or the equivalent of any of the foregoing under local law.

3 Vendor Instructions

3.1 Background

This RFP has been issued to organizations that will respond satisfactorily to the Request for Proposal (RFP). The RFP identifies TIHCL's requirements in sufficient detail in order to identify a preferred vendor.

3.2 General Instructions

Vendors are requested to consider the following instructions when preparing their responses:

- Vendor responses must be valid for 6 months from the date of submission.
- Vendors must be commercially bound to their response.
- Vendors must address all matters raised in this RFP.
- Any statements made about the performance and specifications of the proposed solution will be considered to be true and will be incorporated into the final purchase contract.
- Any functionality or features not included in the cost estimate must be clearly identified in the response to the RFP.
- Vendors must address all items specified in this RFP. Failure to adhere to the specified format may disqualify a vendor from further consideration.

Submission of proposals shall constitute evidence that the vendor has made all the above-mentioned examinations and is free of any uncertainty with respect to conditions that would affect the execution, and completion of this project.

3.3 RFP Changes, Binding Bid Process

TIHCL reserves the right to negotiate any or all RFP terms and conditions, and to cancel, amend or resubmit this RFP in part or entirety at any time. This RFP has been issued exclusively for providing adequate information about a web application requirement for TIHCL in order to receive a proposal of this project from vendors. While one or more vendors may be selected as candidates, and TIHCL may negotiate a vendor contract with one or more respondents, reserves the right to reject any or all of the responses received for any reason or no reason, and to decline negotiating and signing a vendor contract with any vendors responding to the RFP regardless of whether any vendor's response is partially or fully accepted or rejected, or contains the highest or lowest mark-up or price, or the most timely services delivery commitment, or

whether a vendor responds with a no-response notice or has an existing contract with TIHCL, and regardless of any other matter. TIHCL further reserves the right to negotiate with any vendor who does not receive this RFP. Accordingly, responses should be submitted in the terms most favorable to TIHCL. TIHCL will consider vendor responses as binding offers by vendors.

3.4 Disqualification

Statements known to be, or subsequently found to be, inaccurate or misleading may disqualify the vendor from further participation in the evaluation process.

3.5 Schedule of Events

Event	Date
RFP Distribution to Vendors	21.02.2025
Questions from Vendors about scope or approach due	25.02.2025
Responses to Vendors about scope or approach due, including common meeting with all the bidders	28.02.2025
Proposal submission Due Date	13.03.2025
Proposed date of opening of Technical Bid	14.03.2025
Proposed date of opening of Financial Bid	14.03.2025

3.6 Bidding Process (Two Stages):

For the purpose of the present job, a two-stage bidding process will be followed. The response to the present tender should be submitted in two parts:

- **Technical bid (Annexure - III)**
- **Commercial bid (Annexure - IV)**

The bidders will have to submit the technical bid and commercial bids physically **in separate sealed covers only along with the required documents and to be superscribed “Technical Bid” and “Commercial Bid”, as the case may be**, at the under mentioned address on or before scheduled date and time of bid submission. In case bids are submitted through postal or courier services, they should reach TIHCL office on or before scheduled date and time of bid submission. TIHCL will not be responsible for any delay or loss of the bids in transit.

Smt Sukruthi Reddy
Vice President
Telangana Industrial Health Clinic Limited
Parishrama Bhavan
2nd Floor
Basheerbaugh
Hyderabad - 500004

TIHCL may, at its discretion, extend the deadline for submission of bids by releasing corrigendum to this tender document.

3.8 TECHNICAL BID : (ANNEXURE - III)

Technical Bid Document issued should be duly filled in and submitted along with the enclosures and necessary documents as specified in the bid document. Hard copies of all the documents i.e Financial Bid, Technical Bid, including supporting documents, should be submitted in respective covers. The Technical Bid shall be evaluated on the basis of certified copies of the valid documents submitted by the Bidder. If the required documents are not attached, it will be assumed that the bidder is not qualifying for the particular criteria and they will not get any marks for the particular criteria. The Committee constituted by the Competent Authority will evaluate the Technical Bid documents.

The Technical Bids shall be evaluated based on the scoring of marks against the **following criteria**:

S. No	Criteria	Marking	Total marks
1.	Location of Head office / an establishment of the Company/Firm in Hyderabad / Secunderabad (Organization Base)		10
	a) Head office located at above mentioned places	10	
	b) Head Office is located outside above places but having an office / unit in the above-mentioned places.	5	

	c) Not having HO/Office/Unit in the above-mentioned places (Proof of location of establishment should be attached)	0	
2.	Past Experience of similar product.		10
	a) More than 5 years	10	
	b) More than 3 years & up to 5 Years	08	
	c) Less than 3 years	05	
	(Copy of registration or any other proof of year of establishment)		
3	No. of similar type of applications successfully completed (required proof should be enclosed)		10
	3 and above	10	
	2	8	
	1	6	
4.	Strength of Employees of organization.		10
	a) More than 15 Employees	10	
	b) 10-15 Employees	08	
	c) 05-09 Employees	05	
	d) Less than 05 employees	02	
	(Certified copy of Provident Fund statement or Salary Register or Attendance Register or Charter Accountant's certificate should be attached. Employees for this purpose include who are directly involved in coding/testing only).		
5.	Financial Strength (Annual Turnover) Average Annual Turnover during last 4 financial years (i.e. 2018-19 to 2021-22)		10
	a) Above Rs. 100 lakh	10	
	b) Rs. 50 lakh to Rs. 100 lakh	08	
	c) Rs. 25 lakh to Rs. less than 50 lakh	06	
	d) Less than Rs. 25 lakh	04	
	(Audited B/S or IT Returns filed should be attached)		
	Total Marks		50

Score in Technical Bids: The Minimum score to get eligibility for opening of financial bids is Thirty-Five (35).

In case minimum two firms do not get cut off point of 35 marks, TIHCL reserves the right to reduce cut-off point suitably so that at least two firms get qualify for opening financial bid.

3.7 PRICE BID : Template given in ANNEXURE – IV.

Note: Financial (Price) bids will be opened only in respect of the bidders who get a minimum score of 35 in Technical Bid or revised cut-off decided by TIHCL as the case may be.

3.10 ACCEPTANCE OF BID:

The respondent who gets qualified in the Technical Bid and quoted on the lower side in the 'Price Bid' shall be considered for acceptance of BID. For the purpose of arriving at the lowest amount quoted, the total of amount quoted for providing software plus (+) amount quoted for 3 years AMC will be taken into consideration.

In case of 'Tie' in financial bid, the bidder who gets higher mark in Technical Bid, compared to that of another bidder with whom tie is there, will be awarded the contract. In case Tie is also there in Technical Bid Score, the bidder who will offer the lowest price on negotiation will be awarded the contract. However, discretion shall be with the TIHCL.

TIHCL does not represent that these are the sole criteria and reserves the right to adjust selection criteria at any time during the tender the process.

3.11 Payment & Penalty

For other components of Solution

- a. 50% at Delivery, Installation, and acceptance of the solution
- b. 40% on rollout & Training/demonstration/Customization as per Bank's requirements
- c. 10% after 12 months of Integrated Accounting software going live. However, this amount can be released immediately against submission of Bank Guarantee valid for the contract period.

3.12 Penalty

The successful bidder has to necessarily comply with time schedule for the following activities

S.No	Activity	Timelines	Penalty
1	Delivery of the product	1 months	
2	Testing, resolution of issues, training, and final acceptance of the product	1 months	

Deadline For Submission of Bid

Bids must be submitted not later than the specified date and time mentioned in the Bid Document. If the specified date of submission of bids being declared a holiday for the TIHCL, the bids will be received up to the specified time in the next working day. The TIHCL may, at its discretion, extend this deadline for submission of bids by amending the bid documents, in which case all rights and obligations of the TIHCL and bidders, previously subject to the deadline will thereafter be subject to the deadline extended.

Modification and/or Withdrawal of Bids

Bids once submitted will be treated as final and no further correspondence will be entertained on this. No bid will be modified after the deadline for submission of bids. No bidder shall be allowed to withdraw the bid if bidder happens to be successful bidder.

4. Contacts

Any questions concerning technical specifications or Statement of Work (SOW) or contractual terms & conditions must be directed to:

Name	Smt Sukruthi Reddy, Vice President
Address	Telangana Industrial Health Clinic Ltd., 2 nd Floor, Parishrama Bhavan, Basheerbagh, Hyderabad – 500004
Phone	Land Line: 040- 23234392 Mobile: 7702760436
Email	sukruthi.reddy@tihcl.org

5. Awarding of Contract

TIHCL is not bound to accept the lowest proposal and is not obliged to give a reason for rejecting a proposal. Prospective suppliers are advised that nothing in this documentation, or in any communication between TIHCL and any other party, shall be taken as constituting a contract, agreement, or representation between TIHCL and/or any other party, except for a formal award of contract made in writing by TIHCL. Neither shall it, or they, be taken as constituting a contract, agreement, or representation that a contract shall be offered.

Please note that TIHCL reserves the right to vary the number of vendors invited to interviews and presentations, or dispense completely with this part of the process, at its sole discretion. TIHCL reserves the right at all points in the procurement process either not to select a candidate to go forward to the next stage, or following completion of the procurement process, not to make any award of contract.

TIHCL has prepared this RFP in good faith. To the extent that TIHCL is permitted by law, TIHCL excludes any liability (whether in contract, negligence or otherwise) for any incorrect or misleading information contained in this RFP

6. TIHCL reserves the right to cancel the contract in the event of happening one or more of the following conditions:

- a) Failure of the successful bidder to accept the contract.
- b) Delay in delivery beyond the specified period.
- c) Delay in completing testing/customization and acceptance tests/ checks beyond the specified periods;
- d) Serious discrepancy in functionality to be provided or the performance levels which have an impact on the functioning of the solution.

Scope of work:

The proposed web application will consist of the following modules:

Module 1: Entrepreneur Module

- **Users:** Entrepreneurs / MSME Owners
- **Core Features:**
 - **Self-Registration & Login:** Entrepreneurs can create a profile by entering essential details such as business name, contact information, and industry type. Authentication via email and password ensures secure access to the portal.
 - **Eligibility Check:** Upon registration, entrepreneurs' complete questionnaire that evaluates their loan eligibility based on predefined criteria (e.g., revenue, years in business etc.).
 - **Loan Application:** Eligible entrepreneurs can submit loan applications directly through the portal by providing business /personal KYC, and other necessary documents
 - **Real-Time Application Tracking:** Applicants can track the progress of their loan application in real-time, with notifications about the current status (pending, approved, rejected).Status of application is manually entered from TIHCL Dashboard.
 - **Rejection Feedback:** If an application is rejected, the system provides clear reasons for rejection, helping applicants understand the areas needing improvement. They can reapply after 90 days.
 - **TIHCL Updates in application :** Once an entrepreneur submits an application, it is automatically forwarded to the TIHCL team for further review and processing. The entrepreneur will receive updates as the application progresses through the system.

Module 2: TIHCL Module

Users: TIHCL Executives & Top Management

- **Core Features:**
 - **Executive Dashboard:** TIHCL executives get access to a centralized dashboard where they can view details of fresh, pending, and historical applications. Data can be filtered based on time, district, or application type.
 - **Application Review:** Executives can open and review the complete details of loan applications. They can provide updates, make decisions regarding approval or rejection.
 - **Application Status Updates:** Executives can modify the status of an application (approved, rejected, pending) and provide reasons for rejection or approval.
 - **Forwarding Applications to Top Management:** Once an executive reviews and processes an application, they can forward it to senior management for final approval or further review.

- **Top Management Dashboard:** Senior management has an overarching view of all applications. They can track the status of applications, review pending/approved applications, and analyze trends.
- **Analytics & Reports:** TIHCL executives and management can generate detailed reports on loan disbursements, rejection rates, and overall program performance. This includes a breakdown by district, application type, or time period.
- TIHCL executives can upload the data of applications received, processed and corresponding loans sanctioned outside the current Web Application, which are pertaining to RAMP. The uploaded data shall automatically be updated in the Analytics & Reports module and also automatically be pushed to RAMP Dashboard application.
- **Audit Trail:** A detailed record of all actions taken on each application, including updates, changes in status, and comments, providing transparency and accountability.

Module 3: DIC Logins

- **Users:** Commissioner of Industries (CoI) & DIC District-Level Officers
- **Core Features:**
 - **District Dashboard:** DIC officers can monitor applications from their respective districts. They can see the number of applications, pending applications, and those approved/rejected.
 - **Application Status:** Officers can track the status of applications in their district, understanding which are in process, awaiting approval, or rejected.
 - **Request for Recheck:** If the Commissioner of Industries (CoI) officer believes an application needs further scrutiny, they can request a recheck. These requests will be forwarded to the TIHCL team for review.
 - **Dynamic Reports:** Customizable reporting tools allow DIC officers to track application flow, performance metrics, and district-specific insights. Reports can be generated based on various parameters like district, date range, or application type.
 -

Module 4: Data Analytics and Reports

- **Users:** TIHCL Top Management & Commissioner of Industries (CoI)
- **Core Features:**
 - **Customizable Dashboards:** Dashboards will display key performance indicators (KPIs) such as the number of applications processed, approval/rejection rates, loan disbursements, and district performance.
 - **Program Effectiveness:** Analytics to track the overall success of the agency under RAMP program, including program efficiency, loan impact on MSME growth, and other relevant

metrics.

- **Data Monitoring & Reporting:** TIHCL management can monitor data completeness and system performance. Detailed reports can be generated to analyze data quality and consistency.
- **Export Functionality:** Reports can be exported in multiple formats (Excel, CSV, PDF), enabling offline analysis and sharing with external stakeholders.
- **Role-Based Access Control:** Ensures that sensitive data and insights are available only to authorized users. TIHCL and DIC management will have access to high-level reports, while district officers may have restricted access to their specific data.

Module 5: Call Centre Login

- **Users:** Call Centre Executives
- **Core Features:**
 - **Loan Requirement Identification:** Call center agents will be interacting with MSMEs for verification of updates by other agencies, can identify those in need of financial assistance and logging the relevant details into the system.
 - **Lead Transfer:** Call center executives can transfer identified leads to the TIHCL team for follow-up and loan processing. They can also provide initial insights into the MSMEs' needs.

Feedback Mechanism: Agents can provide detailed feedback about the conversation with the MSME, helping the TIHCL team better understand the applicant's situation.

Module 6: Automated MSME Updates from Multiple Sources

- **Users:** TIHCL System (Backend)
- **Core Features:**
 - **API Integration:** The system integrates with external data sources like MSME DB, RAMP Dashboard.
 - **Real-Time Database Updates:** The MSME database is automatically updated with the latest available data, ensuring that TIHCL always has access to up-to-date information when processing loan applications.
 - **Auto-Populate Data Fields:** Entrepreneur details in the application form can be auto-filled using data from these sources, reducing manual entry and improving accuracy.

Module 7: RAMP Integration

- **Users:** Backend Systems / Other Agencies
- **Core Features:**
 - **Real-Time KPI Updates:** As applications are processed and loans are disbursed, relevant data will be automatically pushed to the RAMP Dashboard application in real time, ensuring that performance metrics are always up to date.

- **API Security:** Ensure that data shared between systems is secure. APIs for RAMP integration will use secure encryption and access protocols.
- **Cross-System Data Sharing:** The system will facilitate data exchange between TIHCL and other government agencies involved in RAMP, ensuring streamlined communication and a unified approach.

Functional Requirements

General Features:

- **User Roles and Access:** The system should support multiple user roles with distinct access rights (e.g., Entrepreneur, TIHCL Executive, DIC Officer, CoI Call Centre Agent, and TIHCL Top Management, Commissioner of Industries (CoI)).
- **User Authentication:** Secure login using email and password with 2-factor authentication (optional for added security).
- **Data Security:** The application must comply with industry standards for data privacy and security.
- **Scalability:** The system must be scalable to handle high volumes of applications and data as the project expands.
- **Cross-Platform Compatibility:** The web application should be responsive and accessible across desktop and mobile device

Some of the Technical/Functional aspects of the above requirements (only an indicative list not exhaustive)

Sr. No.	Requirements
1	The system must allow minimum working hours to be defined for all or some users
2	The system must allow different working patterns, to cater for part-time and other flexible working arrangements, for some or all users
3	The system must allow user accounts to be suspended and re-instated
4	The system must allow for different overtime categories to be defined (single time, double time, etc.)
5	The system must allow an employee's contracted hours to be defined
6	Pre-population of timesheets based on project allocations
7	The System must allow user to copy forward historical pattern of work to pre-populate future weeks
8	The System must be able to save data without submitting for approval

9	The System must have an escalation process in place to flag via email or workflow, that time has not been approved by the approving manager. Approvers must be clearly prompted which approvals are missing when they access the system. Similarly, users should be reminded via email notifications from the system if timesheet is due or overdue.
10	Option to define approval paths up to minimum five levels deep
11	The system must allow a different approval path to be defined for each user
12	Manager should be able to approve or reject the request directly from the email or the tool. In case the Manager rejects the request, a comment field should be available to mention the reason.
13	Approvers must be able to select a deputy to approve in their absence from the approved list.
14	Users must be able to nominate another user to act as their deputy in case of absence etc.
15	The system must allow administrators to restrict who can act as a deputy / substitute.
16	System data should be available for download and analysis
17	The system should ensure compliance with built-in/customizable alerts, emails, and approval capabilities; providing what is needed for government audits.

a. Security / Hosting

Sr. No.	Requirements	S/N/C/T	Additional Remarks
1	Users must not be able to view any staff records other than their own.		
2	The system must provide adequate security to prevent unauthorized Access		
3	The system must provide the facility for passwords to be changed, and for the administrator to configure the frequency with which this should occur as well as setting up password constraints.		
4	Ability to sign in using password authentication that is synchronized with the firm's Active Directory services		
5	The system must allow for encryption of information both inbound and outbound.		
6	The system must provide an automatic time-out facility to prevent users remaining logged in when their sessions are inactive.		
7	The security features provided in the system and by the hosting facility should be compliant with the relevant industry recognized security standards. Please provide		

	details along with supporting documents.		
9	The system must be externally hosted and supported within a jurisdiction with appropriate Data Protection legislation.		
10	The system must have an uptime of at least 99.5%. Please provide supporting evidence with your response.		

ANNEXURE II**TECHNICAL BID:**

S.No.	PARAMETER	RESPONSE
1	Name of the Company / Firm	
2.	Regd. Address of the Company/Firm	
3	Regn. details in respect of Company / Partnership firm	
4	Whether having any office in Hyderabad / Secunderabad? If so, address.	
5	Name of the Chief Operating Officer / Principal Partner / Proprietor	
6.	Date of Establishment / Commencement of Business	
7.	Contact Details	Name & Designation: Address : Internet Address: Std / Phone No. Mobile NO. Mail Address:
8	In what business area has your company / firm engaged?	
9	How many years has your company / firm been in this business under its present name?	
10.	No. of employees on the role who are directly involved in the coding / testing of software and related matters.	
11	Annual Turn over	(Rs. In lakh 2018-19 : 2019-20 : 2020-21

		2021-22 : Average for 4 years :
12	No. of web applications successfully completed (Documents in proof of the same should be attached).	
13	Is there, or has there been in the last three years, any litigation or governmental or regulatory action pending or threatened against your organization that might affect your ability to provide stated products and services? State the status of any current or pending lawsuits.	Yes or No. If yes, please provide full details.
14	Hardware configuration required, if your product is selected.	

(SIGNATURE OF THE DIRECTOR / PARTNER)

Name and Seal

NAME OF THE DIRECTOR / PARTNER OF THE FIRM
OR

NAME OF THE PERSON HAVING POWER OF ATTORNEY TO SIGN THE CONTRACT
(CERTIFIED TRUE COPY OF THE POWER OF ATTORNEY SHOULD BE ATTACHED)

FINANCIAL BID

I/We refer to your RFP dated ____ and herewith quote undermentioned Lump-sum Charges / fee excluding GST for Providing **Integrated Software covering both the Accounting and GL Modules, including Post Sanction maintenance of Advances Accounts fully detailed at Para No. __ of RFP.**

Rs:_____ -

(Rupees. _____)

Further, we also herewith quote AMC charges for first three years, after completion of one year from the date of installation of software (for first one year there will not be any additional AMC/other charges).

**AMC charges for first three years - Rs._____ per anum
(Rupees_____ per anum)**

(SIGNATURE OF THE DIRECTOR / PARTNER)

Name and Seal

**NAME OF THE DIRECTOR / PARTNER OF THE FIRM
OR**

**NAME OF THE PERSON HAVING POWER OF ATTORNEY TO SIGN THE CONTRACT
(CERTIFIED TRUE COPY OF THE POWER OF ATTORNEY SHOULD BE ATTACHED**

Note: In case of any difference in the amounts quoted in figures and words, the amount quoted in words will be taken as final for the purpose of arriving at evaluation of price bid.