

Invitation of Bid Proposals for .NET Migration of APEDA website, its online applications and Setting up APEDA iTrack System

1. Introduction

APEDA is a pioneer in using information technology for its internal office automation and its interactions with its members and other stakeholders, towards its main objective of promotion of exports.

APEDA came up with its first website as early as 1996 and has pioneered a number of online applications to its credit and also most of its internal functions are already computerized.

As the computerization in APEDA started as early as its inception in 1983, each of the internal and the external exporter-centric software applications have been developed and implemented over the last decade, restricted within a particular department or within a workflow, with minimum integration between each other. This is a typical situation with any organization implementing IT systems as IT systems also evolve over a period of time as per the organizational growth, needs, evolution and technological advancements. Many critical applications like RCMC, RCAC, Party Returns, Diary & Dispatch System, etc. are almost a decade old and even the iFAS system is more than 5 years old. These applications have undergone lot of patch works over the years to accommodate the ever-changing business/operational needs of APEDA.

Apart from these factors, the technology platform used in these applications (Microsoft ASP) is also outdated, as newer development platforms like .NET have come up with better functionalities and performance, providing facilities to build multi-tier, multi-layer software applications.

Though APEDA has computerized many of its functions, one key requirement of Dak / File Tracking and Management could not be fully computerized till date, as the maintenance and movement of physical paper Dak or files is mandatory in a Government Organization. However, with the emphasis of e-Governance by the Government of India and the movement towards paperless office with electronic archiving of files/documents, digital signatures, etc., APEDA has planned to set up a fully functional Dak/File Tracking System.

2. Scope of Work

It has been proposed for upgradation of APEDA website and its online applications including iFAS and Transport Assistance schemes using the latest .NET technology and set up APEDAiTrack, an integrated tracking system for APEDA and its stakeholders.

The implementation of this requirement shall primarily involve the following components in an integrated manner:

1. Redesign and migration of existing APEDA website, its static/dynamic contents and its online applications using .NET technology. Some of the key applications that are required to be upgraded using latest technology include,
 - a. Registration of Exporters as Members with payment gateway integration (RCMC)
 - i. Online Registration by exporters
 - ii. Offline Registration at APEDA
 - iii. Processing of Applications at APEDA & generation of RCMC certificates
 - iv. Online Payment details updating into Budget System
 - v. Handling regular De-registration activities & alerts for re-registration
 - b. Registration-cum-allocation certificate for Rice exports from India (RCAC)
 - i. Online Application by exporters
 - ii. Offline Application at APEDA
 - iii. Processing of Applications at APEDA & generation of RCAC certificates
 - iv. Online Payment details updating into Budget System
 - v. Handling regular policy changes in certificate issue
 - c. Submission of Party Returns by Exports
 - i. Online Submission by exporters
 - ii. Alerts for non-submission to exporters and APEDA divisions
 - iii. MIS Reports for de-registration & iFAS files processing
 - d. News Clipping Software

For understanding about the online facilities to be migrated to new platform and about APEDA website, may visit APEDA website (www.apeda.com) .

2. Redesign and migration existing Integrated Financial Assistance Schemes (iFAS) system using .NET technology, for Financial Assistance Schemes, Market Development Schemes and Transport Assistance Schemes (both

online and offline). Apart from ensuring the availability of all existing functionalities for exporters and APEDA officials, the system shall also ensure the following:

- a. Handling multiple-years of transport assistance schemes, taking into account the envisaged changes in policy every year
 - b. Integration into the proposed *Integrated Budget and Financial Accounting System*
3. Integration with existing Tally Financial Accounting System with facility for,
- a. File Processing
 - b. Voucher Preparation
 - c. Cash / Cheque / Direct Bank Payment
 - d. Budget Tracking - Sanctioned, Utilized & Under Process
4. Implement a Dak / File Tracking System for
- a. Record of receipt of any incoming Dak/file at any user level at APEDA, including Diary & Dispatch division
 - b. Record of issue of any outgoing Dak/file at any user level at APEDA, including Diary & Dispatch division
 - c. Facility for uploading of and linking to electronic documents related to any Dak /File stored in a centralized electronic archive
 - d. Automatic Updating from other systems like iFAS functional in APEDA
 - e. Multi-lingual (Hindi and English) in formats like MS-Word, MS-Excel, PowerPoint, PDF, or HTML
 - f. Search engine for documents based on keywords, subject, organization, APEDA division, name of person, dates of receipts & Issue, etc.,
5. Migration of the following internal applications into .NET technology:
- a. APEDA Intranet
 - b. Consumable Inventory Management System
6. Integration of all the software applications into a Single APEDAiTrack system, with access from APEDA website as well as from Intranet, wherever applicable
7. Implementation of Digital Signature for exporters and other users of in addition to the Username / password, with a single-sign on facility and restrictions for access depending on user role, rights and responsibilities.
8. Data Migration from past years available in MS SQL Server RDBMS from all the above mentioned systems

Apart from .NET migration and implementing the proposed APEDAiTrack system, it is also required to make the necessary changes in configuration / implementation of other applications so that they are accessible from one single interface, either through APEDA Intranet or through its website. It shall be hosted in the servers at APEDA Data Center that shall be accessible from other regional offices of APEDA as well as from any outside location, with appropriate authentication of users through user name, password and digital signatures.

The data migration exercise shall take into account the present status. The above applications are not part of a single database, as few applications are part of the APEDA website with a MS-SQL Server database and few applications are part of the datacenter at APEDA, New Delhi with a separate MS-SQL Server database. The RCMC, RCAC and export return applications are hosted as part of the APEDA website hosted in a datacenter in US. The other online applications like FAS/MDA/TA are hosted in a server in APEDA data center, New Delhi. The reason behind these applications not part of APEDA website is, these applications has an extended module for users in New Delhi and other regional offices of APEDA to process and approve applications submitted by exporters online and require constant support for issues and errors committed by exporters during the submission of applications online and also by the users while processing the applications.

APEDA payroll application which has an in-built leave tracking system has a separate MS-SQL Server database which is currently used only by the Budget section of APEDA, New Delhi. The Intranet applications, like news clippings and inventory have separate MS-SQL server database which is currently used only by the library department and admin department of APEDA New Delhi respectively.

Since almost all applications that are part of the APEDA website, online applications at APEDA datacenter and intranet applications have different databases, to merge and create a database with a normalized data structure for the purpose of tracking any DAK / File inside APEDA through the new APEDAiTrack system is an important requirement. Also during the process of creating a normalized data structure for the new APEDAiTrack system, the existing application data structures may also requires changes (may be some additional information needs to be captured) and cleaning up as part of the application.

Moreover the existing data from all these applications need to be migrated to the normalized data structure of the new system, to get to know the status from the day the system gets implemented.

The Financial Assistance Application and Transport Assistance applications data from the financial year 2003 needs to be migrated from the current application as there are still some open / pending applications of financial year 2005, which needs to be processed and approved.

The system shall have the complete internet security features built in including audit trails for tracking back to the user who has effected the last changes in the system.

The platforms of implementation shall be as below, considering the legacy of use with the existing software applications at APEDA:

1. Microsoft Windows 2003 or above operating system
2. MS-SQL Server 2005 or above RDBMS system
3. .NET development platform
4. Internet Explorer browser 6.0 or above clients

3. Invitation of Proposals

Towards this objective, APEDA invites experienced software consultancy organizations of repute to submit the technical and financial bids to provide turnkey services for the following:

1. Phase I - Software Services with responsibility for
 - a. Study & Finalization of system requirements
 - b. Software development
 - c. Installation, Customization and configuration
 - d. Data migration from existing systems
 - e. User Acceptance testing and sign-off
 - f. User training and support
 - g. Maintenance support for APEDA website and implementation of S/Ws up to six month
2. Phase II - Annual Maintenance Contract for 5 years for Post Implementation Support for APEDA website and all the software systems migrated

The proposal shall include the following in separate sealed envelopes:

3.1. Eligibility Checklist

The Eligibility checklist shall cover the following details:

1. Name of the organization
2. Office contact details, including Name of contact person, designation,

address, telephone, fax, email & Website in Delhi NCR

3. Experience in end-to-end turnkey services for online applications development using Microsoft Platforms mentioned in section 2, including
 - a. Online Applications Development
 - b. Payment Gateway Integration for online credit card payments
 - c. Internet security including application/database security & security auditPlease refer 5 customers with their name, contact details and project executed of similar requirement where you have undertaken such turnkey activities, as APEDA is looking for a vendor who would carry out the all of the above-mentioned activities for its website as a part of migration.
4. Experience in Agriculture Domain: An exposure to the Indian Agriculture / Food Processing sector is very essential. Please provide references (name, contact details and project executed) of at least 2 government organizations you have worked for in the past.
5. Experience of vendor in providing E-governance solutions in India
 - a. Vendor should have been providing services covering all phases of the software development life cycle for at least 5 years in India
 - b. Customer references of at least 5 major assignments executed in the e-governance space, including
 - i. Name of the customer
 - ii. Name of Contact Person in the Customer Organization & his designation
 - iii. Customer contact details, including Address, Telephone, Fax & Email, Website
 - iv. Project Name
 - v. Technology employed
 - vi. Brief Project specification, duration of project and success impact
 - vii. URL reference of the customer website where it can be verified online and guest account username and password
6. Are you familiar with Internet security requirements including application/database security & security audit? If yes, provide reference of at least one customer name and contact details for which your applications where security audited and approved by accredited auditors.
7. Statutory Requirements to be fulfilled:
 - a. The organization must have been registered in India on or before 31 March 2003. An attested copy of certificate to this effect must be submitted.

- b. The organization should have a valid PAN number from Income Tax department
- c. The organization should produce Articles of Association (in case of registered firm), Bye Laws and certificates for registration.
- d. An undertaking (self certificate) is to be submitted that there has been no litigation with any Government department/organization on account of similar services.
- e. An undertaking (self certificate) is to be submitted that the Organization hasn't been blacklisted by any central/state Government department/organization.

The documents in support of the eligibility shall be submitted in the same sequence as per the "Eligibility Checklist", in the same sequence. Each page should be numbered and conformance to the eligibility conditions should be indicated using an index page.

3.2 Technical Proposal

The technical proposal shall include the following for the two kinds of requirements mentioned in a single envelope:

3.2.1 One-time .NET migration of APEDA website and its online applications

1. Functional Requirements understood
2. Solution Proposed
3. Project Plan, including project period, deliverables as milestones and timelines for completion of various milestones
4. Effort Estimates with different types of man-power required in man-months/man-hours for the following:
 1. Detailed requirements study and analysis
 2. System Architecture and Software Modules design
 3. Programming and testing
 4. Installation and configuration
 5. Past Data Migration
 6. Implementation through demonstration to select representatives of APEDA divisions & incorporation of feedback/suggestions
 7. Parallel run with the present system
 8. Training to all staff/officers of APEDA

3.2.2. Annual maintenance Contract Support

- 1) Vendor shall confirm acceptance for deploying the following number of human resources at APEDA for Annual Maintenance Contract for the following resource types:

- a) Team Leader with Post Graduation / Engineering in Computers who can carry out 4-5 years of Programming experience with skills in System Analysis, Database Administration and training to end-users (1 person)
- b) Programmer with Post Graduation / Engineering in Computers 2-3 years of experience in .NET platform (2 persons)
- c) Graphic Designer who can design banner advertisements, create presentations and user interface for any new section/software on the website (1 person)
- d) Computer Operator who can handle website content updating, user support and data entry (1 person)

2) Replacement time required for any resource in between the AMC period

3.3. Financial Proposal

The financial proposal shall include the quotations for following in a single envelope:

1. Lump sum charges for Re-design, Development and Implementation in .NET platform for Scope of work defined in Section 1
3. AMC Charges per year for five years for the resources proposed to be deployed

The financial bid shall also include the Payment Terms for all the above.

Interested vendors may submit their Eligibility Criteria, Technical and financial bids with supporting documents, along with an Earnest Money Deposit (EMD) of Rs.5, 000/- in the form of demand draft in favor of APEDA, New Delhi, in a sealed envelope to the address given below, within 21 days (04th Oct. 2009) from the date of enquiry.

The envelope shall be sealed and superscripted “**Bid for .Net migration of APEDA website, its online applications and setting up APEDAiTrack System**” and should contain three separate sealed envelopes superscripting “Eligibility Checklist”, “Technical bids” and “financial bids” separately. The three documents should be separately spiral bound with no loose sheets. Please note that all the pages of these documents should be ink-signed with date and seal of the organization should be put near the signature of the authorized signatory on all the pages.

Important terms & conditions of the tender are as below:

1. No tender will be considered unless all the required documents are

- furnished and properly attested wherever required.
2. Only those tenders would be opened, which have been received by the due date and time. APEDA shall not be responsible for postal or any other delay.
 3. The offer of the applicant should be valid for a period of 180 days from the last date of submission of proposal as mentioned in this tender.
 4. 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.
 5. The vendor shall ensure due secrecy of information as the data of the system is not intended for public distribution.
 6. APEDA is not liable to accept the lowest bidder; APEDA reserves the right to accept or reject any proposal.
 7. The selection of the vendor shall be based on both technical and financial criteria as per GFR Norms. The weightages for technical proposal shall be 65 and financial proposal shall be 35.
 8. Arbitration Clause: In the eventuality of any dispute, the matter will be referred by APEDA to a committee for arbitration and the committee's decision shall be binding on the parties. All disputes will be settled with in the jurisdiction of Delhi.

The proposal shall be addressed to

Mr. A.S. Rawat
General Manager
Ministry of Commerce, Government of India
3rd Floor, NCUI Bhavan, August Kranti Marg,
New Delhi - 110016.
Tel - 26513219, 26513204
Website: www.apeda.com
Email: gmmpd@apeda.com
**Agricultural and Processed Food Products Export Development
Authority (APEDA)**

In case of any clarification, may contact Mr. Sudhanshu, Asstt. General Manager, APEDA between 3.00 P.M. to 4.00 P.M. on any of the working days before the last date of submission of bid.