

Request for Quotation

For

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Request for Quotations No. 2/2025, RC No.29659 /2023/DC

Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Chennai- 600 010

Phone: 044-28364848

Important Notice

This RFQ process is governed by The Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000 as amended from time to time.

In case of any conflict between the terms and conditions in the tender document and the Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000, shall prevail.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Table of Contents

Introduction	4
Letter of Undertaking	5
1. Scope of Work	8
1.1. Overview	8
1.2. Project Success Criteria & Expected Impact:	8
1.3. Functional Requirements	9
1.3.1. General	9
1.3.2. Legal Information System & Technology Features	9
1.3.3. Integrations:	12
1.3.4. Workflow and Model	13
1.3.5. Maintenance and Support	15
1.3.6. Requirements Documentation	15
1.3.7. Dashboards & MIS Reports	16
1.3.8. Reports	16
1.4. Third Party Integration	16
2. Technical Details	17
2.1. Key application and Design Principles	17
2.2. Proposed System	19
2.3. Development Phase	20
2.3.1. Software Platform	20
2.3.2. SRS Validation	21
2.3.3. Development (Code and Unit Testing)	21
2.3.4. Integration Testing	21
2.3.5. Load Testing / Performance Testing	22
2.3.6. UAT Server Installation	22
2.3.7. User Acceptance Testing (UAT)	22
2.3.8. IT Security Audit	22
2.4. Software freezing	23
2.4.1. Proposed Server Specification	23
2.5. Deployment phase	23
2.5.1. Rollout and O&M	23
2.5.2. Security	23
3. Terms & Conditions	24
3.1. Timeline	24
3.2. Period of Services	25
3.3. Software Acceptance	25

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

3.4. Service Level Agreement (SLA)	26
3.5. Intellectual Property Rights (IPR)	27
3.6. Review and Monitoring	28
3.7. Capacity Building and Training	28
3.8. Data Management & Retention	28
3.9. Other Terms and Conditions	29
4. Confidentiality obligations	29
4.1. Indemnity	31
4.2. Exit Management	31
4.3. Liquidated Damages	31
5. Timeline Deliverables and Payment Terms	32
5.1. Timeline	32
5.2. Deliverables:	32
5.3. Payment Milestones	32
6. Instruction to Bidders	34
6.1. General Instructions	34
6.2. Eligibility Criteria	35
6.3. Bid Submission Guidelines	36
6.4. Conflict of Interest & Post Submission Clarification:	36
6.5. Time Schedule for Quote Submission	37
6.6. Quotation Evaluation	38
6.6.1. Technical Proposal Evaluations	38
6.6.2. Financial Quotations Evaluations	39
6.7. Issuance of LOA, Submission of SD and issue of work order	40
6.8. Suppression of facts and misleading information	41
6.9. Arbitration	41
7. Model Performance Security Bank Guarantee	42
8. Pre-Qual Form	45
9. Form TECH - 2 Prior Government Projects	47
10. Form TECH - 3 - Technical Proposal	48
11. Financial Quotation - FIN 1	49

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

ABBREVIATIONS

RCS - Registrar of Cooperative Societies

LIST - Legal Information System & Technology Portal

CR - Change Request

GoI - Government of India

H/W - Hardware

IT - Information Technology

LOA - Letter of Acceptance

MIS - Management Information System

O&M - Operation and Maintenance

RFQ - Request For Quotation

SLA - Service Level Agreement

SRS - Software Requirement Specification

UAT - User Acceptance Testing

SOR - Schedule of Rates

SI - System Integrator

API - Application Programming Interface

AI - Artificial Intelligence

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Introduction

- 1) The Office of the Registrar of Cooperative Societies (RCS) oversees the legal and regulatory compliance of all cooperative societies across the State. In the context of the increasing volume and complexity of legal cases involving cooperative societies ranging from disputes over governance, service matters, financial irregularities, and statutory compliance, there is a need to simplify processes and digitally track case stages as well as regularise documentation. The RCS proposes to implement a comprehensive Legal Information System & Technology (LIST) that will streamline the end-to-end handling of legal cases, enable structured documentation, and ensure real-time visibility into case progress across leveraging state-of-the-art technology like Artificial Intelligence (AI)
- 2) The Office of the Registrar of Cooperative Societies, Tamil Nadu, hereby invites quotations from experienced and qualified software development firms to design, develop, deploy, and maintain a comprehensive software solution for carrying out statutory functions as per the Tamil Nadu Cooperative Societies Act, 1983 and Rules, 1988.
- 3) The RCS office of TamilNadu (hereafter referred as RCS-TN) is issuing this RFQ for development of new web portal along with the cloud Hosting & Management and Operation & Maintenance of portal for invitation of bids. The Portal is to be used by the RCS office for digitisation of tracking of all their legal case processing covering approximately 7,700 Cooperative Societies under the control of RCS-TN.
- 4) The Registrar of Co-operative Society, Tamil Nadu requests bid quotations from eligible bidders for the **Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu** . The bidders are advised to study this RFQ document carefully, before submitting their Quotations in response to the RFQ. The bidders are requested to submit their bids as per the procedures specified in the Section 6 - Instruction to Bidders of this RFQ. The submission of a Quotation in response to this RFQ shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.
- 5) Any Quotation received without adhering to the same shall be treated as Non-Responsive and will be summarily rejected. The decision of the Registrar of Co-operative Society, Tamil Nadu is final in this regard.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Letter of Undertaking (as Provided by Bidder/ Lead Bidder)

To

Additional Registrar of Cooperative Societies

(Budget & Planning)

Officer of the Registrar of Cooperative Societies,

NVN Maaligai Complex,

Egmore

Chennai- 600 0XX

Sir,

Sub: Undertaking for participating in **Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu - Reg.**

Ref:

I/We do hereby submit my/our bid for the **Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu** in accordance with the Terms and Conditions of this RFQ.

I/We have examined the details of the RFQ and have carefully noted the conditions of contract and the specification with all the stipulations of which I/We agree to comply. I/We hereby undertake to complete the assigned tasks as **Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu** at the places mentioned in the specification of all the articles within as per RFQ from the date of communication of acceptance of my/our tender.

I/We hereby declare that I/We agree to do the various acts, deeds and things referred to herein including the condition relating to non-withdrawal of this Quotation set out in consideration of the RCS, Government of Tamil Nadu and considering this my/our Quotation.

I/We ----- hereby confirm that our Company was not blacklisted by any State Government/ Central Government/ Public Sector Undertakings during the last three years. We also hereby confirm that our EMD/SD was not forfeited by any State Government / Central Government / Public Sector Undertakings during the last three years due to our

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

non-performance of contractual obligations, non-compliance with the tender conditions etc.

I/We ----- hereby confirm that our Company has not filed for bankruptcy during the last three years.

I/We ----- hereby confirm that our Company has not violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.

I/We.....shall not subcontract any works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

I/We..... have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India, as per Government of Tamil Nadu G.O.Ms.No.343, Finance (Salaries) department, dated 18.9.2020; I certify that this bidder is registered with the Competent Authority. I certify that this bidder fulfills all requirements in this regard and is eligible to be considered.

I/We _____ certify that we are liable and responsible for any disputes arising out of Intellectual Property Rights.

I/We _____ certify that our bid is valid for a period of 6 months from the date of opening of technical bids.

I/We ----- hereby declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.

In case of violation of any of the conditions above, I/Weunderstand that I/We are liable to be blacklisted by the Government of Tamil Nadu for a period of five years.

Name & Signature of the authorised signatory of the bidder:

Tel/ Mobile and email id:

Company seal

Note:

- a) Declaration in the company's letter head should be submitted as per format given above

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

- b) If the bidding firm has been blacklisted by any State Government/ Central Government/ Public Sector Undertakings earlier, then the details should be provided.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

1. Scope of Work

1.1. Overview

The LIST Portal involves developing a secure, role-based, web-based platform that enables structured recording, real-time tracking, categorisation, and data-driven analysis of legal cases from initiation to closure. The selected bidder will be responsible for implementing a multi-user system with defined access controls for users at the State, District, and Society levels. The platform must support segmentation of cases by verticals and jurisdictions, integration with the court portals to retrieve admission numbers, cause lists and status updates as applicable, and automated lead time tracking between procedural milestones.

The system must allow for uploading and managing vetted Counter Affidavits, generating one-page case summaries and configuring notifications and alerts for pending actions. The selected bidder will also be required to integrate Artificial Intelligence (AI) features and as being developed in the real time market into the platform as required by the department, including tools for legal drafting assistance, building and querying a repository of Acts, Rules, GOs, and case laws, mentoring support on legal procedures and allied laws, and automated generation of checklist-based legal orders. The platform must include dashboards for each level of user access, detailed reporting features, document versioning, and a robust keyword-based search and tagging mechanism.

The LIST Portal is expected to be modular, scalable, secure, and compliant with government IT and data protection standards. The selected vendor shall also be responsible for user training, documentation, technical support, and warranty services as specified in the detailed scope.

1.2. Project Success Criteria & Expected Impact:

- Seamless integration with Court Portals, ensuring 100% real-time data synchronisation.
- Supporting and working with the department towards 90%+ user adoption rate within the first three months of deployment.
- Enabling automated report generation for at least 80% of key monitoring parameters, enhancing data-driven decision-making.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

1.3. Functional Requirements

1.3.1. General

The selected technology solution provider will design and develop a user-friendly, web-based platform that allows users to execute all process flows and access the features with ease. The platform will feature an intuitive interface that guides the officials and provides real-time tracking of their legal case status. On the backend, a system will be built to support the department officials to enhance and add in features as required. This includes features that facilitate the dashboard for review of data, ensuring that all necessary data is captured and appropriately interpreted. This e-RCS portal should have the flexibility to accommodate the department's evolving monitoring needs.

1.3.2. Legal Drafting and Documentation Services

The Selected Bidder is expected to provide drafting and documentation service for cases under the purview of the department on a need basis across the horizontals and verticals as specified by the department utilising relevant technology as required.

1.3.3. Legal Information System & Technology Features

1.3.3.1. Case Segmentation and Master Data Configuration

In order to enable grouping and analysis of legal cases, LIST Portal will support segmentation by vertical (e.g., civil, criminal, service, property, cooperative act violations ,etc) and horizontal segmentation (jurisdictional levels such as Taluk, District, Region, State). Administrators will be able to define, modify, and archive case categories and sub-categories. Master data for courts (High Court, Supreme Court, district court, Consumer Forum, Labour Court, etc.), legal representatives, panel lawyers, and act-specific sections should be configurable. The system should support tagging of cases with one or more dimensions, enabling comprehensive classification and filtering.

1.3.3.2. End-to-End Case Lifecycle Management

The system will offer a structured, intuitive interface for managing the full case lifecycle—from initial filing to disposal or withdrawal. This includes modules for case intake (manual or automated via integration with court portals), assignment of legal counsel, documentation uploads (affidavits, counter-affidavits, rejoinders), hearing tracking, interim orders, follow-up actions, and final judgment. For each case, users should be able to view/ capture relevant dates, court references,

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

opponent details, legal counsel history, and outcomes. Support for version control of documents, multi-format file uploads, and linking related cases (clubbed matters, appeals, etc.) is essential. The system must also support categorization of cases into critical, time-sensitive, or compliance-linked for priority handling.

1.3.3.3. Cause Lists and Court Sync Integration

The platform must support automatic and manual retrieval of case and cause lists from integrated court portals (e.g., ecourts.gov.in or APIs from Supreme Court, High Court, etc.). A parsing engine should extract and display key details such as hearing date, court number, bench, and remarks. These should be mapped to existing case records and updated appropriately. Unmapped or new cases identified through the cause list must be flagged for user review. The system shall maintain a daily court diary view for each district and cooperative society, enabling preparation and attendance tracking.

1.3.3.4. Status Tracking and Lead Time Monitoring

In order to facilitate proactive case management, the system must track the status of each case across predefined stages (e.g., Filed, Hearing Ongoing, Awaiting Reply, Adjourned, Final Judgment). Integration with all court status APIs will allow near-real-time syncing. The platform will calculate and report lead time between key stages—such as days between filing and first hearing, or between judgment and execution—to identify bottlenecks or delayed cases. Users should be able to generate alerts for cases with unusual delays or those breaching SLA timelines.

1.3.3.5. Counter Affidavit (CA) Filing Verification

The system shall provide means uploading and validating vetted CA reports. This includes support for uploading scanned documents and structured data forms, capturing remarks from financial reviewers, flagging inconsistencies, and tagging CA reports to specific legal cases as required. An approval workflow will be integrated to ensure compliance with statutory norms before such reports are used in court submissions as will be specified by the department.

1.3.3.6. AI-Driven Legal Support and Knowledge Management

The system should have an AI integration module, designed to enhance institutional legal capacity. The AI engine will assist in the automated building of a knowledge repository, covering Acts, Rules, GOs, Circulars, FAQs, and landmark judgments. Users should be able to query the AI tool

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

to generate:

- Draft notices and reply formats
- Checklists for enquiry processes
- Summarised legal interpretations
- Pre-formatted report templates
- Order drafts satisfying specific conditions (e.g., termination, reinstatement, penalty)

The AI engine shall also provide mentoring support by offering contextual Q&A assistance on allied laws, procedural aspects, and case law references. The system must include a tagging mechanism for contributing to and curating institutional memory—ensuring that field experiences, legal strategies, and final case outcomes are documented and retrievable.

1.3.3.7. Alerts, Notifications, and Escalations

The system shall incorporate a multi-channel notification system (email, SMS, in-system alerts) to remind users of important dates—next hearing, document due date, compliance deadline, etc. Escalation rules shall be configurable by user level, enabling district-level officials or state administrators to receive alerts if a case crosses a threshold of inaction or delay as specified by the department. A calendar view should be provided, color-coded for urgency and priority if required by the department.

1.3.3.8. One-Page Case Summary Generator

The system shall include a utility to auto-generate a concise, printable one-page summary of each case. This summary will include case title, current status, court details, legal counsel assigned, last five actions, next hearing date, summary notes as applicable and pending actions. The summary should be exportable to PDF and useful for legal counsels to take during hearings.

1.3.3.9. Keyword Master and Search Optimization

A master repository for keywords and legal themes will be maintained by the State-level admin team. These will be used to tag cases and documents for improved searchability, filtering, and AI relevance. Categories will include subject matter (e.g., misappropriation, service disputes), legal provisions, procedural stages, and court types. The system should support keyword-based filtering and semantic search, displaying results with snippet previews and relevance scores.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

1.3.3.10. Workflow Automation and Case Handling Protocols

Predefined workflows shall guide users through standard legal processes such as:

- Filing of initial reply
- Review and vetting of legal notices
- Preparation for hearing (one page summaries/ legal brief, annexures)
- Updation of case hearing by the Counsel
- Post-judgment follow-up (compliance, appeal if required)

Each step will require confirmation or documentation upload, reducing scope for human error. Additional workflows may be added as per department requirement.

1.3.4. Integrations:

In order to ensure efficient user management, the platform must be integrated with all relevant court portals as required, where users such as district officials are already enlisted. This integration will enable real-time access to case lists, judgement orders, repository of relevant documents and other critical information, as approved by the department. The Department will coordinate with existing platforms to facilitate API-based integration, sms integration ensuring smooth data exchange and system interoperability.

1.3.4.1. Contingency Plan for API Failures

In the event that regional platforms APIs become unavailable, the system will implement the following mechanisms to ensure uninterrupted operations:

1. Local Caching Mechanism – The most recent user and portal data will be stored locally to enable continued operations.
 - Data Refresh Schedule: Cached data will be automatically refreshed every 24 hours to maintain accuracy.
2. Manual Data Entry Option – Officials can manually enter required case details if connectivity is lost. Once restored, the system will initiate a synchronisation process to merge newly entered data with regional records.
 - Conflict Resolution: If manually entered data conflicts with API data, the system will generate an alert, notifying department officials for verification and approval before updating records.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

3. API Fallback Mode – If existing portals APIs remain unavailable for more than 48 hours, an alternate API source will be activated to retrieve essential data and prevent disruption of operations.

1.3.5. Workflow and Model

1.3.5.1. User Management Module

The system shall support a multi-tiered user management architecture, enabling distinct user roles and permissions for State-level administrators, District-level officials, and Local Cooperative Society staff. Each user type will have a clearly defined access control structure, ensuring secure data visibility and workflow authorization. The State-level users will have full oversight and reporting access across all districts, with privileges to configure system-wide settings and keyword masters. District-level officials will be able to manage, monitor, and coordinate cases under their jurisdiction. Cooperative Society-level users can input, track, and update case-specific data. The system must provide functionalities for onboarding new users, assigning roles, managing inactive accounts, and enforcing two-factor authentication for enhanced security. The below features should also be provided

1. User Creation, Update, and Deletion (CRUD operation)

- Admin can create new users by entering details such as name, role, and contact information.
- Admin can update user details or delete users when necessary. Upon deletion their records should be retained.

2. Role-Based Hierarchy & Access Control

- The portal should provide the feature for creation of user ids for Officials who will be classified into categories as required by the Department.
- Role-based access ensures users only see relevant information within the portal based on their district, region, or administrative level.

3. Report Accessibility & Feedback:

- The system will generate reports based on needs as specified by the department including required fields - collected or calculated - as approved by the department.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

- These reports will be available to users with export through pdf/ excel options within their respective logins for easy access and review.
- Officials at different levels (district/state) can view and download pending issues.
- Reports will be categorised for:
 - Case Status & Documentation
 - Case Status Tracking
 - District-wise & Official-wise Performance Metrics. The metrics would be provided by the department.

4. Dashboard & Tracking:

- The system will track cases by status (both vertical and horizontal) for the target given.
- Status updates to indicate whether Counter Affidavits were filed/ hearings appeared or require escalation.
- Automated reminders to notify officials of pending Counter Affidavit filing or hearings to appear in.

This layered approach should ensure accountability, continuous monitoring, and effective resolution of regional case-related concerns. This portal will include a secure and efficient authentication system to ensure authorised access for different user roles, enabling smooth execution and monitoring of processes.

1.3.5.2. Authentication and login Module:

1. User Authentication Methods

The portal is expected to have approximately 10,000 users created across all levels as specified below. The portal will support the following authentication mechanisms:

- Username/Password Login (User List Integration)
 - Users log in using their existing credentials if any.
 - System verifies credentials against the existing database.
 - Upon successful authentication, users are redirected to their dashboard.
- OTP-Based / existing Id based Login (Email/Phone) for District and State officials
 - Users can log in using their registered email or phone number or existing portals Id.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

- A One-Time Password (OTP) is sent for verification. The officials can also use their existing id wherever available.
- In the backend the user reporting should be mapped based on existing Id or mobile number
- Users enter the OTP to complete authentication.

2. Password Management & Recovery

- Forgot Password Flow for District Officials should be intimated to be done on the platform

3. Role-Based Access Control (RBAC)

The system to provide role-based authentication to ensure different access levels for:

Access levels to be granted:

1. State Officials get admin-level access across the state.
2. District Officials - Regional Joint Registrars of Cooperative Societies (JRCSs) get district-level access for the respective districts.
3. Circle DRs and Societies users get specific access mapped to their areas of service.
4. Field Officers/ Cooperative Sub Registrars users get specific access mapped to their areas of service.
5. Administrators/ Presidents of Societies users get specific access mapped to their areas of service.

1.3.5.3. Customisation & Scalability

The application shall support 500 concurrent users with a peak load 50,000 transactions a month. Page load times shall not exceed 2 seconds under normal conditions. The system shall be placed on an external cloud server or TNSDC as decided by the department with support for auto-scaling on the server infrastructure. The project, in future, may extend to include the Cooperative Societies functioning under the functional Registrars of other departments.

1.3.6. Maintenance and Support

Ongoing maintenance and technical support should be provided wherein it would be ensured that the platform remains functional and secure post-deployment. The solution provider will be

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

responsible for addressing any bugs or issues that arise, conducting regular performance monitoring, and making necessary updates to optimise the platform's performance. Security audits could also be conducted to ensure continued compliance with relevant regulations which should be facilitated by the selected bidder as decided by the department. Additionally, the provider will offer user training and support services to ensure that the designated officials can use the platform effectively. The department will not bear any hosting/Migration activity charges.

1.3.7. Requirements Documentation

The selected bidder must document and submit all technical requirements necessary for the development, deployment, and maintenance of the platform. This documentation should include:

- User manuals and video tutorials for the government officials, providing step-by-step guidance on platform usage.
- Technical documentation detailing the system architecture, integration points, and any custom-built features, ensuring that future maintenance and updates can be executed seamlessly.
- System Continuity Plan (SCP) to system resilience and operational continuity in case of unexpected failures. The SCP should include:
 - Backup & disaster recovery strategies to safeguard data and restore services promptly.
 - Contingency actions for data recovery to minimise downtime and prevent data loss.

This scope of work provides the essential elements required to build and maintain the platform for various functions of RCS-TN. Some additional changes to the requirement may be discussed and mutually agreed upon for inclusion in the scope.

1.3.8. Dashboards & MIS Reports

MIS reports are to be mutually discussed and set up with downloadable reports for required metrics. Dashboards are to be developed on role based access. Some of the initial reports are listed below and however all the reports/ dashboards have to be developed by a selected vendor whenever requested by the department. The effort involved for undertaking the changes shall be discussed with the selected bidder and the department. The Department's decision shall be final.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

1.3.9. Reports

Reports on all the activity mentioned above, especially

- Process Status & Compliance Levels
- Issue Tracking & Resolutions
- District-wise & Official-wise Performance Metrics
- State/ District dashboard and MIS report changes are to be carried out specified by the department.

1.4. Third Party Integration

The System should be able to communicate with identified external systems through APIs. Some of the initial integration applications are listed below. However, this section is further analysed and updated during the requirement gathering and software development phase.

1. SMS Gateway integration to be done with the SMS text approval from the SMS provider
2. WhatsApp integration if required by the Department
3. Push notifications via Firebase account
4. External API based for integrations with platforms specified by the Department.

2. Technical Details

2.1. Key application and Design Principles

The section contains the description of the key design principles which are expected to provide indicative measures to define the functional requirements for the services. The following architecture principles which have been considered while designing the proposed solution and must be implemented wherever applicable.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Application Design Principles	Detail
Interoperability	<p>a) Software solutions and hardware infrastructure should conform to the defined industry standards that promote interoperability of data, applications and technology.</p> <p>a) Keeping in view the evolving needs of interoperability, especially the possibility that the solution would become the focal point of delivery of services and may also involve cross-functionality with the e-Government projects of other departments / businesses in future, the solution should be built on Open Standards.</p>
Extensibility & Scalability	<p>a) Applications must evolve to support new business requirements and make use of new technologies. The system shall be extensible and scalable to allow additional capacity/ bandwidth/ volume of users in future.</p> <p>b) The infrastructure elements such as Data Center, Disaster Recovery infrastructure and network infrastructure have been designed keeping this principle in mind.</p>
Design for performance and reliability measurement	<p>a) Applications and technology components (processors, network, etc.) should be implemented in such a manner that Service levels required like a sub-second response to beneficiary authentication is complied with.</p> <p>b) The application must allow efficient utilisation and performance of underlying compute, network and security infrastructure. The deployment architecture must allow for fault tolerance and load balancing, and enable horizontal scaling of servers and storage upgrades without affecting solution uptime.</p>

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Application Design Principles	Detail
Security	<p>a) The System to be implemented under this project should be highly secured, considering the requirements of handling sensitive data including online transactions. The overarching security considerations are described below.</p> <p>b) The security services used to protect the Solution shall include: Identification, Authentication, Authorization, Role-based Access Control, Administration and Audit with support for industry standard protocols.</p> <p>c) Security design should provide for a well-designed identity management system, security of physical and digital assets, data and network security, backup and recovery and disaster recovery system.</p> <p>d) The solution should provide a facility for maintaining an audit trail of all the transactions.</p> <p>e) Tamper proof data storage systems need to be used to prevent unauthorised operations.</p>
Ease of Use	<p>a) It is a positive incentive for use of web portals with mobile renderability.</p> <p>b) It encourages users to work within the integrated information environment instead of developing isolated systems to accomplish the task outside of the enterprise's integrated information environment. The knowledge required to operate one system will be similar to others if the look and feel of the applications are similar.</p>

2.2. Proposed System

- a. The proposed application will be an **internet-based, centrally managed** platform designed for seamless process execution and monitoring. It will adopt a modular architecture, enabling different

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

modules and pages to interact efficiently while sharing data dynamically.

- b. The portal shall support English and Tamil for all user interfaces, forms and reports. The portal should be compliant with WCAG guidelines to ensure accessibility for users with disabilities.
- c. The solution must be accessible over the various Network platforms including Internet, Internet through Broadband and Mobile Networks, using devices such as Tablet PCs and Smartphones for Data Entry, Download / Upload, Viewing and other applicable forms of access.
- d. The Solution shall be governed and supported by the Standard Operating Procedures, which includes Security Audits, established Policies, Maintenance components such as SLA, AMC, etc., System Administration and Database Administration support, besides the infrastructure maintenance support for the Application Server, Database Server, OS and Middleware, Security Systems, Network Monitoring, Replication / Backup, Disaster Recovery Setup, etc. The LIST application will be developed as a web portal for all browsers and OS. The following technical requirements should be considered:
 - User-friendly interface with intuitive navigation.
 - Secure login and data encryption.
 - Integration with the existing applications of RCS and databases (if any requested by RCS).

Software Platform has to be built in such a way that it can be scaled to any level and following are expected out of the software platform.

- Technology Solution has to be built in a very intuitive way such that it can be used by users without any technical knowledge.
- Mobile rendition has to be made available for the users.
- Web portal with dashboard and reports has to be made compatible with all popular web browsers.
- All exceptional reports should have Excel and PDF download options.
- Charts, graphs, and interpretations should include copy and export options, allowing users to extract and utilise insights efficiently.

2.3. Development Phase

2.3.1. Software Platform

- a. The development should comply with Open Standards and Open-Source tools or latest version etc.). The portal should support all OS platforms running on Mobile and Tablets. Further, mobile

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

applications should conform to the [GIGW \(Guidelines of Indian Government Web portals\) Standards](#) of Government of India.

- b. The proposed solution shall be compliant with industry standards, wherever applicable. This will apply to all the aspects of the solution including but not limited to design, development, security, installation, and testing. The list of standards is indicative but not exhaustive.

Table 1 Development standards

Web Software Development	W3C standards
Information access/ transfer protocol	AP/XML or REST/JSON, HTTP/HTTPS
Document encryption	PKCS specifications
Secure Communication	SSL protocol
Documentation	IEEE/ ISO/ CMMI specification
Web portal	GIGW Guidelines

2.3.2. SRS Validation

- a. SRS shall be prepared and validated by the department and change requirements shall be updated. The SRS shall be signed off by the Department. Upon completion of SRS the vendor should provide the Business Continuity plan.

2.3.3. Development (Code and Unit Testing)

- b. The application software shall be developed to meet the functionalities as specified in scope of work. The development environment with enterprise standards shall be addressed by the Successful bidder. All the software should be with perpetual software licence. The mobile application developed by the successful bidder will be validated by the Department.

2.3.4. Integration Testing

- a. The Successful bidder shall thoroughly test the application at Successful bidder's premises for functional testing and integrated testing as per the standards and proven methodologies. Test cases and test reports of the Unit and Integration testing shall be submitted when requested by the department. Test matrix, test cases and test results should be submitted by SI.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

2.3.5. Load Testing / Performance Testing

- a. The Successful Bidder shall enable the department designate to conduct load testing for minimum **500 no. of concurrent users** (will be finalised and communicated to SI) as ascertained and given by the department.
- b. The Successful Bidder should complete a load testing using industry standard tools and submit the report to the department and shall address the issues reported from load testing and ensure the portal & system infrastructure can handle load as per the requirements of the department.

The system must meet the following performance benchmarks:

- API Response Time: Must be <2 seconds for 95% of requests.
- Maximum Concurrent Users: Load test with 500 users.
- Database Query Execution: Should complete within 1.5 seconds for standard reports.

2.3.6. UAT Server Installation

- a. The Successful bidder shall install the application in a Staging Server (to be provided by the Successful bidder) for the purpose of UAT and Security Audit.

2.3.7. User Acceptance Testing (UAT)

- b. UAT shall be done at department premises. Test cases for UAT shall be provided by the Developer in consultation with the department and bugs report shall be shared with the Successful bidder. The bugs may be prioritised by the department based on their severity. The bugs shall be resolved with a 48 hour resolution target and re-tested. The changes due to bugs, if any at this stage shall be made in the software without any additional cost. The Use case document to be submitted after completing the UAT. The UAT shall be completed, and Signoff shall be obtained from the department.

2.3.8. IT Security Audit

- a. IT Security Auditing shall be carried out by CERT-IN empanelled organisation (which will be selected by the department) as required. The Successful bidder has to fix the bugs, resolve them and should be able to send them for re-testing. The changes if any at this stage shall be made in the software without any additional cost. The expenditure for IT Security Auditing as required should be included in the RFQ.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

2.4. Software freezing

After UAT sign off, the software shall be finalised for all the standardised parameters. The application shall be ready for rollout.

2.4.1. Proposed Server Specification

- a. The Successful bidder should provide all the necessary requirements and explanations to the department regarding the configuration requirements of Server in the SRS. The server space specification & BOM will be requested from the Successful bidder and the same shall be furnished by the successful bidder which will be validated and procured by the Department either on the cloud server or State Data Center (TNSDC). In the event, a cloud server option is selected by the Department, the Successful bidder would provide the comparison of best costs and specifications of the cloud server spaces across three CSP as mutually agreed. The cloud server space located in India with lowest cost meeting the requirement will be procured by the Successful bidder with quarterly reimbursement of actuals made by the department. The platform may be migrated to TNSDC Server at a later stage which must be supported and executed by the Selected bidder.

2.5. Deployment phase

2.5.1. Rollout and O&M

- a. After an IT Security audit, the application may be deployed on a mutually agreed basis for a defined period prior to go-live, if determined appropriate by the department. The bugs if any at this stage shall be fixed in a timely manner
- b. The finalised software shall be deployed in the target environment. Updates to any dependent software shall be synchronised for the effective use and performance of the portal. The Successful bidder shall discuss the phased approach with the department and shall ensure that all the necessary systems/locations are updated within the agreed timeframe.
- c. The Successful bidder should provide O&M support for the duration of 24 months from date of Successful Roll Out (Go-Live).

2.5.2. Security

The system should implement the following security measures:

- a. Data Encryption: AES-256 encryption for stored data, TLS 1.3 for data in transit.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

- b. Multi-Factor Authentication (MFA): Required for State-Level Users.
- c. Access Logging: Every login, data modification, and export action will be logged and stored for audit purposes. The login should be provided with options of captcha code for keying
- d. Role-Based Access Control (RBAC): No user should have unnecessary privileges; access will be strictly role-based.
- e. Automated Security Audits: Conducted every 6 months to identify vulnerabilities.

3. Terms & Conditions

3.1. Timeline

- a. The timeline for various deliverables/milestones of this project are given below and any delay by the Successful bidder beyond the below mentioned timeline shall attract penalty (liquidated damages) as per the clause [2.13].

Milestone	Timelines (in month)
Award of Contract (LOA)/ issuance of purchase order	T1
Provide security deposit /Performance Bank Guarantee	T2 = T1 + 1 Week
SRS Sign off	T3 = T2 + 2 Weeks
Development	T4 = T3 + 6 Weeks
UAT Sign Off completion	T5 = T4 + 2 Weeks
Go-Live on Cloud Server/ TNSDC	T6 = T5 + 1 Week/ 6 Weeks
Training, Pilot Roll out	T7 = T5 + 2 Weeks
Go-Live with Full Roll Out	T9 = T6 + 2 Weeks
Operation and Maintenance (O&M)	T10 = T6 + 24 Months
Total project duration	16 weeks for development phase (SRS to Go-Live) and 24 Months O&M from the date of go-live.

Note:

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

The above schedule is subject to change depending on the prioritisation and phasing as to be decided by the Department. In such a condition, a revised schedule will be provided. This is a short delivery timeline project. The selected bidder should adhere to this timeline. In addition to the above, The selected bidder shall deliver the following:

- Software Requirement Specifications
- Dashboard for monitoring officers
- API's
- Test matrix, test cases and test results
- Source code of the application in the desired format and medium along with design documents, API documents, software build scripts
- List of open source and 3rd party technologies used and their licensing terms and conditions
- Deployment & Operations Procedures (including Backup/Restore procedures, Security considerations etc.,)

3.2. Period of Services

- a. The bidder must provide the services defined in the scope of work for a period of 27.75 months [16 Weeks for Software Development (up to Go-Live) + 24 months O&M (after Go-Live of Phase II) and 2 weeks for exit management.
- b. Necessary software patches and workarounds shall be provided by the bidder on a timely basis.

3.3. Software Acceptance

- a. The application acceptance will be awarded in the following stages. The acceptance is a mandatory requirement for milestone completion and release of payments.
- b. The department may nominate a team to review outputs and provide feedback to the vendor during the development and deployment phases.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Table 3 Details of Software Acceptance

Deliverables	Tasks	Acceptance / Approval
SRS Sign Off	SRS including validation, updating changes and Signoff	Registrar of Co-operative Society, Tamil Nadu
User Acceptance Testing (UAT)	Staging server installation, Mobile app testing, Changes updating and freezing, Code review reports, Load test reports	Registrar of Co-operative Society, Tamil Nadu
Go-Live (Web Portal Rollout)	Software deployment, Security audit completion, Onsite support at server location	Registrar of Co-operative Society, Tamil Nadu
O&M for 24 months post Go-Live	Bug fixing report, system Tuning report & Patch update. Incident and resolution report, Support personnel attendance if required (in case of T&M payments), SLA compliance report, CRs, production support details report, Monthly task completion report, Load test reports.	Registrar of Co-operative Society, Tamil Nadu

3.4. Service Level Agreement (SLA)

- a. The purpose of this Service Level Requirements/agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the vendor to RCS –TN for the duration of this contract period of the Project.
- b. The SLA parameters shall be monitored on a monthly basis as per the SLA parameter requirements.
- c. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An “Availability and Performance Report” will be provided by the vendor on monthly basis in the RCS –TN suggested format and a review

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

shall be conducted based on the report. The monthly Availability and Performance Report will be deemed to be accepted by the RCS –TN upon review and signoff by both vendor and the RCS –TN.

- d. The vendor needs to provide regular reports to the RCS –TN which shall play a critical role in monitoring the SLA compliance by the RCS –TN. The vendor must provide access for report viewing by the designated officers of RCS –TN. All the reports must be made available to RCS –TN as and when the report is generated or as and when asked by the RCS –TN
- e. Reports should also be available as “On-Screen Reports” with the capability of exporting it to any user defined format such as word, excel pdf, etc. & print and email feature.
- f. The vendor has to submit all the reports pertaining to the SLA Review process within 2 working days after the end of the month.
- g. The measurement methodology / criteria / logic will be reviewed by the RCS –TN.
- h. In case of default on any of the service level metric, the vendor shall submit performance
- i. improvement plan along with the root cause analysis for the RCS –TN approval.
- j. The down time will be calculated on a monthly basis. Non-adherence to any of the services as mentioned in RfQ will lead to penalties Non-compliance will incur a penalty of 1% of milestone payment per hour of downtime or unresolved issue.
- k. Post deployment, during the support period, any bug fix should be carried upon without incurring cost.

3.5. Intellectual Property Rights (IPR)

- a. The ownership and IPR of the deliverables made under this RFQ would always rest with the Department. The ownership and IPR of the proprietary tools and/or other tools used by the Successful bidder or third party or parties for the purpose of making the deliverables would always rest with the respective parties. The Successful bidder should disclose such tools to be used under this RFQ to the Department
- b. RCS-TN shall own the source code, IP and all the deliverables. The vendor shall provide fully documented source code and a handover report upon project completion.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

3.6. Review and Monitoring

- a. The Successful bidder is accountable to the department for successful implementation of the application software. The Department will hold weekly, and Fortnight review meetings and the Successful bidder should report the progress to the Department and adhere to the decisions made during the review meeting.
- b. The Department reserves the right to audit the interim deliverables to ascertain the actual progress being made and if feedback and issues reported by it are being addressed adequately. This includes auditing the source code, design documents, test plans and results and other supporting artefacts.

3.7. Capacity Building and Training

- a. The successful bidder must support the Capacity Building for the department designated officials. The major components of capacity building and training programs are:
 - i. Identification training objectives
 - ii. Planning and Scheduling
 - iii. Preparation of training materials, help files etc.
 - iv. Provide the required training materials, manuals, help files in both soft and hard copies during the training session for all trainees.
 - v. Conduct and assist in the training Programme.
 - vi. Address the user issues and resolve if required.
 - vii. Get feedback and close the feedback loop
- b. The venue, refreshments and other facilities will be provided by the department, for physical training at Chennai. Training may also be facilitated through a VC wherever required.

3.8. Data Management & Retention

- a. Data Storage Duration: All Legal Case data will be retained for period specified by the department and upon approval be archived.
- b. Data Deletion Policy: After the specified period, data can be purged with provision for the department to flag cases thereby implying the case to be exempted from being purged
- c. Data Compliance: All storage follows Govt. of India IT Security Guidelines.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

3.9. Other Terms and Conditions

- a. Any additional task entrusted to the bidder in addition to those mentioned in clause 2 shall be considered as a Change Request (CR). CR is allowed up to 25% of the present value of the work order subject to the provisions of TNTT Act 1998 and Rules 2000. The bidder has to furnish the effort estimation for the CR and the department reserves the rights to review the change request proposal from the bidder and approve the CR with modification / reduction of the cost. Decision of the department on the value of the change request is final.
- b. The Registrar reserves the right to accept or reject any or all quotations without assigning any reason.
- c. The selected vendor must sign a formal agreement and Non-Disclosure Agreement (NDA).
- d. The successful bidder shall nominate a Project manager for the entire period of the contract for interacting with RCS- TN nominated person for all the activities under scope of this project.
- e. The RCS shall also nominate the Nodal officer for the LIST Portal.
- f. Payments will be made on a milestone basis as per the mutually agreed schedule.
- g. Successful bidder shall submit a detailed project implementation plan and clearly spell out important milestones of the project immediately after the award of work.
- h. Maintain project communications and provide documentation and adhere to procedural standards approved by RCS-TN for the execution of the project.

4. Confidentiality obligations

- a. The Successful bidder agrees and acknowledges that during the term of its contract with the department, the Successful bidder shall have access to Confidential Information through oral, visual, electronic or written means, solely by virtue of the Contract and for the purpose of enabling the Successful bidder to discharge his obligations towards the department as a Successful bidder. The provision of access to Confidential Information to the Successful bidder shall be at the discretion of the department.
- b. The Successful bidder understands and acknowledges that the Confidential Information is of immense value to the department and its Affiliates and/or its present, past or prospective clients. The Successful bidder understands that any use or disclosure of such Confidential Information including any inadvertent disclosure can cause immense and irreparable harm, loss, damage, and

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

injury to the department and its reputation and hence undertakes to keep such Confidential Information confidential and use it solely in the manner expressly authorised by the department and only during the term of its contract.

- c. The Successful bidder agrees and undertakes that at all times during the term of its contract and thereafter on termination of its contract for whatever reason to hold in the strictest confidence, and not to use, except for the benefit of the department, and absolutely refrain from in any manner divulging, discussing, disclosing the Confidential Information to any third party or in any manner directly or indirectly using the Confidential Information without the written authorization of the department.
- d. The Successful bidder recognizes that the department has received and in the future will receive from third parties, information that would be confidential and proprietary in nature to such third parties, during the course of its contract. The Successful bidder agrees to hold all such third-party information in the strictest confidence and not to disclose it to any person, firm or corporation or to use it except as necessary in carrying out his work for the department consistent with the department agreement with such third party.
- e. The Successful bidder further undertakes not to make copies of such Confidential Information except as authorised by the department. Nothing contained in this Agreement shall be construed as granting or conferring any rights either as a license or otherwise in the Confidential Information. The Successful bidder shall not claim or represent to hold any interest by way of ownership, assignment or otherwise in the Confidential Information.
- f. The Successful bidder shall, upon termination of the contract, promptly return to the department all Confidential Information including all materials and documents obtained from or through the department (in hard or soft copy).
- g. Nothing in this Clause shall apply to information: (i) that was previously known by the Successful bidder on Contract, as established by written records of the Successful bidder prior to receipt of such information from the department; (ii) that was lawfully obtained by the Successful bidder from a third party without any obligations of confidentiality to the department; (iii) that was developed by the Successful bidder independent of the Confidential Information; and (iv) information disclosed to the Successful bidder by the department without confidentiality restrictions.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

4.1. Indemnity

Successful bidder must indemnify the department against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/hardware/manpower etc. and related services or any part thereof. The department stands indemnified from any claims that the hired manpower/Successful bidder's manpower may opt to have towards the discharge of their duties in the fulfilment of the purchase orders. The department also stands indemnified from any compensation arising out of accidental loss of life or injury sustained by the hired manpower / Successful bidder's manpower while discharging their duty towards fulfilment of the work orders.

4.2. Exit Management

- a. At the time of expiry of Operations and Maintenance, the Successful bidder should ensure a complete knowledge transfer to the department new professional replacing them within a period of 2 weeks.
- b. The Successful bidder at the time of exit process will supply the following.
 - i. The developed applications (including source code, user Manual, software build and release configuration files and associated scripts, design & API documents) must be handed over to the department (preferably in a portable drive).
 - ii. All information relating to the work rendered
 - iii. Project data and confidential information.
 - iv. All other information including but not limited to documents and records relating to the services reasonably necessary to the department or any other agency identified to carry out due diligence in order to transition the provision of services to the department or any other agency identified.
 - v. All properties provided by the department shall be returned.
 - vi. Before the date of exit of the Successful bidder from the department, the Successful bidder shall deliver to the department all new and updated deliverables and shall not retain any copy thereof.

4.3. Liquidated Damages

- a. Liquidated Damages will be levied at the rate of 0.25% on the value of this work order per week

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

subject to a maximum of 10% of the value of this work order in the event of non-fulfillment of delivery schedule. If further delay is found beyond this period, the work order will be cancelled, Security deposit (Performance Security) will be forfeited and action such as black listing will be initiated.

- b. LD/Penalty will not be levied if the delay is not attributable to the successful bidder
- c. The web portal will be evaluated by the department using Open-source web accessibility evaluation tools, if any error is found penalty will be levied.
- d. Decisions of the department shall be final in this clause.

5. Timeline Deliverables and Payment Terms

5.1. Timeline

- Total project development duration should not exceed **4 months**. The deliverables and payment milestones are stated below.
- Payment for Deliverables D1 and D2 would be made on a milestone basis and payment for D3 & D4 would be done as per the table below.

5.2. Deliverables:

- Prototype
- Dashboard development
- Fully Developed Software Application
- User Manuals and Training to staff
- Fetch Data from external application using API
- Security Audit as applicable
- Warranty Support with Support & Maintenance for 2 years

5.3. Payment Milestones

- a. No advance payment will be paid. Stage-wise payment will be released based on the milestone deliverables completed and accepted by the department

Deliverable	Milestone	Payment
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Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

D1	<p>Detailed Inception Report covering</p> <ul style="list-style-type: none"> · Project Plan · System Design Backend and frontend <ul style="list-style-type: none"> o Database Design o Role Based Access Control o External Integration Assessment o UI elements and wireframes · API specification · Process Flow · Data Mgmt. Plan 	20% of total bid value
D2	<p>Database and Backend Development</p> <ul style="list-style-type: none"> · Web forms development · Web App Development · External API integration · Data Migration (module wise) · Functional Testing (Unit & Integration) · Dashboard & MIS reports · User acceptance Testing · Go-Live 	30% of total bid value
D3	<p>Hosting Web Application in TamilNadu State Data Centre (TNSDC)/ identified cloud server and Training to Staffs</p> <p>It is to be noted that variable pay based on AI Token cost will be reimbursed on actuals claimed with invoices submitted.</p>	10% of total bid value
D4	<p>Completion of Security audit, User Manuals and 2 year support (Maintenance & support : 2 years)</p>	<p>40% of total project value</p> <p>(Maintenance: Year 1 - 20% + Year 2 - 20%) from the date of Go-Live</p>

b. The maintenance period can be extended further by three years based on performance review

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

carried out by RCS-TN at the end of the tenure of contract. The extended Maintenance & Support for further three years would be on mutually agreed cost and payment timelines

- c. Any payment due to the Successful bidder will be released within 30 days from the date of receipt of bills along with acceptance from the department.
- d. The TDS amount, Penalty if any, will be deducted in the Payment Due to the Successful bidder.
- e. The taxes as applicable during the contract period as specified in the Tender will be paid by the department to the successful bidder. In case, the Taxes have been reduced retrospectively, the Successful bidder shall be liable to return the same to the department.
- f. The Successful bidder shall have full and exclusive liability for payment of all Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc. now or hereafter imposed to the respective statutory authorities. The department will not be responsible or liable for default on payment of taxes to the statutory authorities.
- g. Payment during the warranty is subject to satisfactory resolution of support issues/ requests raised by the department.

6. Instruction to Bidders

6.1. General Instructions

- a. This process is to select a vendor for the Scope defined in Section 1.
- b. The basis for bidder Selection is provided in Section 6.6 of this document.
- c. Bidders are invited to participate in the same and submit Technical Proposals (termed as the "Proposal"), in **English language** for the aforesaid Project under this RfQ which is attached to this letter and to be uploaded on the **official RCS-TN** website. The Authority will evaluate only those Proposals that are complete in all respects. Any supporting documents submitted by the Bidder with its Proposal or subsequently, in response to any query/ clarification from the Authority shall be in English and in case any of these documents is in another language, then it must be accompanied by an accurate translation of all the relevant passages in English, in which case, for all purposes of interpretation of the proposal, the translation in English shall prevail.
- d. Consortiums would be allowed with a maximum of two members. However, sub-contracting of the whole works would not be permitted.
- e. Consortium bidding is permitted for a maximum of two members. One shall be considered as 'Lead Bidder' and another one shall be considered as 'Operational Bidder'. Demarcation of

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

roles and responsibilities of both partners should be clearly stated by the bidders in the Consortium agreement.

- f. The 'Operational bidder' shall be considered as 'System Integrator' of this Project.
- g. The Proposals must remain valid for 6 months after the proposal submission deadline or Bid Due Date. During this period, the Bidder is expected to keep available the Team members proposed for the Project. The Authority will make its best effort to complete the process within this period. If the Authority wishes to extend the validity period of the Proposals, it may ask the Bidders to extend the validity of their Proposals for a stated period. Bidders, who do not agree with the extension of the validity period, have the right not to extend the validity of their Proposals and withdraw their Proposals without consequences.
- h. **Material deficiencies in providing the information requested or incomplete Applications/ Proposals may result in the rejection of a Proposal.** The Authority reserves the right to accept or reject all or any of the Bids without assigning any reason whatsoever.
- i. Bidders should familiarise themselves with the Letter of Invitation, the RfQ and the local conditions and take them all into account while preparing their Proposals. **The Authority shall not be responsible for any lack of information or lack of clarity in the RfQ in this regard.** The comments and suggestions provided by the Bidder on the RfQ/ Terms of Reference are not binding and shall not affect the proposal unless the Authority issues a corrigendum or addendum.
- j. RfQ process for the **Authority shall be valid even if there is only one qualified bidder**, provided that the bidder qualifies according to the criteria stated.
- k. Bidders shall bear all costs associated with the preparation and submission of their proposals.
- l. If any of the dates mentioned in this document coincide with Govt. Holidays or any delays are caused on account of technical reasons (technology/ internet issues) because of which the portal is not functioning as acknowledged by the Authority in its sole and final discretion, the next working day will be considered as a scheduled date for the relevant milestones.
- m. The last date for submitting the bids is the Bid Due Date (BDD).
- n. All amendments, addenda/ corrigenda, clarifications, etc., will be uploaded on the department portal only and will not be published or communicated otherwise. **The bidders should regularly visit the department platform** to keep themselves updated regarding this RfQ.
- o. The Bidders empanelled shall be available for use by all other entities under RCS-TN

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Department, at the empanelled rates. In such cases, individual work orders shall be given by the respective entities to the Bidders and payments shall be made directly by the entity to the Bidder.

6.2. Eligibility Criteria

The bidder/ lead bidder must:

- be a registered legal entity in India providing functional legal services.
- must have a headquarter office based out of Chennai
- have a minimum of 3 years of experience in government or public sector legal projects.
- have provided/ been providing legal services for at least five government departments
- have implemented AI integrated legal services provision in at least one government department
- have experience in developing workflow-based regulatory process related applications and e-Governance solutions in Government Departments.
- not be blacklisted by any government agency (Self declaration required).

6.3. Bid Submission Guidelines

Interested bidders shall submit the proposal in the prescribed format on the bid due date on the RCS official platform. Bidders shall submit technical proposal and financial quotation in two separate covers as per the templates provided in PRE-QUAL Form and TECH 1 to 4 & FIN 1.

Quotations shall be submitted in two separate sealed envelopes clearly marked “RFQ for Legal Information System (LIS) Technology Solution Development – Registrar of Cooperative Societies, Tamil Nadu - TECHNICAL” & Quotations shall be submitted in a sealed envelope clearly marked “RFQ for Legal Information System (LIS) Technology Solution Development – Registrar of Cooperative Societies, Tamil Nadu - FINANCIAL”.

The Quotations shall comprise the following:

A. Consortium (if any) Documents

(1) Profile of the tenderers (All bidders) in terms of Firm’s core offering, staff strength, Audited Financials for past three years signed by authorised signatory of the bidder/ each firm in the consortium.

(2) Copy of Consortium agreement among the tenderers. Demarcation of roles and responsibilities of both partners is to be included in the agreement. Bidder to submit documents in their own

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

format.

(3) Copy of the agreement which clearly identifies the Lead Tenderer and Operational Tenderer on the letter head of the Lead Tenderer.

B. Technical Proposal:

(1) Form Pre-Qual Form and Form TECH 1 to 4. Bidders must fulfil the eligibility criteria as mentioned in Section 6.2

The Bidder who does not fulfil the prequalification criteria will not be evaluated further.

(2) Supporting documents for pre-qualification criteria;

(3) TECH-1 to be attached in the template given and the supporting documents;

Sl. nos. 1 to 3 above shall need to be submitted together as a Technical Proposal on the **RCS official platform**, separate from the financial proposal;

C. Financial Proposal:

The quotation must include:

(5) FIN-1 - Financial Quotation (break-up of cost)

(6) GST Registration and PAN details

Please note that the Technical Proposal and the Financial quotation must be separately submitted for the quotation to be valid.

6.4. Conflict of Interest & Post Submission Clarification:

Bidders shall disclose any conflict of Interest, including prior engagements with entities that may affect impartiality in this project. Failure to disclose may lead to disqualification.

RCS-TN may seek clarifications on submitted bids. Bidders shall respond within 3 working days, failing which the bid may be rejected.

6.5. Time Schedule for Quote Submission

Release/Issue of RFQ document	07/07/2025
Last date for submission of written queries for clarifications on RfQ document	14/07/2025
Pre-Bid meeting Date and time Please note that meeting will be held in-person only at	16/07/2025 11:00 AM

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

170, NVN Maaligai, Periyar EVR Salai, Kilpauk, Chennai - 600010	
Last date and time for submission of quote Please note that the quotations are to be submitted in-person only at the Office of Joint Registrar (LO), 2nd Floor, 170, NVN Maaligai, Periyar EVR Salai, Kilpauk, Chennai - 600010	18/07/2025 4:00 PM
Date and Time of opening of Bid	18/07/2025 5:00 PM

- a. The response to the bid shall be valid for the period of six months from the last date of submission of Bids.
- b. Bid must comply the Terms and Conditions as mentioned in the RFQ Document
- c. The bids will be opened on the scheduled date and time even in case of absence of the bidder.
- d. RFQ Document should be read in consonance with any Addendum that may be issued.
- e. The bidder is required to read the RfQ document and the Addendum/Addenda and would be deemed to be in knowledge of the provisions of both the document and the Addendum/Addenda. No claim of any nature whatsoever shall be entertained in this regard.
- f. RCS-TN reserves the right not to proceed with the project at any stage or to alter the time schedule or to change the process or procedure to be applied for the project.
- g. RCS- TN reserves the right to reject any or all bids or cancel the bidding procedure without assigning any reason therefore.
- h. Bids cannot be submitted later than the date and time specified in the Tender Schedule. Hence bidders should be cautious to submit the Bids well in advance to avoid disappointments.

6.6. Quotation Evaluation

6.6.1. Technical Proposal Evaluations

The bids submitted by the bidders who clear the pre-qualification round only will be evaluated as per the criteria provided below. The bidders shall be evaluated based on:

- All bidders who meet the Pre-Qualification criteria will be taken forward, and their Technical Proposals will be evaluated for a score of 50.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

- Only applicants scoring at least 25 out of 50 marks on the technical proposal and presentation shall be qualified for the opening of the Financial Proposal.
- The scores would be allocated as follows:

S.No.	Evaluation Parameter	Criteria	Maximum Marks
1	Prior Relevant Experience The Bidder should have similar prior experience in development and implementation of Software solutions in one or more government or PSU entities in the last two years.	Provided a combination of functional Legal along with technology projects developed and deployed for at least 1 Government Department and/ or PSUs. Each successfully executed regulatory process automation or the business process automation software will be given 2 marks each upto a maximum of 4 points. Executed/completed projects in the last 5 years with documentary proof such as Work order / Contract / Completion certificate will alone be taken.	4
2	The Bidder/ Lead Bidder must have provided/ been providing legal services for at least five government departments	Provided functional Legal services for at least 5 Government Departments and/ or PSUs. Each Department worked with will be 2 points each up to a maximum of 16 points. Executed/completed projects in the last 5 years with documentary proof such as Work order / Contract / Completion certificate will alone be	16

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

		taken.	
3	The Bidder/ Member Bidder in the event of a consortium must have implemented AI integrated legal services provision in at least one government departments over the past two years.	<p>Provided AI Integrated Legal services as deployed in at least 1 Government Department and/ or PSUs.</p> <p>Executed/completed projects in the last 3 years with documentary proof such as Work order / Contract / Completion certificate will alone be taken.</p>	20
4	Core Legal Functional and Technical Manpower on the Bidder's Payroll/ consolidated across all consortium member Payroll	<p>Technical Man power - legal and technical - on the Bidder's Payroll</p> <ol style="list-style-type: none"> 1. 10 to 14 – 5 Marks 2. 15 to 20 – 8 Marks 3. More than 20 – 10 Marks 	10
Total			50

6.6.2. Financial Quotations Evaluations

The proposals shortlisted as per Section 6.6.1 shall be taken forward for financial bid opening.

Calculation of Technical Proposal (ST):

For calculation of ST, the bidder will be marked with scores based on the evaluation criteria mentioned in Section 6.6.1. The bidder must score a minimum of 25 out of 50 marks to be eligible for the Financial Bid cover opening.

Calculation of Financial Proposal (SF):

For calculation of SF, the bidder quoting the lowest price will be given a score of 50. Other bidders will be scored proportionately, i.e., the higher the financial quote, lower the score.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Calculation of combined score:

The weightage given to technical (Tw) and financial (Fw) proposals are as follows: Tw =50% and Fw = 50%. Therefore, Combined Total Score = (ST x 50%) + (SF x 50%).

The evaluation/ decision on empanelment shall be solely based on the details submitted by the bidders in Form FIN 1 submitted.

- b. All the taxes indicated in the financial bid will be taken for the financial evaluation as per the Tamil Nadu Transparency in Tender Rules 2000 with latest amendments.
- c. Bidders should quote for all the items. Failure to submit the rates for all the items or partial offer will be liable for rejection of the bid itself. The decision of the department will be the final.
- d. “Total Bid price” or “Value of LOA” or “Value of Work Order” is defined as the summation of the rates quoted by the bidder in Section 6.6.2 in item No. I [i.e., Software Development Cost (up to Go-live) with O&M of 24 months and 2 weeks exit management] in the price bid. The bidder who has quoted the lowest TOTAL BID PRICE will be declared as the Successful (L1) bidder and price negotiations will be conducted with the L1 bidder for reduction in the quoted bid price for price discovery.
- e. The department will call the L1 bidder for negotiation as per the Tamil Nadu Transparency in Tender Rules 2000 with latest amendments

6.7. Issuance of LOA, Submission of SD and issue of work order

- a. Letter of Acceptance (LOA) will be issued to the successful (L1) bidder based on the
- b. negotiated bid price. The successful bidder must submit the security deposit for 5% of bid price (value of LOA) in the form of demand draft drawn in favour of the Registrar of Co-operative Society, Tamil Nadu, Chennai or as Performance Bank Guarantee (PBG) valid for a period of 36 months.
- c. On receipt of security deposit, Work order will be issued for the commencement of the services by the bidder.
- d. The Security deposit/ PBG furnished by the bidder will be returned to the bidder without any interest, after a period of 3 months from the date of completion of all the milestone deliverables by the bidder & its acceptance by the Department.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

- e. The security deposit/ PBG are liable to the forfeited in case of failure of delivery of services or non-adherence to any or all the terms and conditions of this RFQ at any point during the period of services.
- f. The department reserves the right to
 - i. Modify, reduce or increase the quantity requirements to an extent of tendered quantity as per the provisions of Tamil Nadu Transparency in Tenders Act 1998 and Tamil Nadu Transparency in Tenders Rules, 2000.
 - ii. Withhold any amount for the deficiency in Quality/Service aspect during the period of services.
 - iii. Accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever. The department may also reject all the tenders for reasons such as change in scope, specification, lack of anticipated financial resources, court orders, calamities or any other unforeseen circumstances.

6.8. Suppression of facts and misleading information

- a. During the bid evaluation, if any suppression or misrepresentation is brought to the notice of the department, it shall have the right to reject the bid and if after selection, The department would cancel the work order, as the case may be. Cancellation of work order will be without any compensation to the Bidder and the Security Deposit furnished by the bidder shall be forfeited.
- b. Bidders should note that any figures in the proof documents submitted by the Bidders for proving their eligibility is found suppressed or erased, the department shall have the right to seek the correct facts and figures or reject such Bids.
- c. It is up to the Bidders to submit the full copies of the proof documents to meet the EC. Otherwise, the department at its discretion may or may not consider such documents.

6.9. Arbitration

- a. In case of any dispute, the matter will be referred to a Sole Arbitrator to be appointed by the RCS, Government of Tamil Nadu under the “Arbitration and Conciliation Act 1996”.
- b. The arbitration shall be held in Chennai, Tamil Nadu, India and the language of arbitration shall be English.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

- c. The fees of the Arbitrator and expenses incidental to the arbitration proceedings shall be borne equally by the parties.
- d. Subject to as aforesaid, the provisions of the Arbitration and Conciliation Act, 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this Clause.
- e. Subject to the above, the Hon'ble High Court of Madras, Chennai alone shall have jurisdiction in this matter.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

7. Model Performance Security Bank Guarantee

(To be executed in Rs.100/- Stamp Paper)

To

The Joint Registrar (Law Officer)

Office of the Registrar of Cooperative Societies,

170, NVN Maligai, Periyar EVR road, Kilpauk, Chennai-600 010

Bank Guarantee No:

Amount of Guarantee:

Guarantee covers from:

Last date for lodgment of claim:

This Deed of Guarantee executed by (Bankers Name & Address) having our Head Office at(address) (hereinafter referred to as “the Bank”) in favour of Joint Registrar, RCS, Chennai- 600 005 (hereinafter referred to as “the Beneficiary”) for an amount not exceeding Rs._____/ - (Rupees _____ Only) as per the request of M/s. _____ having its office address at _____ (hereinafter referred to as “successful bidder”) against Letter of Acceptance reference _____ dated __/__/____ of RCS, Government of Tamil Nadu for Design, Development and Maintenance of Web Portal for Compassionate Grounds Appointments Process. This guarantee is issued subject to the condition that the liability of the Bank under this guarantee is limited to a maximum Rs._____/ - (Rupees _____ Only) and the guarantee shall remain in full force upto ____ months from the date of Bank Guarantee and cannot be invoked otherwise by a written demand or claim by the beneficiary under the Guarantee served on the Bank before ____ months from the date of Bank Guarantee.

AND WHEREAS it has been stipulated by you in the said ORDER that the successful bidder shall furnish you with a Bank Guarantee by a Scheduled / Nationalised Bank for the sum specified therein as security for compliance with the successful bidder performance obligations for a period in accordance with the contract.

AND WHEREAS we have agreed to give the successful bidder a Guarantee.

THEREFORE, we (Bankers address)....., hereby affirm that we are Guarantors and responsible to you on behalf of the successful bidder up to a total of Rs._____/ - (Rupees _____

**Development of Legal Information System & Technology (LIST) Solution for Registrar of
Cooperative Societies (RCS), Government of Tamil Nadu**

Only) and we undertake to pay you, upon your first written demand declaring the successful bidder to be in default under the contract and without any demur, cavil or argument, any sum or sums within the limit of Rs. _____/- (Rupees _____ Only) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein. We will pay the guaranteed amount notwithstanding any objection or dispute whatsoever raised by the successful bidder.

This Guarantee is valid until __ months from the date of Bank Guarantee. Notwithstanding, anything contained herein, our liability under this guarantee shall not exceed Rs. _____/- (Rupees _____ Only). This Bank Guarantee shall be valid up to __ months from the date of Bank guarantee and we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before _____.

In witness whereof the Bank, through its authorised Officer, has set its hand and stamp on this.....at

Witness:

(Signature)

(Name in Block Letters)

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Request for Quotation

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Initial Quotation

The Joint Registrar (Law Officer)
Office of the Registrar of Cooperative Societies,
170, NVN Maligai, Periyar EVR road, Kilpauk, Chennai-600 010
Phone: +91 7824043200
Email: jrlo.rcs@gmail.com

www.tn.gov.in

Important Notice

This RFQ process is governed by The Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000 as amended from time to time.

In case of any conflict between the terms and conditions in the tender document and the Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000, shall prevail.

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

8. Pre-Qual Form

Sl.	Particulars	Documents to be Provided
1.	Details of the Firm	
	Name	
	Address	
	Telephone	
	Email	
	Fax	
	Website	
2.	Details of Authorised person	Please provide the power of attorney
a.	Name	
b.	Address	
c.	Telephone / Email	
3.	Registration Details	
a.	Date of Incorporation of Firm	Copy of Incorporation Certificate
b.	GST number	Copy of GST Registration (Not applicable for Non-Profit Organisations)
4.	Company Profile and Strength	Company background and history No. of full-time employees (document showing the number of employees on the payroll as of 31 st March 2025)
5.	Prior Year Projects	Form TECH 3
6	Not Blacklisted	Self declaration to be attached

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

9. Form TECH - 2 Prior Government Projects - For legal and technical services provided for all bidders

Sl.	Name of Client	Project Start Date	Project End Date	Project Value (in Rs. Excl GST)	Evidence at Page No. in Work Order
(1)	(2)	(3)	(4)	(5)	(6)

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

10. Form TECH - 3 - Technical Proposal

A. Organisation & Project Personnel Profile:

Name of Organisation	
Address of Organisation	
Name of Nodal Person	
Mobile Number	
Email ID	

B. General Terms & Conditions: Please refer RfQ

C. Technical Bid Evaluation:

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

11. Financial Quotation - FIN 1

Out of the three components listed below, the total of Components A and B would be considered as the financial bid while Component C would be considered on actuals basis to be paid for the threshold usage level on a monthly basis along with adjustments based on actuals variation based on submission of invoices by the Selected Bidder.

A. Design & Development: Deliverable 1&2 (Milestone Basis)				
	Proposed Manpower as per project requirements - Scope of work (a)	Man-month effort (in months) (b)	Man-month rate (in INR) (c)	Total Cost (in INR) (d=b x c)
Legal				
1				
2				
Technical				
3				
4				
	TOTAL COST (A) INR			
<i>Please add/delete rows if required</i>				
B. On-Site Support:- Deliverables D3 &D4 (Man-month Basis for a period of 24 months)				
1	No. of legal and/ or technical resources available on-site			
2	No. of legal and/ or technical resources available off-site			
	Particular	Monthly Amount (in INR)	Annual Amount (in INR)	
3	Maintenance Cost			
<i>Please add/delete rows if required</i>				
	TOTAL COST(B) INR			
TOTAL COST (T1)= (A+B)				

Development of Legal Information System & Technology (LIST) Solution for Registrar of Cooperative Societies (RCS), Government of Tamil Nadu

Taxes on Grand Total (TAX)	
GRAND TOTAL INCLUDING TAX (T2)=(T1)+TAX	
Cyber Security audit Cost (CS) as per actual (includingTax)	
SSL Certificate Cost(SSL) including Tax	
GRAND TOTAL COST (T=T2 + CS+ SSL)	

C. AI Token and Server Hosting Cost (Actuals Basis for a period of 24 months)		
1	Minimum Monthly Token Volume	
2	Expected Monthly Token and Hosting Server cost for Minimum Token volume	
<p>Note: It is to be noted that the threshold AI Server Hosting and Token Cost would be paid on a monthly basis to the Selected Bidder on an ongoing basis. The variations of cost based on actual usage of the server and volume of Tokens would be submitted as an incremental invoice by the Selected Bidder and reimbursed by the department. In the event the usage is lower, the excess payment made if any would be adjusted in the invoice generated in the following month. The Selected Bidder is expected to maintain and submit cumulative reports of usage, invoice raised and reimbursements made on a quarterly basis.</p>		

<p>Total Cost (T) in Words: _____</p> <p>(Authorized Signatory)</p> <p>Name, Designation & Address with seal</p>
