<u>Request for Quotation</u>

Design and Development of

Official Website, Dashboard and Inspection Platforms

for

Registrar of Cooperative Societies, Tamil Nadu

Request for Quotations No. 3/2025

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

Chennai- 600 010

Phone: 044-28364858

<u>Important Notice</u>

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.

Design and Development of Official Website, Dashboard and Inspections Platforms for Registrar of Cooperative Societies, Tamil Nadu

Table of Contents

ABBREVIATIONS

TN-RCS - Registrar of Cooperative Societies, Tamil Nadu

CS - Cooperative Society

eRCS - e-RCS Portal

CR - Change Request

GoI - Government of India

H/W - Hardware

IT - Information Technology

LOA - Letter of Acceptance

MIS - Management Information System

OEM - Original Equipment Manufacturer

RFQ - Request For Quotation

SLA - Service Level Agreement

SRS - Software Requirement Specification

UAT - User Acceptance Testing

SOR - Schedule of Rates

BOM - Bill of Materials

BOQ - Bill of Quantity

SI - System Integrator

API - Application Programming Interface

Introduction

1) The Office of the Registrar of Cooperative Societies, Tamil Nadu (TN-RCS), hereby invites quotations from experienced and qualified software development firms to design, develop, deploy, and maintain a comprehensive software solution for carrying out statutory inspection functions as per the Tamil Nadu Cooperative Societies Act, 1983 and Rules, 1988.

2) The Department wants to develop and launch a technology solution, designed specifically for inspecting and monitoring the societies being regulated by the department. This application is towards the monitoring and evaluation of society facilities, functioning, services, and compliance with standards.

3) *Kooturavu* - Inspection App should be a Cooperative Society (CS) inspection and monitoring web application designed to ensure the efficient management, transparency, and operational effectiveness of Cooperative Societies across Tamil Nadu. This platform should facilitate structured inspections, real-time issue tracking, and transparent reporting providing state and district authorities, as well as the Societies, with the necessary tools for efficient monitoring and governance.

4) The RCS Official Website should serve as a comprehensive public-facing platform that provides citizens, cooperative society members, and businesses with structured access to information, schemes, services, and resources related to Cooperative Societies across Tamil Nadu, while enabling the department to dynamically manage and publish content.

5) The RCS Dashboard would function as a centralised analytics and monitoring tool, offering real-time visualisations, downloadable reports, and performance metrics to support data-driven decision-making and oversight by state, regional, and society-level stakeholders.

6) The TN-RCS requests bid quotations from eligible bidders for the **Design and Development of Official Website, Dashboard and Inspections Platforms for Registrar of Cooperative Societies, 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 Clause 2 (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.

7) Any Quotation received without adhering to the same shall be treated as Non-Responsive and will be summarily rejected. The decision of the TN-RCS is final in this regard.

Letter of Undertaking

To

Additional Registrar of Cooperative Societies

(Consumer Activities)

Officer of the Registrar of Cooperative Societies,

170, NVN Maaligai,

Kilpauk,

Chennai- 600 010.

Sir,

Sub: Undertaking for participating in **Design and Development of Official Website, Dashboard and Inspections Platforms for Registrar of Cooperative Societies, Tamil Nadu-** Reg.

Ref:

I/We do hereby submit my/our bid for the **Design and Development of Official Website, Dashboard and Inspections Platforms for Registrar of Cooperative Societies, 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 **Design and Development of Official Website, Dashboard and Inspections Platforms for Registrar of Cooperative Societies, 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 TN-RCS 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 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 I/we shall not form any consortium with other firms/ organizations/agencies/ companies for carrying out the tasks specified in this RFQ.

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/We ....understand 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

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

1. Scope of Work

1.1. Overview

The Registrar of Cooperative Societies, Tamil Nadu (TN-RCS), aims to develop and implement an integrated technology solution to enhance the transparency, accessibility, and monitoring of Cooperative Societies regulated by the department. The scope of this tender includes the design, development, and maintenance of three key components.

First, an official public-facing website (Component A) will be built to serve as a comprehensive digital gateway for citizens and businesses, providing structured access to all departmental information and services. This website shall host content in audio, text, and visual formats, and provide navigable links to all schemes, services, notifications, circulars, and relevant portals associated with the Registrar of Cooperative Societies.

Second, a data dashboard (Component B) will be developed with capabilities for both user-defined and standard visualisations, enabling real-time monitoring of performance indicators across the various categories of cooperative societies. The dashboard will also offer downloadable, filterable reports for administrative and analytical use at the state, district, and society levels.

Third, TN-RCS aims to develop and implement a technology solution, designed specifically for inspecting Cooperative Societies (Component C) regulated by the department. This platform will facilitate real time inspection and evaluation of all services and compliance with standards by designated officials.

The project includes seamless integration with the Department built platforms, enabling efficient access to the user data, implementing secure robust authentication mechanisms, automated notifications and a secure scalable infrastructure. This scope of work outlines the work in designing, developing, and maintaining the platform(s) for the three components.

1.1.1. Project Success Criteria & Expected Impact:
- Seamless integration with department 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.

1.2. Functional Requirements by Component

1.2.1. Component A: TN-RCS Website Scope of Work

The official website of the Registrar of Cooperative Societies, Tamil Nadu (TN-RCS), is envisioned as a dynamic, scalable, and citizen-friendly platform that facilitates easy access to departmental information and services. The key objective is to empower designated departmental users to manage the portal content independently while ensuring that citizens, cooperative society members, and businesses have seamless access to all relevant information and online services. The functional requirements are outlined below:

1.2.1.1. Content Management System (CMS)

The platform must include a robust, secure, and role-based Content Management System (CMS) that enables authorized department officials to manage content without requiring coding or developer support. Users should be able to create new pages, update existing content, and publish or archive information across various sections of the website in real-time. The CMS must support uploading and embedding of a variety of file formats including PDF, DOCX, XLS, images (JPEG, PNG), videos (MP4), and audio files, enabling diverse and accessible content delivery. Additionally, the CMS must allow tagging and categorisation of content by topic, region, society type, and department scheme, which will improve navigability and allow for easier search filtering. Functionality must also include the ability to schedule content for future publishing or expiry. The system must be multilingual from the outset, supporting both Tamil and English, with the ability to switch languages seamlessly on each page.

1.2.1.2. Modular and Scalable Information Architecture

The website should be developed on a modular framework that allows the department to add new content segments and restructure existing ones with ease. This includes the capability to dynamically configure or reorder menus, submenus, and landing pages through the CMS. Templates should be provided for standard content types such as news articles, circulars, schemes, service listings, FAQs, and image galleries. These templates must be flexible, allowing designated users to replicate and customize them for new content segments. It should also be possible to deactivate or archive certain

sections without affecting overall website performance. This modularity is essential to accommodate evolving administrative requirements and future service expansions without requiring redevelopment.

1.2.1.3. Citizen-Facing Services and Content

The website must serve as a comprehensive resource for citizens, cooperative members, and business entities by presenting relevant information in a structured and easily navigable format. It must contain sections introducing the department's functions, key officials, organizational structure, and initiatives. Pages dedicated to society registration processes, eligibility criteria, application procedures, audit and compliance requirements, grievance redressal mechanisms, and frequently asked questions must be easily accessible. All statutory documents such as Acts, Rules, Government Orders, circulars, and notifications must be searchable by category, year, and keyword. External links to other government portals such as online society registration, audit submissions, and cooperative bank systems must be embedded within appropriate sections. Additionally, there should be space to publish news, press releases, and photo galleries related to events and public outreach initiatives.

1.2.1.4. Search, Filter, and Navigation Capabilities

The platform must incorporate a powerful site-wide search engine capable of indexing both page content and uploaded documents. Users should be able to search using keywords and filter results based on content type (e.g., circular, scheme, form), society category, region, and date. Advanced search functions must include document previews, sorting options, and suggested results. A well-structured navigation experience is critical, with clear menu hierarchies, dropdown submenus, and breadcrumb trails on inner pages to guide users through multi-level content.

1.2.1.5. Analytics and Engagement Tracking

The platform must include built-in analytics to track user behavior, including page visits, popular content, bounce rates, time on site, file downloads, and geographic usage patterns. Integration with Google Analytics or an open-source alternative should be enabled from the start. A backend dashboard must be made available to authorised users, presenting visual reports and downloadable summaries that can guide content updates and service prioritization based on actual usage data.

1.2.1.6. Security and Role-Based Access Control

The website must be hosted on a secure infrastructure with HTTPS encryption enforced across all pages. Access to the CMS must be restricted using role-based access control (RBAC), allowing for different levels of permission such as Super Admin, Editor, and Reviewer. Login must be secured through multi-factor authentication and session timeout protocols. An audit trail must be maintained for all backend actions, including who created, edited, or deleted content, with timestamps. Regular security audits, vulnerability assessments, and penetration testing must be planned and documented.

1.2.1.7. Backup, Versioning, and Restoration

In order to ensure data resilience, the system must automatically perform monthly backups of both the CMS database and website content files. In the event of data loss or accidental changes, version control should allow administrators to revert to earlier versions of any published content. A restoration plan, including the ability to rollback site structure or content blocks to previous states, must be incorporated within the CMS.

1.2.1.8. Training and Documentation

The Selected Bidder must provide structured training sessions for department personnel at both the state and district levels. Training must cover CMS operation, content publishing workflows, language switching, site maintenance basics, and analytics dashboard usage. Comprehensive user manuals and video tutorials in both Tamil and English must be provided, along with a troubleshooting guide. A helpdesk or technical support team should be made available for a minimum hand holding period of six months post go-live to address operational queries or technical issues.

1.2.2. Component B: TN-RCS Dashboard

The scope of the work includes creation of infographics and visual analytics dashboard related to key metrics and processes across all society institutions regulated by TN-RCS. This dashboard enables TN Utilities to be updated on the day-to-day operations and make informed decisions related to deployment and utilization of their resources.

1.2.2.1. Proposed Architecture

A high-level architecture of the proposed system is depicted as below.
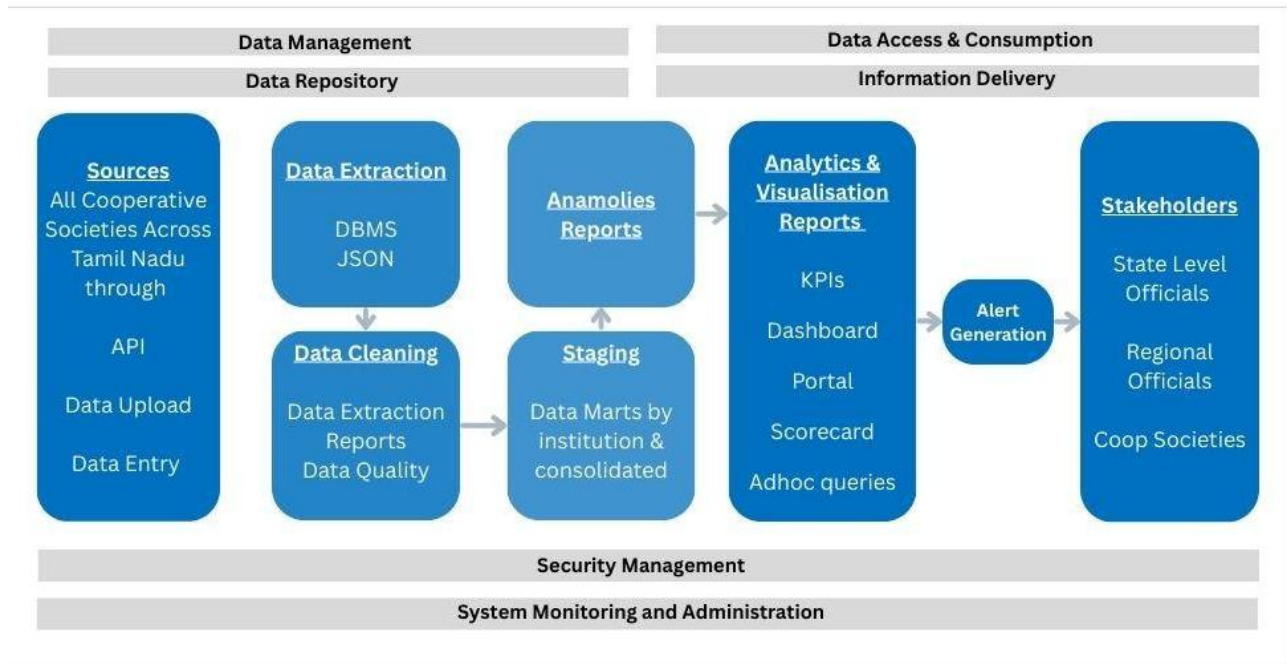
Note: The above architecture is for representation purposes and the service provider is free to propose a better architecture for implementation.

All the data pertaining to the Societies would be fetched through APIs from existing applications (wherever applicable) via a specially designed portal with relevant visualisations for identified key metrics. If required, manual upload may also be required as specified by the department

1.2.2.2. Features of the system

The detailed activities/features to be performed as part of the scope is elaborated in the following sections.

1.2.2.2.1. User roles

A tentative list of different user types to be provisioned in the dashboard system are as follows:

- Admin user – Has full access to all system features, settings, and data. Can manage user accounts, roles, and permissions. Can add/ modify existing master lists of users as well as parameters across different modules
- Data Validator if required – Has the authority to approve the data uploaded by the data entry user. Once the data is approved, the data will be stored in the data lake for dashboarding. These users shall be based on geographic/operational/administrative locations.
- Data entry user as required – Has access to the data entry module within a system whose primary responsibility is to input or update data. These users shall be based on geographic/operational/administrative locations.

- Visual Access User – They are the members of various departments across the societies at regional and state level that have access to the core functionalities of the system necessary to perform their job. These users will have defined permissions to the data sets/system and functionalities across the utilities.

The details of the users and the number of users across each role will be finalised during the onboarding of the selected bidder.

1.2.2.2.2. Data Cleaning

Data cleaning is a one time process to be done by the service vendor before the Go-Live of the system. The activities are

- The current till year data is to be uploaded in the system database.
- Perform an initial data audit of the data to assess the quality of the data and identify any issues such as missing values, duplicates, incorrect entries, or outliers. The selected bidder will provide the details of data issues to the nodal person of the department for further action.
- Formatting of the data to ensure consistency across records. This may include date formats, capitalization, and units of measurement.
- Transform data into the required format or structure for the intended use, which may involve data type conversions, creating calculated fields, or aggregating data.
- Enhance the data by adding additional relevant information from other sources if necessary.
- Keep a detailed record of the data cleaning process, including the decisions made and the rationale behind them, for future reference and accountability.
- The column of template and data schema will be fixed for any given data in the workflow system. Post Go-Live, users may upload the data in the same formats/structure.
- Any other activity which is essential to complete the historical data cleaning successfully.

1.2.2.2.3. Data Upload & Listing flow

Post Go-Live of the system, the data entry users if any will upload the data on specified frequency basis through a dedicated upload module. The functions of the data upload and listing flow is as follows:

1.2.2.2.4. Data upload front-end design

The functions of the data upload web page are as follows:

- A dedicated data upload portal if required is to be developed for the data entry users to upload the daily/monthly data on a regular basis.

- Through this dedicated data upload module, users will upload the data to the MIS system by clicking on the new data upload button.
- For every data upload module, template CSVs will be provided to the user to be able to download, fill data and upload. Validations may be required to be incorporated into the template as required by the Utility.
- In the manual upload model, the admin should be able to update the template and parameters for data upload as well
- Provision for selection of type of data w.r.t category of institution is to be listed for data mapping
- As required, data input forms with mobile adaptability should also be provided.

1.2.2.2.5. Data Collection with Integration

Based on availability in existing systems, data collection must be established through API (wherever applicable) or other identified channels as well from existing systems (through excel based date upload). However, the proposed MIS system should be capable of direct interface with all systems to fetch requisite data. As a next stage, the interface with all balance systems may also be initiated.

The norms for frequency and parameters would be identified by the department and communicated to the selected bidder. Further, the master list of all relevant fields should be available on the MIS platform for the admin to be able to add or remove parameters that would be extracted from the base module.

1.2.2.2.6. Data listing flow

Once the data is available, the workflow system will validate the data at both template level and data levels. Once the data is submitted into the respective database tables, an excel preview will open along with the submit button. The following action will be performed:

- In case of valid data: respective data will start showing on the approvers screen with pending status.
- Users will receive notification through email once the data is uploaded successfully.
- The maximum file size for daily upload is 50-60 MB so with flexibility of expansion as required, if the user uploads more than this limit then application will give an error, and the following message will be displayed "File Size Exceeds the Maximum Limit.
- In case of failure of data validation: An error file will be generated, including a column for remarks that provides details about the reasons for the errors.
- Users will be able to see a notification on the web in the form of a toaster, and a file will be automatically generated and sent to the email.
- If the user selects the wrong file type other than the "xls, "xlsx ","csv " then the application will give

an error, and the following message will be displayed on the popup "Invalid File Format".

● If the user has uploaded an empty excel file, then the system will throw an error and display the following message on the popup "Selected file does not contain any data to upload".

● There will be a list screen which will have all the imported line items for each data upload type with proper filters, search, and pagination.

1.2.2.2.7. Data Validation and Approval flow

● Once the data is uploaded in the system, a request will be generated to the data validator to approve the data. The steps to be followed for data validated are:

● Data entry users can view only the successfully uploaded data with a pending status.

● Standard users would be of three levels - immediate reporting managers as per hierarchy provided, regional level and head quarter level. The approval flow for data within divisions and data flows would be identified by the department. Approvers can view line items for each data upload type using filters and pagination, although approval or rejection occurs at an aggregated level, not per line item.

● The immediate data validator shall approve or reject data entries, accompanied by providing appropriate remarks.

● Upon rejection, the data entry user should be able to provide updated data for the rejected upload/ form entry. The approver can download the data that is showing them for approval or rejection.

● Only data that has received final approval will be considered for chart preparation on the front end. In the event of rejection, data will be returned to the respective publisher with detailed remarks.

1.2.2.2.8. Data Scheduler flow:

Once the data is validated and approved by the data validator, following process will be followed.

● A cloud-based data repository is to be created with the support from the utility.

● The finalised data, duly approved by the data validator as per required process flows, is securely stored in a repository.

● This repository acts as a centralized and secure storage space for the approved data.

● The approval process will trigger and activate a dedicated job scheduler to further process any new data updates.

● When the job scheduler identifies new data in the repository, it automatically retrieves the data and systematically stores it in the appropriate database table. This process ensures efficient and organized data management. The norms for the cadence of recovery of data or search for new data will be provided by the Utility.

- Recognising the existence of multiple upload data types, the system employs separate and distinct database tables for each type. This segregation ensures data integrity and facilitates targeted analysis.
- Once the data is successfully moved into the respective database tables, the frontend charts consolidation and cross integration of data should be carried out for the metrics identified and to be dynamically displayed or updated. This ensures that users accessing the front-end interface are presented with real-time insights and analyses based on the latest available data.

1.2.2.2.9. Database Architecture and Modelling:

Following features are to be considered while developing the database.

- Define robust Schema for each data table provided by the department.
- It is to be noted that for direct data upload through files, the data provided will remain accessible always to the respective end user.
- Develop a framework to validate the data technically.

The deviation of the average of the new data points accommodating for the ground level outlier performance should be within a certain approved tolerance limit threshold limit of the average of historical data.

- Checks to validate the data type.
- Options for treatment of missing values
- Outlier Detection along with any other applicable methodology mutually agreed
- Based on sitemap and page structure define a robust and scalable database.
- The databases should be structured in a way to enable integration of data across divisions with ability to provide dynamic calculated metrics

1.2.2.2.10. Website Development

Development of the website involves following pointers:

- Create a responsive website for accessing and interacting with the database using approved UI/UX wireframes.
- Develop APIs to facilitate data communication between the website and the database.
- Features: People can download the data/chart in the form of image, CSV, PDF or PPT

1.2.2.2.11. Provisional list of pages/sections/charts envisioned:

The type of society wise provisional list of pages, key metrics, charts to be displayed will be provided post onboarding of the vendor.

1.2.2.2.12. Custom Chart Creation

The selected bidder should build out the mutually agreed set of visualisations of identified key metrics for the go-live. In addition to the system visualisation, admin users will be given provision to create custom charts based on the parameters selected for visualization.

- Admin users can choose parameters from the stored approved data to create custom charts.
- The admin users need to select parameters, type of chart and x, y axis data from the interface.
- After selecting the field, the user will continue to see the preview by clicking on continue.
- The admin users can click the submit button to showcase it on the Web-based Dashboard, and it will be displayed in a designated space.
- The interface facilitates easy and intuitive parameter selection for chart customization.
- Various chart options are available on a drop-down list to cater to different visualization preferences.
- Customisation adheres to predefined rules to ensure consistency and maintain data integrity.

1.2.2.2.13. AI Integration

The Dashboard should be developed with integrated AI capabilities that allow users to generate customised visualisations based on natural language prompts. Leveraging the underlying data repository created through structured data extraction and transformation processes, the AI engine must interpret user queries to produce charts, graphs, and analytical summaries across key metrics such as society performance, financial compliance, inspection trends, and service delivery. Users should have the ability to refine, save, and share these visualisations for recurring use, thereby enabling intuitive, data-driven monitoring and reporting without the need for technical expertise.

1.2.3. Component C: *Kooturavu - Inspection Application* Scope of Work

The selected technology solution provider will design and develop a user-friendly, web-based platform that allows users to access Cooperative Society (CS) monitoring form with ease. The platform will feature an intuitive interface that guides the officials through the inspection process and provides real-time tracking of their inspection status. On the backend, a system will be built to support the department officials in addressing and validating the inspection done at CSs. This includes features that facilitate the dashboard for review of data, ensuring that all necessary data is captured and appropriately interpreted. This inspection portal should have a flexible survey form management system to accommodate the department's evolving inspection and monitoring needs. Further, the nested CS observations across officials is to be provided based on the department's

requirement.

1.2.3.1. Survey form Management

The portal will support the creation, modification, and deletion of survey forms. The forms can be tailored for any inspection categories, such as:

- Building Infrastructure
- Safety & Security Compliance
- Service Quality Monitoring
- Facility Maintenance Checks
- Society Member Welfare
- Repair and maintenance

1.2.3.2. Workflow and Model

The portal will feature survey forms enabling officials to conduct inspections efficiently. These forms will capture observations on infrastructure need and maintenance status, welfare services, facilities hygiene and cleanliness, safety and security compliance, service quality & stock monitoring along with monitoring implementation of welfare schemes. Officials can submit their inspection reports seamlessly via both mobile and web interfaces for real-time monitoring and follow-up actions.

The portal should include a flexible survey form creation module, allowing the department to generate any number of survey forms as needed. This ensures adaptability to evolving inspection requirements. Additionally, a dashboard will be implemented to analyse data on a large scale. It will display key metrics such as:

- Number of CS visits conducted (region-wise, official-wise, and based on custom criteria)
- Ability to assign targets based on the number of CSs in the district/ on an absolute basis.
- Inspection trends over time
- Compliance status across different inspection parameters
- Pending vs. resolved issues for better follow-up and decision-making

● Generate report summary of the positive and areas of improvement for the CSs

This functionality should enhance data-driven monitoring and policy interventions for CSs. As required, a dashboard and reporting notification may be specified by the department. The portal should implement a nested supervision model to ensure thorough monitoring and follow-up on inspections. The portal should also have an automated notification system with alerts/reminders for pending Inspections like Email/SMS alerts for pending CS inspections and reminder escalation to higher officials , if inspections are overdue by 5+days.

1.2.3.3. Inspection Workflow & Supervision Model:

1. Region-Level Inspections:
   ○ Region Level Officials will visit CSs in the district as decided by RCS and submit the inspection reports via the application.
   ○ External officials will visit CSs of their choice in a given district and should be able to select the CS from a dropdown list. The assigned questions for external officials will be displayed for them to record observation.
   ○ The feedback or reports to be able to generate based on the inspection made and to available for the users at their login.
   ○ The reports will document identified issues and recommendations for improvement.
   ○ Region Officials should be assigned a random CS to inspect with the option of selecting a CS to inspect. A condition may be provided to the admin that the same CS can be observed a maximum of the admin specified number of times within the target period and officials cannot inspect the same CS consecutively. The dropdown list for selection of CS or random allocation should account for the same. The Dashboard report for inspected and not inspected CSs to be shown in the user login for the specified target period.

2. State-Level Supervision:
   ○ State officials to have visibility into the CSs inspected by region level officials and other officials
   ○ The State officials may select that CS observed by the Regional Officials or select any other CS that they may be independently observing.

- The state official should be able to assign a CS to be inspected to the Regional officials. The Regional official is then to be informed about the required visit along with a timeline.
- The assigned observation visit reports should be filtered for reports and/ or dashboard view.
- They should be able to conduct follow-up visits to the CSs to ensure that necessary corrective actions have been implemented.

3. Report Accessibility & Feedback:
   - The Inspection Report must be integrated with e-RCS portal to provide details of the violations and deviations to enable the follow up action as required by the State level officials.
   - The system will generate reports based on completed inspections including required fields - collected or calculated - as approved by the department.
   - 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 (Region/ State) can view and download pending issues.
   - Reports will be categorised for:
     i. Inspection Status & Compliance Levels
     ii. Issue Tracking & Resolutions
     iii. Region-wise & Official-wise Performance Metrics. The metrics would be provided by the department.
   - This ensures real-time tracking of CS visits and action points from inspections.

4. Dashboard & Tracking:
   - The system will track CSs inspected vs. pending (both region-wise and official-wise) for the target given.
   - Status updates to indicate whether issues were resolved or require escalation.
   - Automated reminders to notify officials of pending visits.

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

1.3. Common Functional Requirements

1.3.1. Integrations

In order to ensure efficient user management, the platform must be integrated with the relevant portals of TN-RCS as required, where users such as Society officials at regional and state level are already enlisted. This integration will enable real-time access to user lists, society details, assets, services, statistics and other critical information, as approved by the department. The Department will coordinate with the relevant platforms to facilitate API-based integration, sms integration ensuring smooth data exchange and system interoperability.

1.3.2. Contingency Plan for API Failures

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

1. Local Caching Mechanism – The most recent user and Society 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 CS details if API connectivity is lost. Once restored, the system will initiate a synchronisation process to merge newly entered data with the relevant portal 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.
3. API Fallback Mode – If the identified 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.

1.3.3. User Management Module

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

- The Admin user should be able to get the list of users from the central e-RCS portal. The Admin can only view users details such as name, role, and contact information as provided by e-RCS as part of the SSO server.
- Admin can place a request to update user details or delete users when necessary..

2. Role-Based Hierarchy & Access Control
- Officials will be classified into three categories:
    - Regional Officials
    - State Level Officials
    - Other Officials
- Officials will be mapped for inspection, dashboard and reports but will not require login access.
- Role-based access ensures users only see relevant dashboards, reports, surveys and questions within the survey forms based on their district, region, or administrative level.

1.3.4. Cooperative Society Module
- Society Creation, Update, and Deletion will be directly integrated with the relevant Platform as required. Flexibility should be provided for all operations to be done manually in the Kooturavu platform until integration is completed.
- The identified fields from the relevant portal integration related to Stock and Infrastructure et al are to be added as required by the department.
- The Department will ensure the required API is provided by the identified platform's vendor.

1.3.5. Authentication and login Module:

The portal will support the following authentication mechanisms:

- Username/Password Login (e-RCS User List Integration when initiated by the Department)
    - Users log in using their e-RCS credentials.
    - System verifies credentials against the e-RCS database.

23

○ Upon successful authentication, users are redirected to their dashboard.

● OTP-Based / e-RCS Id based Login (Email/Phone) for Region officials

○ Users can log in using their registered email or phone number or e-RCS Id.

○ A One-Time Password (OTP) is sent for verification. The officials can also use their e-RCS id wherever available.

○ In the backend the user reporting should be mapped based on e-RCS Id or mobile number

○ Users enter the OTP to complete authentication.

● Other Officials Login

○ Login will be based on the OTP method.

○ The form should carry fields for the officials to provide the Full Name and Designation. The designation should be a dropdown list with options of Others. If others, the designation to be captured.

1.3.6. Password Management & Recovery

● Forgot Password Flow for District Officials should be intimated to be done on e-RCS platform

1.3.7. Role-Based Access Control (RBAC)

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

1. State Officials get admin-level access across the state.
2. Region Officials get district-level access for the respective districts.
3. Societies get CS-specific access where they serve

1.3.8. Customisation & Scalability

● No fixed limit on the number of dashboards, reports and inspection forms that can be created.

● Dashboards, Reports and Inspection Forms can have custom fields (e.g., text, dropdowns, checkboxes, ratings, photo uploads with Coordinates marking).

● New categories can be added as per department requirements without modifying the portal's core structure.

1.3.9. Role-Based Access for Dashboard, Reports and Inspection Forms

● Officials at different levels (State, Region, Society Officials) can be assigned specific

surveys.

- Surveys can be mapped to:

Regional Officials, **State Officials** and Other officials

Role	Permissions
State Official (Admin)	Website 1. Backend access to update content on website 2. Ability to add users from e-RCS list to update content on website Dashboard 3. View and track all metrics across all categories 4. Add custom visualisations and 5. Provide input for additional reports as required Inspections 6. View and track all district inspections 7. To assign duty to Regional officials for surprise observation visits. SMS notification to be sent to Regional officials for such visits. 8. Validate reports and measure compliance 9. Analyse CS performance 10. Manage Regional officials' access
Regional Official	Website 1. Backend access to submit content on website Dashboard 2. View and track all metrics across all categories

	3. Add custom visualisations and Inspections 4. Conduct inspections in assigned CSs 5. Submit reports and compliance data 6. Track follow-ups and updates
CS Officials	Website 7. Backend access to submit content on website Dashboard 8. View and track all metrics across all categories 9. Add custom visualisations for their access level dashboards Inspections 1. View reports for their assigned CS 2. Acknowledge inspection feedback 3. Update compliance in eRCS Portal
Other Officials	1. Conduct inspections in assigned districts 2. View Reports for the district CSs observed

1.3.10.   Digital Submission & Reporting

Website

- Web Interface: Officials can submit content - audio, video and text

Dashboard

- Automated Report Generation: The system compiles survey data into structured reports.
- Dashboard Metrics as defined by State/ District along with custom visualisations as required for personal user login

Inspections

- Mobile & Web Interface: Officials can submit reports from any device.

- Automated Report Generation: The system compiles survey data into structured reports.

- Dashboard Metrics: Analysis of survey results, including:
  - Number of CSs Inspected (Region-wise, Official-wise)
  - Compliance Scores & Issue Tracking
  - Follow-up Inspections & Action Taken Reports
  - Report to be identified by any unique value (CS ID , Day, Month, Year, Time, Region, Type of CS et al)

1.3.11. Future-Proofing & Integration

- The system will allow future expansion to include:
  - New survey forms as per evolving needs of the department.
  - Automated alerts for non-compliance based on survey results.

1.3.12. Security Audit

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 responsible for addressing any bugs or issues that arise and making necessary updates to optimise the platform's performance. Security audits could also be conducted to ensure 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.

1.3.13. 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.

- Business Continuity Plan (BCP) to ensure system resilience and operational continuity in case of unexpected failures. The BCP 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 CS observations. Some additional changes to the requirement may be discussed and mutually agreed upon for inclusion in the scope.

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.

Application Design Principles	Detail
Interoperability	a) Software solutions and hardware infrastructure should conform to the defined industry standards that promote interoperability of data, applications and technology. 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.
Extensibility & Scalability	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. b) The infrastructure elements such as Data Center, Disaster Recovery infrastructure and network infrastructure have been designed keeping this principle in mind.
Design for performance and reliability measurement	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. 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.

Application Design Principles	Detail
Security	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. 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. 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. d) The solution should provide a facility for maintaining an audit trail of all the transactions. e) Tamper proof data storage systems need to be used to prevent unauthorised operations.
Ease of Use	a) It is a positive incentive for use of web portals with mobile renderability. 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.

2.2. Proposed System

a. The proposed application will be a **centrally managed** platform designed for seamless CS inspection and monitoring. It will adopt a modular architecture, enabling different modules and pages to interact efficiently while sharing data dynamically.

Additionally, the inspection application should be created for both **Android and IOS OS** and incorporate **offline functionality**, allowing users to conduct inspections, log reports, and capture data even in areas with limited or no internet connectivity. Once users move to a network-available zone, the system will automatically synchronise data with the central server, ensuring uninterrupted workflow and accurate reporting.

b. 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.

c. 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 CG 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 TN-RCS and databases (if any requested by the Department).

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 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)

a. 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.

2.3.5. Load Testing / Performance Testing

a. The Successful Bidder shall enable the department designate to conduct load testing for minimum **1000 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 1000 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 empaneled 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 department will bear the cost expenditure for IT Security Auditing.

2.4. Software freezing

a. 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. 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.

2.5. Deployment phase

2.5.1. Platforms Rollout

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.

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.
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.

2.6. Terms & Conditions

2.6.1. 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].

Table 2 Timelines (in month)

Milestone	Website	Dashboard	Inspection
Award of Contract (LOA)/ issuance of purchase order	WT1	DT1	IT1
Provide security deposit /Performance Bank Guarantee	WT2 = WT1 + 1 Week	DT2 = DT1 + 1 Week	IT2 = IT1 + 1 Week
SRS Sign off	WT3 = WT2 + 1 Weeks	DT3 = DT2 + 2 Weeks	IT3 = IT2 + 2 Weeks
Development with sub-module publishing as required by department	WT4 = WT3 + 1 Weeks	DT4 = DT3 + 2 Weeks	IT4 = IT3 + 6 Weeks
UAT Sign Off completion	WT5 = WT4 + 1 Weeks	DT5 = DT4 + 1 Week	IT5 = IT4 + 2 Weeks
Go-Live on Cloud Server	WT6 = WT5 + 1 Week	DT6 = DT5 + 2 Weeks	IT6 = IT5 + 2 Week
Training, Pilot Roll out	WT7 = WT5 + 1 Weeks	DT7 = DT5 + 2 Weeks	IT7 = IT5 + 2 Weeks
Publishing Platform on TNSDC Server	WT8 = WT6 + 6 Weeks	DT8 = DT6 + 6 Weeks	IT8 = IT6 + 6 Weeks
Go-Live on TNSDC Server	WT9 = WT6 + 2 Weeks	DT9 = DT6 + 2 Week	IT9 = IT6 + 2 Weeks
Total project duration	4 weeks for development phase (SRS to Go-Live)	7 weeks for development phase (SRS to Go-Live)	13 weeks for development phase (SRS to Go-Live)

Note:

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.,)

2.6.2. Period of Services

a. The bidder must provide the services defined in the scope of work for a period of 21 weeks and 2 weeks for exit management.

b. Necessary software patches and workarounds shall be provided by the bidder on a timely basis.

2.6.3. 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.

2.6.3A ELIGIBILITY CRITERIA:

a. Bidder must be a registered firm in India

b. Bidder must submit proof of registration, GST, PAN of the firm

c. Bidder must have prior experience in development of web workflow based regulatory process and E-Governance solutions in Government departments / PSUs.

d. Bidder must not have been blacklisted by any Government agency (Self declaration required)

Table 3 Details of Software Acceptance

Deliverables	Tasks	Acceptance / Approval
SRS Sign Off	SRS including validation, updating changes and Signoff	TN-RCS
User Acceptance Testing (UAT)	Staging server installation, Mobile app testing, Changes updating and freezing, Code review reports, Load test reports	TN-RCS
Go-Live (Web Portal Rollout)	Software deployment, Security audit completion, Onsite support at server location	TN-RCS

2.6.4. 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

2.6.5. 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.

2.6.6. 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.

2.6.7 Data Management & Retention

a. Data Storage Duration: All inspection data will be retained for 3 years before archival.

b. Data Deletion Policy: After 3 years, data will be auto-purged unless flagged for policy reasons.

c. Data Compliance: All storage follows Govt. of India IT Security Guidelines.

3. Terms and Conditions of Change Request (CR)

a. Any additional task entrusted to the bidder in addition to those mentioned in clause 2 shall be considered as a Change Request and 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.

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 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.

5. Indemnity

a. 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.

6. Exit Management

a. At the time of expiry of Operations and Maintenance, the Successful bidder should ensure a complete knowledge transfer by the successful bidder 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.

7. Liquidated Damages

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

8. Payment Terms

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

Table 4 Payment Terms

Payment Milestones	Percentage of Payment on total value of the LOA/ work order
FRS/ SRS validation and Signoff for all modules	25%
UAT Sign off on Component A: TN-RCS Website	15%
UAT Sign off on Component B: TN-RCS Dashboard	20%
UAT Sign off on Component C: Kooturavu - Inspection Application	20%
Training and Roll out by Module	Component A - 4% Component B - 4% Component C - 4%
Go-Live - On TNSDC	8%
Total	**100%**
Quarterly charges for hosting and implement the Web application	Expected amount to be paid in M1 and subsequent payment made on quarterly basis adjusted for actuals

b. Any payment due to the Successful bidder will be released within 15 days from the date of receipt of bills along with acceptance from the department.

c. The TDS amount, Penalty if any, will be deducted in the Payment Due to the Successful bidder.

d. 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.

e. 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.

f. Payment during the warranty is subject to satisfactory resolution of support issues/ requests raised by the department.

9. Arbitration

a. In case of any dispute, the matter will be referred to a Sole Arbitrator to be appointed by The TN-RCS 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.

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.

10. Instruction to Bidders

10.1. General

a) The Bidders are requested to examine the instructions, terms and conditions and specifications given in the Request for Quotation (RFQ). Failure to furnish all required information in every respect will be at the Bidder's risk and may result in the rejection of bid.

b) It will be imperative for each Bidder(s) to familiarise itself/ themselves with the prevailing legal situations for the execution of contract. The department shall not entertain any request for clarification from the Bidder regarding such legal aspects of submission of the Bids.

c) It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bids and no claim whatsoever including those of financial adjustments to the contract awarded under this tender will be entertained by the department Neither any time schedule nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder to appraise themselves.

d) The Bidder shall be deemed to have satisfied itself fully before Bidding as to the correctness and sufficiency of its Bids for the tender and price quoted in the Bid to cover all obligations under this Tender.

e) It must be clearly understood that the Terms and Conditions and specifications are intended to be strictly enforced. No escalation of cost in the Tender by the Bidder will be permitted throughout the period of completion of services on account of any reasons whatsoever.

f) The Bidder should be fully and completely responsible to the department and State Government for all the deliveries and deliverables.

g) The Bidder shall submit the scanned copy of this RFQ (in .pdf) as an acceptance of the conditions of this RFQ.

h) Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.

i) The bid prepared by the Bidder as well as all correspondences and documents relating to the bid shall be in English only. The supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation in English duly notarized, in which case, for all purposes of the bid, the translation shall govern. Bids received without such translation copy are liable to be rejected.

j) Bid currency - Payment shall be made in Indian Rupees only.

10.2. Bidding System

The bidder should submit the following documents duly signed by the authorised signatory of the bidder with seal.

    i.   A Letter of Undertaking in company's letter head (as per the format given in the RFQ)

    ii.   Copy of this bid document (RFQ) duly signed and sealed by the authorised signatory

    iii.   Bill of Quotation (BoQ) as given in the Tender.

10.3. Financial Bid (Price Bid)

a) The rates quoted by the bidder in the financial bid should be for the cost involved in the successful implementation of scope of work of this RFQ and no other charges will be allowed by the department other than the cost quoted.

b) Bill of Quotation (BoQ) should not contain any conditional offers or variation clause, otherwise the bids will be summarily rejected.

c) The rates quoted shall be paid only in INDIAN RUPEES (INR) only. The tender is liable for rejection if BoQ contains conditional offers.

d) The cost quoted by the bidder shall be kept firm for a period specified in the tender from the date of opening of the tender. The bidder should keep the rates firm during the period of services including during the period of extension of time if any. Escalation of cost will not be permitted during the said periods or during any period while providing services whether extended or not for reasons other than increase of duties / taxes payable to the Governments in India. Extension of contract period is subject to the provisions of TNTT Act 1998/2000.

10.4. Bid closing date and time

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.

10.5. Submission of Bids

Bidder has to quote the rates for all the items mentioned in the price bid BOQ, failing which the

bid will be summarily rejected. "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 7 [i.e. Software Development Cost (up to Go-live)] in the price bid BOQ.

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 and price discovery.

i. All envelopes of shall be sealed and marked "Request for Quotation **Design and Development of Official Website, Dashboard and Inspections Platforms for Registrar of Cooperative Societies, Tamil Nadu from <<Bidder Name>> - DO NOT OPEN BEFORE 28-07-2025 02.00PM**

ii. The outer envelope shall indicate the <u>name and address of the bidder</u> to enable the proposal to be returned unopened in case it is declared "late". The envelopes shall be addressed to The Registrar of Cooperative Societies at the address specified in the RFQ.

iii. The original proposal shall be prepared in indelible ink. It shall contain no interlineation or overwriting, except as necessary to correct errors made by the bidder itself.

iv. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.

v. All pages of the proposal must be sequentially numbered and shall be initialled by the authorised representative of the bidder with seal of the firm.

vi. The entire proposal shall be strictly as per the format specified in this Request for Quotation. Bids with deviation from this format shall be rejected.

vii. **Venue and Deadline for submission**

a) Proposals must be received at the address specified below by 28-07-2025 02.00 P.M

Registrar of Cooperative Societies

170, NVN Maaligai, Kilpauk,

Chennai- 600 010

b) Any proposal received by the Department after the above deadline shall be rejected and returned unopened to the Bidder.

c) The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

d) The department shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.

e) Any default by the bidder in respect of tender terms and conditions will lead to rejection of the bid.

f) The department reserves the right to (a) reject any / all bids/ proposals without assigning any reasons thereof, or b) relax or waive any of the conditions stipulated in this RFQ document as deemed necessary in the best interest of the department and the objective of the scheme without assigning any reasons thereof.

g) The Department reserves the right to modify and amend any of the above-stipulated conditions/ criteria depending upon project priorities vis-à-vis urgent commitments.

10.6. Tender Evaluation

10.6.1. Qualification Criteria

i. **Development of Government Websites** - The bidder must have successfully developed, deployed, and maintained a minimum of five (5) dynamic and content-managed websites for Tamil Nadu government departments within the last five years. These websites must have supported bilingual or multilingual content and included document repositories, service listings, or citizen engagement modules. Work order copies and corresponding URLs must be submitted as proof.

ii. **Dashboard and Analytics Experience** - The bidder must have prior experience in developing and deploying at least three (3) dashboards with data visualisation and analytics capabilities for government departments, public sector enterprises, or regulated financial/ utility institutions. At least one of these dashboards must include user-defined visualisations or filterable data exports, and the project must have been active within the last three years. Client certificates or dashboard screenshots must be provided.

iii. **Mobile Application for Government Use** - The bidder must have developed and deployed at least two (2) mobile applications used by government employees for field or operational tasks, such as inspections, attendance, grievance handling, or reporting. These applications must have supported online/ offline modes, secure user login, data sync, and dashboard integration, and should have been in operational use for a minimum of one year. Mobile app store links or APKs or demo videos must be submitted as evidence.

10.6.2. Financial Bid Evaluations

i. Bidders should fill price quote details ONLY in Bill of Quotation (BoQ) provided along with this RFQ.

ii. 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.

iii. 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.

iv. "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 7 in item No. I [i.e., Software Development Cost (up to Go-live) in the price bid BOQ. 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 and price discovery.

v. The department will call the L1 bidder for negotiation as per the Tamil Nadu Transparency in Tender Rules 2000 with latest amendments

10.6.3. 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

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 Registrar of Cooperative Societies, Tamil Nadu or as Performance Bank Guarantee (PBG) valid for a period of **5 months**.

b) On receipt of security deposit, Work order will be issued for the commencement of the services by the bidder.

c) 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.

d) 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.

e) 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.

10.6.4. 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.

11. Model Performance Security Bank Guarantee

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

To

Registrar of Cooperative Societies, Tamil Nadu

170, NVN Maaligai, 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 Registrar of Cooperative Societies, Tamil Nadu (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 TN-RCS for Design, Development and Maintenance of Cooperative Society Inspections by Registrar of Cooperative Societies**.** 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 _____ 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)

Request for Quotation

Design and Development of Official Website, Dashboard and Inspections Platforms for Registrar of Cooperative Societies, Tamil Nadu

Initial Quotation

Registrar of Cooperative Societies, Tamil Nadu

170, NVN Maaligai, Kilpauk,

Chennai- 600 010

Phone: 044 2836 4858

Website: https://rcs.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.

12.   Financial Bid - Price Bid BOQ

Cost Components	Basic Cost (w/o GST)	GST @ 18%	Total Bid Price inclusive GST
A	B	C	D = (B+C)
Mandatory Components			
1. Cost for Development of Website, Dashboard & Mobile App with mobile render ability for all components (up to Go-live) and 2 Weeks Exit Management **Total Bid Price (I)**			
2. Monthly Expected charges for Hosting and implementing the web portal in AWS cloud platform			
3. Cyber Security Audit Cost			
4. SSL Installation Cost			
Total Cost (Rs)			

Signature of the Authorised person:

Name of the Authorised person:

Company Seal: