भा.क.नि.

CCI

THE COTTON CORPORATION OF INDIA LTD.
(A Government of India Undertaking)

KAPAS BHAVAN, CBD BELAPUR, NAVI MUMBAI – 400 614.

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Ministry of Textiles (Govt. of India), Web site : www.ministryoftextiles.gov.in

TENDER NOTICE FOR DEVELOPMENT OF WEB BROWSER BASED SOFTWARE FOR ONLINE PUBLIC GRIEVANCE REDRESSAL SYSTEM.

The Cotton Corporation of India Limited invites Sealed Tenders in two bid system from the firms/companies, who have prior experience of software development of web browser based application for Central Public Sector Undertakings/Govt. Organizations / Leading Commercial Organisations.

The eligibility criteria are as under :

1) The tenderer must hold a valid ISO 9001:2008 Certificate. The scope of this certification should cover software design, development, and maintenance and system integration.
2) The tenderer must have a minimum five years' experience and should have developed minimum one similar application valuing Rs. 1,84,800.00 or above / two applications valuing Rs. 1,15,500.00 each or above / three applications valuing Rs. 92,400.00 each or above for web browser based software development of CPSUs / Govt. Organisations / Leading Commercial Organisations within last three years. The above-mentioned details should be supported by copies of Purchase orders/contracts and completion certificates.
3) The tenderer must have development/support office located in Navi Mumbai/ Mumbai/ Thane. Local Address proof such as rental agreement, electricity bill or any other Government document proof in the name of the company will be treated as valid local address proof.
4) At present CCI Website is hosted on NIC Server, hence the vendor must have experience of hosting the application on NIC server and experience of compliance of Security Audit. The details should be supported by copies of purchase orders/ completion certificates alongwith security audit certificate.

The tenderer may submit sealed tenders in the prescribed format, in two bid system alongwith the EMD of Rs. 5,775/- (Rupees Five Thousand Seven Hundred Seventy Five Only) by way of Demand Draft / Pay Order favouring "The Cotton Corporation of India Ltd.", payable at Mumbai. EMD is exempted for Micro & Small Enterprises (MSEs) subject to submission of proof of MSEs.

The tenderer should superscribing the envelope "TENDER FOR DEVELOPMENT OF ONLINE PUBLIC GRIEVANCE SYSTEM WEB BROWSER BASED SOFTWARE" and should addressed to Dy. Manager(IT) and drop in tender box at 6th floor at the above-mentioned address to reach latest by 21/08/2020 upto 3.00 PM. The Technical Bid-I will be opened on 21/08/2020 at 3.30 PM in presence of the tenderer who remain present at the time of opening. The pre-bid meeting will be held on 07/08/2020 at 2.30 PM at Head Office.

Dy. Manager (IT)

Requirement & Scope of Work

The vendor should design, develop, implement and host the complete online public grievance redressal system in consultation with IT Department. The tentative functionalities and modules are given below, however, the final scope of work and functionalities will be worked out at the time of submission of SRS / SDD.

The vendor is required to host complete application on a secured webserver after enabling all securities. The webpages should be developed as per International Standard and their look and feel should be in-line with CCI Website. The responsive webpages should be developed for easily viewing on various mobile platforms.

FORMS & MODULES :

MODULE – I COMPLAINANT

1. Complainant Input Screen :

*Name		
Complainant Category		Male / Female / Organization
Password (optional)		
Confirm Password		
Password Clue		
*Address		
Pin Code		
State		
Country		
*Phone No.		
* Mobile No.		
* Email ID		
* Grievance Category		Select from Department List like- - Finance - IT - HR etc.
Grievance description		Permissible upto 4000 characters
Have you earlier lodged the grievance on the same subject?		Yes / No - On No : Go next - On Yes : Put previous reference and date (optional)
Do you want to upload PDF Attachment ?		Yes / No - No : Go next - Yes : Upload PDF / JPG (maximum size 10 MB)
OTP Verification		Verified the Mobile No. through OTP
Disclaimer		I hereby state that the facts mentioned above are true to the best of my knowledge and belief.

Note: All above can be filled in any Indian Language which should be enabled in web application.

On Submit a Unique No. will be generated and its Acknowledgement will be sent by SMS / Email (if available) to Complainant and also the Nodal Officer of CCI.

2. View Status of Complaint

Complainant can login in application through the user name / password alongwith OTP verification or through unique no. Complainant can view status of complaint on the following fields :

- Registration No.
- Name of Complainant
- Officer Name : To whom the complaint assigned (It should be updated as per the status of complaint)
- Officer Designation
- Contact Number
- Email ID
- Complaint Description
- Date of Receipt
- Clarification, if any

- Status – Open/Close
- Date of Action:
- Current Status :

3. **Reminder / Clarification Submission :** Provision for submission of reminder from complaint and clarification from CCI.

4. Change Password / Forgot Password

MODULE – II CCI OFFICERS

Addressed electronic and physical grievance in the following manner:

1. All electronic and physical grievances will be moved to Vigilance Department nominated officer
2. Vigilance department will filter the grievance in following two ways :
    i) The grievances having vigilance angle with be dealt separately out of software and those request will be closed by Vigilance Department. Option for request closure should be similar to other deptt.
    ii) All other grievances will be examined by Vigilance Department and will be forwarded to concern department / Branches and they will then close the grievances
3. Vigilance Department should have option to upload all physical grievances received through email/ physical mode and they will be addressed in similar manner as electronic grievance.
4. All internal noting will be done within application.
5. Vigilance officer/nominated officer should have option to generate various MIS reports on different parameters

Nodal Officer

- Nodal officers / Vigilance Office of Branches / HO should be able to view / print the complaints
- Seek Clarification / Confirmation
- Update Grievance Status
- Address the complaint and Close

Super User Admin (Vigilance Department) :

- Add Branches – Add / Delete / Update Branches
- Add Location / Department (HO) – Add / Delete / Update Location / Deptt.
- Add /Delete / Update Nominated Officers –
- Assign Nominated Officers – Assign complaint (General) to Nodal Officer
- Manual Grievance Form (Complaint received in physical form will be uploaded from here)
- Update Grievance Status (Open / Close)
- Escalation Matrix – Define an escalation matrix
- Grievance Detail – General Report by putting grievance no**.**
- Grievance Summary Chart
- Grievance Within a period – A Query which will display the records within a period
- Grievance Closed - Report
- Pending Grievances – for more than __ days
- Change Password
- Log Out

MODULE – III - Handling Important Letters

Apart from above, provision should be developed in Application for handling letters / email received in physical mode and to be replied in a time bound manner and not pertaining to Vigilance Department. Such information will not be routed through Vigilance Department and reply of these letters will be directly submitted to the concern official from where the information is received. The sending official should have option to send the information on a pre-defined list of officials and their reply will directly receive to them for onward submission. However, the escalation matrix alongwith notification and alert should in same manner.

Escalation :

1. If a Grievance is pending more than ___ days at Branches/ Department, auto notification through email / SMS should go to Vigilance Officer at HO. [Option should be there to put the period]

2. If VO at HO does not reply to any grievance more than ___ days then auto notification through email / SMS should go to CVO.

3. A separate admin module for defining Escalation matrix should be developed and Admin should be able to decide the escalation matrix as per the requirement with levelling 1, 2 and 3 etc. as per the requirement of CCI.

Notification / Alert :

1. Immediately after submitting the grievance, the complainant and nominated vigilance officer will receive SMS and email (if available) notification for the grievance
2. Whenever the Vigilance Officer forward a grievance to nominated officer of branches / department they will receive SMS / Email Notification
3. Whenever a grievance close, auto SMS / email notification will move to Vigilance Officer and complainant
4. Auto Notification / Alert should be generated as per the escalation matrix on every updation of status of grievance.

Log, Audit Trail & MIS :

DB should have proper log and audit trail of each activity done and all the content should be encrypted as per standard. The detailed report to be developed by the vendor would be discussed at the time of preparation of SRS/SDD. However, during warranty and AMC period, the vendor is required to develop MIS reports as per the requirement of CCI.

Domain Name : Vendor should purchase a subdomain in consultation with IT department for hosting the application as per the requirement of CCI free of cost.

SMS Gateway : The vendor would provide browser based and API based SMS gateway to CCI for integration. The SMS gateway should in the name of CCI and will be used by CCI for other purposes also. The SMS application should be in the name of CCI.

Technical Requirement

Details of Enhancements to be made in the website	1. Designing of web browser application & additional thereon. 2. Look & Feel of the web application including all pages to be changed to International Standard 3. Security features to be incorporated 4. Encryption of User ID/ passwords and other details as required 5. Date validations 6. Provision should be made to have website multilingual
WebPages in Bi-lingual format	All the Web Pages of the new web application should be in Bi-lingual formats (English and Hindi) and needs to be in Unicode font.
Security Audit	The Vendor is required to conduct a Security Audit of the new web application through and suggested modifications should be made in the web application so that it can be hosted on Web Server.

Technology to be used	1. The Vendor is required to use the latest technology for design & development of new website in consultation with CCI & Web server provider, so that it can be hosted on Web server (Suggested Technology ASP.net/SQL Server latest version etc.) 2. The vender should mention the technical details of the application software i.e. methodology, technology and database to be used. In case any license of the software is required to be procured by CCI, it should be mentioned separately. The Database for storage of data may be used Oracle, My SQL or SQL Server etc. latest versions. 3. The Application will be made available to HO/ Branch Offices and other locations, the application at branch locations should be opened using internet. The vendor should conduct two days online training for Admin. & User Module for CCI Officials without any cost.
Maintenance & Support Warranty	1. The new web application should be under maintenance & support warranty for the period of One year from the date of successful hosting of new web application in Web Server. Further, the vendor should provide minimum 3 years post warranty AMC services. 2. The vendors should provide all documentation including user manual related with this project in hard and soft copy at H.O. 3. The Vendor has to maintain the web application atleast for a period of three years after expiry of warranty period, on the cost / percentage mentioned in financial bid.
Hosting of Web Application	The web browser based application is required to be hosted in a secured web server which should be available inside India & all security as per the guidelines of Govt. Of India to be followed. The vendor has to host the application in web server during the contract period free of cost. CCI has hosted its website on NIC server, hence, vendor may host the same on NIC Server.
Source Code	The vendor is required to hand over Source code alongwith all documentation CCIL.

TENDER FOR DEVELOPMENT OF ONLINE PUBLIC GRIEVANCE SYSTEM WEB BROWSER BASED SOFTWARE

TECHNICAL BID : I

(SPECIFICATIONS)

1) Office Address in Navi Mumbai/Mumbai/Thane : **Yes** **No**

i) Name of the Organisation/Firm
ii) Year of Establishment
iii) Contact person
iv) Address of the Registered Office.
v) Address of office at Navi Mumbai/Mumbai/ Thane(with Phone Nos., Fax Nos. & Email ID)
(Address Proof of local address to be attached)

2) Whether the Earnest Money Deposit for an amount of Rs. 5,775/- (Rupees Five Thousand Seven Hundred Seventy Five Only) has been submitted alongwith this Technical Bid-I by the way of Demand Draft or Pay Order in favour of The Cotton Corporation of India Ltd. Payable at Mumbai. **:**

Yes	No

If yes , Details :
Draft / Pay order No.:
Date :
Amount :
Bank's Name :

3) Whether Proprietorship, Partnership firm, or Company**.** **:**
Please enclose copies of documents, proof such as Certificate of Incorporation, Partnership deed etc.:

4) Whether the Vendor is holding a valid ISO 9001:2008 Certificate: **Yes** **No**
If yes, please enclose copy of certificate.

5) Whether the Vendor have successfully completed minimum one similar application valuing Rs. 1,84,800.00 or above / two applications valuing Rs. 1,15,500.00 each or above / three applications valuing Rs. 92,400.00 each for web browser based software development in CPSUs / Govt. organizations within last 3 years: **:** **Yes** **No**

If yes, the following details be given :
(Separate sheet can be enclosed)

Sr. No.	Organization / PSU Name	Projects Handled year	Duration of the Project	Value of the Project

(Note : Certificates of Project completed and Work order duly self-certified along with Contact details of the concerned organization should be attached.)

6) Whether the Vendor have experience of hosting the application on NIC server and experience of compliance of Security Audit. The details should be supported by copies of purchase orders and completion certificates alongwith security audit certificate.

7) PAN No :
(Self attested copy to be enclosed)

8) Service Tax Registration Number :
(Self attested copy to be enclosed)

9) GST Number :
(Self attested copy to be enclosed)

Signature of the Tenderer :

Name of the Tenderer :

Address & Seal :

TENDER FOR DEVELOPMENT OF ONLINE PUBLIC GRIEVANCE REDRESSAL SYSTEM WEB BROWSER BASED SOFTWARE

FINANCIAL BID : II

Sr. No.	Particulars	Total Cost (exclusive taxes) (INR)	Tax (% & INR)	Total Cost inclusive of Taxes (INR)
		1	2	3=1+2
A.	One Time Cost of Design, Development and Implementation of Web Browser Based Application Software for Online Public Grievance Redressal System with one year support / warranty. (All Entries and Report Contents should be Bi-lingual and will be under maintenance warranty for one year from the actual date of Hosting)			
B.	One Time Cost of Wild Card EVSSL Certificate			
C.	One Time Cost of SMS Gateway with 1 Lac SMS with four years validity			
D.	Security Audit (CERT-in / STQC empanelled vendors)			
E.	**Total Cost (A+B+C+D)**			
F.	Annual Maintenance Charges after expiry of warranty period of second year including EVSSL and SMS gateway			
G.	Annual Maintenance Charges after expiry of warranty period of third year including EVSSL and SMS gateway			
H.	Annual Maintenance Charges after expiry of warranty period of forth year including EVSSL and SMS gateway			
I.	Total Cost (F+G+H)			
	GRAND TOTAL (E+I)			
	Per SMS cost after consumption of 1 Lac SMS			

NOTE : GRAND TOTAL will be the basis for deciding L-1.

Vendor has to maintain the web application for a **minimum** period of **3 years after one year warranty /support at the** cost mentioned at I above.

Signature of the Tenderer :

Name of the Tenderer :

Address & Seal :

Tender Submission :

(1) Tenderer should submit the tender as under :

Envelope A : Envelope A marked as Technical Bid-I on the envelope should contain Technical Bid-I along with EMD D.D./Pay Order.

Envelope B : Envelope B marked as Financial Bid-II on the envelope should contain Financial Bid-II.

Envelope C : Envelope C should contain Envelope A and Envelope B duly superscribing " TENDER DEVELOPMENT OF WEB BROWSER BASED APPLICATION SOFTWARE FOR ONLINE PUBLIC GRIEVANCE REDRESSAL SYSTEM ".

Note : Each envelope should contain the name and address of the Vender.

(2) I/We hereby declare that I/We have downloaded the tender documents from the Cotton Corporation of India Ltd. website www.cotcorp.org.in / www.eprocure.gov.in and printed the same. I/We have verified the contents of the printed documents from the website and there is neither any addition nor any deletion nor any alteration to the content of the tender documents.

(3) I/We declare that the information/tender form downloaded is original and in the event of this being different from the original tender documents, my tender form may be rejected by the Corporation including forfeiture of Earnest Money.

(4) Date of opening of Technical Bid-I, 21/08/2020 at 3.30 p.m. in the presence of tenderers who may remain present.

(5) Financial Bid-II for price quotations shall be opened in respect of those tenderer who qualify Technical Bid-I for specifications and other requirements.

(6) The design, development and maintenance of web browser based application software, work shall be entrusted to the Vender subject to his satisfactory performance and the Corporation reserves its right not to allot any further work if his performance is not found satisfactory.

(7) The tender should be signed by the person having necessary authorization.

(8) Tenders containing false, incomplete and/or inadequate information are liable to be rejected.

(9) The Corporation reserves the right to accept or reject any/all tender without assigning any reason thereof.

Signature of the Tenderer :

Name of the Tenderer :

Address & Seal :

Other Terms & Conditions

CCI invites the vendors' attention to the following terms and conditions, which underline this tender.

1. Contract with the Vendor

   CCI would enter into a contract with the vendor who will be responsible for delivery and overall implementation for designing and development of new web browser based software for Online Public Grievance Redressal System.

2. Proposal Process Management

   CCI reserves the right to accept or reject any or all proposals, to revise the tender, to request one or more re-submissions or clarifications from one or more vendors, or to cancel the process in part or whole. Additionally, CCI reserves the right to alter the specifications, in part or whole, during the Tender process, and without re-issuing the Tender. All claims for functional/technical delivery made by the vendors in their responses to the tender shall be assumed as deliverable within the quoted financials.

   Vendors shall be entirely responsible for their own costs and expenses that are incurred while participating in the Tender and contract negotiation processes.

3. Date of Bid Expiration

   Due to the nature of the evaluation process, and approval activities that may occur, proposals must be valid for a minimum of 90 days from the last date of proposal submission. The Corporation reserves the right to ask the vendors for extension of bid validity.

4. Bidder Authorisation to Bid

   Responses submitted by vendors to this Tender represent a firm offer to contract on the terms and conditions described in the vendors' response. The proposal must be signed by an official duly authorised to bid. An Authorisation Letter in this regard must be attached with the tender.

5. Proposal Ownership

   The proposal and all supporting documentation submitted by the vendors shall become the property of CCI.

6. Effective date of start of contract

   The effective date of start of contract will be reckoned from the date of the work order by the Corporation.

7. The vendor will not be allowed to sub-let/outsource the contract to any other party.

8. Project Schedule

The total project schedule shall be 45 days from the date of Work Order. The entire application should be designed, developed, implemented, integrated and commissioned alongwith its security, hosting, SMS gateway etc. as per the requirement of CCI within this period.

9. Source code

The vendor has to provide complete source code alongwith all documentations while handing over the project to CCI, after completion of one year warranty period.

10. Financial Bid

In Financial Bid – II, all costs should be in Indian Rupees (INR). It is expected that vendors should provide fixed costs for all the cost items including all taxes applicable, Octroi etc. and mentioned therein. No options should be quoted other than as per the Bill of material. Wherever options are given, the bid is liable to be rejected.

11. Payment Terms

The Payment terms towards one time development and implementation of the project will be as under:

On Submission of SRS & SDD and commencement of work	10%
Completion of entire project including hosting, testing & training.	80%
On Successful Completion of Warranty period after hosting of website	10%

The payment towards AMC will be paid on yearly basis in two equal instalment after rendering the services.

The payment will be made through Electronic Clearing Service (ECS) for which vendor has to provide MICR No. and details of Bank Account to CCI.

12. Warranty :

The implemented system will be under one year warranty / support from the date of completion of complete Scope of Work detailed above and Go-live. During warranty vendor would resolve all problems, bug removal in the software deployed in time lines mentioned at s.no. 13 below.

Based on the requirement and the satisfactory performance during the warranty support period, CCI may enter into AMC contract with the vendor for which separate order will be placed.

13. Resolution of Reported Problems/bugs :

For the problem/bug identified as critical problems, the vendor would endeavor to make the basic system operational within six hours and non-critical problem within 2 days failing to which it will be treated under downtime mentioned under point no. 14 (below).

14. Uptime:

The tenderer should be able to maintain the required uptime of 99.8% during support failing which a LD would be imposed as detailed in 'LD Clause' at serial no. 15 below.

15. Liquidity Damages:

i) If you fail to commission and integrate any or all of the equipment and the related services within the time period specified in the Purchase Order, CCI shall without prejudice to its other remedies available under Purchase Order, deduct from the Order price as liquidated damages, a sum equivalent to 0.5% (one half of one percent) of the price of the delayed goods or unperformed services for each week or part thereof, of delay until actual delivery or performance, upto a maximum deduction of 10% of Order price. Once the maximum is reached, CCI may consider cancellation of the Purchase Order.

ii) LD (Liquidated Damages) for downtime during Warranty Support period would be applicable separately as under :

The timings for the purpose for down time will be taken as round the clock on all the 365 days including all National holidays. The available time for the entire system would be 24 hours * 365 days.

Following LD would be imposed with respect to down time:

a) If the uptime as per s. no. 14 (above) is less than 99.8%, LD of Rs. 100/- for every hour exceeding the downtime of 0.2% would be imposed.

The maximum LD for said contract on account of 'a' (above) will be 10% of the contract value.

LD amount would be recovered either by way of making adjustment in payment to the Service Provider or by collecting cheque / draft.

16. Validity of Prices

Prices shall remain same during the contract period and no escalation in prices would be acceptable to CCI. Any increase in taxes after opening of quotation will not be considered at any stage during the entire implementation period/warranty/ support/AMC.

17. Confidentiality, Security and privacy

Successful tenderer must maintain the security criteria as well privacy and confidentiality of the product and the services. Any violation in this regard may be treated as unsatisfactory service and CCI reserves the right to terminate the contract.

a. Supplier/ Service Provider shall keep confidential and shall not disclose or make available directly or indirectly to any third party all information and material of whatever nature and in whatever medium which is communicated, or becomes available to, or accessible by in the course of this Agreement ("Confidential

Information"). Similarly, CCI should not disclose any information regarding technology, tools and knowledge being used by to anybody outside the scope of the Agreement.

b. Supplier/ Service Provider acknowledges that the Confidential Information is the valuable property of CCI and that any disclosure of it could give rise to considerable damage to CCI and vice – versa.

c. Supplier/ Service Provider shall not use or access the Confidential Information for any reason except as is necessary to perform this Agreement.

d. Supplier/ Service Provider shall not misuse or share the access privileges which have been given by CCI during the course of this agreement.

e. Supplier/ Service Provider shall not permit any employee to have access to the Confidential Information until such time as that employee, agent shall have entered into a confidentiality agreement with in a form approved by CCI.

f. Supplier/ Service Provider shall immediately notify CCI of any information which comes to its attention regarding any actual breach of confidentiality, disclosure or unauthorized use of Confidential Information. Shall co-operate with CCI in any investigation, prosecution, litigation or other action taken by CCI regarding the subject of any such information.

g. In the event of any actual or alleged breach of confidentiality, disclosure or unauthorized use of Confidential Information by any future, existing or former employee, of Supplier/ Service Provider, shall enforce its rights to injunctive or other relief to the fullest extent possible or, if requested by CCI assign such rights to CCI. Shall assist CCI in every way in enforcing those rights.

h. Upon termination or completion of this Agreement, shall deliver to CCI any Confidential Information in Supplier/ Service Provider's possession which is capable of being delivered. Shall delete, erase, or otherwise destroy any Confidential Information contained in computer memory, magnetic, optical, laser, electronic, or other media in its possession or control which is not capable of delivery to CCI.

i. Supplier/ Service Provider shall maintain the confidentiality of the Confidential Information and protect it from unauthorized access or use. Remote access to CCI Network, however, shall not be provided to until CCI approves in writing the method of access as providing suitable access controls security features to prevent unauthorized access. Such consent may be conditional and may be withdrawn at any time at CCI's discretion.

j. Supplier/ Service Provider shall comply with all CCI security and other procedures and will permit and co-operate with any additional security or other precautions

which CCI may wish to implement in respect of the Services or Supplies provided by under this Agreement.

k. Supplier/ Service Provider shall assist in its evaluation, investigation, or implementation of security measures including (but not limited to) providing CCI with any information which might be relevant to CCI's assessment of whether it should approve access to the Confidential Information by an employee of Supplier/ Service Provider.

l. Within the bounds of its obligations under this Contract, shall take reasonable steps to protect CCI property, staff and customers from any loss or damage.

m. These provisions are in addition to (and not in substitution for) all security or confidentiality obligations between the parties.

n. Neither party shall publicize the existence of this Agreement or any of its terms or any other matter related to it (including the business relationship between the parties) without first obtaining the written approval of the other party.

o. The provisions of this Clause 17 shall remain in force during contract period as well as after the expiry or termination of the contract.

18. Refund of EMD

The EMD amount for venders other than to whom the work awarded will be refunded within 15 days after finalization of tender. However, the EMD amount of the vender to whom work is awarded will be refunded after completion of entire project including testing, hosting of website and training. The EMD will be forfeited if the vendor does not complete the work and backs out in between during the project.

NOTE : Corporation/CCI wherever appears in above document means "The Cotton corporation of India Ltd."

CHECK-LIST FOR PREPARING THE TENDER DOCUMENT

Sr. No.	Particulars	Yes/No
1	Whether, the Technical Bid-I each column has been filled, sealed and signed in specified format ?	
2	Whether, the vendor has valid ISO 9001:2008 Certificate, the self certified copy of certificate is attached with Technical Bid-I?	
3	The vendor must have successfully completed minimum one similar application valuing Rs. 1,84,800.00 or above / two applications valuing Rs. 1,15,500.00 each or above / three applications valuing Rs. 92,400.00 each or above for web browser based software development of CPSUs / Govt. Organisations / Leading Commercial Organisations within last three years. Whether, Work Order containing cost and the copies of purchase orders and completion certificates alongwith contact details of the client has been attached alongwith the tender?	
4	Whether the tenderer has Support Office at Navi Mumbai/Mumbai/Thane. The certificate containing Office addresses alongwith Contact Person and telephone nos. is attached with Technical Bid-I ?	
5	At present CCI Website is hosted on NIC Server, hence the vendor must have experience of hosting the application on NIC server and experience of compliance of Security Audit. The details should be supported by copies of purchase orders and completion certificates alongwith security audit certificate.	
6	Whether proprietorship, partnership firm or company ? The self certified copy of documentary proof such as certificate of incorporation, partnership deed etc. attached with Technical Bid-I ?	
7	Whether the EMD of Rs. 5,775/- by the way of Demand Draft/Pay Order in favour of "The Cotton Corporation of India Limited" attached with Technical Bid-I ?	
8	Whether the tenderer has PAN number and Service Tax registration no. and GST No. copy is attached with Technical Bid-I ?	
9	Whether, the Bank Details and MICR details mentioned on Technical Bid-I ?	
10	Whether the Technical Bid – I alongwith necessary documents/certificates has been stapled properly and page no. has been put on each paper?	
11	Whether, the Financial Bid-II has been filled, sealed and signed in specified format?	
12	Whether the quoted price in Financial Bid-II is inclusive of all applicable taxes like VAT, Service Tax etc. ?	
13	Whether envelope A marked as Technical Bid-I on the envelope contains Technical Bid-I alongwith certificates/documents & EMD?	
14	Whether envelope B marked as Financial Bid-II on the envelope contains Financial Bid-II ?	
15	Whether envelope C contains Envelope A & Envelope B duly superscribing "TENDER NOTICE FOR DEVELOPMENT OF WEB BROWSER BASED SOFTWARE FOR ONLINE PUBLIC GRIEVANCE SYSTEM ".?	
16	Whether the Tender Documents are signed by the Authorized Representative?	