

National e-Governance Services Limited

RFP. No: NESL/IP MODULE/2020/001

Date: 25th April 2020

Request for Proposal

for

Ready to use Insolvency Professional Module solution as a service (IP Module)

Administrative Office:

National e-Governance Services Limited (NeSL)
#003A, Ground Floor,
“The Estate” Building, 121,
Dickenson Road, Bengaluru – 560 042
Phone: - 080 –25128100 e-mail: - ipmodule-rfp@nesl.co.in

RFP SCHEDULE

RFP. No: NESL/IP MODULE/2020/001

Date: 25th April 2020

Name of the company	National E-Governance Services Ltd, Bengaluru
Date of Release of RFP	25 th April 2020
Last Date and Time of receiving pre-bid vendor queries in writing	30 th April, 2020, 1600 Hrs All queries received and replies given will be open to viewing to all bidders for which purpose an email group is formed by the name ipmodule-rfp@nesl.co.in
Last Date and mode of submission of Bids	8 th May 1530 Hrs Virtual Meeting – Details of bids received will be shared at the appointed time
Demonstration of solution	Bids shortlisted to be communicated on email group at 4 PM on 11 th May 2020 Virtual Meeting – to commence from 12 noon on 13 th May 2020 separately with each shortlisted bidder
Commercial Bid	The commercial bids of only those vendors who qualify in both eligibility and technical evaluation will be opened on 15 th May 2020.
Contact Information	Head - Business Relationships National E-Governance Services Limited Administrative Office #003A, Ground Floor, "The Estate" Building, 121, Dickenson Road, Bengaluru – 560 042 E-Mail : ipmodule-rfp@nesl.co.in Mobile no: 9980300883

Section – I: Invitation for Bids (IFB)

1. Background

National e-Governance Services Limited (NeSL) is India's first Information Utility and is registered with the Insolvency and Bankruptcy Board of India (IBBI) under the aegis of the Insolvency and Bankruptcy Code, 2016 (IBC). The company has been set up by leading banks and public institutions and is incorporated as a union government company.

NeSL invites proposals from eligible vendors **for a ready to use solution** which should facilitate IRP / IP/Liquidator in a CIRP to efficiently and effectively manage the case process adhering to all requirements of the Corporate Insolvency Resolution Process, 2016, IBBI adjudicating authority rules, 2016, IBBI IP Regulations and other rules and regulations applicable to CIRP, as per details given in **Section – IV: Schedule of Requirements**.

The solution should be usable with immediate effect for the CIRP process and liquidation Process with appropriate timelines indicated for implementation of the remaining processes, if any in the event of selection. The solution offered should meet the requirement for PDA-VDR as per the requirements of IBBI. (Bidder may refer IBBI website for Invitation of Application for Empanelment for Platform for Distressed Assets (PDAs))

2. Contact Information

Head - Business Relationships

National e-Governance Services Limited

Administrative Office

#003A, Ground Floor,

“The Estate” Building,

121, Dickenson Road, Bengaluru – 560 042

E-Mail : ipmodule-rfp@nesl.co.in

Mobile no: 9980300883

3. How to Apply

The documents as listed below (but not limited to) should be submitted in the 2 (Two) respective **Password Protected ZIP files**, as given below.

Zip File– 1:

- a. Covering cum Authority Letter as per Annexure – A.
- b. A copy of Certificate of Incorporation, Partnership Deed / Memorandum and Articles of Association / any other equivalent document as applicable, showing date & place of incorporation and nature of business / activities.
- c. The copies of the audited Financial Statements for the financial years 2017-2018 and 2018-2019 and unaudited turnover and profit for FY 2019-20
- d. Copies of PAN and GST registration certificates.
- e. Technical Proposal including (but not limited to) the technical features and functionalities of the software being offered and the skill sets of the technical team responsible for

- development/implementation of the software. (Bidder has to provide techno functional responses/ proposal in the template attached as annexure C)
- f. The number of employees in each year and the number that have left the company for the financial years indicated above.
 - g. Hardware configuration required for catering 100 users along OS, VM details and any software license required for the same.
 - h. A video recording of existing workflows showing the solution and screenshots indicating the same for each functionality that is developed.

Zip File – 2:

- a. The Price Bid as per format given in **Section - VI.** (Bidder should share the Password at the time of opening of Bid)

Note: Bidder will be disqualified if zip file could not be open due to any reason, like incorrect password or corrupted file etc.

4. Submitting the Proposal:

All applications must be sent to the contact email address as given in the RFP schedule. The applications should be in a password protected zip file. All the soft files should be kept in a folder with proper self-explanatory name e.g. Companyname_PAN.pdf etc. The subject line of email should be as follow

NeSL: RFP IP Module (No. NESL/IP MODULE/2020/001 dated 25th April 2020)

This submission should reach NeSL on or before the closing time of submission of RFP as given in the RFP schedule. **NeSL will not take any liability** for proposals **received late**, for any reasons. If the last date for the receipt of applications mentioned above gets declared a Public Holiday, the last date will be the next working day.

(End of Section-I)

Section II: Instructions to Bidders (ITB)

1. Locations for Deployment of software and for providing services:

The required software module will be supplied and installed at NESL's Dedicated Cloud (at DC and DR) and may need to reinstall at DC or DR in case of change in data centre sites of NeSL during the period of contract without any installation cost.

Note: Access to the infrastructure (VM/storage) hosting the software platform will be made available from desktops within the NeSL premises. Such end point device(s) will be configured as per NeSL security policy. Vendor shall make necessary arrangements by deploying their personnel to provide support/ service as per the terms defined in the SLA.

2. Delivery Time:

The successful bidder should supply and install readily available required solution for IP MODULE within 15 days from the date of receipt of order from NeSL. Other functionality required but not available at present should be indicated with dates (not more than 60 days) for delivery and deployment, but this may detract from the technical evaluation of the bid.

3. Order Placements:

The Supply Order and payments shall be released by:

National E-Governance Services Limited,

Administrative Office

#003A, Ground Floor,

"The Estate" Building, 121,

Dickenson Road, Bengaluru – 560 042.

E-Mail: accounts@nesl.co.in

4. Eligibility Criteria:

The bidder must satisfy the eligibility criteria stipulated below. However, fulfilling the eligibility criteria does not automatically mean that their bid is qualified.

- a) The bidder should submit the financial statements, documents and information stipulated at para 3, "How to Apply", Section – I.
- b) The bidder must legally have the rights to sell or license the proposed solution, to the use of this technology and IPR pertaining to proposed IP MODULE must rest with the bidder. A self-declaration to this effect must be submitted by the bidder along with the technical bid.
- c) The bidder must not have been blacklisted/suspended by Regulators/Financial Institutions/Govt. Organizations or debarred from bidding process, as on date of submission of the bids.
- d) Bidder should have ready to use CIRP end to end solution as per the requirement **Section – IV: Schedule of Requirements 1.1.**
- e) Bidder should have virtual data room (VDR) functionality as per the requirement **Section – IV: Schedule of Requirements 1.2.**

Notes:

The bidders should provide sufficient documentary evidence to support the eligibility criteria. NeSL will reject any bid for not fulfilling the eligibility criteria.

5. Exemptions:

If in the view of bidder, any exemption / relaxation is applicable to them from any of the eligibility requirements, under any Rules / process/ Guidelines/ Directives of Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule/ process/ Guidelines/ Directives. In this case the bidder must submit necessary and sufficient documents along with the technical bid, in support of his claim. The bid evaluation committee is empowered to take appropriate decision about the claim towards exemption/ relaxation of the bidder.

6. Right to Amend and cancel:

NeSL reserves the right to amend any/all of the tender terms and conditions at any time prior to the deadline for submission of bids. NeSL also reserves the right to cancel the tender without assigning reasons there for.

7. Bid Opening & Evaluation of Bids

The technical bids will be evaluated in two steps.

- 7.1 The bids will be examined based on eligibility criteria stipulated at Para 4 of Section – II to determine the eligible bidders.
- 7.2 The technical bids of only the eligible bidders shall be further evaluated based on Quality and Cost Based Selection (QCBS) method given below.
- 7.3 The evaluation will be done on Four Technical and commercial parameter in the ratio 75:25 (75 % weightage for technical parameters and 25 % weightage for financial part). The parameters and their maximum marks are as defined below: -

A: No of projects / applications (Maximum Marks: 10)

Sr. No.	Number of Cases under CIRP that have used the proposed solution	Marks
1	1 to 2	2.5
2	3 to 5	5
3	6 to 15	7.5
4	16 to 20	10

B: Compliance with the features /functionalities of the required IP MODULE and Technology Stack (Maximum Marks: 90)

Sr. No	Requirements as mentioned of Section - IV	Weightage	Marks
1	Functional Requirements	50%	
2	Technological Requirements	30%	
3	Presentation and Demonstration	20%	
	Total maximum Marks		90

7.4 **Commercial Criterion:** The commercial score (CS) will be calculated by comparing the price quoted by each bidder with the lowest price quoted. The bidder shall quote the licence fee of use of software on a per case basis for use by the IP. The basis of arriving at the license cost may also be explained since it will have a bearing on the pricing of the service to the IPs.

7.5 For the purpose of comparison of prices and deciding the lowest quoted bidder, the price quoted by each bidder shall be arrived at in following manner:

Sr. No	Service / Description	Rate per Unit (In Rs)	Quantity (Annual) for evaluation purpose #	Annual Cost (In Rs)	Convert to 5 Year Cost (In Rs)
		(i)	(ii)	(iii = i * ii)	
1	License fee for end-to-end CIRP solution including VDR (per insolvency case - For First, second and third Year)	XXX.XX	100 cases	XXX.XX * 100	III * 3
2	License fee for end-to-end CIRP solution including VDR (per insolvency case - For Fourth and Fifth Year)	YYYY.YY	100 cases	YYY.YY * 100	III*2
3	License fee for only VDR solution (per insolvency case - For First, second and third Year)	ZZZ.ZZ	100 cases	ZZZ.ZZ * 100	iii * 3
4	License fee for only VDR solution (per insolvency case - For Fourth and Fifth Year)	YYYY.YY	100 Cases	YYYY.YY * 100	iii * 2
5	Annual Maintenance Cost (AMC) covering following costs: i) operational support, ii) defect fixes, iii) regulatory amendments, iv) trainings.	ZZZ.ZZ	1 unit	ZZZ.ZZ * 1	iii * 5
6	NeSL driven improvements	PPP.PP	50 person month	PPP.PP * 50	iii * 5
7	Details of required Infrastructure as per software stack and required VMs@ (Pricing will be derived by NeSL from its existing vendor)	QQQ.Q	For use of 100 users	QQQ.Q	iii * 5
Total					NNNN.NN

Note: NeSL does not assure minimum number of cases or number of person month for development efforts. However, for evaluation purpose, NeSL will consider 200 insolvency cases

per annum (100 for full service and 100 for VDR) to arrive license cost and 50 person month per annum to arrive NeSL driven improvements.

@ Note: Cost will be derived using quantity details provided by bidder for Infrastructure stack required for catering 100 users along with OS, VMs details and any software license required. Pricing will be derived by NeSL from its existing vendor

7.6 The commercial bid of the bidders that fail the eligibility criteria will not be opened. (NeSL will not ask the password for the zip file)

7.7 The bidders whose technical bid is found to meet both the requirements as specified at 7.1 and 7.2 above will qualify for opening of their commercial bids. The Technical Score (TS) secured by each qualified bidder shall be informed to the bidders present during the commercial bids opening meeting through video conference. **The threshold for Technical score is 64.**

7.8 The duly constituted Bid Evaluation Committee (BEC) of NeSL shall evaluate the bids. The BEC shall be empowered to take appropriate decisions on minor deviations, if any. The bidder's name, bid prices, discounts and such other details considered as appropriate by NeSL, will be announced at the time of opening of the commercial bids.

8. Comparison of Bids

8.1 The Combined Technical and Commercial Score (CTCS) with Weightage 75:25 (75 for Technical and 25 for Commercial) will be calculated.

8.2 The Combined Technical and Commercial Score (CTCS) will be taken for comparison of bids and for deciding bidder securing highest score.

An illustrative example for CTCS is given below.

Stage 1: Technical Marks:

Bidder details	Total Technical Marks Obtained for parameters 7.3 A and B
Bidder 1	80
Bidder 2	65
Bidder 3	55
Bidder 4	65
Bidder 5	75

Note: The threshold for Technical score is 64.

Stage 2: Prices Quoted: The total prices quoted as explained at para 7.5 above will be considered for calculating Financial Score.

Bidder details	Price Quoted (Rs Lakh)
Bidder 1	85.0
Bidder 2	75.0
Bidder 4	55.0
Bidder 5	65.0

Stage 3: Conversion of Financial Bid amount to commercial score

Bidder details	Commercial Score (LFB/F)*100	CS
Bidder 1	$(55/85)*100 = 64.7$	64.7
Bidder 2	$(55/75)*100 = 73.33$	73.33
Bidder 4	$(55/55)*100 = 100$	100
Bidder 5	$(55/65)*100 = 84.61$	84.61

LFB= Lowest Financial Bid, F = Financial Bid, CS = Commercial Score

Stage 4: Combined Technical and Commercial Score (CTCS) with Weightage 75:25

Bidder Details	Weightage of 75% for Technical & 25 % for Commercial Score	CTCS	Rank of the Bidder
Bidder 1	75 % of 80 + 25 % of 64.7	$60 + 16.18 = 76.18$	2
Bidder 2	75 % of 65 + 25 % of 73.33	$48.75 + 18.33 = 57.08$	4
Bidder 4	75 % of 65 + 25 % of 100	$48.75 + 25 = 73.75$	3
Bidder 5	75 % of 75 + 25 % of 84.61	$56.25 + 21.15 = 77.40$	1

9 Placement of Order:

- The contract will be awarded to the bidder securing highest Combined Technical and Commercial Score (CTCS), as evaluated from the method described at para 7 and 8 above.
- However, NeSL reserves the right and has sole discretion to reject the bid securing highest Combined Technical and Commercial Score (CTCS).
- In case, more than one bidder secures same Combined Technical and Commercial Score (CTCS), NeSL reserves the right to place order on the bidder in following preference:
 - Start-up entity
 - Bidder having more experience in the area of development of application software of similar nature.
- NeSL reserves the right to award the contract to the sole bidder or the sole qualified bidder.

(End of Section - II)

Section III: An agreement will be entered into with the successful bidder to govern the service delivery, including but not limited to the following clauses

1. Price:

- a. The price quoted shall be considered firm for 1st, 2nd and 3rd Year and revised price for 4th to 5th years and no other price escalation will be permitted (except Govt. Statutory Levies), till completion contract period, which is five years.
- b. NeSL reserves rights to determine fees for IP module service to any type of end user in the IBC ecosystem.
- c. The Bidder must quote annual maintenance cost (AMC) for the operational support, defect fixes, regulatory amendments, and trainings. The AMC cost shall be considered firm throughout the contract. However, NeSL reserves rights to discontinue AMC in case there is visible evidence of deficiencies.
- d. The Bidder must quote a blended quote for the per person month to do developments as per NeSL driven improvements
- e. Bidder must quote in INR only and as per price bid format given in **Section – VI. Bids must be valid and open for one year.**
- f. The exact rate and amount of GST currently applicable must be mentioned in the 'Price Bid format'. The statutory taxes and duties applicable at the time of completion of activity shall be applicable. NeSL will not issue any exemption certificate.
- g. The bidder should exercise utmost care to quote the correct percentage of applicable GST. In case due to any error/ oversight, the GST rate quoted by the bidder is different than the actual GST rate as per the tariff, the bidder will not be permitted to rectify the error/oversight. The orders/ contract will be placed with the GST rate quoted by the bidder or actual tariff rate, whichever is LOWER. The difference amount payable, if any, between the quoted GST rate and actual tariff rate shall be borne by the bidder ***by adjustment in the basic price.***

2. Delivery period:

The successful bidder should deploy the solution and commence IP Module services within 15 days from the date of receipt of order from NeSL. Change deployments due to amendments to rules, regulations, user's feedback should be deployed within mutually decided timelines.

3. Contract Period:

- a. The contract for use of installed IP MODULE shall be for an initial period of 5 (five) years from the date of successful installation of IP MODULE at NeSL.
- b. NeSL reserves the right to extend the contract period by upto 5 years, on the same terms and conditions.

4. Software Licenses:

The software licenses will be **exclusive** for NeSL within India. The Licenses will be perpetual in nature. The software code will be handed over to NeSL at the commencement of the licence period and updated periodically. NeSL may make any changes in source code as it deems required.

5. Warranty:

The supplier shall provide a warranty that the solution to be supplied shall be free from all defects and faults, shall be of the highest grade and consistent with the established and generally accepted industry standards of the type ordered and shall perform in full conformity with the requirements and diagrams as per **Section - IV**. The supplier shall be responsible for any defect that may develop, arising from faulty algorithms/design, errors, bugs, inadequate quality to meet requirements and/or otherwise, and shall remedy such defects at his own cost when called upon to do so by NeSL who shall state in writing in what respect the software functionality are faulty. The warranty period shall be same as contract period.

The warranty shall include 24 X 7 off-site support with 4 hours response time and 24 hours (max) resolution time for major issues and security patches.

6. Performance Security:

The successful bidder shall support the performance and warranty service of the supplied solution by submitting a Performance Security in the form of a Bank Guarantee of an amount of Rs 5 Lakhs. This Bank guarantee shall be valid for the warranty period and shall be from a commercial bank and should be negotiable at a bank branch in Bengaluru. NeSL will share format of PBG with the selected bidder.

7. Payments:

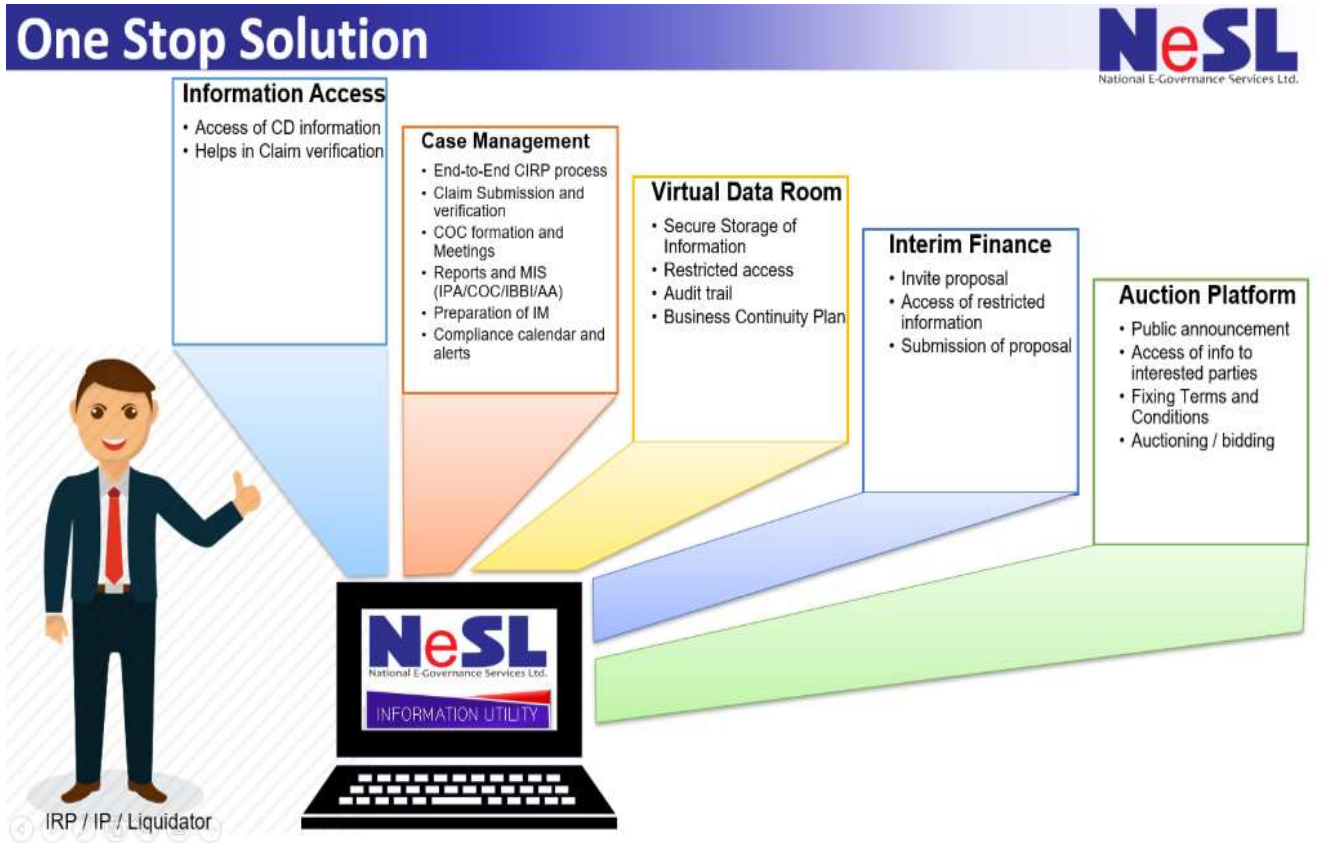
Payment of license fee shall be made for each case procured by an IP and within 90 days of the commencement of the case by an IP. AMC charges will be payable within 90 days of completion of 1 year of installation of software at NeSL data centre.

(End of Section - III)

Section – IV: Schedule of Requirements

Brief background of NeSL IP Module

NeSL wants to provide one stop solution to all IRPs, IPs and liquidators to efficiently and effectively manage each case assigned to them. NeSL is looking for an end to end solution which will facilitate Insolvency Professionals to permits claimants, valuers, resolution applicants etc. to access the system and upload the information data related to the case. NeSL IP module should provide services as expected in IBBI’s requirement listed under 2 and 3 of PDA RFP of the IBBI, with existing access of Information Utility services as part of the said system.



Requirement for IP Module

NeSL is looking for a ready to use solution which should facilitate IRP / IP and other stake holders of CIRP to adhere all requirements the Corporate Insolvency Resolution Process, 2017, IBBI adjudicating authority rules, 2016, IBBI IP Regulations and other rules and regulations applicable to CIRP.

Requirements for end-to-end CIRP solution are as below

Sr. No	Requirement	Group Weightage	Section Weightage
1	Functional Requirements		100%
1.1	CIRP end-to-end Solution (Phase I) should cover all the below features	100%	50%
1.1.1	IRP/RP to manage, comply with regulatory requirements and achieve the prescribed deadlines for Resolution Process/Liquidation (A detailed checklist for regulatory guidance and functions can be referred to in Annexure B' excluding sub-sections B, E,& F)	25%	

	1.1.2	Stores information and restricts access as per need to stakeholders like Claimants, COC, Valuer, Liquidator & other stakeholders	5%	
	1.1.3	Provision for Banks / NBFC to register and monitor development on their cases	5%	
	1.1.4	MIS, Dashboard for cases	5%	
	1.1.5	Event calendar to send reminders to user about timelines or next action	5%	
	1.1.6	Meeting management (meeting invitation Agenda Setting, logging of minutes, communicating minutes to COO)	5%	
	1.1.7	Claim Submission by all different type of claimants, provision of claim verification, formation of COC	5%	
	1.1.8	Maintaining Assets Book including access to value and logging valuations	5%	
	1.1.9	Preparation of Information Memorandum and inviting resolution applicants to participate	5%	
	1.1.10	Storage of confidential data and give access to eligible resolution applicants	5%	
	1.1.11	Maintaining audit logs	5%	
	1.1.12	Provision for submission of resolution plans by resolution applicants	5%	
	1.1.13	Assist in formation of evaluation matrix of resolution processes	5%	
	1.1.14	Facility to generate and forward regulatory reports (reports pertains to IBBI, IPA, NCLT, COC, DRT (in future etc)	5%	
	1.1.15	IP can support multiple cases of resolution or liquidation at a time	5%	
	1.1.16	Features required during the liquidation process	5%	
	1.2	<i>Virtual Data Room (Phase I) should cover all the below features</i>	100%	35%
	1.2.1	Information generated through CIRP solution should store within Virtual Data room	20%	
	1.2.2	Document Management / Folder management facility to store the information for all formats files/documents including audio video with access control, encryption, and audit trail with date time and IP address logging. Detailed functionality is mentioned in functional requirement document (Annexure B, Sl. No. 23 to 26.)	65%	
	1.2.3	The proposed solution should be modular in structure offering the flexibility of using 'end to end case management software' and /or only following two VDR Services: i) Invitation of Expression of Interest ii) RFP for Resolution plans and approval	15%	
	1.3	<i>Other Functionalities (Phase II) should cover all the below features</i>	100%	15%
	1.3.0	<i>(A detailed checklist for regulatory guidance and functions can be referred to in Annexure B' pls refer sub-sections B,E &F)</i>	0%	
	1.3.1	Reports, MIS and access to NeSL, MCA, AA, IPA, IBBI	10%	
	1.3.2	Functionality for Insolvency Resolution of Personal Guarantors to Corporate Debtors	10%	
	1.3.3	Functionality for Fast Track Corporate Insolvency Resolution	10%	
	1.3.4	Logging of expenditure and reports on same	5%	
	1.3.5	Logging of non-compliance list and report on same	5%	
	1.3.6	Logging of complaints/ grievances and reports on same	5%	
	1.3.7	Continuous improvement of the product over time	10%	
	1.3.8	Functionality for Disclosures and Compliance Reporting by IPs to IPAs & IBBI (Please refer the annexure B, sub-Section F onwards)	10%	
	1.3.9	There should be provision for interoperability with other IBBI's PDAs	10%	
	1.3.10	There should be provision to download the all the information pertains to particular case in CD / pen drive	5%	
	1.3.11	Integration with platform for e-voting, interim finance and auction platform	15%	
	1.3.12	Implementing Data archiving policy as per regulatory requirement	5%	
2	Technological Requirements			100%

2.1	<i>Preferred Technologies Stack</i>		100%	20%
	2.1.1	Listed below are our preferred Technology choices. Indicate if a different choice is recommended for (Indicate list of software with version numbers) a) Technologies: Preferred (Java J2EE, Spring MVC) b) Operating System: Preferred (Linux) c) App-server: Preferred (JBoss) d) Web-server : Preferred (Nginx) e) Database: Preferred (MySQL) any other component	100%	
2.2	<i>IT Development and Operations</i>		100%	10%
	2.2.1	Provide details of the IP development and operations processes and policies a) Application development process b) DevOPS Tools c) Deployment / release management process d) Change management e) Architecture Diagrams f) Data Management g) Design Features h) Connections with external systems i) Monitoring tools for application components	100%	
2.3	<i>Application Integration:</i>		100%	10%
	2.3.1	Single sign on : Bidder should integrate his end-to-end IP MODULE with NeSL IU application. It is expected then user will login in NeSL web application and navigated to system of CIRP system.	60%	
	2.3.2	NeSL may review and provide recommendations in case an alternate service provider needs to be integrated instead of the one chosen by the vendor. (e.g. SMS, email etc)	40%	
2.4	<i>Access Control</i>		100%	10%
	2.4.1	Access control and audit trails of deployment management, DB access a) Given the sensitivity of the data, the loading process and the different capabilities and/or functions required within the solution access control is essential. Please confirm capability b) Furthermore, audit trails of all attempts (successful or otherwise) to add, edit or delete data must be logged in an audit trail for future reference. Please confirm capability c) Support access based on privilege class d) Support segregation of duties	100%	
2.5	<i>Security</i>		100%	15%
	2.5.2	Vulnerability and Penetration Testing: The successful bidder shall produce a Vulnerability and Penetration Testing report to NeSL at the time of go-live and on a quarterly basis. The audit shall be performed by an organization empanelled by NeSL.	55%	
	2.5.3	Support SSL encryption	10%	
	2.5.5	Encryption: Ability to implement encryption and details on same.	35%	
2.6	<i>Auditability</i>		100%	10%
	2.6.1	Information Security Audit: Please indicate whether you have performed (a) VAPT (b) code review to identify vulnerability in the code. (Successful vendor shall conduct VAPT on a quarterly basis through the vendor identified by NeSL. Bidder shall have to implement the changes/recommendation suggested by auditor of NeSL Technology committee to mitigate the vulnerability /risks)	100%	

	2.7	Availability & Scalability		100%	15%
	2.7.1	a) Solution should be available 24x7 b) Only scheduled downtime is allowed with prior written consent of NeSL in non-working time		50%	
	2.7.2	NeSL requires the solution to: a) Handle at least 50 customer users concurrently b) Handle growth to at least 100 users, within the next 2 years. Note: NeSL does not provide auto scaling for the VM/CPU/Memory.		50%	
	2.8	Disaster recovery		100%	5%
	2.4.1	System recovery time (RTO/RPO) should adhere to the Technical Standards of IU a) Describe and diagram the redundancy requirements b) List all the types of disaster situations the solution provides for. c) Describe the recovery process recommended by the proposed solution when disaster situations arise. d) Describe the methodology used for Disaster recovery. List details on the syncing methods e.g. hot and auto syncing.		100%	
	2.9	Technical support		100%	5%
	2.9.1	a) Document where the primary technical support centre is located. b) Indicate the operating hours (availability) of the help desk/customer call centre. (Working hours, days of the week etc.) c) Describe the technical support centre's guaranteed response time. d) How are calls logged and managed e.g. Vendor website sign on e) Describe the escalation procedures used to resolve customer problems. f) Provide Web URLs for the following: g) Online issue database h) FAQ i) Facility to monitor logged calls		100%	

Notes:

1. Bidder should be ready with the functionalities mentioned under Phase I and ready to deploy for service within 15 days of order. Functionalities mentioned under Phase II, could be developed and deployed in an additional period as indicated by the bidder.
2. Bidder shall give techno functional responses/ proposal in the template attached as annexure – C. Bidder may download the excel format of above requirements from Tender section of NeSL website.

3. Operational Support Requirements

1. The selected bidder should give sufficient training to NeSL Staff for managing business operations of IP module.
2. Bidder should provide customer care support to users. Bidder should provide proper help sections and user manuals for ease of use.
3. Selected bidder will manage the IT operations (application and database).
4. *Note: These operational requirements are mandatory, and part and parcel of the IP Module service hence does not part of scoring/marks in evaluation process*

4. Presentation cum demonstration:

The bidder must be able to demonstrate available and ready to deploy features/functionalities of the required module to NeSL team. Demonstration should follow the presentation covers following

1. available features
 2. work in progress development,
 3. timelines to meet the underdevelopment functionalities,
 4. Overall Technical Architecture of the offered solution
 5. Scalability of the Platform
 6. Capability of the Platform (in terms of projected transactions, cases, data size, request/response time, etc.)
 7. Data Security Architecture
 8. External connections
 9. Utilization of Open Source Software
 10. Commercial Software License Requirements
 11. Infrastructure Requirements for Platform deployment (Virtual Machines, Storage, Network Bandwidth, etc.)
- *Note: Bidder has to give presentation cum demonstration, this is very important part of evaluation of functional and technical requirements.*

(End of Section – IV)

Section – V: Price Bid Format

(To be printed on letter head of the entity)

Quotation for Ready to use Insolvency Professional Module solution as a service (IP Module)

Sr. No	Description	Unit	Unit Price Rs. (Excluding Taxes)
1	License charges for use of end-to-end CIRP solution (including VDR) quoted for an insolvency case for 1 st , 2 nd , and 3 rd year	Per case	
2	License charges for use of end-to-end CIRP solution (including VDR) quoted for an insolvency case for 4 th and 5 th year	Per Case	
3	License charges for use of only VDR solution quoted for an insolvency case for for 1 st , 2 nd , and 3 rd year	Per case	
4	License charges for use of only VDR solution quoted for an insolvency case for 4 th and 5 th year	Per Case	
3	Annual Maintenance Cost (AMC) covering following costs: <ul style="list-style-type: none">operational support,defect fixes,regulatory amendments,trainings.	Per annum	
4	NeSL Driven Improvements <ul style="list-style-type: none">Single blended rate	Per person month	
5	Infrastructure Cost		NeSL will determine cost based on bidder's requirement of hardware infrastructure with pricing of existing vendor.

Note: NeSL does not give surety of number of Insolvency cases or number of man month developments. However, for evaluation purpose, we will consider 200 insolvency cases per annum (100 full service and 100 VDR) to arrive license cost and 50 person month per annum to arrive NeSL driven improvements.

(End of Section – V)

ANNEXURE – A- Covering cum Authority Letter

Date:

To:

Managing Director and CEO,
National e-Governance Services Limited (NeSL)
#003A, Ground Floor
“The Estate” Building, 121
Dickenson Road
Bengaluru – 560 042
Phone: - 080 –25128100

e-mail:- ipmodule-rfp@nesl.co.in

Subject: Ready to use Insolvency Professional Module solution as a service (IP Module)

Dear Sir,

- We, the undersigned, are pleased to offer to provide services toward Insolvency Professional Module Solution as a Service, to NeSL in response to your RFP. No: **NESL/IP MODULE / 2020/001**, dated: 25th April, 2020
- We are hereby submitting our bid for same, comprising zip files 1 to 2.
- We hereby declare that all the information and statements made in this bid are true and we accept that any misinterpretation contained in it, may lead to our disqualification.
- We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our proposal valid for 1 year as stipulated in the RFP document.
- We undertake that we are not blacklisted or debarred from bidding process, by any Educational / R&D / Govt. Organization, as on date of submission of the bids and that there have been no regulatory actions initiated / pending against us as on the date of release of RFP.
- We agree that we shall not sell, transfer or otherwise permit the use of offered application or part thereof, to any other entity till the validity of contract period. The successful bidder is required to sign an undertaking to this effect, before award of contract.
- We assure you that we are well conversant with the provisions of IBBI (IP) Regulations, 2016, IBC (2016), AA Rules, 2016 and other applicable rules under IBC and the procedures/proceedings carried out under these Rules.
- We acknowledge that we have personnel having experience in proceedings under said Rules will be preferred.
- We agree to depute required appropriate manpower for satisfactory deployment and implementation of IP MODULE at NeSL site.
- We agree that before the award of contract, the successful bidder is required to sign a Service Agreement (SA), a Mutual Non-Disclosure Agreement (MNDA) with NeSL and any such agreements as required under IBBI (IP) Regulations, 2016 and IBC (2016). The terms and conditions of these agreements would be mutually decided, before award of contract.
- We clearly understand that NeSL is not committing any assured business through projected number of insolvency cases or estimated man month of development. We are submitting bid after doing adequate research on projections at our end .

- We agree that we will install / deploy the proposed solution at the data centre sites (DC and DR) of NeSL and agree to reinstall at DC or DR in case of change in data centre sites of NeSL during the period of contract without any installation cost.
- We agree to adhere IT policy of NeSL.
- We agree that will share specific and detailed infrastructure requirements towards installation and/or smooth operations of IP MODULE along with requirements towards licensed commercial software's (CPU based, server based, corporate licence, time bound/perpetual, numbers etc).
- We agree that we will provide the warranty support for the contract period along with patches, upgrades if any available for IP MODULE will be provided.

Specimen signature of (Authorised person) –

We understand you are not bound to accept any bid you receive.

The undersigned is authorised to sign this bid document.

Yours sincerely,

Authorized Signatory:

Name and Title of Signatory:

e-mail:

Mobile No:

Annexure B

A: FUNCTIONAL REQUIREMENTS OF INSOLVENCY PROFESSIONALS SOFTWARE FOR CORPORATE INSOLVENCY RESOLUTION PROCESS

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Important Note:

The Broad functional requirements of an Insolvency Professional in Corporate Insolvency Resolution Process are narrated here below.

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For details / clarifications, please refer to relevant provisions in the IBC, 2016, allied Regulations, Guidelines, Circulars & Rules issued by IBBI in the matter.

Table 1

Sr. No	Broad Functional Requirement	For details please refer to
1	The Software should provide him the electronic Format Template of Annual Statement of Professional Fee (Form E as per IP Regulations) to be submitted by an IP to IBBI	Regulation 7 (2) (ca) of IBBI (IP) Regulations, 2016
2	When a Financial Creditor engages an IP/or an advocate for filing of Application to initiate CIRP under IBC against a Corporate Debtor, the Software should provide the IP/advocate, the electronic Format Template of Application (Form 1 as per IBBI Application to AA Rules, 2016) to be submitted to NCLT	Sec 7 of IBC, 2016 read with Rule 4 of AA Rules
3	To enclose along with the above Application - Form A in Sl.No.3, the Software should provide him, the electronic Format Template of Written Communication/Consent from the IP (Form 2 as per IBBI Application to AA Rules, 2016) to be submitted to NCLT	Rule 9 of AA Rules
4	When an Operational Creditor engages an IP for filing of Application to initiate CIRP under IBC against a Corporate Debtor, the Software should provide the IP, the electronic Format Template of Application (Form 5 as per IBBI Application to AA Rules, 2016) to be submitted to NCLT	Sec 9 of IBC, 2016 read with Rule 6 of AA Rules
5	When a Corporate Applicant engages an IP for filing of Application to initiate CIRP under IBC, the Software should provide the IP, the electronic Format Template	Sec 10 of IBC, 2016 read with Rule 7 of AA Rules

	of Application (Form 6 as per IBBI Application to AA Rules, 2016) to be submitted to NCLT	
6	<p>While preparing Forms 1,5 & 6 narrated in Serial Numbers 3, 5 & 6, Record of Default recorded with the Information Utility is considered as easy and useful proof of evidence for furnishing as annexure along with respective Forms to AA.</p> <p>As such the IP Software should provide an interface with NeSL-IU for the purpose, for collecting Records of Default electronically.</p>	Section 7, 9 & 10 of IBC, 2016.
7	The Software should support an IP on his appointment as Interim Resolution Professional / Resolution Professional, to make disclosures to the Committee of Creditors, in formats that are prescribed by IBBI / IPA, at the time of appointment and thereafter in accordance with the Code of Conduct narrated in IP Regulations, by templatizing them.	Section 208 (2) of IBC, 2016 read with Regulation 3 (2) of CIRP Regulations and Code of Conduct (Items 8 & 8A) in First Schedule & Regulation 7 (2) (h) of IP Regulations
8	The Software should support an IP, on his appointment as IRP / RP, for furnishing his consent Form electronically (Form AA – Written Consent to act as IRP / RP) to CoC, as per CIRP Regulations, by providing a template.	Regulation 3 (b) (1A) of CIRP Regulations
9	The Software should support an IP, on his arriving at the total list of creditors by examination of books of accounts and other relevant records of Corporate Debtor, to identify and determine the Class of Creditors, by grouping & classifying them appropriately	Regulation 4 A & 16 of CIRP Regulations
10	The Software should support an IP, with the electronic Format Template (Form AB of CIRP Regulations) to act as Authorized Representative, for representation of Creditors in a class, as per CIRP Regulations.	Regulation 4A of CIRP Regulations

11	<p>The Software should support an IP with electronic Format Template (Form A of CIRP Regulations) for making a Public Announcement, inviting claims from Creditors, duly providing:</p> <p>Claim Form Formats Templates with a facility for downloading the forms; and offering the choice of 3 IPs identified to act as Authorized Representative of the Creditors in each class</p>	Regulation 6 of CIRP Regulations
12	<p>The Software should support an IP, the functionality to receive the Claims electronically from Operational Creditors, Financial Creditors, Workmen / Employees and Other Creditors by providing formats (in Forms B, C, CA, D & F of CIRP Regulations) in electronic form.</p> <p>Wherever the above claims are received in physical form either in person or by post, a facility to make data entry and to convert them into electronic form needs to be provided</p>	Regulations 7, 8, 8A & 9 of CIRP Regulations
13	<p>The Software should support an IP, to have an interface with NeSL-IU, to download, collect and collate the Proof of Claims by way of records available with IU or other relevant documents, before constitution of the Committee of Creditors, as per CIRP Regulations</p>	Regulations 7, 8, 8A& 9 of CIRP Regulations
14	<p>The Software should support & arrange a facility to IP to make two way electronic communication with its Stakeholders/ Creditors / Authorized Representatives of Class of Creditors,</p> <p>(i)to call for any clarification / proof from Creditors as he deems fit as per CIRP Regulations&</p> <p>(ii)to correspond with them during CIRP Process for sending meeting notices & minutes of meetings etc.</p> <p>(iii)to inform the members of CoC on the Preferential & Other Transactions noticed, if any, by the IP, u/s 43, 45, 50 & 66, with details of the process, estimated values etc., and also to provide fair value details to every member of CoC on obtaining an undertaking of confidentiality, after receipt of Resolution Plan.</p>	Regulation 7, 8, 8A, 9, 18, 19 & 20 of CIRP Regulations

	<p>Such a facility could be in the form of e- mail as a text or attachment to e mail or a notification providing electronic link or Uniform Resource Locator for accessing such notice; and provide the details as to how to access such a system;</p> <p>For this purpose, the facility could be by way of using an electronic system, which produces confirmation for e mails delivered / failed transmissions, subsequent re-sending as proof of sending.</p> <p>The Software Support for conduct of meetings to participate through Video Conferencing or other audio-visual means & the facility should also provide necessary information to enable participation through video conferencing/other audio visual means</p>	
15	<p>The Software should support an IP with the facility-</p> <p>(i)to verify the claims with reference to proof of claims collected;</p> <p>(ii)to maintain a list of Creditors containing the names of Creditors along with the amount claimed, Claim amount admitted and the security interest if any in respect of each such claim & update it;</p> <p>(iii)to make available such list for inspection by the persons, who submitted proofs of claims, & also for inspection by members/partners / directors / guarantors of Corporate Debtor</p> <p>(iv)to determine the voting share of each Creditor in the Committee of Creditors</p>	Regulations 13, 14 & 16, 16Aof CIRP Regulations
<u>16</u>	<p>17.The Software should support an IP with the facility to make Regulatory Reporting to Adjudicating Authority &IBBI:</p> <p>(i)to file the above list of Creditors with the Adjudicating Authority;</p> <p>(ii)to file a report on appointment of Authorized Representatives for a Class of Creditors</p>	Regulations 13, 14, 16, 17, 28, 30, 30A, 39 (4)& 40of CIRP Regulations

	<p>(iii) to file a report on Composition of the Committee of Creditors constituted</p> <p>(iv) to file report/s on the minutes of meetings of CoC</p> <p>(v) to file the changes in the members of CoC, due to assignment or transfer of any debt during the insolvency resolution period</p> <p>(vi) to make an application to the Adjudicating Authority for an order seeking assistance of the local administration in discharging his duties, as may be required</p> <p>(vii) to make an application to the Adjudicating Authority for withdrawal of CIRP application u/s 12A on receiving an application in Form FA before issuing of EOI under Regulation 36A supported by the approval of CoC with 90% majority voting.</p> <p>(vii) to make reporting to IBBI and AA on Preferential & Other Transactions noticed, if any, by the IP, u/s 43, 45, 50 & 66</p> <p>(viii) to submit the CoC Approved Resolution Plan to the AA before the maximum period for completion of CIRP</p> <p>(ix) to file Compliance Report in electronic format (Form H of CIRP Regulations) to the AA</p> <p>(x) to make an application to AA in electronic form for extension of the CIRP period, if instructed by the CoC.</p>	
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<p>17</p>	<p>18.The Software should support the IP with a facility to-conduct the voting in the meeting of Committee of Creditors through electronic means duly indicating the process and manner for voting by electronic means, login ID, facility for generating password and norms for keeping security and casting of vote in a secured manner, etc.</p> <p>Such a facility should enable the participants to participate the meeting of CoC either in person or by video conferencing or audio visual means.</p> <p>The facility should support and ensure un-interrupted and clear video or audio visual connection.</p> <p>The Software should enable the IP to take a roll call when every participant is attending through Video Conferencing or Audio Visual Conferencing by ascertaining & recording the name, capacity, location from where he is participating, receipt of agenda and other connected papers.</p> <p>The facility should be provided by taking due and reasonable care to safeguard the integrity of the meeting by ensuring sufficient security and identification procedures</p> <p>Such a facility should support recording of the proceedings & minutes of the meeting.</p> <p>The Software Service Provider should support storing & safekeeping of documents in electronic form& electronic recordings of the proceedings of the meeting, duly indexed.</p>	<p>Regulations 21, 22 & 23 of CIRP Regulations</p>
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<p>18</p>	<p>Electronic Voting:</p> <p>The Software should support the IP with-</p> <p>(i)a facility to take a vote of the members of the CoC present in the meeting after discussions;</p> <p>(ii)a facility to circulate the minutes of each meeting;</p> <p>(iii) seek a vote of members who did not vote at the meeting on the items listed for voting by electronic voting system where voting shall be kept open for 24 hours from the circulation of minutes of meeting</p> <p>By putting in place appropriate mechanism for electronic voting by the members of CoC.</p> <p>It should be ensured that the system is a Secured system in hardware, software and procedures so that unauthorized access and/or misuse are avoided, by adhering to generally accepted security procedures;</p> <p>The voting portal should have facility to block the same at the end of voting period;</p> <p>The software should provide a dash board indicating the summary of the decision on each agenda item taken up for voting, along with names of members who voted for and against the decision or abstained from voting.</p> <p>The IP software should be integrated to Voting Facility software so that a copy of the above record of voting can be circulated to all the participants by electronic means within 24 hours of conclusion of the meeting.</p>	<p>Regulations 25, 25A &26 of CIRP Regulations</p>
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<p><u>19</u></p>	<p>The Software should support the IP for- Maintenance of accounts / records of all expenses incurred and disclose the costs item wise in such manner as prescribed by IBBI, by integrating the IP Software Module with suitable Accounting Module,</p> <p>so that - the costs fixed to IRP/IP by the AA or RA is abided, wherever the Applicant has not fixed the same and also to obtain approval of all the expenses by the CoC within the limit fixed as above.</p>	<p>Regulation 33 & 34 A of CIRP Regulations</p>
<p><u>20</u></p>	<p>The Software should support the IP for-</p> <p>(i)maintaining the details of fair value and liquidation value of the assets of the Corporate Debtor based on the estimates, submitted by two registered valuers appointed under Regulation 27, computed in accordance with internationally accepted valuation standards after physical verification of inventory and fixed assets;</p> <p>(ii) in arriving at the average of the two closest estimates of value for finalizing the fair value or liquidation value.</p>	<p>Regulation 35 of CIRP Regulations</p>
<p><u>21</u></p>	<p>The software should support the maintenance of details of records relating to Preferential & Other Transactions noticed, if any, by the IP, u/s 43, 45, 50 & 66, maintaining confidentiality of the process, estimated values etc.</p>	<p>Regulation 35 A of CIRP Regulations</p>
<p><u>22</u></p>	<p>The Software should support the IP-</p> <p>-(i)in collecting the details about the Financial Position and other affairs of the Corporate Debtor from various sources by way of interfaces wherever feasible,</p> <p>(ii)collating the details, which enable the IP to prepare and submit the Information Memorandum on the Corporate Debtor in electronic form to each member of the CoC.</p> <p>The Information Memorandum should contain an evaluation matrix and may broadly cover the following details:</p> <p>-Assets & Liabilities with description like date of acquisition, cost of acquisition, remaining useful life,</p>	<p>Regulation 36 & 36 B of CIRP Regulations</p>

	<p>identification number, depreciation charged, book value and other relevant details</p> <ul style="list-style-type: none"> -Latest audited annual financial statements for last 2 years & provisional statements for current year -List of creditors containing names of creditors, amounts claimed, admitted & security interest, if any -Particulars of debts due from or to the Corporate Debtor with respect to related parties -Details of guarantees that have been given to the debts of corporate debtor by other persons -Names & addresses of the members or partners holding at least 1% stake in the Corporate Debtor with the size of stake -Details of all material litigations and ongoing investigations or proceedings initiated by Govt and Statutory Authorities -Number of workers and employees and liabilities of the Corporate Debtor towards them; -Any other information that is relevant 	
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<p>24</p>	<p>The Software should support the IP by-</p> <p>(i) Providing a Template for preparing and publishing the brief particulars of Expression of Interest (EOI) in Form G of CIRP Regulations, inviting EOI, from interested & eligible Resolution Applicants, for publishing the EOI on the Website of the Corporate Debtor and also on the Website designated by IBBI & in any other manner as decided by CoC.</p> <p>The Expression of Interest should broadly cover the following;</p> <p>(i) criteria for Resolution Applicant as approved by COC</p> <p>(ii) basic information about the Corporate Debtor</p> <p>(iii) Facility to electronically receive and resolve the objections received;</p> <p>On receiving the response to EOI, from Resolution Applicants, the Software should support the IP with a suitable template for processing/verifying whether the prospective Resolution Applicants complied with the requirements specified in the EOI, for finalizing the Prospective Resolution Applicants.</p>	<p>Regulation 36 A of CIRP Regulations</p>
<p>24</p>	<p>Finally, the Software should support the IP with a suitable Template to issue an <u>RFRP (Request for Resolution Plans)</u>, to the Prospective Resolution Applicants duly indicating evaluation matrix & Information Memorandum.</p>	

<p>25</p>	<p>The Software should support the IP in</p> <p>(i)receiving/accepting the Resolution Plans submitted by Resolution Applicants along with Affidavits, electronically, which should enable the IP to scrutinize them to ensure that the Resolution Plans received from</p> <p>☐Resolution Applicants cover and demonstrate that-</p> <p>☐</p> <p>☐ It addresses the cause of default</p> <p>☐ It is feasible and viable</p> <p>☐ It has provisions for its effective implementation</p> <p>☐ It has provisions for approvals required and time line for the same &</p> <p>The Resolution Applicant has the capability to implement the Resolution Plan</p>	<p>Regulation 38 & 39 of CIRP Regulations</p>
<p>26</p>	<p><u>Preservation of Records & Submission to Regulators:</u></p> <p>In the matter of storage of Data in the IP Software / Database of the Service Provider, the IP Software should also support all the following Records Preservation / storage requirements, narrated as (A) to (D) here below:</p> <p>The IP Software should also provide appropriate interface with IBBI / AA / RoC to access the records/documents.</p> <p><u>(A)Section 31 (3) (2) of IBC, 2016:</u> <u>“Approval of Resolution Plan</u> – After the Approval of the Resolution Plan by the Adjudicating Authority, the Resolution Professional shall forward all records relating to the conduct of the CIRP and the Resolution Plan to the Board (IBBI) to be recorded on its database.”</p> <p><u>(B) Regulation 7 (2) (g) of IBBI IP Regulations:</u> “The Certificate of Registration granted by IBBI to the Board is subject to the condition that the IP shall-maintain records of all assignments undertaken by him under the Code (IBC) <u>for at least 3 years from the completion of such assignment”</u></p> <p><u>(C) Regulation 39 A of IBBI CIRP Regulations, 2016:</u></p>	

	<p>“Preservation of Records: The Interim Resolution Professional or Resolution Professional, as the case may be, shall preserve the physical as well as electronic copy of the records relating to the CIRP Process of the Corporate Debtor <u>as per the record retention schedule as may be communicated by the Board</u> in consultation with the IPAs”</p> <p>(D) Regulation 41 of IBBI Voluntary Liquidation Process Regulations, 2017:“Preservation of Records: The Liquidator shall preserve a physical or an electronic copy of the reports, registers and books of accounts referred to in Regulations 8 and 10 <u>at least 8 years after the dissolution of the Corporate Person, either with himself or with an Information Utility”</u></p>	
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B: FUNCTIONAL REQUIREMENTS OF INSOLVENCY PROFESSIONALS SOFTWARE FOR FAST TRACK CORPORATE INSOLVENCY RESOLUTION PROCSS

Table 2

Sr. No.	Broad Functional Requirement	For details, please refer to
1	<p>The IP software functionality requirements for Fast Track Corporate Insolvency Resolution Process are almost similar to that of Corporal Insolvency Resolution Process.</p> <p>The difference is that the forms in use are slightly different as under:</p> <p>Form A – Public Announcement</p> <p>Form B – Proof of Claim by Operational Creditors except Workmen & Employees</p> <p>Form C – Proof of Claim by Financial Creditors</p> <p>Form D – Proof of Claim by Workman or an Employee</p> <p>Form E – Proof of claim submitted by an</p>	<p>For details, please refer to Fast Track Insolvency Resolution Process Regulations.</p>

	<p>Authorized Representative of Workmen and Employees</p> <p>Form F – Proof of Claim by Creditors (Other than Financial I& Operational Creditors)</p> <p>Form G – Invitation of Resolution Plans</p> <p>Once these formats in electronic form by way of Templates are enabled for use, the requirement is met, as other functionalities are already made available, for CIRP.</p>	
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C: FUNCTIONAL REQUIREMENTS OF INSOLVENCY PROFESSIONALS SOFTWARE FOR CORPORATE LIQUIDATION PROCSS

Table 3

Sr. No.	Broad Functional Requirement	For details, please refer to
1	<p>Where the Adjudicating Authority passes an order for liquidation of the Corporate Debtor, the IP / Resolution Professional appointed in CIRP acts as Liquidator.</p> <p>The IP Software should support Liquidator in submitting electronic Form of his consent, to act as Liquidator, by way of a Template.</p>	Sec 34 of IBC, 2016
2	<p>Wherever, the AA passes an order for appointing another IP (instead of existing Resolution Professional) as Liquidator, IP Software should support him in submitting electronic Form of his consent to act as Liquidator, by way of a Template.</p>	Sec 34 of IBC, 2016
3	<p>IP Software should support –</p> <p>The Liquidator to make disclosures about the existence of any pecuniary or personal relationship with the Corporate Debtor or any of its stakeholders as becomes aware of it to the IBBI & AA, by way of suitable Templates</p>	Sec 3 (2) of Liquidation Process Regulations, 2016
4		

<p>IP Software should support the following Reporting Requirements of Liquidator, to AA, by way of suitable</p> <p>☐ Templates:</p> <p>A Preliminary Report (detailing the capital structure of the CD, estimates of its assets & liabilities as on the liquidation commencement date based on books of CD)</p> <p>☐</p> <p>An Assets Memorandum (detailing the value of assets, intended manner of sale, expected amount of realization from sale, any other</p> <p>☐ relevant information)</p> <p>Periodical Progress Reports (Providing information relevant to liquidation for the quarter, including appointment, tenure of appointment & cessation of appointment of Professionals, statement indicating the progress of liquidation including settlement of list of stakeholders, details of any property that remains to be sold and realized, distribution made to stakeholders and distribution of unsold property made to the stake- holders, details of fee or remuneration due and received by the Liquidator together with activities carried out by him, remuneration or fee paid to professionals & other expenses incurred by the Liquidator, developments in any material litigation, by or against the CD, filing of and developments in applications for avoidance of transactions, in accordance with Chapter III of Part II of IBC & changes if any in estimation liquidation costs, changes if any in liquidation costs, account of receipts and payments during the quarter, cumulative amount of receipts & payments since the liquidation commencement date, any other material change in expected realization of any property proposed to be sold, along with basis for such a change: &</p> <p>audited accounts of Liquidator’s receipts and payments for the 4th Quarter-end)</p> <p>☐</p> <p>Asset Sale Reports</p>	<p>Regulation 5 (1) of Liquidation Process Regulations</p>
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	<p>(Detailing the asset-wise realized value, cost of realization, manner & mode of sale, the person to whom sale is made, if the value realized is less than the value in the Assets Memorandum, reasons for the same, any other details of the sale)</p> <p>Minutes of consultation with stake- holders</p>	
5	<p>IP Software Service Provider should support the Liquidator with the following Records Preservation Requirements in the Database of the IP Software Service Provider:</p> <p>The electronic copy of all the reports, Registers, Books of Accounts mentioned in Item NO.31 & 34 for 8 years after the dissolution of the Corporate Debtor.</p>	Regulation 5 (2) & 6 (1) to (4) of Liquidation Process Regulations
6	<p>IP Software should support the Liquidator, a two-way electronic communication facility with all the stakeholders to enable the following:</p> <ul style="list-style-type: none"> To accept the applications / requests To respond to the requests by providing reports and minutes of meetings with stake holders To realize the uncalled capital or unpaid capital contribution of the Corporate Debtor from any Contributories 	Regulation 5 (3)& 40 of Liquidation Process Regulations
7	<p>IP Software should support the Liquidator, a functionality to maintain store / preserve the records relating to the following Registers & Books of Accounts(as per forms indicated in Schedule III of Liquidation Process Regulations) with such modifications as the liquidator would suggest, based on the circumstances & requirements of Liquidation Process, by providing interface with an appropriate Accounting Module:</p> <ul style="list-style-type: none"> Cash Book Ledger Bank Ledger Register of Fixed Assets & Inventories Securities & Investments Register Register of Book Debts & Outstanding Debts Tenants Ledger 	<p>Regulation 6 (1) to (4) of Liquidation Process Regulations</p> <p>Formats for maintaining the accounts is furnished in Schedule III to Liquidation Process Regulations</p> <p>Further, it is also provided that these formats are only indicative in nature and the Liquidator may make such modifications to them as he deems fit in the facts and circumstances of the liquidation. Accordingly, the</p>

	<ul style="list-style-type: none"> ☐ Suits Register ☐ Decree Register ☐ Register of Claims & Dividends ☐ Contributories Ledger ☐ Distributions Register ☐ Fee Register ☐ Suspense Register ☐ Documents Register Books Register Register of Unclaimed Dividends & Undistributed ☐ Properties deposited in accordance with Regulation 45 ☐ Details of all Receipts and Payments made or expenses incurred by the Liquidator <p>Such other books or registers as may be necessary to account for transactions entered into by him in relation to the Corporate Debtor</p>	IP Software should support such needs.
8	<p>The IP Software should support the Liquidator with-</p> <p>A functionality to record and maintain the Details / particulars of all consultations made by him with the stakeholders in electronic format by templating Form A of Schedule II of Liquidation Process Regulations</p>	Regulation 8 (2) of Liquidation Process Regulations
9	<p>The IP Software should support the Liquidator with-</p> <p>A functionality to make an application electronically & also to make Regulatory Reporting to the AA/IBBI, by way of suitable templates:</p> <p>(i) for a direction to a person who is in possession of the property of the Corporate Debtor, to cooperate with him in collection of information necessary for conduct of Liquidation</p> <p>(ii) to make an application electronically to the AA for disclaimer of Onerous Property which is not saleable</p> <p>(iii) for permission to distribute the assets to Stakeholders, duly indicating the identity of the asset, value of asset, detailed efforts made to sell the asset & providing reasons for not readily or advantageously sold due to its peculiar or other special circumstances;</p>	<p>Regulation 9 (1), 10(1),31,38, 44, 45 & 46 of Liquidation Process Regulations & Sections 44 to 51 of IBC,2016</p> <p>Schedule I Mode of Sale of Liquidation Process Regulations</p>

	<p>(iv) to report to AA & IBBI, electronically the details of Preferred, Extortionate, Undervalued & Fraudulent Transactions noticed by the Liquidator</p> <p>(v) To report to AA & IBBI, the list of Stakeholders detailing the amounts of claims admitted, extent to which Debts or Dues are secured or unsecured, details of stake holders, proofs of claims accepted fully or partly or rejected</p> <p>(vi) The modifications made in the above lists from time to time</p> <p>(vii) To make an application to AA seeking permission to continue the liquidation process, explaining the reasons as to why it could not be completed in 2 years and specifying the additional time that shall be required for liquidation</p> <p>(viii) To make an Report of completion of Liquidation to AA& IBBI, when the Corporate Debtor is liquidated, showing how it has been conducted and how the Corporate Debtor's assets have been liquidator.</p> <p>(ix) To make an application to the AA& IBBI, before the order of dissolution is passed by the AA u/s 54 (2) of IBC, to pay the unclaimed proceeds of liquidation or undistributed assets in the hands of the Liquidator on the date of order of dissolution, into the Companies Liquidation Account in the Public Account of India.</p>	
10	<p>The IP Software should support the Liquidator with-</p> <p>A functionality to maintain electronically, the details of Preferred, Extortionate, Undervalued & Fraudulent Transactions noticed by the Liquidator</p>	Sec 44 to 51 of IBC, 2016 read with Regulation 11 of Liquidation Process Regulations
11	<p>The IP Software should support the Liquidator with-</p> <p>A functionality to make Public Announcement in electronic format Template (Form B of Schedule II of Liquidation Process Regulations)</p>	Regulation 12 (1) of Liquidation Process Regulations
12		

	The IP Software should have a functionality – To publish the Public Announcement (in Form B of Liquidation Process Regulations by way of a Template) on the Website of the Corporate Debtor and also on the designated Website of IBBI, calling for fresh claims against the Corporate Debtor under Liquidation.	Regulation 12 (3) of Liquidation Process Regulations
13	The IP Software should provide a functionality – To receive / accept claims & Proofs of Claims in electronic form (Forms C, D, E. F & G of Liquidation Process Regulations by templatizing them)from Operational Creditors, Financial Creditors, Workmen/Employees & Other Creditors/Stakeholders; & also to verify & validate the claims with reference to the proofs / books & records of the CD & with the records of IU, to enable him to accept or reject the claims	Regulation 16 to 21, 30 of Liquidation Process Regulations
14	The IP Software should provide a functionality - to prepare a list of claims received & admitted, prepare a list of stake holders category wise on the basis of proof of claims.	Regulation 31 of Liquidation Process Regulations
15	The IP Software should provide a functionality/platform / on-line portal (designated by the Board) to conduct electronic auctions - to sell the assets of the Corporate Debtor, to receive bids, receive confirmation of acceptance of their offers on-line	Schedule I – Mode of Sale – Auction – Point No.7 of Liquidation Process Regulations

D: FUNCTIONAL REQUIREMENTS OF INSOLVENCY PROFESSIONALS SOFTWARE FOR VOLUNTARY LIQUIDATION PROCSS

Table 4

Sr. No.	Broad Functional Requirement	For details, please refer to
1		

	<p>The IP Software should support the IP, when requested by a Corporate Person with a Resolution passed by a special majority of the partners or contributories, to file an application for voluntary liquidation,</p> <p>To prepare an application to the Registrar of Companies in electronic form in the form of a Template, to initiate liquidation of the Corporate Person.</p>	Regulation 3 of Voluntary Liquidation Process Regulations
2	<p>The IP Software should support the IP-</p> <p>-To make disclosures to AA/IBBI/Registrar about the existence of any pecuniary or personal relationship with the Corporate Person or any of its stakeholders as soon as he becomes aware of it, by way of Templates</p>	Regulation 7 (3) of Vol. Liq. Process Regulations
3	<p>The IP Software should support the Liquidator with-</p> <p>A functionality to make Public Announcement in electronic format template (Form A of Schedule II of Liquidation Process Regulations)</p>	Regulation 14 of Vol. Liq. Process Regulations
4	<p>The IP Software should provide a functionality –</p> <p>To receive / accept claims & Proofs of Claims in electronic form templates (Forms B, C, D, E & F of Vol. Liquidation Process Regulations) from Operational Creditors, Financial Creditors, Workmen/Employees & Other Creditors/Stakeholders;</p> <p>& also to verify & validate the claims with reference to the proofs / books & records of the CD & with the records of IU, to enable him to accept or reject the claims</p>	Regulation 17 & 18 of Vol. Liq. Process Regulations
5	<p>The IP Software should provide a functionality to IP-</p> <p>-To file an application electronically with Adjudicating Authority by way of a Template, where the Liquidator detects Fraud & is of the opinion that the Liquidation is being done to defraud a person; and seeking orders to suspend the process of liquidation and pass any such orders as the AA deems it fit.</p>	Regulation 40 of Vol.Liq.Process Regulations

	-To file an application electronically with AA on similar lines, when the Liquidator is of the opinion that the Corporate Person will not be able to pay its debts in full from the proceeds of assets to be sold in the liquidation; and seeking orders to suspend the process of liquidation and pass any such orders as the AA deems it fit.	
6	Other Software Requirement Specifications as narrated under Corporate Liquidation Process are almost similarly required for Voluntary Liquidation Process also. Hence not repeated.	However, for specific software requirement specifications under this Voluntary Liquidation Process, please refer to Voluntary Liquidation Process Regulations, 2017.

**E: FUNCTIONAL REQUIREMENTS OF INSOLVENCY PROFESSIONALS SOFTWARE
FOR INSOLVENCY RESOLUTION PROCSS
FOR PERSONAL GUARANTORS TO CORPORATE DEBTORS**

Table 5

Sr. No	Broad Functional Requirement	For details, please refer to
1	The Insolvency Professional, other than who has filed the Application under Sec 94 or 95 of IBC on behalf of a Guarantor or a Creditor, should provide a written consent in Form A	Regulation 2 of IRP for PG to CD Regulations & Rule 7 of Application to AA Rules
2	Filing of Application & documents	Rule 10 of Application to AA Rules & Rules 20 to 24 & 26 of NCLT Rules 2016 Rule 3 of DRT Procedure Rules Regulations 3, 4, 5 & 11 of DRT Regulations, 2015 & Sec 22 of Recovery of Debts and Bankruptcy Act, 1993
3	Submission & Verification of Claims received in Form B by IP	Regulation 7 of IRP for PG to CD Regulations
4		

	Collecting the details of transfer of debt due to Creditors by IP	Regulation 8 of IRP for PG to CD Regulations
5	Preparation of List of Creditors by IP	Regulation 9 of IRP for PG to CD Regulations
6	Preparation of Statement of Affairs of the Guarantor by IP	Regulation 10 of IRP for PG to CD Regulations
7	Conducting meeting of Creditors by IP, Quorum, Voting, Voting by Proxy	Regulation 11 to 16 of IRP for PG to CD Regulations
8	Preparation of Repayment Plan by IP & contents	Regulation 17 of IRP for PG to CD Regulations
9	Allowing purchase of assets by certain persons	Regulation 18 of IRP for PG to CD Regulations
10	Filing of Repayment Plan by IP with the Adjudicating Authority	Regulation 19 of IRP for PG to CD Regulations
11	Handling of breach of Repayment Plan by Guarantor	Regulation 20 of IRP for PG to CD Regulations
12	Filing of Application with AA by IP for discharge order	Regulation 21 of IRP for PG to CD Regulations
13	Filing of Application by IP with AA for non-cooperation by Guarantor	Regulation 22 of IRP for PG to CD Regulations
14	Withdrawal of Application in Form D - Before Admission by AA - After Admission by AA	Rule 11 of Application to AA Rules
15	Preservation of Records	Regulation 5 of IRP for PG to CD Regulations

F: REQUIREMENT OF COMPLIANCES & DISCLOSURES
BY INSOLVENCY PROFESSIONALS

IBC Section	CIRP Regulation	Activity / Responsibility																
208 (2)	7 (2) (h) First Schedule to IP Reg.	To abide by the Code of Conduct – To be complied by all IPs																
208 (2)	8 & 8A of First Schedule of IP Reg.	Disclosure of pecuniary or personal relationship with stakeholders or association with Financial Creditors																
	34 A CIRP Reg	<p><u>Disclosure of item wise CIRP costs</u></p> <p>IRP or the IP shall disclose item-wise Insolvency Resolution Process Costs in such manner as may be required by the Board (IBBI).</p>																
	Reg 40A CIRP Reg.	<p>The IP/IRP/RP shall file the forms along with enclosures on electronic platform of the Board, as per timelines indicated against each item of this Regulation</p> <table border="0" data-bbox="770 1227 1455 1883"> <thead> <tr> <th data-bbox="770 1227 1225 1261">Form Nos.</th> <th data-bbox="1241 1227 1422 1261">To be filed by</th> </tr> </thead> <tbody> <tr> <td data-bbox="770 1267 1225 1301">1. IP 1 (Pre-assignment)</td> <td data-bbox="1302 1267 1329 1301">IP</td> </tr> <tr> <td data-bbox="770 1308 1225 1417">2. CIRP 1 (From commencement Of CIRP till release of Public Announcement)</td> <td data-bbox="1257 1384 1302 1417">IRP</td> </tr> <tr> <td data-bbox="770 1424 1225 1534">3. CIRP 2 (From Public Announcement Till confirmation/ replacement of IRP)</td> <td data-bbox="1257 1458 1302 1491">IRP</td> </tr> <tr> <td data-bbox="770 1541 1225 1650">4. CIRP 3 (From Appointment of RP Till issue of IM to members Of CoC)</td> <td data-bbox="1219 1615 1257 1648">RP</td> </tr> <tr> <td data-bbox="770 1657 1225 1722">5. CIRP 4 (From Issue of RM till Issue of RFRP)</td> <td data-bbox="1230 1695 1268 1729">RP</td> </tr> <tr> <td data-bbox="770 1729 1225 1794">6. CIRP 5 (From Issue of RFRP Till completion of CIRP)</td> <td data-bbox="1241 1771 1279 1805">RP</td> </tr> <tr> <td data-bbox="770 1800 1225 1883">7. CIRP 6 (Event specific)</td> <td data-bbox="1273 1809 1382 1883">IRP / RP as the case may be</td> </tr> </tbody> </table> <p>The IBBI would make available the Formats on the electronic platform for submission; Filing of these</p>	Form Nos.	To be filed by	1. IP 1 (Pre-assignment)	IP	2. CIRP 1 (From commencement Of CIRP till release of Public Announcement)	IRP	3. CIRP 2 (From Public Announcement Till confirmation/ replacement of IRP)	IRP	4. CIRP 3 (From Appointment of RP Till issue of IM to members Of CoC)	RP	5. CIRP 4 (From Issue of RM till Issue of RFRP)	RP	6. CIRP 5 (From Issue of RFRP Till completion of CIRP)	RP	7. CIRP 6 (Event specific)	IRP / RP as the case may be
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6. CIRP 5 (From Issue of RFRP Till completion of CIRP)	RP																	
7. CIRP 6 (Event specific)	IRP / RP as the case may be																	

		<p>forms after due dates attracts penalties as per the table given</p> <p>For failure to submit the forms or inaccurate submission or delayed submission, the IP shall be liable for any action by the IBBI, apart from penalties including refusal to issue or renew the authorization</p>
<p>IBBI Cir IP/5/2018 Dt 16th Jan 2018</p>		<p>Every IP while taking up an assignment should disclose to IPA with which he is a member and declare his relationship of IP with:</p> <p>Corporate Debtor / Other Professionals (Regd Valuers / Accountants/ legal Professionals etc appointed by him / Financial Creditors PRA</p> <p>For details, refer the IBBI Circular.</p>
<p>IBBI Cir IP/13/2018 Dt 12th Jun 2018</p>		<p>Every IP should declare Fee and other Expenses incurred for Corporate Insolvency Resolution Process in Forms 1, 2 & 3 of Annexure C to the IBBI Circular to the IPA with which he is a member.</p>
<p>Reg 16 of IBBI (Model Bye-laws & Gov.Board of IPA) Reg</p>		<p>Every IP should submit information including records of ongoing and concluded assignments, as an IP, in the manner and format specified by IPA at least twice a year.</p>

Details of Forms to be submitted by IRP or IP to IPA (IBBI Cir dt 12-6-2018)

Form I: Cost Sheet for IRP of CD

(To be submitted by IRP within 7 days of demitting office as IRP)

- Details of CD
- Date of commencement of CIRP
- Assets of CD as on latest balance sheet date
- Turnover
- No.of Workmen/Employees
- Total Amount of Claims admitted on the date of demitting the office
- Date of demitting the office

Form II : Full Details IRP costs of CD for the period under IRP

Amount of expenses incurred & Amount ratified / approved by CoC

(To be submitted by IRP within 7 days of demitting office as IRP)

- Running Process – Expenses to IRP / IPE / Regd Valuer / Other Professionals
CoC Meetings / Other Expenses
- Running Business – Expenses for essential services / other services / Interim Finance
- Other Expenses

Form III Full Details RP costs of CD for the period under IRP

Amount of expenses incurred & Amount ratified / approved by CoC

(To be submitted by IRP within 7 days of demitting office as IRP)

- Running Process – Expenses to IRP / IPE / Regd Valuer / Other Professionals
CoC Meetings / Other Expenses
- Running Business – Expenses for essential services / other services / Interim Finance
- Other Expenses

End of Annexure B

Annexure C

Format of response to requirements (This format available in excel, bidder may download the same from tender section of NeSL website)

NeSL's Requirement for IP Module					Bidder's Input				
Sr. No	Requirement			Group Weightage	Section Weightage	Please enter respective Code 1 - For Available / Ready / Agree 2 - For Not Available (In Phase II) / Alternate proposed Solution 3 - Unable to deliver / Disagree	Time Lines (Max of 60 days)	Response / Remarks	Annexure Reference (If any)
1	Functional Requirements				100%				
	1.1	CIRP end-to-end Solution (Phase I) should cover all the below features		100%	50%				
	1.1.1	IRP/RP to manage, comply with regulatory requirements and achieve the prescribed deadlines for Resolution Process/Liquidation (A detailed checklist for regulatory guidance and functions can be referred to in Annexure B' excluding sub-sections B, E,& F		25%					
	1.1.2	Stores information and restricts access as per need to stakeholders like Claimants, COC, Valuer, Liquidator & other stakeholders		5%					
	1.1.3	Provision for Banks / NBFC to register and monitor development on their cases		5%					
	1.1.4	MIS, Dashboard for cases		5%					
	1.1.5	Event calendar to send reminders to user about timelines or next action		5%					
	1.1.6	Meeting management (meeting invitation Agenda Setting, logging of minutes, communicating minutes to COO)		5%					

		1.1.7	Claim Submission by all different type of claimants, provision of claim verification, formation of COC	5%					
		1.1.8	Maintaining Assets Book including access to value and logging valuations	5%					
		1.1.9	Preparation of Information Memorandum and inviting resolution applicants to participate	5%					
		1.1.10	Storage of confidential data and give access to eligible resolution applicants	5%					
		1.1.11	Maintaining audit logs	5%					
		1.1.12	Provision for submission of resolution plans by resolution applicants	5%					
		1.1.13	Assist in formation of evaluation matrix of resolution processes	5%					
		1.1.14	Facility to generate and forward regulatory reports (reports pertains to IBBI, IPA, NCLT, COC, DRT (in future etc)	5%					
		1.1.15	IP can support multiple cases of resolution or liquidation at a time	5%					
		1.1.16	Features required during the liquidation process	5%					
	1.2		<i>Virtual Data Room (Phase I) should cover all the below features</i>	100%	35%				
		1.2.1	Information generated through CIRP solution should store within Virtual Data room	20%					
		1.2.2	Document Management / Folder management facility to store the information for all formats files/documents including audio video with access control, encryption, and audit trail with date time and IP address logging. Detailed functionality is mentioned in functional requirement document (Annexure B, Sl. No. 23 to 26.)	65%					
		1.2.3	The proposed solution should be modular in structure offering the flexibility of using 'end to end case management software' and /or only following two VDR Services:	15%					

			i) Invitation of Expression of Interest ii) RFP for Resolution plans and approval						
	1.3		<i>Other Functionalities (Phase II) should cover all the below features</i>	100%	15%				
		1.3.0	<i>(A detailed checklist for regulatory guidance and functions can be referred to in Annexure B' pls refer sub-sections B,E,F & G)</i>	0%					
		1.3.1	Reports, MIS and access to NeSL, MCA, AA, IPA, IBBI	10%					
		1.3.2	Functionality for Insolvency Resolution of Personal Guarantors to Corporate Debtors	10%					
		1.3.3	Functionality for Fast Track Corporate Insolvency Resolution	10%					
		1.3.4	Logging of expenditure and reports on same	5%					
		1.3.5	Logging of non-compliance list and report on same	5%					
		1.3.6	Logging of complaints/ grievances and reports on same	5%					
		1.3.7	Continuous improvement of the product over time	10%					
		1.3.8	Functionality for Disclosures and Compliance Reporting by IPs to IPAs & IBBI (Please refer the annexure B, Section G onwards)	10%					
		1.3.9	There should be provision for interoperability with other IBBI's PDAs	10%					
		1.3.10	There should be provision to download the all the information pertains to particular case in CD / pen drive	5%					
		1.3.11	Integration with platform for e-voting, interim finance and auction platform	15%					
		1.3.12	Implementing Data archiving policy as per regulatory requirement	5%					
2			Technological Requirements		100%				

2.1		<i>Preferred Technologies Stack</i>	100%	20%				
	2.1.1	Listed below are our preferred Technology choices. Indicate if a different choice is recommended for (Indicate list of software with version numbers) a) Technologies: Preferred (Java J2EE) b) Operating System: Preferred (Linux) c) App-server: Preferred (JBoss) d) Webserver : Preferred (Nginx) e) Database: Preferred (MySQL) any other component	100%					
2.2		<i>IT Development and Operations</i>	100%	10%				
	2.2.1	Provide details of the IP development and operations proceses and policies a) Application development process b) DevOPS Tools c) Deployment / release management process d) Change management e) Architecture Diagrams f) Data Management g) Design Features h) Connections with external systems i) Monitoring tools for application components	100%					
2.3		<i>Application Integration:</i>	100%	10%				
	2.3.1	Single sign on : Bidder should integrate his end-to-end IP MODULE with NeSL IU application. It is expected then user will login in NeSL web application and navigated to system of CIRP system.	60%					
	2.3.2	NeSL may review and provide recommendations in case an alternate service provider needs to be integrated instead of the one chosen by the vendor. (eg. SMS, email etc)	40%					
2.4		<i>Access Control</i>	100%	10%				

	2.4.1	Access control and audit trails of deployment management, DB access a) Given the sensitivity of the data, the loading process and the different capabilities and/or functions required within the solution access control is essential. Please confirm capability b) Furthermore, audit trails of all attempts (successful or otherwise) to add, edit or delete data must be logged in an audit trail for future reference. Please confirm capability c) Support access based on privilege class d) Support segregation of duties	100%					
	2.5	Security	100%	15%				
	2.5.2	Vulnerability and Penetration Testing: The successful bidder shall produce a Vulnerability and Penetration Testing report to NeSL at the time of go-live and on a quarterly basis. The audit shall be performed by an organization empanelled by NeSL.	55%					
	2.5.3	Support SSL encryption	10%					
	2.5.5	Encryption: Ability to implement encryption and details on same.	35%					
	2.6	Auditability	100%	10%				
	2.6.1	Information Security Audit: Please indicate whether you have performed (a) VAPT (b) code review to identify vulnerability in the code. (Successful vendor shall conduct VAPT on a quarterly basis through the vendor identified by NeSL. Bidder shall have to implement the changes/recommendation suggested by auditor of NeSL Technology committee to mitigate the vulnerability /risks)	100%					
	2.7	Availability & Scalability	100%	15%				

		2.7.1	a) Solution should be available 24x7 b) Only scheduled downtime is allowed with prior written consent of NeSL in non-working time	50%					
		2.7.2	NeSL requires the solution to: a) Handle at least 50 customer users concurrently b) Handle growth to at least 100 users, within the next 2 years. Note: NeSL does not provide auto scaling for the VM/CPU/Memory.	50%					
	2.8		<i>Disaster recovery</i>	100%	5%				
		2.4.1	System recovery time (RTO/RPO) should adhere to the Technical Standards of IU a) Describe and diagram the redundancy requirements b) List all the types of disaster situations the solution provides for. c) Describe the recovery process recommended by the proposed solution when disaster situations arise. d) Describe the methodology used for Disaster recovery. List details on the syncing methods e.g. hot and auto syncing.	100%					
	2.9		<i>Technical support</i>	100%	5%				
		2.9.1	a) Document where the primary technical support centre is located. b) Indicate the operating hours (availability) of the help desk/customer call centre. (Working hours, days of the week etc.) c) Describe the technical support centre's guaranteed response time. d) How are calls logged and managed e.g. Vendor website sign on	100%					

		<p>e) Describe the escalation procedures used to resolve customer problems.</p> <p>f) Provide Web URLs for the following:</p> <p>g) Online issue database</p> <p>h) FAQ</p> <p>i) Facility to monitor logged calls</p>						
3		Presentation and demonstration		100%				
	2.1	<i>Presentation and demonstration</i>	<i>100%</i>	<i>100%</i>				

(End of Document)