

Tender No.: NCCF/HO/Buss/2025-26/05

Dated: 25/02/2026



**National Cooperative Consumers' Federation of India Limited
(NCCF of India Ltd)**

NCUI Complex, 3, Siri Institutional Area, August Karanti Marg, Hauz Khas, New Delhi – 110016

Invitation of Expression of Interest (EOI) for Development/ Supply of Work-flow Tracing Software and solutions for surveillance, tracking and monitoring of mobile vans for NCCF (Bharat Brand Products)

EOI Schedule	
Activity	Date
Floating of EOI	25/02/2026
Last date for sending the EOI documents	05/03/2026 before 11:00 AM

National Cooperative Consumers' Federation of India Ltd. (NCCF) inviting Expression of Interest (EOI) from the eligible and experienced technology service providers who can offer **Work-flow Tracing Software & solutions for surveillance, tracking and monitoring of mobile vans** to strengthen transparency, accountability, and efficiency in retail distribution.

This EOI shall be conducted through a regular offline mode, wherein interested and eligible parties are required to submit their documents along with the financial bid in a sealed envelope to the NCCF Head Office. The sealed EOI envelope must clearly mention: The name of the EOI & the company name.

Submission methods:

- By hand: Deposit the EOI in the EOI box placed at the NCCF Head Office.
- By speed post/courier: Send it to the NCCF Head Office.

Last date and time for submission (for both methods): By 11:00 AM on 05th March 2026

Note: Any delay in submission or delivery will not be considered.

The address of the NCCF Head Office is follow:

**National Cooperative Consumers' Federation of India Limited
(NCCF of India Ltd)**

NCUI Complex,
3, Siri Institutional Area,
August Karanti Marg,
Hauz Khas,
New Delhi – 110016

The account details for the submission of EMD is as follow:

Bank Name : State Bank of India
Branch : NCUI Complex, 3, Siri Institutional Area, August Karanti Marg, Hauz Khas, New Delhi
Account No : 34827894847
Account Name : MD NCCF
IFSC : SBIN0007407

1. Background-

The National Cooperative Consumers' Federation of India Ltd. (NCCF) has been actively engaged in retail distribution of essential commodities to consumers across the country. NCCF regulates all process from approval of "Raw material to distribution of the material to reach designated areas and locations, thereby extending the federation's retail presence beyond fixed outlets.

To enhance the workflow efficiency, accessibility and ensure affordability, given the growing scale of operations and the importance of monitoring the deployment, sales processes, and consumer convenience, NCCF now seeks advanced technology-based work flow tracing software and monitoring system for its operations for retailing of agri-horticulture commodities across branches.

NCCF has adopted the use of mobile vans as a key retail channel. Mobile vans are deployed to reach designated areas and locations, thereby extending the federation's retail presence beyond fixed outlets. NCCF is intended to procure solution for approximately 100 vans, the requirement may increase/decrease as per the actual business requirement.

2. Objective of EOI-

The whole project includes two types of activities, whereas part 1st control the operational activities performed to initiate the office order and part 2nd monitor the distribution and e-surveillance.

Part-1 Digitally transform the process of indenting, its' approval, Security deposit, processing, distribution and efficiently monitor the work flow process during the operational activities.

Part-2 Sourcing e-surveillance and real time monitoring of Vans, stores, office areas and data management from experienced solution provider with proven expertise in.

Both objectives of the EOI shall be fulfilled by the same applicant; partial bids will not be accepted. After finalization of the bidder, the selected bidder shall provide a working model of the software for both parts within four (4) days of such finalization, failing which the EMD may be forfeited and the bidder's participation cancelled.

3. Terms of Reference:

3.1 Bid Submission of Application

- I. The eligible firms are invited to submit an EOI on specified technology requirement to NCCF.
- II. The proposed solution must support end-to-end solution for workflow tracing software and tracking of vehicle including goods inside the vehicle, location and devise status.
- III. The price estimation for the technology solution per vehicle to be submitted along with the EOI.
- IV. Bid complete in all respects should Only be Consider for evaluation. Late or incomplete bid, part bid shall be Rejected.

3.2 Required Submission Documents:

- I. Covering letter expressing interest to participate.
- II. Company profile and relevant credentials.
- III. Details of products/solutions offered.
- IV. Case studies/past deployments.
- V. Declaration of non-blacklisting
- VI. Proof of EMD

3.3 EMD and Performance Security: The bidder should submit Earnest money deposit (EMD) of Rupees 1,00,000/- at the time of submission of EOI.

3.4 Performance Security: A performance Security of 10% of total contract value should be submitted by the successful bidder within 15 days from the award of the contract.

3.5 EMD of the successful bidder will be converted to performance security deposit, any difference between EMD and Performance security (If EMD is less than the calculated security amount) should be deposited by the successful bidder within the mentioned period.

4.Key eligibility criteria:

S.No	Eligibility Criteria	Proof of documents to be submitted
1.	The bidder should be a Public/ Private limited/partnership/ Proprietorship firm registered in India under relevant regulatory norm. The bidder should not be a Subsidiary of a foreign company.	Certificate of Incorporation Issued by Registrar of Companies/ competent authority along with PAN/ TAN, GSTIN Certificate and any other tax related document also required to be submitted along with the bid.
2	The bidder should have yearly minimum turnover of Rs. 40 lakhs in the Financial Years (23-24,24-25 &25-26).	Copy of the audited balance sheet (for 23-24 & 24-25) and turnover certificate issued by Chartered Accountant with UDIN number (for 25-26).
3	For MSME Only: The bidder should have minimum turnover of Rs. 40 lakhs in the current financial year (25-26).	Copy of Turnover certificate issued by Chartered Accountant with UDIN number

4	The bidder should have experience of having developed software or solution or executed or provided technologies for surveillance, monitoring, tracking of transportation of Agri-horticulture commodities under any Government scheme, with minimum 2000 vehicles in max 2 work orders.	The bidder has to submit a PO /Sanction Order or association certificate from first party on their letter head (in case rendered service as third party) or any relevant documents. Completion certificate may also be submitted, if applicable.
5	Bidder should not have been debarred / blacklisted by any Govt. Organizations/PSUs/etc. in India in last 5 years as on the date of BID submission.	Self-Certificate should be submitted (As per Annexure- II)
6	The bidder should have completed minimum 3 years in business. The bidder Firm/ entity should be older than 3 year or more.	Firms' registration/incorporation certificate
7	For MSME only The bidder should have completed minimum 1 years in business. The bidder Firm/ entity should be older than 1 year or more.	Firms' registration/incorporation certificate
8	The service provider should ensure that there are no legal proceedings/inquiries/investigations that have been commenced/pending against the service provider by any statutory or regulatory or investigative agencies or any other for which performance under the contract will get adversely affected/may get affected.	Self-declaration to this effect on the company's letterhead should be submitted. (As per Annexure-II)

5. Pagination & Authentication of Documents-

- i. All pages of the bid document must be sequentially numbered.
- ii. All undertakings/certificates must be signed and stamped by the authorized signatory.
- iii. Certificates requiring CA authentication must be signed, stamped.

6. Incorrect Information / Tampering-

- i. If any information is found incorrect or the document is tampered/modified, the bid shall be rejected and the bidder shall be banned for participating in any future bid to NCCF.
- ii. If such discrepancies are found after award of work, the work order will be terminated and action will be taken as per the Agreement.

7. Submission of Multiple Bids

If a bidder submits more than one bid, **all bids** of that bidder will be rejected.

8. Term of Payments-

8.1 Payment Terms – Part 1: Workflow Tracing Software

- a) **Advance Payment:** Twenty percent (20%) of the total software development cost shall be released after issue of Work Order, submission of Performance Security and signing of Agreement.
- b) **Milestone Payment:** Forty percent (40%) of the total software development cost shall be released after successful development, deployment, installation on NCCF server, submission of complete source code and successful User Acceptance Testing (UAT).
- c) **Final Payment:** Thirty percent (30%) of the total software development cost shall be released after successful Go-Live of the system, completion of training to NCCF officials, millers and distributors, and submission of all user manuals, training material and documentation.

d) **Retention Amount:** Ten percent (10%) of the total software development cost shall be retained as Performance Retention and shall be released after six (6) months of satisfactory performance of the system without any major defects.

e) **Annual Maintenance Contract (AMC):** AMC charges shall be paid annually in advance after completion of the first year of successful operation, subject to satisfactory performance certification by NCCF.

8.2 Payment Terms – Part 2: Surveillance, Tracking and Monitoring of Mobile Vans:

a) **Hardware Payment:** Eighty percent (80%) of the hardware cost shall be released after delivery, installation and physical verification of GPS devices, cameras and accessories in the vehicles. The remaining twenty percent (20%) shall be released after successful integration with the dashboard and stabilization of the system for a minimum period of thirty (30) days.

b) **Installation and Integration Charges:** Installation, commissioning and integration charges shall be released after successful commissioning and testing of the system.

c) **Subscription / Rental Charges:** Subscription or rental charges, if applicable, shall be paid on a quarterly basis in arrears, based on the number of active and functional devices, subject to certification by NCCF.

d) **Non-Payment Conditions:** No payment shall be made for non-functional devices, interrupted services beyond permissible limits, or non-compliance with the agreed Service Level Agreement (SLA).

8.3 General Payment Conditions

a) All payments shall be released within thirty (30) days from the date of submission of correct and complete invoice, along with all relevant documents, duly certified by the competent authority of NCCF.

b) Payments shall be made through NEFT / RTGS only.

c) Applicable GST shall be paid separately as per Government norms.

d) TDS and other statutory deductions shall be made as per applicable laws.

e) Final payment shall be subject to submission of complete source code, data backup, documentation and a No Dues Certificate.

9. Consortium, Joint Venture & Sub-contracting

- i. Bidders applying as a consortium or joint venture are not eligible.
- ii. Sub-contracting or sub-letting, in part or full, is strictly prohibited. Discovery of such action will lead to termination and ban for participating in any future bid to NCCF.

10. Conflict of Interest

A bidder shall be considered in conflict of interest if:

- a. It is involved in conflicting activities related to this project.
- b. It undertakes assignments conflicting with this project.
- c. It has business/family relations with any NCCF staff involved in this EOI.
- d. Bidder shall not be part of Bharat Brand in the past, present or future as a miller or distributor.

Bidders must mandatorily disclose any actual/potential conflict. Failure to disclose may lead to disqualification, termination or blacklisting.

11. Code of Conduct & Business Ethics

- i. NCCF expects bidders to follow ethical business practices.
- ii. Bribery, corruption, and undue influence are strictly prohibited.
- iii. Any business obtained through fraud/misrepresentation will be cancelled at NCCF's discretion.

12. Disclaimer

NCCF reserves the right to:

- a. Cancel the EOI without assigning reason.
- b. Modify/relax/withdraw any terms.
- c. Reject any/all bids without liability.
- d. Add items to the Scope of Work.
- e. Seek additional information from any bidder.
- f. Evaluate bids based on eligibility and qualification.

13. Confidentiality of Data

- i. All data, deliverables, and intellectual property shall remain the property of NCCF.
- ii. No disclosure or external use is permitted without written approval of NCCF.
- iii. All records must be handed over before contract expiry and before final payment.

14. Termination

NCCF may terminate the contract with 15 days of written notice without providing any justification.

NCCF reserve the rights to terminate the contract immediately for:

- i. Poor quality of work
- ii. Breach of terms of contract/ Agreement
- iii. Material breach
- iv. Insolvency
- v. Non-performance
- vi. Repeated defaults after due notice, etc.

The termination may attract forfeiture of security deposit, blacklisting etc.

15. Indemnity Clause

The successful bidder shall indemnify NCCF and keep indemnified against any loss or damage, claims, compensation, penalty, fine, levies, etc. on account of slackness, deficiency, failure to observe any obligations under the contract, failure to comply with statutory/ mandatory provisions pertaining to the contract by the Service Provider in respect of the services provided etc., whatsoever.

16. LIQUIDATED DAMAGES (LD) CLAUSE

16.1 Delay in Delivery / Implementation

If the Successful Bidder fails to complete the supply, installation, commissioning, integration, or any milestone within the stipulated time as specified in the Work Order / Agreement, NCCF shall be entitled to recover Liquidated Damages (LD), without prejudice to other remedies available under the contract.

16.2 Rate of LD

Liquidated Damages shall be levied at the rate of 0.5% of the total Contract Value per week of delay or part thereof, subject to a maximum of 10% of the total Contract Value.

16.3 Delay in Services / Uptime Non-Compliance

In case of failure to maintain the prescribed uptime or delay in rectification beyond the defined Service Level Agreement (SLA) timelines, proportionate penalty/LD may be imposed as per SLA matrix.

16.4 Recovery Mechanism

LD amount shall be recovered from:

- Pending payments, or
- Performance Bank Guarantee (PBG), or
- Any other dues payable to the Bidder.

16.5 Non-Waiver

Imposition of LD shall not relieve the Bidder from its contractual obligations nor affect NCCF's right to terminate the contract.

17. RISK AND COST CLAUSE

17.1 Failure to Perform

If the Successful Bidder fails to execute the contract, abandons the work, fails to supply the required goods/services, or commits material breach of contract terms, NCCF shall issue a written notice calling upon the Bidder to remedy the default within a specified period (normally 7–15 days).

17.2 Procurement at Risk and Cost

If the Bidder fails to remedy the breach within the stipulated period, NCCF shall be at liberty to:

- Terminate the contract wholly or partially; and/or
- Procure the balance goods/services from alternate sources at the risk and cost of the defaulting Bidder, without further notice.

17.3 Recovery of Differential Cost

Any additional expenditure incurred by NCCF in procuring the goods/services from alternate sources, including administrative expenses, shall be recoverable from the defaulting Bidder.

The same may be recovered from:

- Performance Bank Guarantee;
- Security Deposit;
- Any pending or future payments due;
- Through legal proceedings, if required.

17.4 Blacklisting / Debarment

In addition to recovery under Risk & Cost, NCCF reserves the right to initiate action for blacklisting/debarment of the Bidder as per applicable guidelines.

17.5 No Limitation of Other Rights

Invocation of the Risk & Cost Clause shall be without prejudice to any other rights and

remedies available to NCCF under law or contract, including forfeiture of Performance Security and claim for damages.

17.6 Ethics and integrity:

Bidders, their employees and agents shall maintain the highest standards of integrity and ethics during the procurement process and execution of the contract. Any form of fraud, bid rigging, collusion, undue influence or corrupt practice is strictly prohibited and will lead to immediate disqualification and may attract legal action under applicable laws. NCCF reserves the right to take appropriate action, including but not limited to cancellation of the bid/contract and blacklisting of the bidder, if any unethical conduct comes to light. Bidders are expected to comply with the anti-corruption and vigilance guidelines issued by the Government of India.

18. NCCF's Rights

18.1 NCCF reserves the right to: -

- Reject all or any bids without assigning any reason.
- To modify, suspend, change or supplement this EOI at any stage. Any change to this EOI document shall be uploaded on NCCF website <http://nccfindia.com>.
- In case of any ambiguity/ dispute in the interpretation of any of the clauses in this EOI Document, NCCF's interpretation of the clauses shall be final and binding on all applicants/parties.
- At any stage, if it is found that the supplier/manufacturer (Proprietorship, Partnership, Private Limited Company, etc) has given incorrect and misleading certificate/information/document(s), NCCF shall be free to take suitable action including cancellation of contract, forfeiture of security / EOI security amount, blacklisting of the applicant, etc.
- Call for any additional information/documents from experienced firm (Proprietorship, Partnership, Private Limited Company, etc) and same shall be submitted by them to NCCF within given time period.
- It may kindly be noted that Government of India or any State Government in India shall not be a party to this transaction.
- NCCF shall be at liberty to postpone / cancel the EOI and accept or reject any bid without giving any reason whatsoever.
- NCCF shall terminate the empanelment of a Business Associate, etc. if they have competed against NCCF in any bid either individually, as a partner or in a Joint Venture.
- Violation of any terms & conditions of this EOI may lead to termination/blacklisting/penalty.
- Conditional bids shall not be accepted.
- The decision of NCCF shall be final and binding.

18.2. Subletting

- The vendor/supplier shall not sublet, subcontract, or assign the contract to any third party.
- Any attempt to subletting shall lead to termination, blacklisting and forfeiture of Security Amount.

18.3 General Clause

- Misuse of NCCF name, logo or letter head, etc shall lead to blacklisting including forfeiture of EMD but not limited initiation of legal proceedings.

19. Legal & Audit Protection Clause

Submission of false, misleading, fabricated, or suppressed information at any stage of the EOI process shall result in one or more of the following actions, at the sole discretion of NCCF:

- Rejection of the bid;
- Termination of the contract, if already awarded;
- Forfeiture of Earnest Money Deposit / Performance Security;
- Blacklisting / debarring of the bidder;
- Recovery of losses or damages suffered by NCCF;
- Initiation of appropriate legal action as per applicable laws.

Such action shall be without prejudice to NCCF's other contractual and statutory rights.

20. Force Majeure

- a) If at any time during the existence of this EOI documents either party is unable to perform in whole or in part any obligations under this bid document because of war, hostility, military operations, civil commotion, sabotage, quarantine, restrictions, acts of God and acts of Government (including but not restricted to prohibitions of exports and imports), fires, floods, explosions, epidemics, strikes or any other labour trouble, embargoes, or any such condition beyond the control of the party, then the date of fulfilment of any obligations engagement shall be postponed during the time when such circumstances are operative. Any waiver/extension of time in respect of the delivery of any instalment or part of the goods shall not be deemed to be waiver/extension of time in respect of the remaining deliveries.
- b) If operation of such circumstances exceeds three months either party will have the right to refuse further performance of the contract in which case neither party shall have the right to claim eventual damages.
- c) The party which is unable to fulfil its obligations under the present contract must within 15 days of occurrence of any of the causes mentioned in this clause shall inform the other party in writing of the existence or termination of the circumstances preventing the performance of the contract. Certificate issued by the competent authority connected with the case India shall be sufficient proof of the existence of the above circumstances and their duration. Non-availability of raw material will not be an excuse to the successful bidder for not performing their obligation under the contract.

21. General Provisions

- a) **Governing Laws:** This contract will be governed and construed in accordance with the laws of the republic of India without giving effects to the principles of conflicts of laws. Both parties agreed to submit the jurisdiction at New Delhi.
- b) **Compliance with Laws, Notifications etc:** bidder confirms that it has entered into this transaction with the full knowledge and understanding of this Contract and subject to all the laws and notifications and rules applicable to this area, including terms and conditions laid down by the Government of India or any State Govt. and the undertakings given by the NCCF to the Competent Authority of the Government of India in this regard and that the bidder has familiarized itself with all the aforesaid and other applicable contracts, arrangements, undertakings, conditions on inspection of the documents with the NCCF.
- c) **Further Assurances:** The parties hereto shall cooperate with each other, both during and after the term of this contract, and to execute, when requested, any other document deemed necessary or appropriate by parties hereto to carry out the purpose of this contract.
- d) **Severability:** If any provision of this contract is held to be invalid or enforceable for any reason, the remaining provisions will continue in full force without being impaired or invalidated in any way. The parties hereto agree to replace any invalid provision with a valid provision which most closely approximates the intent and economic effect of the invalid provision.

e) **Waiver: Not a limitation to enforce**

i. Failure of either party to enforce at any time or for any period of time the provisions hereof shall not be construed to be waiver of any provisions or of the right thereof to enforce each and every provision.

ii. Any express or implied waiver by the NCCF of any default shall not constitute a waiver of any other default by the 'Bidder or a waiver of any of the NCCF rights. All original rights and powers of the NCCF under this Contract will remain in full force, notwithstanding any neglect, forbearance or delay in the enforcement thereof by the NCCF, and the NCCF shall not be deemed to have waived any of its rights, or any provision of this Contract, or any notice given hereunder, unless such waiver be provided in writing by NCCF, and any waiver by the NCCF of any breach by the Bidder of the Contract, shall not be deemed a waiver of any continuing or recurring breach by the 'Bidder of the Contract.

f) **Right to amend terms and conditions:**

i. The Bidder agrees and understands that terms and conditions of the Contract may be modified/amended by the NCCF in accordance with any directions/order of any court of law, Governmental Authority, in compliance with applicable law and such amendment shall be binding on the 'Procuring Society.

ii. The NCCF further reserves the right to correct, modify, amend or change all the Schedules attached to this Contract and also Schedules and/or Annexure which are indicated to be tentative at any time or addendum to this contract, if any, executed between the parties.

iii. Any amendment as aforesaid shall be carried out in writing.

g) **Notice:** Any notices required or permitted herein under shall be given to the appropriate party at the address specifies herein or as such other address as the party shall specify in writing. Such notice shall be deemed given: upon personal delivery; if sent by the facsimile, upon confirmation of receipt; or if sent by certified by or registered mail postage etc. 7 days after the date of mailing.

i) Entire Contract: This contract together all annexure, specifications and other attachments which are incorporated herein by reference, is the sole and entire contract between the parties relating to the subject matter hereof. This contract supersedes all prior understandings, contracts and documentation relating to such subject matter. No supplement, modification or amendments of this contract shall be binding unless executed in writing by both parties in this contract. In the event of conflict of provisions of the main body of the contract and attached annexure, specification or other materials, this contract shall take precedence

22. Applicable Law, Jurisdiction and Dispute Resolution:

a) This document shall be constituted and the legal relation between the parties hereto shall be determined and governed according to the laws of Republic of India.

b) All or any disputes arising out or touching upon or in relation to the terms of this contract including the interpretation and validity of the terms thereof and the respective rights and obligations of the parties shall be settled amicably by mutual discussion failing which the same shall be settled through arbitration by way of a Sole Arbitrator, to be appointed mutually by the parties. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act of 1996 (as amended up to date) or any statutory amendments/modifications thereof for the time being in force. The seat and venue of the arbitration shall be at New Delhi India and language of arbitration shall be English.

c) Nothing contained in this clause shall prevent the NCCF from seeking interim injunctive relief against the bidder in the courts having jurisdiction over the parties.

Note: The signed EOI documents, along with all the required supporting documents, shall be submitted by the applicants along with the necessary documents, must be duly filled, signed, and stamped by the applicant.

For any queries related to tender document, you may contact (between 10 : 30 AM to 5 PM)

1. Avinash Kumar : +91-7004845681
2. Deepak Singh Negi : +91-9818939498

PART-1

1.1 Objective-

- I. NCCF proposed to engage a competent agency for design, develop, Services and maintenance of holistic end to end office Workflow Tracing software for monitoring the process of distribution of Bharat Brand products.
- II. The portal shall cover the complete supply chain starting from Request of goods, approval and lifting of raw material by millers from designating government warehouse processing, packaging and onward distribution of Bharat brand products through impanelled distributors.
- III. Bharat brand is Emerging scheme and operational framework may undergo changes from time to time. The selected agency shall be fully prepared to accommodate such changes in the software without description of services.

1.2 Scope of Work-

- I. The selected bidder shall provide a centralised web-based office workflow tracing Software with the end-to-end visibility and control of Bharat brand product movement.
- II. The scope shall include design, development, Services, Maintenance and hosting (if required) testing training environment maintenance contract and operational support.
- III. The Bidder should have an operational frame work and can complete customization software solution shall be ready for delivery and deployment with in Ten (10) days from the date of allocation of work.

1.3 User registration and access management-

- I. The portal shall provide a platform to onboarding of NCCF head office, NCCF branch offices, NCCF regional offices, Miller, distributor and warehouses.
- II. Separate role-based login credential shall be provided for NCCF head office, NCCF Branches, Miller, distributor and NCCF head office users.
- III. Access rights shall be controlled through a role-based access control mechanism ensuring data security and functional segmentation.

1.4 Security and EMD Information's Provisions-

- I. The platform should have capabilities to integrate with our EMD/ EOI platform so that it can provide us information's regarding security Deposit/ EMD deposited by Miller or distributor
- II. It can track all the records of Such deposits Date, time, bank records. Along with the status of refund Processed for Millers & Distributors with details of Authorised person.

1.5 NCCF Office & Warehousing Workflow-

- I. The portals are incorporate a structured digital approval workflow at each and operational each operational stage.
- II. The workflow Should include Request Proceed, then the process of approvals and the trace of process forwarding Documents to all the Concern department involved in the approval process.
- III. The Workflow Shall include work flow including approval of work order, lifting of raw materials, processing, packaging and distribution of the finished products.
- IV. The work flow shall monitor, allocation of finished products to various channel of the distribution network. I.e Retails Stores, E commerce, Big Retails Chain and Mobile Vans.
- V. The module shall capture warehouse details and logistics including Tracking of Raw material and finished goods at various points.
- VI. All module shall be fully integrated with NCCF approval workflow and dashboards.

1.6 Daily report and task compliance-

The portal shall maintain Reporting by Miller, distributor and retailers' activities.

Daily reporting shall be system driven and compulsory within the automated reminders

Known compliances or delay in the reporting shall be flagged and visible to NCCF Platform.

The work flow shall provide the final reports of Daily activities involving

- A) Daily Intend Approved Quantity
- B) Daily Pickup completed by miller.
- C) Daily quantity processed by the miller.
- D) Daily finished product dispatch to Distributor
- E) Daily reports of material dispatch to distribution network
- F) Daily Sales reports of all Distribution Channels.

1.7 Dashboard and MIS reporting-

- I. Real time dashboard shall be provided for NCCF head office regional office Branch office Miller and distributor.
- II. The dashboard shall display the allocation status lifting status distribution status agency wise and Location wise performance Exceptional reports.
- III. The system shall include a comprehensive mis module through which any type of reports required by NCCF can be generated.
- IV. Report should be downloadable in a commonly used format such as Excel and pdf.

1.8 Notification in alerts-

- I. The portal shall generate automated notifications reminder and alerts where user actions and approval required.
- II. There should be provision to use Mobile base excess, (Can provide Mobile application if required) -
- III. The bidder shall provide the mobile application if required by NCCF integrated with the web portal
- IV. The mobile application shall support daily reporting notification and status updates

1.9 Data ownership and interictal property rights acts-

- I. NCCF shall be the soul and absolute owner of the Workflow tracing software/ application. Including the complete source code data-based structure and data generated
- II. The bidder shall have no ownership or commercial rights over the software or data.
- III. The bidder shall Hand over the complete source code and documentation to NCCF upload deployment.

1.10 Training and knowledge transfer-

- I. The Bidder shall provide complete knowledge transferred to of the system to NCCF Staff Appointed by NCCF.
- II. Proper training shall be provided to NCCF office branches through NCCF head office.
- III. Online training shall be provided to Miller and distributors
- IV. The Bidder help prepare a detailed training module step by step user manual and comprehensive training videos.

- V. All training materials should remain the property of NCCF.

1.11 Annual maintenance contract and manpower support-

- I. The bidder shall provide the AMC for the software yearly basic.
- II. AMC shall include, but not limited to, bug fixing performance optimization security updates and functional modifications arising due to change in the Bharat brand schemes.
- III. The Bidder shall deploy at least one well trained operational staff at NCCF head office for day-to-day function coordination and support.

1.12 Bid submission-

- I. All costs related to EOI preparation and participation in demonstration/testing are to be borne by the applicant.
- II. The demonstration should be continuing until satisfactory completion of the concept.
- III. The EOI must be complete and to be prepared in English and to be submitted as two separate documents (technical bid and financial) attached via email to the below mentioned address.
- IV. Technical bid must include information per Annexure I and II along with other details.
- V. The financial bid attached should be in PDF with password protected. The password should not be shared in the same application email. Financial bid submitted without password protection will be liable to disqualify the bidder.
- VI. The NCCF committee will ask for the password only after completion of technical bid evaluation and shortlisting of the firm.
- VII. Any bid with incomplete information/document will not be considered.

Submission methods:

- By hand: Deposit the EOI in the EOI box placed at the NCCF Head Office.
- By speed post/courier: Send it to the NCCF Head Office.

Last date and time for submission (for both methods): By 11:00 AM on 05th March 2026

Note: Any delay in submission or delivery will not be considered.

1.13 Financial bid format-

As mentioned above in para 1.12 of this document.

Note: The financial bid envelope shall be subscribed as financial bid Workflow tracing software/ for Bharat brand products. (as per the format included in this document)

1.14 Technical specification and system architecture-

- I. The Workflow tracing software shall be deployed using a web architecture ensuring scalability security and easy to access for Miller distributed and NCCF Officer
- II. Their user interface shall be responsive user friendly and compatible with commonly used web browsers
- III. The design shall ensure it is Easy to use for users with limited technical experience.

1.15 Database, Server, Scalability and Flexibility-

- I. The database architecture shall support secured storage retrieve and management of large volumes of transactions and reporting data

- II. Proper data validation Indexing and backup mechanism shall be incorporated
- III. The server environment shall be stable secure and capable of handling Content users across multiple locations
- IV. Etiquette security configuration access control and regulatory system updates shall be ensured.
- V. The system architecture shall be scalable to accommodate increase in user data volume and functions modules
- VI. As Bharat Brand is an emerging scheme the software shall be flexible to incorporate future changes additional workflow and new reporting requirements without major redevelopment.

1.16 Ownership and handover-

- I. The complete application including source code development using the above technology shall be handover to NCCF.
- II. NCCF shall remain the sole owner of software database and all relevant intellectual properties.
- III. The entire application should be transferred/ deployed to NCCF server only.

1.17 Technical evolution format-

- I. Evaluation shall be done in on the following formats-
- II. Experience of the bidder
- III. Technical capabilities and purpose solutions
- IV. Understanding of scope and scalability
- V. Training and support plan
- VI. Compliance with ownership and delivery times
- VII. Only technically qualified bidder shall be considered for financial bid openings

PART-2

2.1 Objective-

Identify competent solution provider with proven expertise in e-surveillance and real time monitoring of Vans, stores, office areas and data management. The Mobile van will operate each state of India and bidder should be able to provide services all the locations.

2.2 Scope of Work

The proposed technology should be able to provide solution or compatible for provide the followings-

1. Real-time location tracking
2. Route deviation
3. Geo-fencing capability
4. Storage backup (**5-7 days' streaming**)
5. Alert for unauthorized halt on route
6. Alert for device tempering
7. All information is displayed in a dedicated Dashboard
- 8. Overall data back up in dedicated cloud**
- 9. Secure data transmission and access control**
10. Any other additional and relevant requirements

Key Features Required:

- I. Supply and delivery of devices for surveillance, tracking and monitoring system of vans engaged by NCCF for various purposes.
- II. Installation and commissioning
- III. Integration with existing NCCF systems, if any
- IV. Integrated dashboard or platform with real-time monitoring, analytics, report etc
- V. Storage and recording with minimum 4-5 days of backup
- VI. Alert system for any mishappening, tampering or diversions.
- VII. Capability for integration with all kinds of vans.

2.3. Services to be rendered by the Service Provider

- 1) Provide technical support for integration and maintenance including trials and demonstration.
- 2) Customization of technology/equipment as per need and requirements of NCCF.
- 3) Dedicated support for regular monitoring and reporting (minimum 2 employees on bidding firm's payroll)
- 4) Secure storage of data and information for minimum of 1 year
- 5) Assistance in fulfilling any other technical requirement related to proposed technology/device.

2.4. Application Preparation and Submission

- I. All costs related to EOI preparation and participation in demonstration/testing are to be borne by the applicant.
- II. The demonstration should be continuing until satisfactory completion of the concept.
- III. The EOI must be complete and to be prepared in English and to be submitted as two separate documents (technical bid and financial) attached via email to the below mentioned address.
- IV. Technical bid must include information per Annexure I and II along with other details.
- V. Any bid with incomplete information/document will not be considered.

Submission methods:

- By hand: Deposit the EOI in the EOI box placed at the NCCF Head Office.
- By speed post/courier: Send it to the NCCF Head Office.

Last date and time for submission (for both methods): By 11:00 AM on 05th March 2026

Note: Any delay in submission or delivery will not be considered.

2.5 Financial bid format-

As mentioned above in para 2.4 of this document.

Note: The financial bid envelope shall be subscribed as financial bid for solutions of surveillance, tracking and monitoring of mobile vans for NCCF. (as per the format given in this document)

2.6 Ownership and handover-

- I. The complete tracking services will be Rental application; the bidder will be given payments based on annual subscription required by the NCCF.
- II. NCCF shall remain the sole owner of software database and should be transferred to NCCF, whenever needed.

2.7 Technical evolution format-

- I. Evaluation shall be done in on the following formats-
- II. Experience of the bidder
- III. Technical capabilities and purpose solutions
- IV. Understanding of scope and scalability
- V. Training and support plan
- VI. Compliance with ownership and delivery times
- VII. Only technically qualified bidder shall be considered four financial bid openings

Financial Bid (on Firm's letter head)

Part 1- Financial bid Workflow tracing software for Bharat brand products

Sr No	Description	Unit	Quantity	Total Rate per vehicle (Rs)
1	Software Development cost		1	
2	Source-code Transfer cost		1	
3	Deployment charges (If Any)		1	
4	AMC Charges (Yearly) including, minor Updates in software, Bugs fixing, Training & Support		1	
5.	Applicable Taxes GST @.....%			
	Total cost including GST			

Part 2- Financial bid for solutions of surveillance, tracking and monitoring of mobile vans for NCCF

Sr No	Description	Unit	Quantity	Total Rate per vehicle (Rs)
1	Hardware- GPS device	Per vehicle	1	
	Hardware- Camera with inbuilt GPS	Per vehicle	1	
2	Accessories, supporting devises, if any	Per vehicle	1	
3	Installation, commissioning, integration, and maintenance of hardware per vehicle and dashboard development, reporting per annum charges.	Per vehicle	1	
4	Renewal of subscription charges, if any (Optional)	Per vehicle	1	
5	Any other costs? (Optional)	Per vehicle	1	
	Applicable Taxes GST @.....%			
	Total cost including GST			

Authorized Signatory

(Signature with Company Seal)

Name:

Designation:

Place:

Date:

BIDDER INFORMATION FORMAT
(To be submitted on the Bidder's Letterhead)

Name of the Bidder (Company/ Firm):	
Registered Office Address:	
Corporate Office / Branch Office Address (if any):	
Legal Status of the Bidder: (Public/Private/Partnership/Others)	
Registration Details (attach copies) Incorporation Certificate: GST PAN TAN CIN MSE certificate, if applicable	
Authorized Signatory Details	Name: Designation: Mobile No: Email
Contact Person for this EOI	Name: Designation: Mobile No: Email
Employee Strength: (own and outsourced)	
Declarations: (to be printed in Rs 50 or Rs 100 stamp paper, signed by authorized signatory and seal of the firm)	
Not Debarred/Blacklisted:	<input type="checkbox"/> Yes <input type="checkbox"/> No
No Legal Proceedings Affecting Performance:	

Declaration:

I/We hereby declare that the information furnished above is true and correct to the best of my/our knowledge. Any deviation or incorrect information may result in rejection of the bid.

Authorized Signatory

(Signature with Company Seal)

Name:

Designation:

Place:

Date:

ANNEXURE- II

(On Non-Judicial Stamp Paper of Rs 50/- or Rs 100/- Affidavit for not having a conflict of interest, for non-blacklisting, and for compliance with code of conduct and business ethics)

Subject: Expression of Interest (EOI) for Develop/ Supply of Work-flow Tracing Software and solutions for surveillance, tracking and monitoring of mobile vans for NCCF

I, _____ (name of authorized signatory of bidding company/firm), _____ (designation of authorized signatory), of _____ (name of bidding company/firm) and

of having its office at _____ (full address of bidding

company/firm) certify that _____ (name of bidding company/firm) does not have any conflict of interest as defined in the EOI document. I undertake that we will abide by the terms and conditions related to the conflict of interest mentioned in the EOI document and we will accept the decision of NCCF of India Limited in this regard

2. Further, I _____ certifies that the _____ (name of bidding company/firm) have not been blacklisted to date by any Central Government or State/ UT Government entity.

3. Further, I certifies that the _____ (name of bidding company/firm) is in compliance with code of conduct and business ethics mentioned in the EOI document. I undertake that we will abide by the terms and conditions related to the code of conduct and business ethics mentioned in the EOI document and we will accept the decision of NCCF of India Limited in this regard.

(Signature of Authorized Signatory with firm / firm seal)

Place:

Date: