

National Bank for Agriculture and Rural Development

Procurement of Data Analytics Software

Expression of Interest

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SECTION I – INTRODUCTION

1. National Bank for Agriculture and Rural Development (NABARD) is a body corporate established under the National Bank for Agriculture and Rural Development Act, 1981, with its Head Office at Plot No. C-24, 'G' Block, Bandra-Kurla Complex, Bandra (East), Mumbai-400051. NABARD also operates Regional Offices, Training Establishments, and other setups across various cities in India. Detailed information regarding the functions of the Bank is available on the website – www.nabard.org
2. NABARD invites Expression of Interests (EoIs) from reputable software development firms specializing in Data Analytics Software.
3. NABARD intends to procure a comprehensive **Data Analytics Software** from Original Equipment Manufacturer (OEM)/ System Integrators for a period of five years. This software should be user-friendly, simple to install and navigate, and offer a smooth application update process. It should also support interconnectivity between applications and hardware, be cross-platform compatible, and include AI integration to enhance functionality. The software should provide data analytics software for on-the-fly data retrieval, data mining from identified data sources, migration of existing dashboards/reports and representing the same in most comprehensive manner.
4. This is an Expression of Interest (EoI) and not an offer of engagement. NABARD reserves the right to withdraw this Expression of Interest (EoI) or reject any or all proposals received without assigning any reasons whatsoever.
5. The procurement process for **Data Analytics Software** will be a Two Stage Expression of Interest (EoI) process as follows:

Expression of Interest (EoI) for Shortlisting

- **Objective:** The objective of Expression of Interest (EoI) is to identify and select a vendor aligning well with the goals and purposes of Data Analytics Software as mentioned above.
- **Evaluation Criteria:** The main evaluation criteria will be assessing the past experience in supply, support and maintenance of such software. The company shall be evaluated based on the proposed functional & technical software for data analytics solution where NABARD will select the company on the minimum eligibility criteria laid out in Section IV.
- **Disclaimer for Bidders:** Bidders who can provide the licenses for Data Analytics tool either on perpetual basis or on annual basis and also can provide support & maintenance during the project period of 5 years, including

consulting for BI solutions for NABARD only are invited to participate and submit their Expression of Interest (EoI).

6. The bidder should ensure that the following documents are submitted suitably while bidding in the Central Public Procurement Portal of Government of India (CPPP) Portal (<https://eprocure.gov.in>)
 - a. Copy of the bidder's original Certificate of Incorporation along with audited balance sheet for the last three Financial Years (FY, 2021-22, 2022-23 and 2023-24).
 - b. Non-Blacklisting / Non-Debarment Declaration as given in Annexure-I.
 - c. Bidder details with seal and signature as given in Annexure-II.
 - d. A letter from Original Equipment Manufacturer (OEM)/ System Integrators on its letterhead certifying that the bidder is the authorized partner/System Integrator for providing the license, implementation, and maintenance of the license.
 - e. Pre-Integrity Pact on Rs.200/- stamp paper as per the format in this bid document as given in Annexure-III.
 - f. Expression of Interest Submission Form as given in Annexure IV.
 - g. Project Details as given in Annexure V.
 - h. Submission of necessary links/ details against each of the technical parameters in Annexure-VI.
 - i. Open Worldwide Application Security Project (OWASP) conformance certificate as given in Annexure-VII.
 - j. Details of existing Power BI Reports to be migrated as given in Annexure-VIII.

In the event of non-submission of any of the above documents, the proposal is liable for rejection.

7. **Selection:** NABARD will establish a committee with the responsibility of shortlisting potential vendors.
 - a. The shortlisted vendors will then be invited to submit their commercials.
 - b. Following the evaluation of these commercials and consideration of the cost of services offered, the final selection will be made.

SECTION II – SCHEDULE OF EVENTS

Sr. No.	Event	Date
1.	Publishing of Expression of Interest (EoI) on NABARD website and Central Public Procurement Portal of Government of India (CPPP) Portal	17 Oct 2024
2.	Last date and time for receipt of queries (through emails only) for clarification from applicants	23 Oct. 2024
3.	Date and time of Pre-bid meeting (Physical Meeting)	24 Oct. 2024- 3.00 pm
4.	Last Date and Time for Expression of Interest (EoI) Submission along with all supporting documents.	04 Nov 2024 5.00 pm
5.	Opening of Expression of Interests	06 Nov 2024

SECTION III - SCOPE OF WORK

National Bank for Agriculture and Rural Development (NABARD) is inviting proposals for a Data Analytics Software from Original Equipment Manufacturer (OEM) / System Integrators for a period of five years. In case any bidder is submitting proposals in collaboration with a partner agency who may execute a part of the works detailed in the scope, the name of such agency should be disclosed upfront and change of the partner agency at a later date would not be allowed. It may also be noted that in such cases, all the documents would be executed by the primary bidder alone and all the covenants in the documents would *mutatis mutandis* be applicable for the partner agency as well. NABARD would deal only with the primary bidder; the primary bidder alone would be responsible for the delivery of all items in the scope of work; and all payments would be made only in the name of the primary bidder.

This software should be user-friendly, simple to install and navigate, and offer a smooth application update process. It should also support interconnectivity between applications and hardware, be cross-platform compatible, and include AI integration to enhance functionality. The software should provide data analytics for on-the-fly data retrieval and visualisation; data mining from identified data sources and representing the same in the most comprehensive manner.

The detailed technical specifications expected from participating bidders are outlined in the attached document (Annexure-VI). Providing services in accordance with these specifications shall be the responsibility of the successful bidder for this project. The bank here refers to NABARD and its subsidiaries.

Scope of Work: The successful bidder will be responsible for the following:

- **General Delivery Variables**
 - Delivery of the Data Analytics software with licenses for approx. 2500 developers-cum-users for a period of five years. Alternatively, if the software is offered on core-based licences, licenses for 16 core may be offered.
 - Install, configure, commission and ensure that the software is fully operational and meets the specified performance criteria.
 - Provide all necessary documentation, including user manuals and technical guides.
 - Migrate the existing reports and dashboards developed in Power BI to the new software commissioned.
 - In-house consulting services for specific business needs.

- **Software Installation and Navigation**
 - The software should be user-friendly, simple to install, and easy to navigate.
 - Provide a smooth and efficient application update process, accommodating users located in diverse locations.
 - Software that come bundled with a mobile app (for both android and iOS) would be preferred.
- **Interconnectivity and Compatibility**
 - Ensure the software supports seamless interconnectivity between applications and hardware, without any limitation on data size related performance.
 - Ability for integrating the software through customisable Application Programming Interfaces (APIs), embedding options.
 - Extract, transform, and Load (ETL) capabilities through wide options of data integration.
 - Multi-tenancy design & easy scalability.
- **Support and Maintenance**
 - Provide 24/7 call and Teams/ email support to resolve any issues promptly.
 - Maintenance and updates for the software as required over the five-year period.
- **Security and Authentication**
 - Provide certificate of conforming to the Open Worldwide Application Security Project (OWASP) standards for source code in the prescribed format.
 - Implement various security measures including Single Sign-on (SSO) integration, and device authorization.
 - Ensure end-to-end encryption of user data.
 - Provide the ability to remotely wipe data from lost or stolen devices.
- **Document Handling and Annotations**
 - Enable users to view, annotate, and share documents, videos, and audio files.
 - Providing dynamic navigation and annotation tools with auto-save functionality.
 - Software should facilitate export of multiple dashboards/ reports into a single paginated pdf/ excel workbook formats with options for different

page orientation for different pages; multiple options for fonts and aligning texts as also for automatic updation of 'page number index' based on the number of pages in different tabs.

- Software should facilitate dynamic hiding of tables/ charts in reports if they do not have data.
- **User and Device Management**
 - Allow administrators to manage user roles, devices, and access rights.
 - Ensure secure login options and handling multiple device authorizations.
- **Training and Support**
 - User-Group specific re-usable content.
 - Conducting online/ physical training for multiple batches covering one cycle of different user groups.
- **Implementation Timeline**
 - Supply, install, and commission the software and provide licences within 30 days from the date of issue of the contract order.
 - Migrate the existing reports, dashboards and Analytical Use Cases (AUCs) developed in Power BI within six months from the date of issue of the contract order. The details of the existing Power BI reports and dashboards to be migrated are given in Annexure VIII.
 - The bank reserves the right to cancel the contract order in case of an inordinate delay in the supply of products and services.
- **Support and Discontinuation**
 - Support the software for the entire project period covering development and maintenance phases.
 - The bank reserves the right to discontinue the project at any time within the project period of five years.
- **Technical Specification Document**
 - The detailed technical specification document outlining the functionalities required in the data analytics software is attached as Annexure-VI.

In brief, NABARD is seeking a vendor to provide a software with user-friendly installation and navigation, seamless interconnectivity with customizable Application Programming Interfaces (APIs) and Extract, transform, and Load (ETL) capabilities, robust security measures, document handling with annotation tools, and advanced user/device management. The package emphasizes 24/7 support, Artificial Intelligence (AI) integration, multi-tenancy design, and cross-platform functionality. The solution must be scalable, secure, and adaptable to specific business needs, including migration of existing dashboards/reports.

Proposed Timeline and deliverables for Data Analytics Software:

It is expected that the bidder already has standard data analytics software available with them and the same shall be customised for NABARD as per the requirements mentioned as above. The selected vendor would be required to customize, test and implement the data analytics software within 180 days' time as per the following schedule:

Sr. No.	Task	Schedule (from the date of Contract Order)
1	Customization of the software as per NABARD requirements, if any	30 days
2	Testing & acceptance of the software	45 days
3	Migration of existing Power Bi Reports	105 days
4	Support & Maintenance	Post completion of the above tasks and up to 5 years

Timeliness:

Timeliness of execution and delivery are very crucial in this project as concurrent migration of existing dashboards for users' access and familiarising the solution to all the developers and users across the Bank have to be achieved within the schedule mentioned above. As such, agreed delivery schedules are of paramount importance and should be strictly adhered to.

SECTION IV – BIDDER’S ELIGIBILITY CRITERIA

This process is open to all Bidders who fulfil the eligibility criteria as set out below and are in agreement with terms & conditions of this Expression of Interest (EoI) document. The Bidders should furnish documentary evidence supporting the information provided by them as part of the bidding process. Expression of Interest (EoI)s not satisfying the eligibility criteria will be rejected.

Sr. No.	Eligibility Criteria	Documents to be submitted	Compliance (Yes/ No/ NA)
1	The primary bidder Original Equipment Manufacturer /System Integrator should be a company registered in India under Company Act, 1956/ 2013 or a partnership firm/ a Limited Liability Partnership company under the Limited Liability Partnership Act, 2008 with average annual turnover of ₹25 crore and above for the last three Financial Years (2021-22, 2022-23 and 2023-24)	Certificate of Incorporation issued by Registrar of Companies and full address of the registered office. Audited financial statements of last three Financial Years viz., 2021-22 2022-23 and 2023-24.	
2	The bidder should have net profit in at least two financial years during last three audited financial years. The net worth of the Bidder should be positive as at the end of the 31 March 2024 based on the audited financial statements. A certificate to this effect duly signed by the Auditor of the bidder shall be submitted.	Chartered Accountant’s Certificate specifically indicating the turnover, profit after tax and net worth for the last three audited years.	
3	The software proposed by primary bidder should have been in industry for a minimum of 5 years and should have provided its data analytics software to at least 3 clients in BFSI	Relevant Purchase orders, clearly indicating the scope and value of the contract, with client references and contact details.	

	(Banking, Financial Services, and Insurance) Sector, within the past 3 Financial Years.		
4	The primary bidder should have 24*7 offsite support.	Self-declaration from the primary bidder to this effect that support centre is located in India and the address of the support office.	
5	The bidder should not be debarred/ blacklisted since 01.04.2020 by any bank, Financial Institution, State/ Central Govt.	A declaration should be submitted as per format in Annexure - I	

SECTION-V QCBS EVALUATION CRITERIA

1. The broad criteria for evaluation of the bids would be a Quality-cum-Cost-Based-System (QCBS) as follows:

Sr. No.	Item	Percentage (Weightage)
1	Technical Evaluation	70%
2	Commercial Bid	30%
	Total	100%

2. The bidder should score equal to or more than 75% in the technical bid evaluation process to be qualified for commercial evaluation. Further, the bidder should also clear the minimum cut-off score in each of the technical parameters to be eligible for commercial evaluation.

3. The **Overall Technical Score (OTS)** for only the bidders with score equal to or more than 75% in technical bid will be calculated as follows:

$$\text{OTS} = T / \text{THigh} * 100$$

where

OTS – Overall Technical Score obtained by the bidder

T - Technical score obtained by the bidder

THigh - Highest Technical score secured among the bidders

4. Overall Technical Score (OTS) of the technically qualified bids would be announced before the representatives of the bidders and only the commercial bids of those bidders would be opened for commercial evaluation.

5. Commercial Evaluation

5.1. Only the bidders who are found technically qualified in Technical Evaluation would be considered for commercial evaluation. NABARD would determine whether the Financial Proposals are complete, and unconditional.

5.2. The bidder who has scored the highest, based on the final weighted evaluation score calculated in the ratio of technical 70% and commercial 30%, would be selected for further discussion for finalizing contract/ placing PO (Purchase Order) or LoI (Letter of Intent) subject to satisfying all the terms and conditions defined in this Expression of Interest (EoI) document.

5.3. As mentioned in the Expression of Interest (EoI) document, the final evaluation of bidders would be made using the QCBS (Quality and Cost Based

Selection) method, following the 70:30 ratio (i.e. 70% weightage for Technical Score and 30% weightage for Commercial Score. As per the QCBS method, NABARD shall follow the steps given below for finding the rankings of the shortlisted bidders.

5.5. The Normalized Commercial Score of a Bidder (NS) will be arrived at using the formula:

$CQ = TCO$ quoted in the commercial bid

During the commercial bid evaluation, only the CQ will be considered where CQ is Commercial Quotation and TCO is Total Cost of Ownership

Normalized Commercial Score of a Bidder (NS) = {Lowest CQ/ CQ of Bidder under consideration} * 100 (adjusted to 2 decimals)

5.6. The weightage given to the technical and financial proposals are - Technical = 0.70 and Commercial = 0.30

5.7. Combined total score (S) = (OTS x 0.70) + (NS x 0.30)

where OTS is the Overall Technical Score of that bidder, and NS is the Normalized Commercial Score.

Table 1 - Scoring methodology for Technical Evaluation

Clause	Requirement	Total Score	Minimum Score to be Obtained	Marks Obtained by the Bidder
A	Ease of integration with existing applications/ data bases	10	5	
B	Data mining from existing data sources	10	5	
C	Features to ensure data quality, security, and compliance	10	5	
D	Multiple options for Data Visualization	10	5	
E	Interactive Visualizations	5	3	
F	Export Options	5	3	
G	Features for Administrator	10	5	
H	Security Features	5	3	
I	Interconnectivity and Compatibility	10	5	
J	AI Integration	10	5	
K	Support and Maintenance	10	5	

L	Presentation on the proposed solution	25	16	
M	Software comes with a bundled mobile app (both android and iOS)	10	5	
N	Vendor is providing both perpetual and subscription-based pricing models	10	5	
O	Methodology and approach for migration of existing Power BI reports	10	5	
	Total	150	80	

SECTION-VI – EXPRESSION OF INTEREST SUBMISSION PROCESS

- 1. Raising of queries/ clarifications on Request for Expression of Interest (EoI) document:** The Bidders requiring any clarification on this document should submit their written queries to email id: ddmabi@nabard.org. Any suggestions/ feedback may also be sent to the above email id. The following officials may be contacted in case of any queries.

Sr. No	Name of the person	Contact number	Email address
1	P Ramalakshmi	8919137240	ddmabi@nabard.org
2	Apoorva	9650170552	
3	Mahendrakumar L Dantrao	9922216469	

- 2. Modification in Request for Expression of Interest (EoI) document:** At any time prior to the deadline for submission of Expression of Interest (EoI)s, NABARD may modify any part of this document. Such change(s), if any, may be in the form of an addendum/ corrigendum and will be uploaded in NABARD's website – <https://eprocure.gov.in> and <https://www.nabard.org>. All such change(s) will automatically become part of this Expression of Interest (EoI) and will be binding on all Bidders. Interested Bidders are advised to regularly refer the above-mentioned URLs for any updates.
- 3. Request for extension of date for submission of Expression of Interest (EoI) will not be entertained.** However, to give prospective Bidders reasonable time to take the amendments, if any, into account in preparing their Expression of Interest (EoI), NABARD may, at its discretion, extend the last date for the receipt of Expression of Interest (EoI). No Expression of Interest (EoI) may be modified subsequent to the last date for receipt of Expression of Interest (EoI). No Expression of Interest (EoI) may be withdrawn in the interval between the last date for receipt of Expression of Interest (EoI) and the expiry of the Expression of Interest (EoI) validity period specified by the Bidder in the Expression of Interest (EoI).

4. Bidders are advised to study the Expression of Interest (EoI) Document carefully. Submission of the Expression of Interest (EoI) will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms, and requirement specifications in the Expression of Interest (EoI) document with full understanding of its implications. Expression of Interest (EoI) not complying with all the given clauses in this Expression of Interest (EoI) document are liable to be rejected. Failure to furnish all information required in the Expression of Interest (EoI) Document or submission of an Expression of Interest (EoI) not substantially responsive to the Expression of Interest (EoI) document in all respects will be at the bidder's risk and may result in the rejection of the Expression of Interest (EoI) proposal.
5. Expression of Interest (EoI) as per details of Section III, IV, V VI and VII along with Annexures namely Annexure I, Annexure II, Annexure III, Annexure IV, Annexure V, Annexure VI Annexure VII and Annexure VIII should be submitted along with proof of documents (wherever applicable).
6. **Submission of Expression of Interest (EoI): Detailed Expression of Interest (EoI) must be submitted at Central Public Procurement Portal of Government of India (CPPP) Portal (<https://eprocure.gov.in>) on or before 5 PM on 4 November 2024.**
7. NABARD may ask Bidders for clarifications or additional documents/credentials at its discretion.

SECTION-VII – TERMS & CONDITIONS

- 1.** Submission of an Expression of Interest (EoI) is evidence of a Bidder's consent to comply with the terms and conditions of the Expression of Interest (EoI) process and subsequent bidding process. If a Bidder fails to comply with any of the terms, their bid may be summarily rejected.
- 2.** Wilful misrepresentation of any fact in the Expression of Interest (EoI) will lead to the disqualification of the Bidder without prejudice to other actions that NABARD may take. The Expression of Interest (EoI) and the accompanying documents will become property of NABARD.
- 3.** NABARD reserves the right to accept or reject any or all Expression of Interest (EoI)s received without assigning any reason therefor whatsoever and NABARD's decision in this regard will be final.
- 4.** NABARD reserves the right to inspect the facilities of the bidder any time during the evaluation stage to verify the genuineness and to ensure the conformity with the proposal submitted.
- 5.** The bidder is required to submit their full profile giving details about organization, experience, competence, and adequate evidence of its financial standing etc. in the enclosed forms (Annexure II & Annexure V) which will be kept confidential.
- 6.** No contractual obligation whatsoever shall arise from the Expression of Interest (EoI) process.
- 7.** Any effort on the part of Bidder to influence evaluation process may result in rejection of the Expression of Interest (EoI).
- 8.** NABARD is not responsible for non-receipt of Expression of Interest (EoI) within the specified date and time due to any reason including holidays in between.
- 9.** NABARD reserves the right to verify the validity of information provided in the Expression of Interest (EoI) and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of Expression of Interest (EoI).
- 10.** NABARD reserves the right to recall the Expression of Interest (EoI) at any stage without giving any reasons.
- 11.** It shall be incumbent upon the vendor to ensure that only legally available public data is extracted in accordance with applicable copyright laws and regulations.
- 12.** The vendor hereby acknowledges and agrees to undertake complete responsibility for executing thorough data authentication procedures prior to furnishing any information to NABARD. This obligation is intended to safeguard against the dissemination of false, fabricated, or misleading information.
- 13.** Bidders shall be deemed to have:

- a. Examined the Request for Expression of Interest (EoI) document and its subsequent changes, if any for the purpose of responding to it.
- b. Examined all circumstances and contingencies, having an effect on their Expression of Interest (EoI) and which is obtainable by making reasonable enquiries.
- c. Satisfied themselves as to the correctness and sufficiency of their Expression of Interest (EoI) and if any discrepancy, error or omission is noticed in the Expression of Interest (EoI), the Bidder shall notify NABARD in writing on or before the end date/time.

14. Public Procurement Policy on Micro and Small Enterprises (MSEs):

- a. NABARD is governed by provisions of the Public Procurement Policy for Micro and Small Enterprises (MSEs) as circulated by the Ministry of Micro, Small and Medium Enterprises, Government of India.
 - b. These provisions shall be applicable to Micro and Small Enterprises (MSEs) registered with District Industries Centers or Khadi and Village Industries Commission or Khadi and Village Industries Board or Coir Board or National Small Industries Corporation or Directorate of Handicrafts and Handloom or any other body specified by Ministry of Micro, Small and Medium Enterprises (MSMEs).
 - c. Agencies/ Bidders desirous of availing exemptions/ preference under above provisions should submit a copy of proof of Registration as MSEs/ and ownership of the same by Scheduled Caste (SC)/Scheduled Tribe (ST) along with the Expression of Interest.
- 15.** The bidder shall bear all costs associated with submission of Expression of Interest (EoI). NABARD will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.
- 16.** Bidders must advise NABARD immediately in writing of any material change to the information contained in the Expression of Interest (EoI), including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advice.
- 17.** Shortlisted Bidders must not advertise/ publicize in any form (without prior written permission from NABARD) about their unit having been shortlisted by NABARD.
- 18.** NABARD may re-visit any of the conditions of this Expression of Interest (EoI), before the deadline for submission.
- 19.** NABARD shall have the right to cancel the Expression of Interest (EoI) process at any time, without thereby incurring any liabilities to the affected Bidders. Reasons for cancellation, as determined by NABARD in its sole discretion include but are not limited to, the following:
- a. Services contemplated are no longer required.

- b. Scope of work not adequately or clearly defined due to unforeseen circumstances and/or factors and/or new developments.
- c. The project is not in the best interest of NABARD.
- d. Any other reason.

20. The bidder shall submit Pre-Contract Integrity Pact (Annexure III) duly signed by the bidder on each page and witnessed by two persons along with Expression of Interest (EoI) submission (Annexure IV). Bids submitted without PRE-CONTRACT INTEGRITY PACT, as per the format provided, shall not be considered for evaluation. The integrity pact shall be signed and submitted on Stamp paper of Rs. 200/- or as applicable in the State where it is executed.

ANNEXURE-I - NON-BLACKLISTING/ NON-DEBARMENT DECLARATION

(On the Organization's letterhead)

Part A. In the case of a Proprietary Concern

I hereby declare that neither I in my personal name or in the name of my Proprietary Concern M/s. _____ which is submitting the accompanying Bid/Tender nor any other concern in which I am proprietor nor any partnership firm in which I am involved as a Managing Partner have been placed on blacklist/debarred since 01.04.2019 declared by any Bank, Financial Institution, Govt.'s Vendor Blacklist or debarred except as indicated below:

(Here give particulars of blacklisting/debarment and in absence thereof state "NIL")

Part B. In the case of a Partnership Firm

We hereby declare that neither we, M/s. _____, submitting the accompanying Bid/Tender nor any partner involved in the management of the said firm either in his individual capacity or as proprietor or managing partner of any firm or concern have or has been placed on blacklist/debarred since 01.04.2019 declared by any Bank, Financial Institution, Govt's Vendor Blacklist or debarred, except as indicated below

(Here give particulars of blacklisting/debarment and in the absence thereof state "NIL")

Part C. In the case of Company

We hereby declare that we have not been placed on any blacklist/debarred since 01.04.2019 declared by any Bank, Financial Institution, State or Central Govt's Vendor Blacklist or debarred, except as indicated below:

(Here give particulars of blacklisting/debarment and in the absence thereof state "NIL")

* We hereby declare that we have not withdrawn any bid after being selected as L1

It is also understood that if this declaration is found to be false in any particular, NABARD shall have the right to reject my/our bid, and if the bid has resulted in a contract, the contract is liable to be terminated.

Place: Signature of Bidder: _____

Date: Name of Signatory: _____

ANNEXURE-II – BIDDER’S DETAILS

Sr.No.	Items	Bidder’s Response
1	Basic Information	
	a) Name of the organization	
	b) Name of the contact person	
	c) Registered office Address	
	d) Phone no. of the contact person (& Mobile No.)	
	e) Email address of the contact person	
	f) Website if any, of the organization	
	g) Year of commencement of business	
	h) PAN no.	
	i) TAN no.	
	j) Company Registration Certificate: Registrar of Companies (ROC)/District Industry Centre (DIC)etc	
	k) Service tax registration No./ Goods and Services Tax No.	
	l) Name of the proposed Data Analytics Software for this Expression of Interest (EoI)	
2	Details of Promoters/ Director/ Partners’ (in case of partnership)	
	Name	
	Address	
	Mobile No.	
3	Location of competency/ development centre and number of professionals	
4	Net profits (In Rupee Crore) of the last three financial years:	
	For 2023-2024	
	For 2022-2023	
	For 2021-2022	
5	Annual turnover (in Rupee Crore) of the last three financial years:	
	For 2023-2024	
	For 2022-2023	
	For 2021-2022	

Authorized Signatory:

Name of the Authorized Signatory:

Date:

Place:

Seal:

ANNEXURE-III - PRE-CONTRACT INTEGRITY PACT

(To be executed on Non-Judicial Stamp Paper of Rs.200/-)

Between

National Bank for Agriculture and Rural Development (NABARD)
hereinafter referred to as **“The Buyer”**

And

..... hereinafter referred to as **“The Vendor”**

Preamble

The Buyer intends to award, under laid down organizational procedures, contract/s for The Buyer values full compliance with all relevant laws of the land, rules, regulation, and economic use of resources and of fairness /transparency in its relations with its Vendor(s) and/or Contractor(s).

In order to achieve these goals, the Buyer will appoint Independent External Monitors (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 – Commitments of the Buyer

- (1) The Buyer commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a. No employee of the Buyer, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Buyer will, during the tender process treat all Vendor(s) with equity and reason.
The Buyer will, in particular, before and during the tender process, provide to all Vendor(s) the same information and will not provide to any Vendor(s) confidential/ additional information through which the Vendor(s) could obtain an advantage in relation to the tender process or the contract execution.
 - c. The Buyer will exclude from the process all known prejudiced persons.
- (2) If the Buyer obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Buyer will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Section 2 – Commitments of the Vendor(s)/ Contractor(s)

- (1) The Vendor(s)/ Contractor(s) commit themselves to take all measures necessary to prevent corruption. The Vendor(s)/ Contractor(s) commit themselves to observe the following principles during participation in the tender process and during the contract execution:

- a. The Vendor(s)/ Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Buyer's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b. The Vendor(s)/ Contractor(s) will not enter with other start-ups/vendors into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of Bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
 - c. The Vendor(s)/ Contractor(s) will not commit any offence under the relevant IPC/PC Act or any other applicable anti-corruption laws; further the Vendor(s)/ Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Buyer as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d. The Vendor(s)/ Contractor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly, the Vendor(s)/ Contractors(s) of Indian Nationality shall furnish the name and address of the foreign Buyers, if any.
 - e. The Vendor(s)/ Contractor(s) will, when presenting their Bid, disclose any and all payments made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f. Vendor(s)/ Contractor(s) who have signed the Pre-Contract Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- (2) The Vendor(s)/ Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 – Disqualification from tender process and exclusion from future contracts

If the Vendor(s)/ Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form which put their reliability or credibility in question, the Buyer is entitled to disqualify the Vendor(s)/ Contractor(s) from the tender process.

Section 4 – Compensation for Damages

- (1) If the Buyer has disqualified the Vendor(s) from the tender process prior to the award according to Section 3, the Buyer is entitled to demand and recover the damages equivalent to Earnest Money Deposit/ Bid Security.
- (2) If the Buyer has terminated the contract according to Section 3, or if the Buyer is entitled to terminate the contract according to Section 3, the Buyer shall be

entitled to demand and recover from the Contractor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 – Previous transgression

- (1) The Vendor declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption/ Transparency International (TI) approach or with any Public Sector Enterprise in India/ Undertaking in India or any Government Department in India.
- (2) If the Vendor makes incorrect statement on this subject, he can be disqualified from the tender process and/ or an action for his exclusion may be taken and/or he shall be liable for compensation of such damages that are incidental to such transgression mentioned herein.

Section 6 – Equal treatment of all start-ups/ vendors/ Contractors/ Subcontractors

- (1) In case of sub-contracting, the Contractor shall take the responsibility of the adoption of Pre- Contract Integrity Pact by the sub-contractor and shall submit the same to the Buyer before contract signing.
- (2) The Buyer will enter into agreements with identical conditions as this one with all start-ups/ vendors and Contractors.
- (3) The Buyer will disqualify from the tender process all start-ups/ vendors who do not sign the Pact or violate its provisions.

Section 7 – Criminal charges against violating Vendor(s)/ Contractor(s)/ Subcontractor(s)

If the Buyer obtains knowledge of conduct of a Vendor, Contractor or Subcontractor, or of an employee or a representative or an associate of a Vendor, Contractor or Subcontractor which constitutes corruption, or if the Buyer has substantive suspicion in this regard, the Buyer will inform the same to the Chief Vigilance Officer.

Section 8 – Independent External Monitor

- (1) The Buyer appoints competent and credible Independent External Monitor (“**Monitor**”) for this Pre-Contract Integrity Pact after approval by the Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.

The Independent External Monitor appointed for NABARD is:

1. Dr. Sanjay Kumar Panda, IAS (Retd.)
515, Ward No.3
Sideshwar Sahi
Cuttack City, Cuttack district
Odisha 753 008
Email: sanjaypandaias@gmail.com

2. Shri Jagdeep Kumar Ghai, P&TA, FS (Retd.)
Falt 1032, A Wing, Vanashree Society
Sector 58 A&B, Palm Beach Road
Nerul, Navi Mumbai – 400706
Email: jkghai@gmail.com

- (2) The Monitor is not subject to instructions by the representatives of the parties and performs his/ her functions neutrally and independently. The Monitor would have the right to access all Contract documents, whenever required. It will be obligatory for him/ her to treat the information and documents of the start-ups/ vendors/ Contractors as confidential. He/ she reports to the Chairman, NABARD.
- (3) The Vendor(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Buyer including that provided by the Contractor. The Contractor will also grant the Monitor, upon his/ her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- (4) The Monitor is under contractual obligation to treat the information and documents of the Vendor(s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-disclosure of Confidential Information' and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Chairman, NABARD and recuse himself/ herself from that case.
- (5) The Buyer will provide to the Monitor sufficient information about all meetings among the parties related to the Project, provided such meetings could have an impact on the contractual relations between the Buyer and the Vendor/ Contractor/ Sub-Contractor. The parties offer to the Monitor the option to participate in such meetings.
- (6) As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/ she will so inform the Management of the Buyer and request the Management to discontinue or take corrective action, or to take other relevant action. The Monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
- (7) The Monitor will submit a written report to the Chairman, NABARD within 8 to 10 weeks from the date of reference or intimation to him by the Buyer and, should the occasion arise, submit proposal for correcting problematic situations.
- (8) If the Monitor has reported to the Chairman, NABARD, a substantiated suspicion of an offence under the relevant IPC/ PC Act or any other statutes/ laws, and the Chairman NABARD has not, within reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- (9) The word '**Monitor**' would include both singular and plural.

Section 9 – Pact Duration

This Pre-Contract Integrity Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract and for all other third party/ Original Equipment Manufacturer (OEM) Vendors after 6 months. Any violation of the same would entail disqualification of the start-ups/ vendors and exclusion from future business dealings.

If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharge/ determined by the Chairman of NABARD.

Section 10 – Other provisions

- (1) This agreement is subject of Indian Laws, place of performance and jurisdiction is the Head Office of the Buyer, i.e. Mumbai.
- (2) Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
- (3) If the Contractor is a consortium, this agreement should be signed by all consortium members.
- (4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- (5) Issues like Warranty/ Guarantee etc. shall be outside the purview of IEMs.
- (6) In the event of any contradiction between the Integrity Pact and its Annexure, if any, the Clause in the Integrity Pact will prevail.

BUYER

Name of the Officer
Designation
NABARD

Vendor

Chief Executive Officer
Organisation

Witness

1. _____

2. _____

Witness

1. _____

2. _____

ANNEXURE-IV - EXPRESSION OF INTEREST SUBMISSION FORM

(To be submitted on the letter head of the Agency(s))

Date: _____

The Chief General Manager/ Officer in Charge (OIC)
Department of Data Management, Analytics, & Business Intelligence,
National Bank for Agriculture and Rural Development
3rd Floor, B Wing, C-24, 'G' Block,
Bandra-Kurla Complex, P.B. No. 8121, Bandra (East),
Mumbai - 400 051.
Maharashtra

Dear Sir,

Subject: Submission of the Expression of Interest for selection of a bidder to provide a Data Analytics Software for NABARD

We, the undersigned, offer to provide services for “selection of a bidder to provide a Data Analytics Software for NABARD” in accordance with your Expression of Interest dated _____. We are hereby submitting our Expression of Interest (EoI).

We hereby declare that all the information and statements made in this Expression of Interest (EoI) are true and accept that any misinterpretation contained in it may lead to our disqualification.

We agree to abide by all the terms and conditions of the EoI document. We understand that you are not bound to accept any proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name _____ of _____ Bidder:

Address: _____

Location: _____

Date:

ANNEXURE-V – PROJECT DETAILS

(To be submitted separately for each project)

Details of projects undertaken by the bidder in BFSI/ Government/ PSU/ Private Sector (Attach Copy of Purchase orders/ any documentary evidence) (One sheet for each Project should be submitted)

Project no.:

Sr. No.	Items	Mandatory (Y/N)	Bidder's Response
1	Name of Data Analytics Software implemented	Y	
2	Client name	Y	
3	Sector (Corporate Social Responsibility / Non-Profit Organizations/ Banking, Financial Services, and Insurance (BFSI) / Government/ Public Sector Undertakings/ Private Sector)	Y	
4	Location of client along with contact person, contact no. and email id	Y	
5	a. Date of Purchase Order received for the project: b. Date of Commencement of Contract: c. Status of the Project (Ongoing/ Completed.): d. Date of Completion of the project (if applicable):	Y	
6	Brief Details of the project	Y	
7	Contract Amount (Rs. lakh)	Y	
8	Any other relevant information including reason for delay, if any	N	

Note: The bidder should give the above information in this format only.

Authorized Signatory:

Name of the Authorized Signatory:

Date:

Place:

Seal:

ANNEXURE-VI - SUBMISSION OF NECESSARY TECHNICAL DETAILS

Document outlining the functionalities required in the Data Analytics Software, UI (User Interface) and UX (User Experience)

The software should be user-friendly -

- Integration with multiple sources systems/ applications
- AI integration to the extent possible.

	Feature	Description
1	General features	
1.1	Single Sign On(SSO) integration	Single Sign On(SSO) to be configured using NABARD's existing SSO tools (M365).
1.2	Online/ Offline status	Switch to the offline mode and still be able to use the product functionalities and all downloaded information.
1.3	Device authorization	Capture the device ID while logging in to the software to authorize the device.
2	Product features	
2.1	Data mining	The software should be able to retrieve data from various sources like spreadsheets & flat files like Microsoft Excel, CSV, HTML, JSON, XML, text files, jpeg, jpg, etc.
2.2	Data integration	Seamless integration with a wide range of databases, in-house applications and others.
2.3	Visualization	Multiple options for visualization for insightful reports and dashboards. Dashboards: Customizable dashboards to display key metrics and Key Performance Indicators (KPIs). Charts and Graphs: Various types of visualizations like bar charts, line graphs, pie charts, etc. Interactive Visualizations: Features to drill down into data and interact with visual elements. Ability to suggest a set of visualisation options for a set of data, with the option to the user to select a suitable one. Capability to ask questions in natural language to get insights.
2.4	User-Friendly Interface	Drag-and-Drop Interface: Easy-to-use interface for building dashboards and reports. Templates: Pre-built templates for common use cases. Customization: Options to customize the interface and visualizations to meet specific needs.
2.5	Automated Reporting	Scheduled generation and distribution of reports. Custom Reports: Tools to create custom reports tailored to specific needs.

2.6	Export Options	<ul style="list-style-type: none"> • Ability to export reports in various formats (PDF, Excel, etc.) the entire dashboard/ report, including headings, column headings etc. • Ability to generate paginated reports in excel, PDF, MS Word, etc. • Ability to customize report formatting features before export. • Ability to export in WYSIWYG. • Ability to export multiple dashboards/ reports into a single paginated pdf/ excel workbook formats with options for different page orientation for different pages; multiple options for fonts and aligning texts as also for automatic updation of 'page number index' based on the number of pages in different tabs. • Ability to hide tables/ charts in reports, based on specified condition such as tables with no data. • Ability to export dashboards/ reports to ppt format.
2.7	Collaboration	<p>Sharing: Options to share dashboards and reports with team members.</p> <p>Annotations: Ability to add comments and notes to visualizations and reports.</p> <p>Version Control: Track changes and maintain versions of reports and dashboards.</p>
2.8	Augmented analysis	Capability for augmented analysis of data with technologies like Artificial Intelligence (AI), Machine Learning (ML), natural language processing.
2.9	Mobility	Accessing & interacting with the reports and dashboards on-the-move. Compatible with both iOS and Android-powered mobile devices.
2.10	Data Security & Compliance	<ul style="list-style-type: none"> • Should have robust security measures to protect sensitive data, ensuring privacy and compliance with regulatory requirements as and when released/ modified by the regulator(s). • Ensure transparency and compliance with data governance policies adhering to legal and statutory requirements. • Conforming to the secure source code as per Open Worldwide Application Security Project (OWASP) standards. • Data Encryption: Encrypt data at rest and in transit to ensure security.
2.11	Support and Maintenance	<ul style="list-style-type: none"> • The vendor must provide adequate technical support and maintenance services to address any issues or concerns related to data analytics software.

		<ul style="list-style-type: none"> • 24*7 Support should be available during business hours onsite and after business hours through mail/ teams/ phone including provisions for emergency onsite support if required.
2.12	Regular Updates and Enhancements	Provisions for regular updates and enhancements to the data analytics software to incorporate new features, improvements, and optimizations based on user feedback and evolving requirements.
2.13	Scalability	Support for on-prem deployment to handle large-scale data.
3	User Management	
3.1	View user list	Displays a list of all existing users in the application and select a user for further actions.
3.2	Add user profiles	Create a new user in the application.
3.3	Manage user profiles	Change user profile information of an existing user with the following actions: <ul style="list-style-type: none"> • Update User • De-Activate User • Activate User • Disable User
3.4	Admin user role	Set up a role to act as an administrator for user management, device management and/or privilege management functionalities.
4	Additional Services	In-house consulting services for specific business needs such as migration of existing dashboards/ Reports.

The solution should:

1. Democratize data analytics. It should facilitate and encourage data driven decision making process in the organization.
2. Be agile to support integration with existing applications and upcoming applications, along with future upgrades, through APIs/ web services etc.
3. Ensure parameterization for adaptable data management, data quality verification, optimized performance, reliability, and flexibility, all the while upholding governance policies and enforcing stringent security measures to safeguard data privacy and regulatory compliance. Additionally, offer comprehensive support and maintenance services to guarantee uninterrupted operation.

NABARD encourages Vendors to bring in additional innovative ideas and/ or solutions that result in cost and operational efficiencies or improvements while enhancing the services that NABARD provides for rural development and prosperity.

ANNEXURE-VII - OPEN WORLDWIDE APPLICATION SECURITY PROJECT (OWASP) CONFORMANCE CERTIFICATE

< Official Letter head of the organization >

Date: _____

To,
The Chief General Manager/ OIC
Department of Data Management, Analytics, & Business Intelligence,
National Bank for Agriculture and Rural Development
3rd Floor, B Wing, C-24, 'G' Block,
Bandra-Kurla Complex, P.B. No. 8121, Bandra (East),
Mumbai - 400 051
Maharashtra

Subject: Source Code assurance certificate for <application-name>

Madam/ Dear Sir,

We hereby certify, that <application-name> developed for/ deployed in NABARD, is free from embedded malicious/ fraudulent code.

We further, confirm the following aspects of <application-name>.

1. The application has been developed using Open Worldwide Application Security Project (OWASP) secure coding practice.
2. The application is free from any known defects, Open Worldwide Application Security Project (OWASP) Top 10, SANS CWE Top 25 vulnerability as on date of issuance of this letter.

We, the said <Organisation Name> indemnify and hold harmless NABARD, its officers, directors, employees, and agents from and against any and all claims, liabilities, damages, losses, costs, or expenses (including reasonable attorney fees) arising out of or related to, any defects, errors, or vulnerabilities in the provided source code that lead to system failures, security breaches, or data compromise within the <application-name>.

(Signature and Stamp)

Authorized Signatory

Name and Designation of Authorized Signatory

ANNEXURE-VIII - DETAILS OF EXISTING POWER BI REPORTS TO BE MIGRATED

Details of Existing Power BI Reports – To be Migrated

Dashboard/ AUC/ Report	Complexity	Number	Visuals	Tables
AUC	Low	20	40	40
AUC	Medium	5	20	15
AUC	High	10	50	20
Dashboards	Low	10	30	20
Dashboards	Medium	30	120	90
Dashboards	High	25	150	100
Reports	Low	20	0	60
Reports	Medium	10	0	50
Reports	High	10	0	70
Total		140	410	465

ANNEXURE-IX - REQUIRED ENVIRONMENT

1. Hardware Requirements:

Requirement	Description	Bidder's specification
Processor	Specify the minimum required processor speed and number of cores (e.g., Intel Xeon processor with at least 8 cores)	
RAM	Define the minimum RAM capacity needed for smooth operation (e.g., 32 GB DDR4 RAM)	
Storage	Indicate the required storage space, including type (SSD/HDD) and capacity (e.g., 1 TB SSD for software installation and 5 TB HDD for data storage)	
Network	Specify the required network bandwidth and connectivity (e.g., 1 Gbps LAN connection)	

2. Software Requirements:

Requirement	Description	Bidder's Specification
Operating System	List the compatible operating systems (e.g., Windows Server 2019, Red Hat Enterprise Linux 8)	
Web Server	If applicable, specify the required web server (e.g., Apache HTTP Server, Nginx)	
.NET Framework	If necessary, indicate the required version of the .NET Framework (e.g., .NET Framework 4.8)	
Other Dependencies	List any other software dependencies, libraries, or frameworks.	

3. API Specifications:

Requirement	Description	Bidder's Specification
RESTful API	The software should provide a well-documented RESTful API for integration with other applications and systems.	
API Authentication	Define the supported authentication mechanisms for the API. (e.g., API key, OAuth 2.0).	
Data Formats	Specify the supported data formats for API requests and responses. (e.g., JSON, XML)	

3. Scalability and Performance:

Requirement	Description	Bidder's Specification
High Availability	Specify the required uptime and redundancy measures for the software.	
Performance Benchmarks	Provide performance benchmarks for data processing, report generation, and dashboard rendering.	

4. Accessibility and Internationalization:

Requirement	Description	Bidder's Specification
Accessibility Features	Include specific accessibility features for users with disabilities, such as keyboard navigation, screen reader compatibility, and alternative text for images.	
Language Support	If required, specify the supported languages for the user interface and documentation.	

Important Note: This is a sample document and might contain information not from your provided sources. You should carefully review and adapt it to align with NABARD's specific requirements and the complete information available in all relevant documents.