

Request for Proposal (RFP) for Upgradation and Customization of Tally Accounting Package

1. Introduction

1.1 Project Overview

We invite qualified vendors to submit their proposals for the upgrade and customization of our existing Tally accounting package for Provident Welworth City, located in Marasandra, Bangalore. This RFP outlines the project requirements, evaluation criteria, and submission guidelines.

1.2 Organization Background

Provident Welworth City is a prominent residential community with over 3360 flats. We require an enhanced accounting system to streamline our financial processes and improve efficiency. The selected vendor will be responsible for upgrading and customizing the Tally accounting package to meet our specific requirements.

2. Project Objectives

2.1 Overall Objectives

The primary objectives of this project are to:

- Automate the invoice generation process on a quarterly basis for all clients.
- Enable bulk emailing of invoices and ledger statements to each apartment owner, including a QR code and bank account details.
- Automatically send email and WhatsApp notifications upon receipt creation, along with the corresponding ledger statement.
- Implement regular reminders via email and messaging based on overdue payments.
- Facilitate the linking of external files, such as bill copies and supporting documents, to vouchers.
- Establish a user-based control access system for remote users with view-only options to MC ledgers.
- Develop a bank reconciliation solution based on the SBI Bank statement to prevent duplicate receipt entries.

2.2 Expected Deliverables

The selected vendor will be responsible for delivering the following:

- Upgraded and customized Tally accounting package with all requested features.
- Documentation, including user manuals and technical guides.
- Training sessions for end-users on the new system.
- Post-implementation support and maintenance services.

3. Proposal Requirements

3.1 Proposal Submission

Interested vendors are required to submit two separate sets of proposals: technical and commercial. Both sets should be submitted in sealed covers clearly labelled as "Technical Proposal" and "Commercial Proposal," respectively. Proposals must be submitted no later than 3rd July 2023, 5:00 PM to the following address:

Vice President

PWCAOA, Club House,

Provident Welworth City,

Marasandra 561203, Bangalore

accounts@welworthcity.in and cc to tenders@welworthcity.in

Ph: +91 9448470458 / 7676180256

Tender updates will be posted at <https://welworthcity.in/tenders/>

3.2 Proposal Content

3.2.1 Technical Proposal

The technical proposal should provide a detailed understanding of the project requirements and the proposed solution. It should include the following sections:

Executive Summary: A brief overview of the vendor's understanding of the project and a summary of the proposed solution.

Company Profile: An introduction to the vendor's organization, including its history, experience, and expertise in Tally accounting package customization.

Project Approach: A detailed explanation of the proposed technical approach to meet each requirement. The approach should include methodologies, technologies, and implementation strategies.

Project Timeline: A comprehensive timeline indicating key milestones, deliverables, and resource allocation throughout the project's duration.

Team Composition: Information about the proposed project team, including their qualifications, experience, and roles.

Implementation Plan: A comprehensive plan outlining the steps and procedures for implementing the upgraded Tally accounting package, including data migration, testing, and user training.

Documentation: A description of the documentation to be provided, including user manuals, technical guides, and any other relevant materials.

Support and Maintenance: Details of the post-implementation support and maintenance services offered, including response times, issue resolution procedures, and service-level agreements (SLAs).

3.2.2 Commercial Proposal

The commercial proposal should provide a detailed breakdown of the costs associated with the project. It should include the following sections:

Pricing Structure: A detailed breakdown of costs, including licensing, customization, implementation, training, and support.

Payment Terms: The proposed payment schedule and terms, including any milestone-based payments or phased payments.

Terms and Conditions: Any specific terms and conditions related to the project, such as warranties, liabilities, and intellectual property rights.

Service Level Agreements (SLAs): Any additional SLAs or guarantees related to the project's implementation and ongoing support.

4. Evaluation Criteria

4.1 Merit Points Evaluation

The proposals will be evaluated based on a merit points system, considering various criteria. Each criterion will be assigned a specific weightage, and the proposals will be evaluated accordingly. The evaluation criteria and weightage are as follows:

Criterion 1: Experience and Expertise (Weightage: 15%)

- Vendor's experience in Tally accounting package customization
- Similar projects executed by the vendor
- Certifications or accolades related to Tally accounting package

Criterion 2: Technical Solution (Weightage: 20%)

- Alignment of proposed solution with project requirements
- Feasibility and effectiveness of the proposed technical approach
- Innovative features or enhancements proposed

Criterion 3: Project Timeline and Resource Allocation (Weightage: 20%)

- Realistic timeline for project implementation
- Appropriate allocation of resources, including personnel and infrastructure

Criterion 4: Cost-effectiveness (Weightage: 30%)

- Competitiveness of the proposed pricing
- Value for money in relation to the proposed solution

Criterion 5: Support and Maintenance Services (Weightage: 15%)

- Quality and comprehensiveness of the proposed support and maintenance services
- SLAs and response times for issue resolution

4.2 Award of Contract

The contract will be awarded to the vendor with the highest merit points based on the evaluation of the technical and commercial proposals. The decision of the evaluation committee will be final.

5. Proposal Clarifications and Queries

Vendors may seek clarification or ask questions regarding this RFP by **28th June 2023**. All clarifications and responses will be provided in writing/or over the call/or face to face to all participating vendors by **29 June 2023**.

6. Confidentiality and Non-Disclosure

All information provided in the proposals should be treated as confidential. Vendors must not disclose any part of the proposal or its contents to any third party without the written consent of our organization.

7. Terms and Conditions

Any additional terms and conditions related to this RFP and subsequent contract will be provided in a separate document upon contract negotiation.

We look forward to receiving your detailed technical and commercial proposals. Please ensure that both sets of proposals are submitted in sealed covers as per the provided guidelines.