



**CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION  
(CGEWHO)**

(An Autonomous Body of M/o HUA)

6<sup>th</sup> Floor, 'A' Wing, Janpath Bhawan, Janpath, New Delhi – 110 001

Phone: (011) - 23739722/ 23717249/ 23355408

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**Notice Inviting Tender/Quotation for Supply and Installation of web-based Software Solution (Post Sale) for Real Estate Developer**

Central Govt. Employees Welfare Housing Organization (CGEWHO) is an Autonomous body of the Govt. of India under the aegis of the Ministry of Housing and Urban Affairs on "No profit no loss". CGEWHO is an organization established for welfare measure of Central Govt. Employees (Serving as well as retired) with the purpose of promoting, controlling and coordinating the development of housing at various selected stations throughout India.

CGEWHO invites sealed tenders/quotations from the reputed Software Agencies/developer for Supply & Installation of CRM software (Post Sale) for Real Estate, annual subscription of shared web server for maintaining data base on cloud and AMC for technical support. The software should be robust for all the Post Sale activities and the bidder will have to do the configuration of the project in the master of software i.e. all the master according to the approved project should be properly mapped for end use by the CGEWHO officials. The masters of modules includes from starting to the completion of project and handing over of the DUs i.e. subscription of DU to registration of the subscribed DUs. The software bidder should ensure the compliance of the statutory provision of taxes & RERA in the software. Further, the software should also provide the comprehensive MIS and good security system. The last date for receipt of quotations/bid is 26-09-2023 up to 11:30 hrs. Tender may be downloaded from the website [www.cgewho.in](http://www.cgewho.in).

**SCHEDULE OF BIDDING:**

|  |  |
|--|--|
| Tender No.   | File No. A-304 Vol-IV Note no.1  |
| Tender form available at the CGEWHO Website and Central Public procurement portal.   | <a href="http://www.cgewho.in">www.cgewho.in</a><br><a href="http://www.tenderwizard.com/CGEWHO">http://www.tenderwizard.com/CGEWHO</a><br><a href="http://eprocure.gov.in">http://eprocure.gov.in</a> |
| Date of start of submission of bids.   | <b>05-09-2023</b> (11:30 hrs)  |
| Last date & time for submission of bids.   | <b>26-09-2023</b> (11:30 hrs)  |
| Opening date of technical bids.  | <b>26-09-2023</b> (11:30 hrs)  |
| Covered sealed tender should be clearly marked "Software Solution (Post Sale)". The Interested agencies/firms may drop their Tenders in the tender box at Head Office addressed to:<br><br>The CEO, CGEWHO,<br>6 <sup>th</sup> Floor, 'A'-Wing,<br>Janpath Bhawan,<br>New Delhi -110001. |  |

Yours faithfully,

(Roshan Kishore)  
Asstt. Director (Admn)  
CEO, CGEWHO

## **CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION**

### **Tender Notice for Supply and Installation of Web based Software Solution for Real Estate Builder and Developer, CGEWHO**

CGEWHO is an organization established for welfare measure of Central Govt. Employees (Serving as well as retired) with the purpose of promoting, controlling and coordinating the development of housing at various selected stations throughout India. The CGEWHO is an Autonomous body of the Govt. of India under the aegis of the Ministry of Housing and Urban Affairs on "No profit no loss" invites quotation/tender from well-established agencies as per following specification. Interested Agencies may download Tender Document containing detailed information and terms & conditions from CGEWHO's website [www.cgewho.in](http://www.cgewho.in).

#### **Scope of Work:**

- 1) Supply and Installation of Web based Software Solution for Real Estate Builder and Developer for Post Sale activities like application form, allotment of apartments, instalment due, issue of demand letter, payment receipts, no dues etc. Further, the annual subscription of the shared web server services for maintaining data on cloud and annual Maintenance Contract for providing uninterrupted technical support services after completion of one year. The software should be robust and providing proper MIS services, security features, compliance of the RERA, GST and other Government Agencies etc.

The bidder will have to provide the 1-year maintenance for taking care of the bugs etc found in the software at free of cost.

- 2) The CRM Solution shall provide complete solution for the Post Sale activities for the Beneficiary/Buyer Management in the Real Estate Industry.
- 3) The Software shall enable to provide the feature of Sale of Dwelling Units/Parking/ Shops/ Commercial Spaces, Make Allotments, Issue Demands, Receive Payments, interest calculation, Debit/ Credit note for GST compliance, Penal Interest, Generate MIS/DIS as per requirements of industry, strictly conforming compliances of the RERA, GST and other Government Agencies etc. Accordingly, CRM software shall be upgradable from time to time without any extra cost.
- 4) All the Updatons (Additions/ Alterations/ Modifications) shall be done real time with immediate effect on the system.
- 5) The Bidder shall do the needful for customization/configuration in the software according to CGEWHO project specific requirements.
- 6) Latest Cloud based Technology for Hardware (Servers) and Software (Applications).
- 7) SMS and Email facility for communication with Beneficiary/Buyer individually and Bulk SMS/email.
- 8) MIS for deposit of tax liability on monthly basis and Other MIS/DIS for Beneficiaries/Buyers Accounts/ Dwelling Units and Parking etc.
- 9) Levy of delay interest on delay receipt of instalments.

- 10) Availability of all standard file format PDF, CSV, Excel, HTML, Doc, Txt etc.
- 11) LOGBOOK, Security, Backup and Recovery.
- 12) The bidder may also do the necessary data migration if required.
- 13) CGEWHO may require the technical manpower service for 3 to 6 months initially on monthly payment basis. The bidder should quote the charges for the same on monthly basis.
- 14) The bidders will have to develop necessary web pages for online booking of dwelling unit by the buyers, accordingly web link/URL should be provided at CGEWHO website and the project bank a/c shall also be mapped for collection of booking amount.

## **NIT/NIQ Terms & Conditions (T&C):**

### **I. Eligibility Criteria:**

1. The minimum average turnover of the bidder shall be Rs 5 Cr. for the last three years. The latest FY shall be 2022-23. However, in case the audited balance sheet of FY 2022-23 not adopted or signed, the latest Balance sheet will for the FY 2021-22 and previous 2 FY. Accordingly, bidder will have to submit audited copy of balance sheet and profit & loss statement of 3 FY.
2. The bidder shall have minimum 10 years' experience in relevant field i.e. dealing in the Real Estate Software in the Country. Accordingly, the Certificate of Incorporation of entity shall be submitted.
3. The bidder shall submit at least copy of 2 work order issued from their client or submit 2 performance certificates issued from their client mentioning the details of work done by software bidder.
4. The bidder should have good technical team comprising at least 5-10 technical staff to provide the technical support/training services to the client. The bidder should submit supporting documents in this regard for technical qualification.

### **II. Format of Bid:**

The two-bid system is to be followed i.e. "**Technical Bid**" and "**Price bid**". Accordingly, the bidder should quote the price in the prescribed price bid format only. The format of technical bid is enclosed as **annexure-1** and Price format is enclosed as **annexure-2**. The price bid will be opened only after the technical scrutiny of the qualified bidders.

### **III. Taxes & Duties:** Inclusive of all taxes & duties.

### **IV. Payment Terms & Condition**

1. **Payment against Software:** The payment against the software shall be released only after successful supply & installation and customization of master file of a project etc.
2. **Payment against AMC:** AMC shall be applicable only after completion of the

one year from the date of installation of software. Since the bidder will provide the AMC for initial one year free of cost. The bidder will have to raise the invoice for AMC on half yearly basis in advance.

3. **Payment against subscription of the shared server services:** The bidder will have to raise the invoice yearly for shared server services/web/cloud in advance and the payment shall also be made in advance.
4. The due payments as mentioned above, will be released within 15 days from the date of receipt of tax invoice. The CGEWHO GST NO. 07AAATC1861B1ZA and the place of supply is:

Central Government Employees Welfare Housing Organization (GEWHO).  
6<sup>th</sup> Floor, Wing – A, Janpath Bhawan, Janpath New Delhi-110001

5. The necessary statutory deduction on a/c of taxes like Income Tax TDS and GST TDS etc. will be deducted from the payment.

**V. Timeline/Schedule:** The bidder will have to complete the supply & installation and configuration of the masters in software according to the CGEWHO project information within 2 months from the receipt of work order.

**VI. Performance Security:** The bidder will have to submit performance security @5% of the total value of work order (Excluding the amount paid for cloud services) in the form of BG/FD lien in favour of CGEWHO. The PBG shall be deposited within 15 days from the date of the receipt of the work order. The PBG shall be released after completion of the 6 months from the date of the successful installation of the software.

**VII. Performance cum security amount on AMC:** The Performance cum security amount @5% will be deducted from the invoice of AMC which shall be billed as per IV (2) above. This amount will be refunded after successful completion of the AMC.

**VIII. Other Terms & Condition:**

1. The bidder will have to comply with all data security, back-up and confidentiality regulations to protect the interest of CGEWHO. Any breach of this condition, will render termination of the contract and all the due payments shall be suspended. Organization may impose the penalty for loss of damage if any.
2. The ownership of the software solution (Including Data and Credentials) shall remain with CGEWHO. The Bidder shall have no objection in any manner for sharing Data and Credentials with CGEWHO.
3. The Price bid will be evaluated on the basis of L1 bid amount.
4. CGEWHO reserves the right to accept or reject the NIT/NIQ in full or in part without assigning any reason thereof. In case of any dispute, decision of the CEO, CGEWHO will be final and binding on both the parties.
5. If the Bidder fails to render any or all the services, for any period during the currency of the contract, the CGEWHO shall be at liberty to terminate the contract and or levy any penalty equivalent to 150% of the amount paid.
6. Quotations received after the stipulated date & time or incomplete quotations, will be summarily rejected.
7. The offer of the bidder must be valid for acceptance for a period of four months.

8. The bidder which does not fulfill the minimum qualify criteria shall NOT be considered and will be rejected.
9. There should not be any cutting/overwriting in the Price Bid/ Quotations.

**DECLARATION:**

The information furnished above is true and authentic. We have carefully read all the terms and conditions of the tender and agree with these conditions. We have signed on each page of this technical bid in token of acceptance of terms detailed in the tender.

**SIGNATURE OF THE TENDERER** \_\_\_\_\_

**NAME IN BLOCK LETTERS** \_\_\_\_\_

**FULL ADDRESS WITH TELEPHONE NUMBERS** \_\_\_\_\_

**OFFICIAL STAMP** \_\_\_\_\_

**CENTRAL GOVERNMENT EMPLOYEES WELFARE HOUSING ORGANISATION**

**Tender Notice for Supply and Installation of Web based Software Solution for  
Real Estate Builder and Developer, CGEWHO**

**Submission of Bid on dated** : .....

**Name of Bidder** : .....

**Address of Bidder** : .....

**"Technical Bid"**

| <b>S.No.</b> | <b><u>Eligibility Criteria</u></b>  | <b>Remarks:</b><br>Like: Supporting Documents to be mentioned and the page no. etc |
|--------------|---|--|
| <b>1.</b>    | The minimum average turnover of the bidder shall be Rs 5 Cr. for the last three years. The latest FY shall be 2022-23. However, in case the audited balance sheet of FY 2022-23 not adopted or signed, the latest Balance sheet will for the FY 2021-22 and previous 2 FY. Accordingly, bidder will have to submit audited copy of balance sheet and profit & loss statement of 3 FY. |  |
| <b>2.</b>    | The bidder shall have minimum 10 years' experience in relevant field i.e. dealing in the Real Estate Software in the Country. Accordingly, the Certificate of Incorporation of entity shall be submitted.   |  |
| <b>3.</b>    | The bidder shall submit at least copy of 2 work order issued from their client or submit 2 performance certificates issued from their client mentioning the details of work done by software bidder.  |  |
| <b>4.</b>    | The bidder should have good technical team comprising of 5-10 technical staff to provide the technical support/training services to the client. The bidder should submit supporting documents in this regard.   |  |

**Note: Supporting Documents enclosed with this bid.**

**Name of the contact person** : .....

**Designation** : .....

**Signature with seal & date** : .....

**Tender Notice for Supply and Installation of Web based Software Solution for Real Estate Builder and Developer, CGEWHO**

**Submission of Bid on dated :** .....

**Name of Bidder :** .....

**Address of Bidder :** .....

**"Price Bid"**

| <b>S.No.</b> | <b>Particulars</b>  | <b>Measurement (Unit)</b>            | <b>Rate (Incl. taxes &amp; duties)</b> | <b>Remarks</b> |
|--------------|---|--------------------------------------|--|----------------|
| <b>1.</b>    | Supply & Installation of CRM Software (Post Sale) – One time cost   | Software for use of First 1 project  | .....                                  |                |
|              |   | Software cost for add-on per project | .....                                  |                |
| <b>2.</b>    | Annual subscription of the shared web server services for maintaining data on cloud.                          | For first 1000 Dwelling units.       | .....                                  |                |
|              |   | For add-on 500 Dwelling units        | .....                                  |                |
| <b>3.</b>    | Annual Maintenance Contract for providing un-interrupted technical support services                           | For First 1 project                  | .....                                  |                |
|              |   | For add-on 1 project                 | .....                                  |                |
| <b>4.</b>    | <b>Optional Services:</b><br>Providing Technical Manpower at site for 3 to 6 months on monthly payment basis. |                                      |  |                |

**Note: The above rate is inclusive of taxes & duties.**

**Name of the contact person :** .....

**Designation :** .....

**Signature with seal & date :** .....