

**Website/Notice Board**

**Notice Inviting Tender**

**Subject:- Comprehensive maintenance, routine support, bug resolutions, issue handling, enhancements, and handholding of Microsoft Dynamics 365 Business Central at Indian Red Cross Society (IRCS), NHQ**

Sir,

Sealed quotations are invited by the Indian Red Cross Society, 1 Red Cross Road, New Delhi for providing comprehensive maintenance, routine support, bug resolutions, issue handling, enhancements, and handholding of Microsoft Dynamics 365 Business Central at IRCS, NHQ. Bids to be received in the office of Secretary General, Indian Red Cross Society at 1-Red Cross Road, New Delhi **up to 5:00 p.m. on 30 May 2026** through speed post/courier or by hand. IRCS shall not be held responsible for any delays in bid submission, regardless of the mode of dispatch. Late submissions will not be considered under any circumstances.

The Secretary General reserves the right to accept and reject any or all quotations without assigning any reason.

Yours faithfully,

(Dr. Vanshree Singh)  
Joint Secretary  
vanshrees@indianredcross.org

Encl: As stated above.

## NOTICE INVITING TENDER (NIT)

**Comprehensive maintenance, routine support, bug resolutions, issue handling, enhancements, and handholding of Microsoft Dynamics 365 Business Central at Indian Red Cross Society (IRCS), NHQ**

### i. Tender Details

Tender Type	Open Tender
Bid System	Two-Bid System
Contract Duration	Initially 2 years, however could be extended based on requirement of organization on approval of competent authority
Bid Validity	180 Days
Pre Bid Meeting Date	22 April 2026
Last Date of Submission of Bid	30 May 2026
Bid Opening Date	03 June 2026

Before filling up the tenders, the bidders may note the following:

- a. If any of the documents are missing or un-signed in price bid, the tender shall be considered invalid. In case of technical bid, the details of incomplete or missing documents will be intimated to the tenderer and the tenderer has to submit all those documents within 4 days after communicating the same, otherwise the tender will be rejected.
- b. IRCS reserves the right to accept or reject any/all tender in part or whole of any firm /firms without assigning any reasons for doing so.
- c. **Earnest Money Deposit (EMD):** The bidder shall submit an EMD of Rs50,000/- along with the bid. The EMD must be furnished in the form of a Demand Draft issued by a scheduled bank in favor of Indian Red Cross Society, payable at Delhi. Bids submitted without the prescribed EMD shall be summarily rejected. The EMD of unsuccessful bidders will be refunded without interest after finalization of the tender. The EMD of the successful bidder will be retained until submission of the Performance Security Deposit as stipulated in the tender conditions.
- d. **Virtual Completion Date:** The services under this contract shall be deemed to have achieved virtual completion upon successful deployment, stabilization, and acceptance of the Business Central environment by the designated authority. The bidder must obtain a written certificate of virtual completion from the competent authority, which will serve as the reference date for calculating subsequent obligations, including defect liability.
- e. **Defect Liability Period:** The bidder shall be responsible for rectifying any defects, deficiencies, or performance issues arising in the Business Central system during the Defect Liability Period of 12 months from the date of virtual completion.
  - a. All corrective actions must be carried out at no additional cost to the client.
  - b. The bidder shall ensure continuity of services and provide timely resolution of defects to maintain operational efficiency.
  - c. Failure to address defects within the stipulated time may result in invocation of performance security and/or other contractual remedies.
- f. **Security Deposit:** The total Security Deposit @ 5% of the total fixed Contract value, submitted by the successful tenderer, shall originally be valid till end of DLP. The Security Deposit will be released, without interest, upon satisfactory completion of all contractual obligations and closure of the DLP.

- g. **Penalty for Delay/Non-Performance:** For delays in execution of work beyond the agreed schedule, a penalty of 0.5% of the contract value per week of delay may be imposed, subject to a maximum cap of 10% of total contract value. The penalty amount will be recovered from the Security Deposit lying with IRCS. In case of repeated delays, poor quality of work, or failure to meet contractual obligations, IRCS reserves the right to terminate the contract and forfeit any performance security submitted. The decision of IRCS in this regard shall be final and binding

## 2. Eligibility Criteria

The Bidding Firm/Company:-

- should be a registered company/firm in India.
- should provide GST certificate and PAN/TAN certificate
- should have atleast 3 years experience in ERP implementation/maintenance.
- should have least 3 similar projects in Microsoft Dynamics 365 Business Central.
- should not be blacklisted by any Government/PSU.
- should have atleast one Business Central consultant and one Finance domain expert.
- should have minimum average turn over of INR 40 lakhs during 3 financial years, ending 31 March 2025. Certificate from Chartered Accountant clearly indicating annual turnover be provided.
- shall submit the CVs of key personnel that bidders proposes to be deployed for IRCS
- shall submit a detailed technical proposal outlining the methodology, approach, and implementation plan for executing the project at IRCS. The proposal must clearly describe the deployment strategy, resource allocation, timelines, risk mitigation measures, and support framework to ensure successful delivery.
- shall submit the Financial Proposal and Technical Proposal in two separate sealed envelopes. Both envelopes shall be enclosed within a single outer envelope, clearly marked with: Bidder's Name, Contact Details and Title: "Comprehensive maintenance, routine support, bug resolutions, issue handling, enhancements, and handholding of Microsoft Dynamics 365 Business Central at Indian Red Cross Society (IRCS), NHQ"

## 3. Scope of Work

- Enhancement of implemented modules at IRCS for all its 7 companies (Blood Centre, Main Fund, DR, MCW, SPF, StJohn, FeX).
- Strengthening Trial Balance, Balance Sheet, P&L reporting.
- Implement functionality of consolidation of Accounts from State Branches
- Multi-company consolidation of Balance Sheet.
- Enhancement of Fixed Assets module.
- Development of minimum 10 new financial and MIS reports in 1 year.
- Addition and Maintenance of existing page extensions and reports and system updates.
- Implement integration of salary and provident fund (PF) details employee-wise from Empxtrack HRMS with Microsoft Dynamics 365 Business Central, ensuring accurate payroll processing and statutory compliance.
- Enable functionality for intercompany salary vouchers within Business Central to streamline cross-entity payroll transactions and reporting
- End-to-end maintenance and support, including proactive assistance to the Finance and Programme divisions in resolving operational issues. This may involve implementing

dashboard extensions, addressing data mismatches and closing discrepancies, reconciling opening balances, and ensuring accurate closure of books.

- Ensure an average of 10 days per month of on-site support at the NHQ office, distributed across the year as per project requirements. This presence will facilitate direct coordination, timely issue resolution, and seamless collaboration with Finance and Programme divisions.

#### 4. Technical Evaluation Criteria (100 Marks)

Requirement	Evaluation Method	Max Marks	Awarding of Marks
Minimum 3 years' experience in ERP implementation/maintenance	Review of company profile, client references, work orders	10	<ul style="list-style-type: none"> <li>- Minimum 3 years of relevant experience: <b>5 marks</b></li> <li>- For each additional completed year of experience beyond 3 years: <b>+1 mark</b></li> <li>- Maximum marks under this criterion: <b>10 marks</b></li> </ul>
At least 3 similar projects in Microsoft Dynamics 365 Business Central	Submission of project completion certificates/POs	20	<ul style="list-style-type: none"> <li>- 3-4 completed projects: <b>5 marks</b></li> <li>- 5-6 completed projects: <b>10 marks</b></li> <li>- 7-8 completed projects: <b>15 marks</b></li> <li>- 9 or more completed projects: <b>20 marks</b></li> </ul>
At least one Business Central consultant and one Finance domain expert	Submission of CVs and valid certification	10	<ul style="list-style-type: none"> <li>- At least one certified Business Central Consultant and one Finance Domain Expert: <b>5 marks</b></li> <li>- Greater than 1 Finance Domain Expert and only 1 BC Consultant: <b>7 marks</b></li> <li>- Only 1 Finance Domain Expert and greater than 1 BC Consultant: <b>7 marks</b></li> <li>- Greater than 1 Finance Domain Expert and greater than 1 BC Consultant: <b>10 marks</b></li> </ul>
Team deployment for IRCS along with their CVs	Completeness, relevance, and adequacy of the proposed team structure and qualifications	10	<ul style="list-style-type: none"> <li>- Partial team / incomplete CVs: <b>5 marks</b></li> <li>- Adequate team with relevant CVs: <b>7 marks</b></li> <li>- Comprehensive team with strong, relevant CVs: <b>7 marks</b></li> </ul>
Clear plan for implementation, maintenance, and support	Evaluation of technical proposal submitted	50	<ul style="list-style-type: none"> <li>- Generic / incomplete plan: <b>20-25 marks</b></li> <li>- Adequate plan with basic coverage – <b>30-35 marks</b></li> <li>- Detailed plan with clear timelines, maintenance strategy, and support framework: <b>40-45 marks</b></li> <li>- Comprehensive, audit-ready plan with risk mitigation, escalation matrix, and measurable KPIs: <b>46-50 marks</b></li> </ul>

## 6. Financial Bid Submission Format

Description	Unit	Rate (INR, excluding GST)	Remarks
Comprehensive maintenance, routine support, minor bug resolutions, issue handling, enhancements, and handholding	Annual Lump Sum	_____	Covers all routine tasks and ongoing support for Finance and Programme divisions
Development of Reports (beyond minimum requirement of 10 reports per year)*	Per Man-Day	_____	Applicable for development of additional reports or customizations
Major modifications/customizations*	Per Man-Day	_____	Applicable for significant changes beyond the scope of work

*\*Any additional development of reports beyond the minimum requirement, as well as major modifications or customizations, must be submitted in advance for approval by the competent authority of IRCS. Once the scope of work and the corresponding man-days are approved and fixed, the allocation cannot be altered for that approved work*

### Declaration by Bidder

We hereby submit our financial bid for *“Implementation, Enhancement & Maintenance of Microsoft Dynamics 365 Business Central at Indian Red Cross Society (IRCS), NHQ”*.

- The quoted prices are exclusive of GST.
- We confirm that the rates are firm and valid for the duration of the contract.
- We agree to abide by the terms and conditions specified in the RFP.

### Bidder Details

- Name of Bidder: \_\_\_\_\_
- Authorized Signatory: \_\_\_\_\_
- Designation: \_\_\_\_\_
- Contact Number: \_\_\_\_\_
- Email: \_\_\_\_\_
- Date: \_\_\_\_\_
- Seal/Stamp: \_\_\_\_\_

## 7. Shortlisting

- Short listing will be made on the evaluation of Technical Bids. Minimum qualifying score in **technical evaluation will be 55%**. Financial Bids will be opened only for short-listed agencies.

ii. **Award of Contract:**

- a. Final selection would be made on the basis of quality and price. Evaluation Committee will evaluate the proposal submitted by the Agency. The proposal securing the highest combined marks and ranked H-1 will be considered for award of work.
- b. The decision of the IRCS with regard to selection of agency will be final and binding and no communication in this regard will be entertained.

iii. **Technical Evaluation**

Each bidder's technical proposal will be evaluated against the Technical Evaluation Criteria. Only technically qualified bidders (≥55 marks) will proceed to the financial evaluation stage.

iv. **Financial Evaluation**

- Financial bids of technically qualified bidders will be opened and evaluated.
- **Cost Calculation:**
  - **Annual Lump Sum Cost** (comprehensive maintenance, routine support, minor bug resolutions, issues handling, enhancements and handholding)
  - **Standardized Man-Day Cost** (for report development and major modifications)
  - **Annual Lump Sum Cost + Standardized Man-Day Cost = Evaluated Bid Price**
- The Financial Bids will be evaluated as per the evaluation criteria mentioned below (Total 100 points):
  - The bidder with lowest financial bid (L1) will be awarded 100% score. The Financial Scores for other than L1 Bidders will be evaluated using the following formula:
  - **Financial Score of a Bidder = {(Financial Bid of L1 / Financial Bid of the Bidder) X 100} % (adjusted to 2 decimals)**

v. **Final Selection**

- The following is the procedure for evaluation for the award of tender: **The technical and financial scores secured by each bidder will be added with weight of 60:40 respectively** and a Cumulative Bid Score arrived at, using the formula:

$$CS = S(T) * 0.6 + S(F) * 0.4$$

Where

CS is Cumulative Score;

S(T) = Technical bid Score;

S(F) = Financial bid Score

**The bidder with highest Cumulative Score (CS) will be the successful bidder and be eligible to become the service provider.**

## 8. Payment Terms

### 1. Annual Maintenance Contract (AMC) Services

- Payment shall be made on a **quarterly basis** against the Annual Lump Sum Cost quoted for comprehensive maintenance, routine support, minor bug resolutions, issue handling, enhancements, and handholding.
- Each quarterly installment will be released upon submission of an invoice and satisfactory performance certification by IRCS NHQ.

### 2. Additional Reports (beyond minimum requirement)

- Payment shall be made on a **per man-day basis** as quoted in the financial bid.
- Release of payment will be subject to **completion of the task and final sign-off by the concerned section/division.**

### 3. Major Customizations/Modifications

- Payment shall be made on a **per man-day basis** as quoted in the financial bid.
- Payment will be released only after **successful completion of the customization and formal acceptance by IRCS NHQ.**

### 4. General Conditions

- All payments shall be made in INR, inclusive of GST.
- No advance payment shall be entertained.
- IRCS NHQ reserves the right to withhold or adjust payments in case of non-performance, delays, or breach of contract terms.

## 9. Bid Submission Checklist

### • Envelope 1 – Technical Proposal

- Company/Firm Registration Certificate (India)
- GST certificate and PAN/TAN certificate
- Proof of minimum 3 years' ERP implementation/maintenance experience
- Evidence of at least 3 similar projects in Microsoft Dynamics 365 Business Central (completion certificates/work orders)
- Self-declaration of not being blacklisted by any Government/PSU
- The bidder must have minimum average turn over of INR 40 lakhs during 3 financial years, ending 31 March 2025. Certificate from Chartered Accountant clearly indicating annual turnover be provided.
- CVs and certifications of at least one certified Business Central consultant and one Finance domain expert
- Detailed CVs of key personnel of qualified team that the bidder propose to be deployed for IRCS
- Detailed Technical Proposal (methodology, implementation plan, resource allocation, timelines, risk mitigation, support framework)

- **Envelope 2 – Financial Proposal**
- Financial Bid Submission Format (signed and stamped)
  - Annual Lump Sum Cost (comprehensive maintenance, routine support, minor bug resolutions, issues handling, enhancements and handholding)
  - Man-Day Rate for development of report (beyond minimum requirement of 10 reports)
  - Man-Day Rate for major modifications/customizations
  - Declaration confirming rates are exclusive of GST and valid for contract duration
- **Outer Envelope**
  - Clearly marked with:
  - Bidder's Name
  - Contact Details
  - Title: *"Comprehensive maintenance, routine support, bug resolutions, issue handling, enhancements, and handholding of Microsoft Dynamics 365 Business Central at Indian Red Cross Society (IRCS), NHQ"*. Bids to be received in the office of Secretary General, Indian Red Cross Society at 1-Red Cross Road, New Delhi, through speed post/courier or by hand. IRCS shall not be held responsible for any delays in bid submission, regardless of the mode of dispatch.

## **10. Data Security and Secrecy Agreement**

1. The selected vendor shall treat all data, documents, records, and information accessed during the course of the contract as strictly confidential.
2. No information shall be disclosed, shared, or reproduced without prior written approval of IRCS.
3. The vendor must implement adequate technical and organizational measures to ensure the security of data, including protection against unauthorized access, alteration, disclosure, or destruction.
4. All systems and processes must comply with applicable data protection laws and IRCS internal policies.
5. Upon completion or termination of the contract, the vendor shall return all data and documents to IRCS and certify secure deletion of any copies retained.

## **11 Suspension of Vendor**

1. In the event that the vendor fails to perform the assigned work within the stipulated timelines, IRCS reserves the right to terminate the contract or suspend the vendor from further participation in the contract.
2. Suspension may include temporary halting of work allocation, withholding of payments, or disqualification from future tenders, depending on the severity of non-performance, at his risk and cost.