

EOI No. NER/MKTG/AMC/NERACE

Date: 27th March, 2026



NOTICE INVITING TENDER

For Selection of Agency for Maintenance, Support and Technical Management of North Eastern Regional Agricultural Commodity E-Connect (NE-RACE) NE-RACE Portal

**Published By:
NORTH EASTERN REGIONAL AGRICULTURAL MARKETING CORPORATION
(NERAMAC)
(A GOVERNMENT OF INDIA ENTERPRISE)**

Last date for Submission of the Bid
18 April ,2026 at 2359 hrs.

**For Tender Document, Please Visit
<https://neramac.ewizard.in>**

NOTICE INVITING TENDER (NIT)

NERAMAC invites application from suitable agencies for selection of Agency for Maintenance, Support, Technical Management of NE-RACE portal, in accordance with the terms & conditions set up in this document. Interested parties fulfilling the eligibility criteria may apply on <https://neramac.ewizard.in>

1.	EOI No.	NER/MKT/AMC/NERACE
2.	Date of publish of EOI	27th March, 2026
3.	Last date for bid submission	2359 hrs., 18th April, 2026
4.	Date and time for opening of Technical Bid	1100 hrs., 20th April, 2026
5.	Date and time for opening of Financial Bid	21st April, 2026
6.	Pre – Bid Meeting (Optional)	1100 hrs., 06 th April, 2026 at NERAMAC Head Office, Sixmile, Guwahati
7.	Mode of Submission of Bid	Online only https://neramac.ewizard.in
8.	Bid validity period	90 days from the last date of bid submission
9.	Venue of Bid Evaluation	NERAMAC Complex NERAMAC Head Office, Six-mile, Panjabari Road, Guwahati, 781022
10.	Processing Fee (Non Refundable)	Rs.1500/-, by bidder in favour of NERAMAC Ltd.
11.	Earnest Money (EMD) (Exempted for MSME)	Rs 25,000/- by bidder in favour of NERAMAC Ltd.
12.	Contact Persons & Details	<u>For query related to Tender</u> Mr. Lachit Kr. Nath AGM (P&A), NERAMAC, Contact No-9655023040, Mail Id- nerace@neramac.com <u>For Technical support</u> Ms. Udeshta Mahanta Mob- 97060 98143 Mail Id – amit@neramac.com
13.	Bank Details	Account No: 10566982782 IFSC Code: SBIN0000221 Bank Name: State Bank of India, Branch Name: New Guwahati Branch, Bamunimaidam, Assam

1. Introduction

North Eastern Regional Agricultural Marketing Corporation Ltd. (NERAMAC), was incorporated in the year 1982 as a Government of India Enterprise with North Eastern Council (NEC), Shillong as a Promoter. It is now under the administrative control of the Ministry of Development of the North Eastern Region (MDoNER).

The **North Eastern Regional Agricultural Commodity E-Connect (NE-RACE)** platform is a digital agricultural market linkage system developed to integrate farmers, FPOs, buyers, traders, logistics providers, and institutional stakeholders across the North Eastern Region of India. The portal facilitates transparent trade, market access, price discovery, and digital transaction enablement for agri-commodities.

The platform was initially implemented and managed by **NEDFi** and has now been formally transferred to **NERAMAC**, which is the current implementing and administrative authority. With this transition, NERAMAC intends to onboard a technically competent agency responsible exclusively for ongoing **maintenance, monitoring, stabilization, and operational support** of the existing portal ecosystem.

The portal is already developed and operational. This RFP does **not** seek redevelopment or major redesign; it seeks a professional maintenance partner to ensure stability, security, and continuity of services.

1.1 NE-RACE Portal Technical Snapshot

The NE-RACE portal is an operational digital platform connecting farmers, FPOs, buyers, and logistics stakeholders across the North Eastern Region. The portal currently supports digital listing of agricultural commodities, buyer–seller interaction, and trade facilitation.

The selected vendor shall work with the existing system environment. Basic technical architecture details such as application framework, database configuration, hosting infrastructure empaneled by the Ministry of Electronics and Information Technology (MeitY), and integrations will be shared with the selected vendor after contract award.

The maintenance vendor will be responsible only for system maintenance, monitoring, security support, and performance stabilization of the existing system.

2. Purpose

North Eastern Regional Agricultural Marketing Corporation Ltd. (NERAMAC) invites application from eligible and qualified agencies for **Maintenance, Technical Support, Security Monitoring, and Performance Management** of the North Eastern Regional Agricultural Commodity E-Connect (**NE-RACE**) digital platform and its associated infrastructure.

The selected bidder shall be responsible for ensuring uninterrupted availability, reliability, security, and optimal performance of the portal.

Estimated Contract Value: The estimated annual contract value for this Annual Maintenance Contract (AMC) is up to Rs. 30,00,000 (Rupees Thirty Lakhs only).

3. Instructions to Bidders

- a. Bidder is required to read carefully the contents of this document and is expected to examine all instructions, forms, terms and conditions in the NIT documents. Failure to furnish all the information required as per the NIT document or submission of Bid not substantially responsive to the NIT documents in every respect will be at the Bidders' risk and may result in rejection of the tender.
- b. It shall be deemed that by offering a Bid, the Bidder has:
 - i. made a complete and careful examination of the bidding documents & offered site;
 - ii. received all relevant information from NERAMAC and satisfied themselves about all matters, things and information hereinabove necessary and required for bidding;
 - iii. acknowledged and agreed that ignorance of any of the matters hereinabove shall not be a basis for any claim for compensation, damages, claim for performance of its obligations, loss of profits, etc. from NERAMAC;
- c. The bid should be submitted strictly as per form provided in the document for technical bid. Bid of only that party shall be considered for evaluation who accepts the terms and conditions of the tender. Conditional tender shall be treated as null and void.
- d. Eligible selected party/ parties shall have to sign an Agreement with NERAMAC after completion of selection process.
- e. Any corrigendum including extension of date or change of date for submission of the tender shall be published only on the website and that shall be deemed to have been seen by the bidders.
- f. All the pages of this NIT document with terms and conditions should be duly signed by the Bidders on each page as a token of acceptance of all the terms and conditions.

At any time prior to the proposed due date, NERAMAC Ltd. may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify the NIT document. Any modification thus issued will be informed to all the prospective bidders by notifying on NERAMAC website www.neramac.com. Such modification will be binding upon all bidders participating in tender process

4. Scope of Work

The objective of this NIT is to select a technically qualified agency capable of:

- Maintaining platform uptime and performance
- Ensuring cybersecurity and data protection
- Providing timely technical support
- Monitoring system health and logs
- Managing infrastructure coordination
- Preventing service disruption

The scope covers **application maintenance, hosting management, and operational support** of the NE-RACE portal and its associated infrastructure.

Existing System Overview: The NE-RACE portal is an operational digital platform currently managed by NERAMAC. The selected vendor will work on the existing application environment. Basic system information such as application framework, database environment, hosting infrastructure and third-party integrations will be shared with the selected vendor after award of contract.

4.1 Application Maintenance

Activity	Description
Bug Fixing	Identification and rectification of application errors
Minor UI Fixes	Layout corrections and usability adjustments
Compatibility Updates	Browser, OS, API compatibility
Patch Deployment	Security and framework updates
Database Monitoring	Performance, indexing, storage optimization

4.2 Server & Infrastructure Support

Component	Responsibility
Hosting Coordination	Liaison with hosting provider
Uptime Monitoring	24x7 monitoring tools
Backups	Scheduled automated backups
Disaster Recovery	Restoration readiness and testing
Performance Monitoring	CPU, memory, traffic analysis
Hosting Infrastructure	Vendor shall manage hosting environment including server provisioning, uptime monitoring, security, and backups

Government-Approved Hosting Requirement:

If hosting infrastructure is managed by the selected vendor, the NE-RACE portal shall be hosted on secure data center or cloud infrastructure compliant with Government of India IT security guidelines.

Preference shall be given to hosting infrastructure empaneled by the Ministry of Electronics and Information Technology (MeitY) under the MeghRaj GI Cloud framework or equivalent Government approved infrastructure. All application data must be stored within India and comply with applicable cybersecurity guidelines issued by CERT-In.

4.3 Security Management

- Security patching
- Vulnerability scanning
- Malware detection
- Log monitoring
- Access control review
- SSL management

4.4 Helpdesk & Technical Support

Parameter	Requirement
Support Mode	Ticket/Call-based system
Availability	Business hours + emergency support
Contact	Dedicated technical SPOC
Reporting	Incident tracking dashboard

4.5 Performance Optimization

- Query tuning
- Load handling
- Response time improvement
- Code optimization (minor only)

Change Management: Any requirement involving development of new modules, major redesign, or feature expansion beyond the maintenance scope shall be treated as a Change Request (CR) and may be taken up only after approval from NERAMAC with mutually agreed cost and timeline.

4.6 Reporting Requirements

Monthly reporting shall include: - System uptime - Incident logs - Security alerts - Performance metrics - Preventive maintenance actions

5. Deliverables

Deliverable	Frequency
Performance Report	Monthly
Incident Report	Monthly
Security Compliance Report	Monthly
Maintenance Certificate	Monthly
System Audit Note	Quarterly
Server Health & Hosting Report	Monthly

6. Eligibility Criteria

6.1 Bidder must satisfy all following conditions:

Requirement	Criteria
Legal Status	Bidder must be a registered company / partnership firm / LLP / proprietorship registered in India. Bidder should have valid GST registration and PAN.

Requirement	Criteria
Experience	<p>The bidder must have minimum three (3) years of experience in providing web portal maintenance, hosting, and application management services.</p> <p>The bidder must have successfully executed at least one similar project during the last three (3) years for Government Department / PSU / Autonomous Body / reputed organization.</p>
Past Work (Completed works only)	<p>The bidder should have successfully completed similar services during the last seven (7) years ending on the last date of bid submission and must satisfy any one of the following conditions:</p> <ol style="list-style-type: none"> 1. Three similar completed works each costing not less than 40% of the estimated annual contract value, OR 2. Two similar completed works each costing not less than 50% of the estimated annual contract value, OR 3. One similar completed work costing not less than 80% of the estimated annual contract value. <p>• Similar work shall mean maintenance, technical support, or operational management of web portals and apps, digital platforms, or IT application systems.</p>
Technical Capability	<p>The bidder must have adequate technical manpower and infrastructure required for maintenance, support, and management of web-based platforms.</p>
Financial Strength	<p>The bidder must have average annual turnover of at least ₹50,00,000/- during the last three financial years from IT / software / web services during the last three financial years, duly certified by a Chartered Accountant.</p>
Local Office in NER	<p>Preference may be given to bidders having operational office presence in the North Eastern Region.</p>

6.2. Documents Required –

- Certificate of Incorporation / Trade License (in case of firm)
- GST Registration
- PAN
- Work Orders (Completed works only)
- Work Completion Certificate from the Client
- CA certified turnover statement for last three financial years
- Local Office Address Proof
- Declaration of non-blacklisting by any Government agency

7. Bid Structure

7.1 Technical Bid

- Company profile
- Relevant experience
- Proposed team structure
- Maintenance methodology
- SLA commitment

7.2 Financial Bid

- Annual maintenance quote
- Resource cost breakdown
- Optional services cost

8. Service Level Agreement (SLA)

Severity	Definition	Response Time	Resolution Time
Critical	Portal down/system unusable	30 min	4 hrs
High	Major feature failure	2 hrs	8 hrs
Medium	Partial functionality issue	6 hrs	24 hrs
Low	Minor issue	24 hrs	3 days

Uptime Measurement:

System uptime shall be calculated on a monthly basis and shall exclude scheduled maintenance windows approved by NERAMAC. Scheduled maintenance, if any, shall be communicated to NERAMAC at least 24 hours in advance and shall preferably be carried out during non-peak hours.

Uptime shall be calculated using the following formula:

$$\text{Uptime (\%)} = (\text{Total time} - \text{Downtime}) \div \text{Total time} \times 100$$

Downtime shall mean any period during which the NE-RACE portal is not accessible to users due to system failure, server outage, application malfunction, or infrastructure issues attributable to the vendor.

Penalty Clause: SLA violations may attract financial penalties as defined in contract agreement.

9. Contract Period

- (i) Initial contract duration: **1 Year**, extendable annually based on performance evaluation.
- (ii) Payment Terms

Milestone	Payment
Quarterly Performance Approval	Payment shall be released quarterly / milestone basis upon satisfactory performance and submission of invoice.

Payments shall be made subject to satisfactory service delivery and submission of required reports. Performance Review: NERAMAC may conduct periodic performance reviews of the selected vendor. Continued unsatisfactory performance or repeated SLA violations may lead to termination of the contract.

10. Terms and Condition

- NERAMAC reserves the right to accept or reject any bid without assigning reason
- Authority may cancel tender at any stage
- Vendor shall maintain data integrity
- NDA execution mandatory
- Bidders shall submit a Bid Security Declaration accepting that if they withdraw or modify their bid during validity period, they may be suspended from future tenders.

11. Confidentiality

The selected agency shall maintain strict confidentiality regarding platform architecture, data, access credentials, and documentation.

12. Termination Clause

NERAMAC may terminate the contract if: - SLA violations persist - Security breach occurs - Vendor fails performance standards - Vendor becomes insolvent

13. Force Majeure

Neither party shall be liable for delays caused by natural disasters, war, governmental restrictions, or events beyond reasonable control.

14. Dispute Resolution / Arbitration

Any dispute or difference arising out of or in connection with this tender or the resulting contract shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act 1996.

The arbitration shall be conducted by a sole arbitrator appointed by the Managing Director, NERAMAC.

The place of arbitration shall be Guwahati, Assam and the proceedings shall be conducted in English.

The decision of the arbitrator shall be final and binding on both parties.

15. Fees Payable

- a) Tender Fee: Tender fee (Non-refundable) of Rs. 1,500/- (Rupees Fifteen Hundred only) should be submitted online through NEFT in favour of NERAMAC LTD., Account No: 10566982782, IFSC Code: SBIN0000221, Bank Name: State Bank of India, Branch Name: New Guwahati Branch, Bamunimaidam, at the time of submission of tender along with other supporting documents as mentioned above.
- b) Earnest Money Deposit (EMD): An amount of ₹60,000 (Rupees Sixty Thousand only), equivalent to 2% of the estimated annual contract value should be submitted online through NEFT in favour of NERAMAC LTD.,

Account No: 10566982782,
IFSC Code: SBIN0000221,
Bank Name: State Bank of India,
Branch Name: New Guwahati Branch, Bamunimaidam.

It is made clear that without EMD, tender will not be considered (Exempted for MSME). The Earnest Money of unsuccessful Bidders shall be refunded soon after final appointment of the bidder is completed. No interest shall be payable on Earnest Money deposited with NERAMAC LTD.

- c) Performance Security: The successful bidder shall be required to submit a Performance Security equivalent to 5% of the annual contract value within 15 days of issue of the Letter of Award (LoA). The Performance Security shall remain valid for the entire contract period plus 60 days beyond completion of the contract.

The Performance Security may be furnished in the form of Bank Guarantee / NEFT transfer in favour of NERAMAC Ltd.

16. Bid Submission Instructions

- Bids must be submitted in two-bid format: Technical and Financial
- Financial bid shall be placed separately
- Late submissions shall be rejected
- Conditional bids shall be rejected

17. Disqualification Criteria

Bidder shall be disqualified if:

- False information provided
- Blacklisted by any government entity
- Insolvency proceedings ongoing
- Non-submission of mandatory documents.

- Bidders having conflict of interest with NERAMAC or its officials shall be disqualified.

18. Technical Evaluation Criteria

Technical bids shall be evaluated based on the following criteria. Only bidders scoring minimum 70 marks out of 100 in technical evaluation shall qualify for opening of the financial bid.

Criteria	Marks
Portal maintenance experience	20
Govt / PSU experience	20
Technical team strength	15
Maintenance methodology	15
Infrastructure & tools	10
Cybersecurity capability	10
NER presence	10

19. Financial Evaluation

Financial bids of technically qualified bidders only shall be opened. The contract shall normally be awarded to the lowest evaluated bidder (L1) subject to meeting all technical and eligibility requirements.

20. Award of Contract

NERAMAC reserves the right to: - Award to single bidder - Negotiate price - Cancel tender without award. Payment shall be released **after certification by the Competent Authority of NERAMAC.**

21. Penalty Matrix

Default	Penalty
SLA breach	1% monthly payment per breach
Repeated downtime	Up to 5% deduction
Security lapse	Up to 10% deduction
Failure to report incident	5% deduction

Maximum Penalty Limit:

The cumulative penalty imposed for SLA violations, service failures, or other contractual defaults during a contract year shall not exceed **10% of the annual contract value.**

If the penalty exceeds this limit or repeated critical failures occur, NERAMAC reserves the right to terminate the contract and forfeit the Performance Security as per contract terms.

22. Intellectual Property Rights

All software, logs, configurations, documentation, and system outputs shall remain sole property of NERAMAC. The vendor shall not claim any ownership rights over the portal software, database, APIs, or infrastructure developed or maintained under this contract.

23. Data Ownership & Security

- All platform data belongs to NERAMAC
- Vendor shall not store copies externally
- Vendor must comply with Government IT security standards

24. Exit Management

At contract completion or termination, vendor must: - Hand over credentials - Transfer documentation - Provide transition support for 30 days

25. Compliance Requirements

Vendor must comply with: - Government of India IT policies - Data protection standards - Cybersecurity guidelines

Source Code & Repository Access: The vendor shall ensure that all configurations, documentation and source code related to the portal remain accessible to NERAMAC during the contract period.

26. Annexure Formats (To Be Submitted by the Bidder)

Annexure A — Technical Bid Form - Organization details - Experience list - Team details

Annexure B — Financial Bid Form - Annual maintenance cost - Resource cost

Annexure C — Undertaking Declaration of non-blacklisting and compliance

Annexure D — SLA Acceptance Form Signed acceptance of SLA terms

ANNEXURE 'A'

BIDDER'S PROFILE

(To be submitted on the bidder's Letter-Head)

1. Name of the Organization and Address:
2. Status of the firm:
Whether Pvt. Ltd. company / Public Ltd. company/ Partnership Firm / Proprietorship Firm
3. Whether registered with the Registrar of Companies/Registrar of Firms in India. If so, mention number and date and enclose Registration Certificate copy.
4. Name and address of Bankers:
5. Turnover of the Company/Firm in:
2022-23
2023-24:
2024-25:

(Please attach a copy of audited Balance Sheet and Profit & Loss Account certified by Chartered Account.
8. Whether registered for GST Certification. If so, mention number and date. Also furnish copies of certificate.
9. Whether an assessee of Income Tax. If so, mention Permanent Account Number.
10. Furnish the names of renowned organizations, where you have done Implementation of **Maintenance, Support and Technical Management of web portal** in the last 3 years. Copies of Work Orders & satisfactory working completion certificate are required to be enclosed with the bid.

Date :

Place :

Seal & Signature
Authorized Signatory

ANNEXURE 'B'

Financial Bid :-

(To be submitted on bidder's Letter-Head)

Sl.	Items/Module	Unit	Rate	Amount	Remarks
1	Annual Maintenance Cost				
2	Resource cost breakdown				
3	Optional services cost				

Note : The bidder may provide rate for additional items/module not mentioned in the bid form.

Date :

Place :

Seal & Signature
Authorized Signatory

ANNEXURE C

(ON STAMP PAPER OF Rs.10 DULY NOTARIZED)
DECLARATION BY THE FIRM/AGENCY

- 1) I _____(Name of the person), am authorized to declare on behalf of the agency / Organization / Society _____ (Name of the Agency/ Organization / Society) hereby declare that the agency has Full-fledged office establishment in India with needed manpower.
- 2) I also declare that all the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false / incorrect or that our Agency/Organization/Society does not satisfy the eligibility criteria, our candidature/empanelment is liable to be cancelled/ terminated.
- 3) I understand that the decision taken is final in all matters.
- 4) I hereby agree to work as per the terms and conditions rolled out by NERAMAC.
- 5) I understand that NERAMAC reserves the right to accept or reject and to cancel the empanelment process and reject all expression of interests at any time prior to the award of contract, without assigning any specified reasons whatsoever.

Date :

Place :

Seal & Signature
Authorized Signatory

ANNEXURE D

**UNDERTAKING FOR NOT BEING BANNED FOR BUSINESS BY ANY GOVT. ORGANISATION/PSU/ETC. (DULY NOTARIZED)
(TO BE GIVEN BY THE BIDDER ON A NON JUDICIAL STAMP PAPER OF RS. 10)**

I / We _____ hereby declare that the firm/company namely M/s. _____ has not been blacklisted or debarred by any Government/State Government/Govt. Department and or Agencies such as UN/Bilateral/Multi –lateral funding partner/Agencies and Corporate Including CPSEs, at any time for services of any description.

In case the above information found false I/we are fully aware that the empanelment/ contract will be rejected and EMD/ Performance Security shall be forfeited.

Date :

Place :

Seal & Signature
Authorized Signatory