

NOTICE

THE KERALA STATE CO-OPERATIVE CONSUMER'S FEDERATION
P.B. NO.2068,GANDHI NAGAR,KOCHI-682020
PHONE:0484-2203507
FAX: 0484-2203125
Website:www.consumerfed.net


CFED/ITD-3/455/2021-22
24.02.2022

E-TENDER NOTICE

(ONLY THROUGH ELECTRONIC TENDERING SYSTEM)

The Kerala State Co-operative Consumers' Federation Ltd. invite Online bids (E-Tenders) from Government of Kerala approved Total Solution Providers (TSP) for the development & implementation of software, recievable up to 3.00 p.m on 21.03.2022. Tender Form and Terms & Conditions may be downloaded from our website www.consumerfed.net or www.tenderwizard.com/CFED. For additional details please contact at the above address. Only suppliers possessing digital signatures will be permitted to participate in the E-tender.

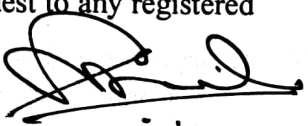
Last date for submission of Bids : 21.03.2022. 3.00 P.M.



Managing Director

**TERMS & CONDITIONS TO TENDERERS IN E-TENDERING IN CONSUMERFED FOR
TENDER NO: CFED/ITD-3/455/2021-22**

1. Aspiring bidders/suppliers, who have not obtained the user ID & Password for participating in e tendering in Consumer fed, may now obtain by giving the details in the website www.tenderwizard.com/CFED through the link "Register".
2. Bidders should have a Class III or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on <https://www.tenderwizard.com/CFED> website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost. Bidders/Suppliers can download the e-tender form (tender document).
3. While registering in the website the vendors are requested to tick the checkbox named 'CFED IT DIVISION' in COT section.
4. Bidders/Suppliers can access e-tender form upto 21.03.2022 3.00 p.m.
5. **Downloading of tender document:** Tender document will be available for free download on <https://www.tenderwizard.com/CFED> However, tender document fees shall be payable at the time of bid submission as stipulated in RFP
6. **Publishing of Corrigendum:** Corrigendum (if any) shall be published on <https://www.tenderwizard.com/CFED>, www.consumerfed.net and shall not be available elsewhere.
7. **Bid submission:** Bidders have to submit their bids along with supporting documents to support their eligibility, as required in RFP. No manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.
8. **Opening of Technical Bid and Bidder short-listing:** The technical bids of those bidders who qualify in the pre-qualification will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted through this process will be taken up for opening the financial bid.
9. **Opening of Financial Bids:** Bids of the technically qualified bidders shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in RFP.
10. Last date for the submission of completed tender document in the e-tender web site is 21.03.2022 3.00 p.m. All mandatory fields / spaces in the tender document or schedules should be filled up.
11. Bidders/Supplies can access tender documents on the website, fill them and submit the completed tender document into electronic tender box on the website itself. Bidders/suppliers should upload only the downloaded documents, without changing the name of the document. Making any modifications in the downloaded documents, except filling the required details, will lead to disqualification of the supplier from the tender.
12. After loading and submitting the quote sheet, the bidder / supplier should delete the quote sheets from the computer used by them (in case of computers of internet café or if such common shared computers are used) and clear the Recycle bin, to avoid others to see the rates quoted by them.
13. Any document submitted through post / courier / by hand is at the risk of bidders / suppliers (i.e., K.S.C.C.F Limited is not responsible for any delay / loss).
14. If any tenderer wants any clarification, help or assistance, they can contact Manager on 9447039192 at Head Office of the CONSUMERFED . A user's manual can also be sent on request to any registered tenderer for additional help for participating in the e-tender.


Managing Director



Government of Kerala Undertaking

**KERALA STATE CO-OPERATIVE CONSUMERS FEDERATION LIMITED
(CONSUMERFED)**

Tender Document

for

Integrated ERP software solution using open source of Finance, Purchase, Go-Down, Human Resource and Store operations at Head office, Regional Office, and Store (Outlet) of CONSUMERFED

Document Ref. No: -CFED/ITD-3/455/2021-22

Date : 24-02-2022

Issued By: The Managing Director, CONSUMERFED

This document is meant for the exclusive purpose of Bidding against this specification and shall not be transferred, reproduced, or otherwise used for purposes other than that for which it is specifically issued

DISCLAIMER

1. Though adequate care has been taken while preparing the Tender Document, the Bidders shall satisfy themselves that the document is complete in all respects. Intimation of any discrepancy shall be given to this office immediately. If no intimation is received from any Bidder within seven (07) days from the date of notification of Tender Document/ Issue of the Tender Document, it shall be considered that the Tender Document is complete in all respects.
2. CONSUMERFED reserves the right to modify, to amend or supplement this Tender Document.
3. While this Tender Document has been prepared in good faith, neither CONSUMERFED nor their employees or advisors make any representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this Tender Document, even if any loss or damage is caused by any act or omission on their part.
4. This Tender is not an offer by CONSUMERFED, but an invitation to receive offer from Eligible Bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officer of CONSUMERFED with the vendor.

Place: Ernakulam

Date: 24-02-2022

Notice

The Kerala State Co-operative Consumers' Federation Ltd. (hereinafter referred to as CONSUMERFED) invite Online bids (E-Tenders) from Total Solution Providers (TSP) as approved by Govt. of Kerala. The eligible, reputed and qualified Software Development firms with sound technical and financial capabilities for Design, Development and Implementation of an end-to-end Software solution for the Automation of Business and other Operations in CONSUMERFED. The deliverables include Transfer of Software systems with the requisite support viz. Testing, Training, Implementation, Post-Implementation support, and the Maintenance. Details of eligibility criteria, tender schedule, detailed deliverables, and other Terms and Conditions are mentioned in this document. The requirements are specified in the schedules attached. The bidder shall bear all the costs associated with preparation and submission of the bid. CONSUMERFED, will in no case be responsible or liable for any costs pertaining to the bidding Process.

BID INFORMATION SHEET

Document description	Tender document for Design, Development and Implementation as well as the support of an end-to-end Software solution for Automation of Business Operations of the Kerala State Co-operative Consumers' Federation Ltd. (CONSUMERFED).
Summary of the project	Design, Delivery, Implementation, and support of end-to-end Software Solution for the business operations of CONSUMERFED including Financial Accounting, Procurement, HR, Marketing and Sales, Inventory and Store operations etc.
Tender document No and date	CFED/ITD-3/455/2021-22 dtd 24-02-2022
Tender type and Mode of tender submission	E-Tender, 2 part Online
Prebid meeting Registration	Name of the company, Details of person attending the meeting, Registered mob. Number etc
Prebid clarification meeting Date	On line - in zoom meeting on <u>07-mar-2022</u>
Last Date and Time for Submission of Bids	21-Mar-2022 Time: 3:00 PM
Bid Opening Technical	21-Mar-2022 Time: 3:00 PM, Kerala State Co-operative Consumers Federation Ltd. Gandhinagar, Ernakulam,
Bid Opening financial	28-Mar-2022 Time: 3:00 PM, Kerala State Co-operative Consumers Federation Ltd. Gandhinagar, Ernakulam,
Bid Validity	1 year
Name, Designation and Address for seeking clarifications	Shibu S, Senior Manager IT, CONSUMERFED Ernakulam, cfedittender@gmail.com 9447039192 , 0484-2203507
Bid Security EMD	NIL
Bid processing fee	Rs.5,000/-
Period of completion of work	18 months
Tender Documents	Can be downloaded from the website www.consumerfed.net

The Management reserves the right to accept or reject any or all tenders without assigning any reasons and also the right to change the dates without assigning reasons.

SD/-

Issued by:
The Managing Director,
Kerala State Co-operative Consumers' Federation Ltd,
Ernakulam -682020.

CONSUMERFED

1. Definitions.....	8
2. Project Background.....	9
Project Overview & Vision.....	12
A. List of units and users under CONSUMERFED business division.....	13
B. Approximate users of the system.....	14
C. Business Operation by Division.....	15
3. Project Scope.....	17
3.1 Overall Scope.....	17
3.2 Detailed Project Scope.....	18
4. Prequalification Criteria.....	32
5. Tender Process:.....	33
6. Support SLA.....	35
7. Project Milestone.....	35
8. Deliverables.....	39
9. Terms of Payment.....	40
10. Evaluation Process.....	40
11. Evaluation Of Technical Bid.....	41
12. Award of Contract.....	43
13. Ownership and Intellectual Property Rights.....	43
14. Bidding Process.....	44
14.1 Tender Timeline.....	44
14.2 Procedure of Submission Bids.....	45
14.3 Mode of Submission.....	45
14.4 Authentication of Bid.....	45

14.5 Validation of interlineation in Bid.....	46
14.6 Cost of Bidding.....	46
14.7 Clarification of Tender Document.....	46
14.8 Language of Bids.....	47
14.9 Bid Price.....	47
14.10 Firm Prices.....	47
14.11 Bid Currencies.....	48
14.12 Bidder Qualification.....	48
14.13 Notification of Award.....	48
14.14 Signing of Contract.....	48
15. Terms and Conditions.....	48
16. Annexure.....	53

CONSUMERIFIED

1. Definitions

- a) 'Applicable Law' means the contract shall be interpreted in accordance with the laws of India.
- b) 'Bidder' means any firm or promoter firm having 100% share holdings in the entity rendering software development and implementation service(s) required in the tender call. The word Bidder when used in the pre award period shall be synonymous with bidder or system provider and when used after award of the contract shall mean the Successful bidder with whom client signs the contract for rendering of goods and services.
- c) "CONSUMERFED" shall stand for the Kerala State Co-operative Consumers' Federation Ltd
- d) 'Total Solution Provider' (TSP) means the firms approved by Government of Kerala as Total Solutions Provider, providing software solution under this contract as named in RFP/ Technical specifications/scope of work.
- e) 'Contract' here means the agreement entered between the CONSUMERFED and the Total Solution Provider (Bidder), as recorded in the agreement signed by the parties including all attachments and appendices thereto and all documents incorporated by reference therein.
- f) Contract Price means the price payable to the Service Provider for the implementation of full and proper performance of all the deliverables as per this RFP and subsequent amendments (if any).
- g) Bidder's representative means the duly authorized representative of the Total Service Provider, approved by the CONSUMERFED and responsible for the System Provider's performance under the contract.
- h) Effective Date means the date on which the Agreement is executed.
- i) Financial bid or the Commercial Bid means the part of offer that provides price schedule.
- j) Goods and services mean the solution(s), service(s), materials, or a combination of them in the context of the tender call and specifications.

- k) Performance security means on receipt of notification of award from the CONSUMERFED, the successful bidder shall furnish the security in accordance with the conditions of contract, in the form acceptable to the CONSUMERFED.
- l) Pre-qualification and/ or Technical bid means that part of the offer that provides information to facilitate assessment of professional, technical, and financial standing of the bidder, in conformity to specifications.
- m) Products mean all the equipment, Hardware, Software, supplies and consumable items that Service Provider is required to install or provide under the contract, plus the associated documentation.
- n) Project Plan means the document to be developed by the Bidder and approved by the CONSUMERFED, based on the requirements of the Contract and the preliminary project plan included in the Bidder's bid. Should the Project Plan conflict with the Contract in any way; the relevant provisions of the Contract shall prevail in each instance.
- o) Specification means the functional and technical specifications or statement of work, as the case may be.
- p) Tender call or invitation for bids means the detailed notification seeking end to end solution.
- q) Roll out: Rollout means, rollout to pilot location by service provider, and outlet by CONSUMERFED team which includes training, configuration, and deployment.
- r) UAT: User Acceptance test by CONSUMERFED in the UAT environment
- s) Go-live shall be defined as the rollout of the solution to all the Offices CONSUMERFED from the date of final acceptance in accordance with all the prerequisite conditions as specified in subsequent clauses of this document.

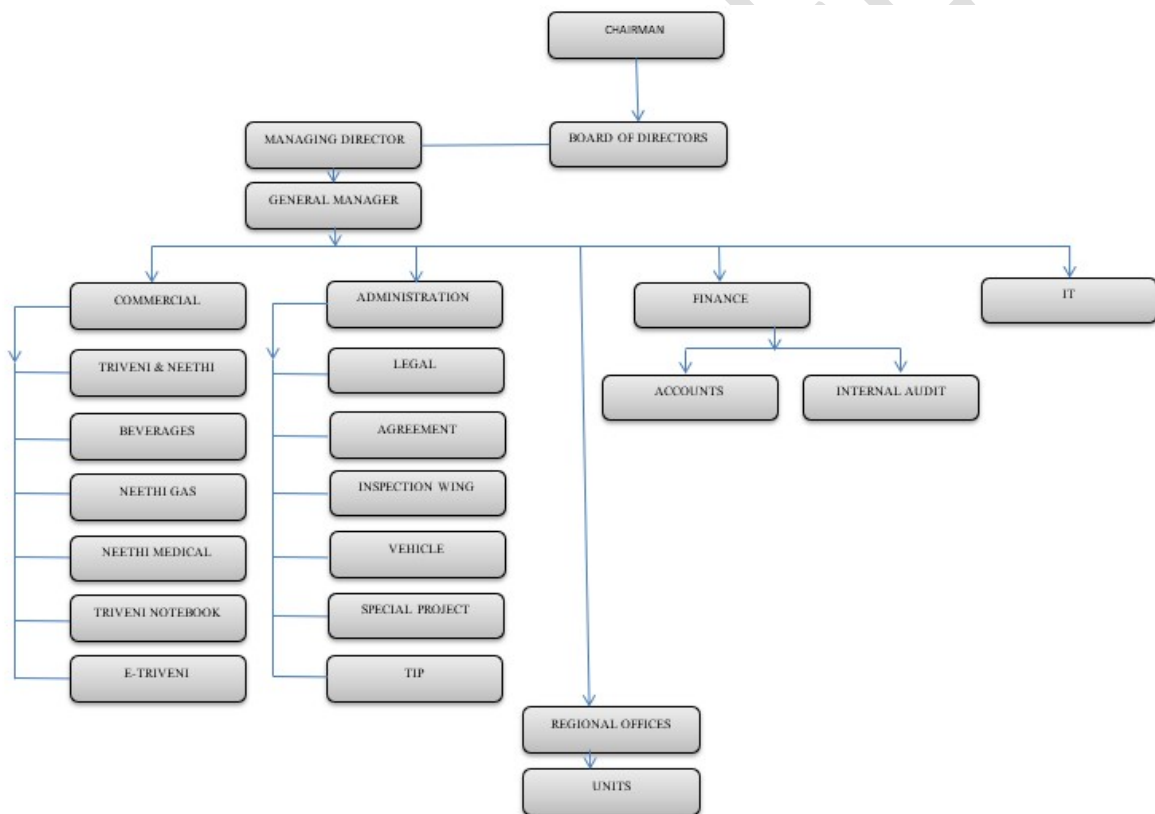
2. Project Background

The Kerala State Co-operative Consumers' Federation Ltd. (CONSUMERFED) is the apex body of the consumer Co-operative in the state of Kerala. The main objective of this Federation is to offer quality food and agricultural products as also the consumables at fair prices to the general public so as to save them from exploitation of the middlemen. To accomplish such and other objectives, CONSUMERFED resort to bulk procurement; ensure storage in

Warehouses and distribute consumer goods to various Sales Outlets owned and/or supported by it across the State. The CONSUMERFED has a vital role in Kerala's consumer market by supplying a wide range of consumer products to meet the daily requirements of the consumers through its own/associated network of more than 1300 retail Stores. The seasonal Subsidy sales entails a major market intervention so as to arrest price rise in the State.

Organizational structure

Indicative organizational structure is as given below



The CONSUMERFED has 11 Regional offices spread across Kerala and its functions span across 7 business divisions supported by 419 units in the State.

- Triveni divisions:** The main objective of this division is to save the public from exploitation by retail/ middlemen. This chain of supermarkets (Triveni Super

Markets/Little Triveni Super Stores/Mega Marts/Mobile Triveni Stores) functions in the retail market to control and limit retail prices by providing food & grocery, household, textile goods, etc. to consumers at a fair price. This division rolls out seasonal subsidy sales under the patronage of Govt. of Kerala.

- **Neethi scheme:** The Neethi scheme has started for the distribution of consumer goods to the public at the lowest prices, especially in rural areas. The scheme benefits a large number of people including lower-income groups and rural households. For the smooth functioning of Neethi stores, CONSUMERFED supplies all essential commodities to the store.
- **Neethi Medical Scheme:** The Neethi Medical scheme has started to provide medicines to consumers at a reduction in MRP. As per the requirement of Neethi Medical stores, CONSUMERFED procures and distributes medicines on a wholesale basis.
- **Neethi Gas Division:** The function of this division is to distribute LPG of high quality to many consumers in Kerala. CONSUMERFED owns an LPG Bottling Plant at Moogilmada in Palakkad Dist. which is used to fill and refill cylinders.
- **Beverages Division:** CONSUMERFED presently owns 39 beverage shops (36 Foreign Liquor Shops and 3 Beer shops) in Kerala.
- **Triveni Notebook Division:** The function of this division is to manufacture and sales of Notebooks under direct supervision and control of CONSUMERFED. The quality and price structure of the notebooks manufactured under this division are incomparable with other brands in the market.
- **E-Triveni Business Centers:** The function of this division is marketing and sales of office stationery items so as to satisfy the requirements from the Government and other offices.
- **Triveni Institute of Pharmacy:** Triveni Institute of Pharmacy is in Thrissur which accommodates all infrastructure requirements required for D.Pharm/ BPharm courses. Triveni Institute of Pharmacy is well equipped by way of hostel, lab and other facilities so as to meet the requirements of these courses.

Project Overview & Vision

CONSUMERFED has been using a mix of home-grown IT systems across Triveni and Foreign Liquor businesses together with vendor provided solutions for managing the Neethi Medical Stores. The challenges faced by CONSUMERFED in using these disparate systems is, that CONSUMERFED have to put in a significant consolidation effort to get a centralized view of the business. There is also a lag in having this information for key decision making which is not helping a growing organization like CONSUMERFED in achieving their objectives. The key objective for CONSUMERFED is to initiate development of a new IT system with:

- Centralized Financial Accounting, Procurement and Inventory for better planning and control of business.
- Better operation and financial control across different business verticals at CONSUMERFED.
- Closing of accounts timely for better financial statement visibility.
- Automated financial reconciliations across different verticals and centralized accounting view for entire group.
- The new Inventory Management System to be implemented should enable:
 - a. Timely Procurement supported by automated procurement planning.
 - b. Optimal inventory maintenance.
 - c. Analyse margin to Landed cost by having proper accounting of expenses incurred in procurement and value additions.
 - d. Centralized view of stock at stores and local stocking units.
 - e. Better planning of inventory movement to stores and associated Service Cooperative Bank (SCB) outlets, based on consumption patterns.
 - f. Centralised pricing control for wholesale and retail businesses.
 - g. Able to do mix of promotions.
- Scalable system in support to business growth.
- Enhance customer experience in retail stores by reducing time in selection and automated billing options.

- Enable multi-channel sales including e-commerce
- Tracking customer loyalty and manage associated reward programs.
- Overall Brand Makeover and help business growth

A. List of units and users under CONSUMERFED business division

No	Branches/Units	Nos
1	Regional offices	11
2	Triveni mega/little/supermarkets	182
3	Mobile Triveni	45
4	CONSUMERFED Godowns	35
5	E-Triveni business centers	14
6	Neethi medical warehouses	12
7	Neethi medical stores	77
8	Foreign liquor shops	36
9	Beer units	3
10	Triveni institute of pharmacy	1
11	Notebook / computer stationery manufacturing unit	1
12	LPG bottling plan	1
13	Susrusha hi-tech clinical lab	1

B. Approximate users of the system

CONSUMERFED		
NO	SECTION	MINIMUM NO OF USER
1	ACCOUNTS (HO)	13
2	ADMIN (HO)	8
3	CFO (HO)	1
4	INTERNAL AUDIT (HO)	5
5	IT (HO)	11
6	LEGAL (HO)	3
7	NMS (HO)	10
8	NOTEBOOK (HO)	3
9	PURCHASE (HO)	14
10	SPECIAL PROJECT (HO)	1
11	LIQUOR (HO)	10
12	VEHICLE (HO)	1
13	REGIONAL OFFICE	20
14	LIQUOR SHOPS	5
15	PHARMACY COLLEGE	3
16	NOTEBOOK	4
17	GAS PLANT	3
18	STORES & GO DOWNS	420

C. Business Operation by Division

Division	Functionalities/Activities	Modules
Triveni Scheme	This chain of supermarkets (Triveni Super Markets/Little Triveni Super Stores/Mega Marts/Mobile Triveni Stores) functions in the retail market to control and limit retail prices by providing food & grocery, household goods etc. to consumers at fair price. Carries out seasonal subsidy sales under the Govt. of Kerala	<ul style="list-style-type: none"> ○ Purchase management ○ Inventory management ○ Store management ○ Pricing and promotion ○ Integrated with accounts ○ POS System with offline capability ○ Vehicle and supply chain management for Mobile Trivenis ○ E-Commerce
Neethi Scheme	Catering to the needs of Service Co-operative Bank outlets. Carries out seasonal subsidy sales under the Govt. of Kerala.	<ul style="list-style-type: none"> ○ Purchase management ○ Inventory management ○ Store management ○ Pricing and promotion ○ Integrated with accounts ○ Supply chain management through door delivery.
Neethi Medical Scheme	The Neethi Medical scheme has started to provide medicines to consumers at a reduction in MRP. As per the requirement of Neethi Medical Stores, CONSUMERFED procures and distributes medicines on a wholesale basis	<ul style="list-style-type: none"> ○ Purchase management ○ Inventory management ○ Store management ○ Pricing and promotion ○ Integrated with accounts ○ POS System with offline capability ○ e-commerce (if required)
Neethi Gas Division	The function of this division is to distribute LPG of high quality to a large number of consumers in Kerala. CONSUMERFED owns an LPG Bottling Plant in Palakkad which is used to fill and refill cylinders.	<ul style="list-style-type: none"> ○ Job work ○ Integrated with accounts module ○ POS System with offline capability

Beverage Division	CONSUMERFED owns 39 beverage shops (36 Foreign Liquor Shops and 3 Beer shops) in Kerala. Purchases from BEVCO.	<ul style="list-style-type: none"> ○ Purchase management ○ Inventory management ○ Store management ○ Pricing ○ Integrated with accounts ○ POS System with offline capability ○ Online booking for consumers
Triveni Notebook division	The function of this division is the manufacture and sale of Notebooks under direct supervision and control of CONSUMERFED. The quality and price structure of this age old brand are incomparable with other brands in the market.	<ul style="list-style-type: none"> ○ Purchase management ○ Production management ○ Inventory management ○ Store management ○ Pricing and promotion ○ Integrated with accounts ○ POS System with offline capability ○ Job work ○ e-commerce
E-Triveni business centers	The function of this division is the sale of office stationery items. Government / PSUs/Cooperative institutions are the major targets.	<ul style="list-style-type: none"> ○ Pricing and promotion ○ Inventory management ○ Integrated with accounts ○ POS System with offline capability
Triveni institute of pharmacy	Triveni institute of pharmacy is in Thrissur which accommodates all infrastructure requirements required for D.Pharm / BPharm courses.	<ul style="list-style-type: none"> ○ Integrated with accounts ○ Asset Management
Head Office	Policy Making, Centrally controlling and monitoring of all the divisions under CONSUMERFED	<ul style="list-style-type: none"> ○ Purchase management ○ Inventory management ○ Store management ○ HR & Payroll ○ Pricing and promotion ○ Accounts ○ File Management ○ e-commerce

3. Project Scope

The broad scope of work and the responsibility of the SP for the end-to-end automation of CONSUMERFED include, but not limited to the following: -

3.1 Overall Scope

Bidder shall propose software solution that should cover the following key activities:

- Procurement and inventory
- Sales management system (retailing /wholesaling)
- e-commerce portal
- Job works for Notebook/Gas production
- Accounting
- HR and payroll

High level scope of the TSP but not limited to the following is as follows:

Application development, customization, and rollout.

- A. Web-based application development and customization on open-source platform.
- B. The application shall be modular architecture.
- C. Application implementation to follow agile methodology.
- D. Integration with existing applications wherever necessary.
- E. Data migration from legacy applications.
- F. Facilitating third party Security testing (vulnerability assessment and penetration testing) by CERT-in empanelled auditors / STQC and also for patching the vulnerabilities listed in the security audit.
- G. Hardware recommendations for application hosting (to be hosted at SDC / MEITY empanelled cloud service providers and DC/DR)
- H. Rollout of the web-based application and mobile app across all the CONSUMERFED store, Godowns, head office and regional offices.
- I. Enabling e-sales through a robust e-commerce platform

- J. Training and capacity building across all levels (HQ, zones, regions, districts, and store)

1) Mobile / tablet app development with offline capability

- A. Secured android mobile app development, with only access to perform sales operation to users.
- B. To be able to perform cash sale

2) Training

- A. To ensure adequate training sessions and capacity building to be provided across all levels.
- B. User manual, demo videos, and FAQs

3) Operation and AMC Support

- A. Post-implementation AMC support to CONSUMERFED staff (1st level Support) for the web and mobile application for a period of 3 years after 1 Year warranty by vendor (2nd level support).
- B. Defect liability period (warranty) for 12 months.

3.2 Detailed Project Scope

3.2.1 Phase 1 requirements (indicative) - Actual may be finalized during the SRS phase

1) Purchase management

Purchase management should comprise all activities and processes including e-tender application, involved in the purchasing of goods from external parties/ suppliers. The system should also manage the evaluation of suppliers related to the purchase of goods.

- A. The system should allow user to enable a new supplier registration.
- B. The system should generate reports regarding suppliers and products.
- C. Godown/region wise report of suppliers registered locally.
- D. Godown/region wise report of suppliers registered over a period
- E. Automatic purchase order generation: The module should have the capability to generate godown wise purchase order also to corresponding vendors.
- F. Auto generated intimation to suppliers: Selected suppliers should be sent alert messages (email and/or SMS) regarding PO.
- G. The system should have a link with GRN (Goods Receipt Note) generating module.

- H. Reports: The system should be able to generate various tender reports in following formats:
- a) Item wise
 - b) Date wise
 - c) Supplier wise
 - d) Value wise
- I. Invoice and payment
- a) Record invoice and GST details
 - b) Payment against delivery
- J. Initiate return goods to the vendor
- K. Auction management system including capture auction items, bidder details, auction value and automatic auction alerts, etc.

2) Inventory management

The Inventory management system should manage and control the operations of the godown ranging from receiving goods from the suppliers, storage of the goods, its packing and such other activities until it is transferred to the CONSUMERFED stores. The system should help in movement of the inventory on a First Expiry First Out (FEFO) basis. The system should streamline and automate the inventory fulfillment process/optimization of stock with increased operational efficiency.

The module should handle the following:

- A. Item master definition.
- B. Inventory planning: Management of inventory such as controlling and overseeing purchases — from suppliers as well as customers — maintaining the storage of stock, controlling the amount of product for sale, and order fulfillment.
 - a) Stock requirement management
 - i. Alert for minimum level drop
 - ii. Minimum order quantity generation – based on the last 6 months product consumption.

- iii. Automatic re-order Level - system should prepare the reorder level for a product based on various parameters like holding cost, seasonal demand, regional demand past sales history etc.
 - iv. Decision support system
- C. Receipt of goods
- D. Auto receipt generation from PO
 - a) The system should auto generate a Goods Receipt Note with PO details and e-invoice details.
 - b) The system should automatically generate debit note if the actual quantity supplied is less than that in the supplier bill.
- E. Inventory processing
 - a) Inward checklist generation
 - b) Data entry error correction with authorized approval
 - c) Print barcodes - The system should enable the user to generate barcode and request print.
- F. Stock conversion (Subsidy/Non-Subsidy Items)
- G. Bin/shelf/rack management
 - a) Bin allocation - manual, automated
 - b) Multiple bin allocation for different stock
 - c) Cold storage allocation
 - d) Rack and bin - barcode mapping
- H. Packing conversion
- I. Inventory valuation in the system based on first in first out.
- J. Inventory distribution
 - a) View stock request from the stores
 - b) Picklist generation
 - i) Issue of inventory by FIFO / FEFO (First Expiry First Out)
 - ii) Goods pickup from Bin (stock Issue)

iii) Generate material issue note

K. Issue of goods

- a) Transfer of goods to other godown
- b) Transfer of goods between stores
- c) Bulk sale

L. Goods Issue to stores

- a) Release order (RO) should be prepared only against the indent created by store manager.
- b) GRN creation at store should also be against the corresponding RO

M. View item information

N. Inventory by store/godown

O. Expiry level inventory management.

P. Multiple unit of measurement

Q. Physical stock verification option (Periodic/Annual Stock take/Random Inventory check)

R. Search for inventory items by product line, item number, serial number, batch number and description

S. Automatically compute min-max inventory level based on sales history

T. Manual update of inventory quantities with proper approval

U. Inventory status by item number and serial number

V. Verify expiry date and batch number associated PO number.

W. Central system

3) Store management

The Store management system should manage the CONSUMERFED store operations by integrating the business processes into a centralized system. The system should manage the dispensing of goods and automates store operations such as stock control, billing, and reporting. The system should also provide real-time information on the number of goods stored in the stores.

A. Stock in management

Stock in management refers to the ordering and inspection of goods stock.

- a) Generate stock request
 - b) View goods stock Issue details from godown
 - c) Record received quantity of goods.
 - d) Comparison of requested stock and received stock
 - e) Material receipt certificate generation
 - f) Record lost/ damaged / expired entry
- B. Sales (To be able to operate online, offline)
- a) Open counter (Salesman signing), capture opening cash
 - b) Cash/credit sales
 - c) Calculate GST
 - d) Sales for card holders with discount
 - e) Capture customer details
 - f) Apply discount, promotion, subsidy
 - g) Validate aadhar for special sale
 - h) Multiple tender (card, card, coupon)
 - i) Capture doctor, patient details for medical store
 - j) Capture batch, expiry of issue item
 - k) Scan barcode of item
 - l) Print receipt in English/Malayalam
 - m) Physical stock take
 - n) Integrate with payment gateway
 - o) Counter day end closure
 - p) Borrow from another counter
 - q) Top up change by manager
- C. Return of goods
- a) Goods return with approval. This should be available to godown user
 - b) The system should maintain the record of goods returned and to be returned.
 - c) Provision to check the status of the return goods.
- D. General features
- a) Teller reconciliation

- b) Data entry error correction with authorized approval
- c) Track the lot / expiry level inventory management
- d) Manage multiple units of measurement - purchase, sales, and stock
- e) Minimum shelf-life definition

4) Pricing and promotion module

The Pricing and promotion module should manage flexible pricing and various sales promotion methods using various parameters such as availability of stock, the expiry date of existing stock, profit margin, stock analytics, etc.

- A. Centralized dynamic pricing control (Against PO optional)
- B. Short term pricing definition
- C. Long term pricing definition
- D. Pricing for different transactions
- E. Promotional offers
- F. Discount definition
- G. Create price tables/matrixes that allow multiple pricing level
- H. Assign price levels based on customer type, department, and subsidy eligibility
- I. Set prices based on a pre-defined profit margin (calculate price based on cost and margin)
- J. Assign, calculate and display GST values
- K. Allow mark down or discount merchandise with proper approval
- L. Audit trail of mark down, discount, and any other price adjustments for reporting
- M. Discount coupons and gift vouchers

5) MIS reports for godown and stores

- A. The system should have capability for real time monitoring of sales and stock at each level (region, godown, store)
- B. The system should have the facilities for creation of exhaustive list of report required for sales/stock monitoring. Some examples are given below:
 - a) Stock & sales of each item for a particular period

- b) Fast & slow-moving items for a particular period
- c) Expired items
- d) Category wise stock value report
- e) Comparison of stores under a godown based on sales/profit percentage/number of items sold etc
- f) Comparison report of godown/regions
- g) Store /godown/region wise report of sales trend (growth/decline)
- h) Items sold report

6) Accounts

The centralized accounting system should manage the following at store/regional office/head office.

- A. Voucher- payment: cheque, cash, RTGS, IMPS, NEFT, Pay late etc.
- B. Voucher-payment authorisation
- C. Real time - cash book
- D. Trail balance review (with/without zero balance)
- E. Profit & loss - 4 Level Unit /division wise & consolidated (store/godown/regional/HO)
- F. Bank reconciliation.
- G. Cash flow statement.
- H. GST invoice generation/authorise
- I. GST TDS.
- J. Supplier statement of accounts.
- K. Budget estimation.
- L. Track bill receivables and payments
- M. Track receipts
- N. Budget control on payments
- O. Financial statement generation
- P. Monthly bank accounting
- Q. Receipt & payment

7) Accounts – MIS Reports

- A. PO completion report.
- B. Payment status report.
- C. Pending payment report (supplier, PO, commodity, duration wise)
- D. Voucher reports, sundry creditors, debtors, security deposits, and earnest money deposits in the register format.
- E. Voucher-payment reports
- F. Tax reports
- G. Daily cash collection report (store/godown/regional/HO)
- H. GST report
- I. Kerala cess report
- J. Rate report
- K. Price change report
- L. Day book reports
- M. Generation of R&D reports
- N. Unit wise viability reports

8) Data analytics / dashboard – Decision support system

- A. Stock report (store, godown)
- B. Stock position/stock value
- C. Stock position/stock value as on a particular date
- D. Stock register
- E. Age of stock
- F. Stock re-conciliation
- G. Stock re-order level
- H. Item availability by Store

9) General reports

- A. Sales comparison (store / godown – godown /regional – regional / district – district)
- B. YoY sales analysis
- C. Budgeting to actual comparison

- D. Return goods analytics
- E. Expense budget analysis
- F. Bulk sales report
- G. Regional / godown consolidated report
- H. Receipt summary
- I. Payment summary
- J. Price changes
- K. Store local purchases
- L. Daily collection & remittance
- M. Monthly sales summary
- N. Store wise stock consolidation
- O. Physical stock on year end
- P. Damage / non sellable Stock
- Q. Stock statement
- R. Rate list
- S. Purchase order
- T. Challan issues
- U. Purchase return
- V. Stock conversion
- W. Godown / region wise / store wise stock report
- X. Demand forecasting
- Y. Stock required/below reorder level
- Z. Fast moving/slow moving
- AA. Expiry items
- AB. Analysis/trend on variance

3.2.2 Phase 2 requirements

1) E-commerce

- A. **Login & security:** Single sign on (social media like Facebook, Google+) and offer a good level of security with Secure socket layer (SSL) encryption, strong authentication with digital certificates and speed to conduct real time bidding over the Internet. The system to support creation of administrative hierarchy, using adequately secured passwords with digital signatures.
- B. **Products:** Product details like product category, images, description, dimensions, weight, quantity, price with search and filter option and other details.
- C. **Customer orders and support:** Powerful shopping cart and by providing quality and desirable products, Simple checkout, return/exchange Info, on time delivery, 24*7 customer support, timely sale and should track customer reviews & feedbacks.
- D. **Mobile app & responsive pages:** Increase the accessibility to the portal and responsive web design & attractive, easy-to-navigate web store design.
- E. **Promotions and offers:** New promotions / discounts / coupons & best deal offers.
- F. **Payment options:** Integration of payment gateways like PayPal / CCAvenue / Paytm / others and wallets integration like Paytm / Amazon Pay / Mobikwik / JioMoney / others should be present for secure, safe, and user-friendly transactions and COD option.
- G. **Admin panel:** Options to add products and its details generate reports like product list, day wise transactions, customer details, etc.
- H. **Invoicing & settlement:** To enable seller to raise invoice/debit/credit note, receive/make payment and settle the complete transaction through system.
- I. **Other details:** Speedy page loading, product videos / sliders / animated videos, visible contact info, security symbols, push notifications.
- J. **Compliance:** The e-commerce site should be compatible with PKI transaction to ensure secure and authenticated access and along with this PCI data security standards should be followed.
- K. Stock management
- L. Order management

M. Integrated cart system

N. Wishlist

2) Secured POS system with offline capability

A. Quick keys: Shortcuts within the POS system that allow associates to hit a single button for the commonly sold items.

B. Bulk product import: Option to upload all products in a bulk upload

C. Barcode integration

D. Different coupon offers in sales

E. Special pricing for different transactions

F. Item detail search using barcode/item name /code

G. Wholesale and retail sales

H. Subsidy sales

I. Sales return

J. Multiple payment methods and split payment option

K. Real-time dashboards

a. Automatic inventory counts

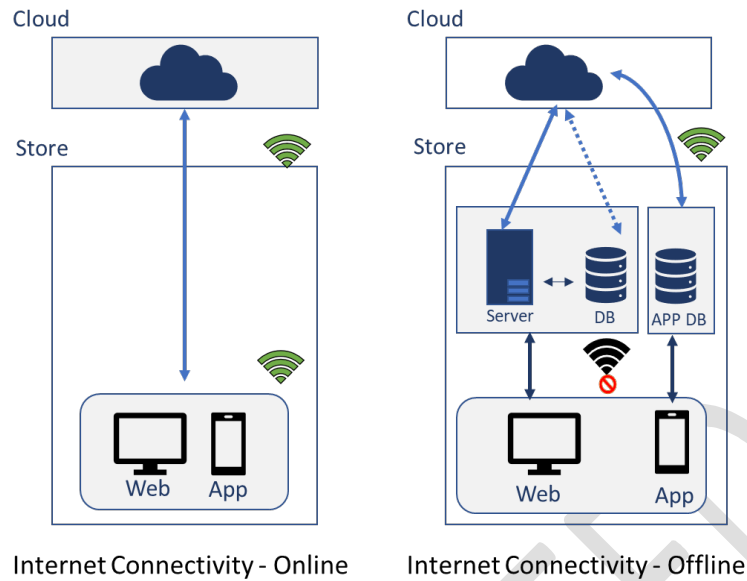
b. Inventory below threshold level

L. Promotions

M. Customer management (customer details capture)

N. Reports (Revenue, sales report, customer report, gross report discount sales report, customer reports)

O. Data sync to central server with defined time gap(configuration) and to update stock at the central system. To have defined reconciliation for validation of all transaction sync to server. Offline solution to be managed in a tamper proof system by using proper encryptions.



Indicative store connectivity diagram

3.2.3 Phase 3 requirements

1) Job work

- A. Define production plans: Option to define production plans of the Triveni notebook.
- B. BOM preparation and generate material requirement: The system should be compatible for BOM preparation and generate material requirement
- C. Purchase plan preparation: View list of requirements, system to determine the quantities and estimated costs, etc.
- D. Option to track outsourcing activities.
- E. Stock management
- F. Suppliers' management: Option to capture details of suppliers

2) HR & Payroll

- A. Employee management
 - a) Profiling
 - b) Joining, relieving and transfer management
 - c) Promotion and increments
 - d) Attendance and leave management system
 - e) Training management

- f) Compensation management
- g) Service book management
- B. Payroll management
 - a) Salary earnings and deduction
 - b) Salary revision.
 - c) Arrear salary processing
 - d) Deduction of PF, or other standard and ad-hoc deductions.
 - e) Leave surrender
 - f) Salary register for verification and approval.
 - g) Statement as payout notification.
 - h) PF, loan, thrift, ESI, IT & Pension and other allowances.
 - i) Traveling Allowance.
 - j) Bonus / Ex Gratia
 - k) Medical benefits.
 - l) Terminal benefits (DCRG etc)
- C. Staff self-service portal
 - a) Travel request
 - b) Leave application
 - c) Other requests/application such as claim submission, pay slip request, etc.

3.2.4 Mobile app development with offline capability

Smartphone or tablet for a seamless offline transaction. The app shall have offline data capture and retention capability so that when the network is restored, the captured data can be posted back to the server. The offline application should be secured application with user access control and secured database. The application to be a tamper proof solution, with billing option only for the end users. Audit log for all transactions(online, offline) to be available for audit and to be secured.

- 1) POS and sales module (offline capability) – store
- 2) Godown modules

3.2.5 Loyalty system

- 1) Inbuilt loyalty system for points accrual and redemption with customizable configuration
- 2) Points accrual calculation should be configurable
- 3) Redemption formula to be configurable with period, products eligible
- 4) To be able to print and issue card to loyalty customer
- 5) To be able to capture points by scan of Loyalty card or by phone no

3.2.6 Data migration

Vendor to provide the format and provision to upload the following data at store/ go Down/ head office level.

- 1) Item master with re-codification of item code with new Item codification.
- 2) Opening stock of outlets, godown.
- 3) Customer opening balance.
- 4) Supplier opening balance.
- 5) General ledger opening balance

Details of applications from which the data to be migrated is provided in the table below :

Sl. No.	Name of the application	Details of data to be migrated
1	Bee Bee	All data relevant to the financial year when the system is implemented to be migrated to the new system
2	Medisoft	All data relevant to the financial year when the system is implemented to be migrated to the new system

Vendors need to ensure that there is no loss of data while migrating to new system and provide a data migration plan along with the technical proposal. Vendors have to specify an approach for archival of past data and usage of same for decision making, as part of their data migration plan.

Current financial year data on go live only need be migrated.

4. Prequalification Criteria

Sn	Qualification criteria	Proof to be submitted
1	The bidder should be registered in India under companies Act 1956/2013 or a co-operative society and should have been in operation for at least 5 years as on date of submission of the bid	Registration certificate
2	The bidder shall be a Total Solution Provider (TSP) accredited by the Govt. of Kerala who have immense digital infrastructure and software project implementation experience. The bidder shall have local presence in Kerala.	GO to be submitted
3	The bidder should have experience in implementation of at least two application development projects in Govt sector in Kerala	Provide work order copy
4	Bidder shall have relevant digital infrastructure project implementation experience of at least 5 years. This experience needs to be showcased through a chronological listing of projects undertaken with relevant details (year/ size/ cost/ client)	List to be provided
5	The bidder should have achieved average annual Turnover of at least INR. 200 Crores, during the last three financial years as on 31.03.2019 (i.e., 2016-17 to 2018-19) in India.	Turnover certificate
6	The bidder should have positive net worth during the last three financial years (FY 2017-18, 2018-19, 2019-20) (pre Covid period)	Net worth certificate
7	The bidder should not have been blacklisted by any Central/State Government Organization or PSU for any corrupt and fraudulent practice. An undertaking	Self-declaration Annexure – IV

	by the authorized signatory on the letter head of the bidder should be submitted as a part of technical offer	
8	The bidder should not be under liquidation, court receivership or similar proceedings	Self-declaration
9	The bidder or its software development Unit/Division should have the following certifications: ISO 9001:2015 and ISO 27000.	ISO certificate shall be provided as proof
10	The bidder should be in existence in the software Development domain at least last 5 years.	Support document
11	The agency should have at least Three PMP Certified Engineer or equivalent.	Submit certification details documents
12	The bidder must have valid registration certificate of GST, PAN Number as applicable.	Certificate copies should be submitted
13	The bidder should have minimum 100 employees on roll working in Software Development/IT domain	Self-Declaration
14	The bidder should have a registered office in Kerala	Supporting Document

5. Tender Process:

The tender process shall consist of the following stages:

- 1) Downloading of tender document: Tender document will be available for free download on www.consumerfed.net
- 2) The pre-bid meeting will be held on 07-Mar-2022, On line – in zoom meeting
- 3) Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility online via www.consumerfed.net
 Technical bid will have all required documents along with UNPRICED BOQ.
 Commercial bid will contain priced bid as per the format provided.
- 4) Opening of technical bid and bidder short-listing: The technical bids will be opened, evaluated, and shortlisted as per the eligibility and technical qualifications. All

documents in support of technical qualifications shall be submitted. Failure to submit the documents will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.

- 5) Opening of financial Bids: Bids of the qualified bidders shall only be considered for opening and evaluation of the financial bid.

Technical bid proposal shall contain the scanned copies of the following documents which every bidder has to attach

- 1) Detailed proposed solution with the following :
 - A. Proposed application features
 - B. Proposed application functionalities
 - C. Application architecture
 - D. Development methodology
 - E. Project management plan
 - F. Senior resource profiles
 - G. Deployment architecture
 - H. Training methodology
 - I. Support process followed
 - J. Unpriced BOQ
- 2) Company profile clearly indicating name of the firm/company/organization, address, contact person with mobile numbers and notable credentials.
- 3) Self-certification stating that the company is not debarred / blacklisted by any central / state Governments, Government departments, Government bodies or PSUs/ Co-operatives.
- 4) Copy of audited balance sheet for the last three years including turnover details.
- 5) The applicant should have the skilled/experienced staff to manage the project. A brief profile of key persons for this project shall be attached.
- 6) Proof of previous experience in software application development. At least three work order & work completion should be scanned and attached.
- 7) Proof of GST and PAN of the firm.

*Please check the annexures for the relevant templates.

6. Support SLA

The successful bidder should provide application 2nd level support. The bidder shall provide offsite support to CONSUMERFED staff (1st Level support) for 3 years post 1 year warranty.

Following services with their severity levels are provided under this agreement

Issues	Severity	Priority
Data are not loaded	S1	P1
Non accessibility of application despite no network faults or Hardware fault	S1	P1
Disruption in billing/sales due to problems in application	S1	P1
Security issues	S1	P2
Data mismatch or errors in critical reports	S3	P2
Functional bugs, errors etc. related to application	S3	P2
Not able to generate reports	S4	P3

Severity/ Priority	P1	P2	P3
S1	3 Hours	8 Hours	10 Hours
S2	10 Hours	24 Hours	32 Hours
S3	28 Hours	36 Hours	56 Hours
S4	32 Hours	48 Hours	72 Hours

Support Related SLA: If the complaint is booked and the response is not received within the resolution hours as mentioned above, then the penalty applicable will be Rs.1000 per day. If the problem is not resolved within 48 working hours of the complaint resolution time, then the penalty applicable is Rs.2000 per day. Further delay will attract the penalties of Rs. 5000 per day till the time the issue is resolved. The identified issue to be detailed analysed by both parties and agree on the type and source of issue.

7. Project Milestone

The project milestone as specified in the following table

No	Milestone	Timeline
1.	Award of contract	T1
2.	Signing of agreement	T2=T1+2 weeks
3.	Providing performance bank guarantee	T1+2 Weeks
4.	Sign NDA agreement positioning of domain support	T1+2 Weeks
Delivery Phase I		
5.	Submission of business requirement document (BRD)	T2+8 Weeks
6.	Approval of BRD by CONSUMERFED	T3 = T2 + 9 Week
7.	Submission system requirement specification (SRS)	T4=T3+8 Weeks
8.	Approval of SRS	T5 = T4 + 1 Week
9.	Software development	T6=T5+75 Weeks
10	Positioning of cloud hosting infrastructure for UAT, deployment by CONSUMERFED	T3+10 Weeks
11	Integrated User Acceptance Testing (UAT)	T7=T6+4 Weeks
12	Data migration by SP at the pilot locations	T8=T7+6 Weeks
13	Pilot run at one depot,NMS warehouse and one outlet each from Thriveni/NMS/FL shop	T9=T8+3 Weeks
14	Pilot feedback by CONSUMERFED	T10=T9+1 Week
15	Resolve issues in pilot run based on feedback (scope to be mutually agreed to support un-interrupted operation)	T11=T10+6 Weeks
16	Signoff by CONSUMERFED and release to pilot location	T12=T11+4 Weeks
17	Training manual documents and train the trainers	T12+3 Weeks
18	Application user manuals	T12+3 Weeks
19	Rollout application software by	T13=T12+16 Weeks

	CONSUMERFED to all locations and Data migration	
20	Start of operations & warranty maintenance from the Go-Live date for 1 year	T14=T12+52 Weeks
21	AMC support for 3 Years after warranty	T14+ 3 Years

Delivery Phase II		
22	Submission business requirement Study (BRD)	T2+8 Weeks
23	Approval of BRD by CONSUMERFED	T3
24	Submission system requirement specification (SRS)	T4=T3+8 Weeks
25	Approval of SRS	T5
26	Software development	T6=T5+25 Weeks
27	Positioning of cloud hosting infrastructure for UAT, deployment by CONSUMERFED	T3+10 Weeks
28	Integrated user acceptance testing	T7=T6+4 Weeks
29	Data migration	T8=T7+6 Weeks
30	Pilot run at one depot and one outlet	T9=T8+3 Weeks
31	Pilot feedback by CONSUMERFED	T10
32	Resolve issued in pilot run based on feedback (scope to be mutually agreed to support un-interrupted operation)	T11=T10+6 Weeks
33	Signoff by CONSUMERFED and release to pilot location	T12=T11+4 Weeks
34	Training manual documents and train the trainers	T12+3 Weeks
35	Application user manuals	T12+3 Weeks
36	Rollout application software by CONSUMERFED to all locations	T13
37	Start of operations & warranty maintenance from the Go-Live date for 1 year	T14=T12+52 Weeks

38	AMC support for 3 years after warranty	T14+ 3 Years
----	--	--------------

Delivery Phase III		
39	Submission business requirement study (BRD)	T2+8 Weeks
40	Approval of BRD by CONSUMERFED	T3
41	Submission system requirement specification (SRS)	T4=T3+8 Weeks
42	Approval of SRS	T5
43	Software development	T6=T5+25 Weeks
44	Positioning of cloud hosting infrastructure for UAT, Deployment by CONSUMERFED	T3+10 Weeks
45	Integrated user acceptance testing	T7=T6+4 Weeks
46	Data migration	T8=T7+6 Weeks
47	Pilot run at one depot and one outlet	T9=T8+3 Weeks
48	Pilot feedback by CONSUMERFED	T10
49	Resolve issued in pilot run based on feedback (scope to be mutually agreed to support un-interrupted operation)	T11=T10+6 Weeks
50	Signoff by CONSUMERFED and release to pilot location	T12=T11+4 Weeks
51	Training manual documents and train the trainers	T12+3 Weeks
52	Application user manuals	T12+3 Weeks
53	Rollout application Software by CONSUMERFED to all locations	T13
54	Start of operations & warranty maintenance from the Go-Live date for 1 year	T14=T12+52 Weeks
55	AMC support for 3 years after warranty	T14+ 3 Years

8. Deliverables

Phase	Task	Deliverables
Requirement collection	Requirements gathering and analysis.	Business requirement document (BRD)
Functional and nonfunctional analysis	Functional and non-functional requirements and use case development. An outline about the functionality of each module interface relationship and dependencies between modules.	SRS, High level design (HLD) document and Low-level design (LLD) Document
Execution Phase	Development: Develop the application, workflow, business rules	Application deployment of staging
	Quality control & Security testing: Testing the changes and provide different types of reports	Test cases, test results, Defects reports, Performance testing report, Browser's compatibility test report
	UAT Signoff: Prepare UAT Test cases and manage the sessions	UAT Test cases, UAT Signoff document
	Go Live: Server deployment and Pilot run at one depot, NMS warehouse and one outlet each from Thriveni/NMS/FL shop	Training sessions Training manual User manual

9. Terms of Payment

The payment shall be made on the basis of the delivery milestones as specified in the following table by each phase.

Sl. No	Milestones	Payment
1	Mobilization advance	20%
2	SRS submission	10%
3	UAT signoff	30%
4	Delivery sign off	20%
5	Handover of documentation and final audited source code	10%
6	Warranty completion	10%
7	AMC start of the year	

10. Evaluation Process

All received proposals will be scrutinized by the committee appointed by CONSUMERFED. The committee will scrutinize all the documents (firm registration certificates/experience/previous work orders/last three years IT return /PAN number /financial bids etc.) submitted by the bidder. The committee while evaluating the technical bid shall have no access to the financial bid until the technical bid evaluation is concluded and at this stage the financial bid will remain unopened. Based on the technical evaluation, a list of short-listed applicants will be prepared. The right to reject or shortlist a bidder shall vest absolutely on the CONSUMERFED. The shortlisted applicants will be required to make presentation and Live demo of their proposal before the selection committee. Financial bid shall be opened on the date & time specified by CONSUMERFED, in the presence of the bidders' representatives (who are technically qualified) who choose to attend.

11.Evaluation Of Technical Bid

Technical bid evaluation will include evaluation of the documents submitted by the bidder followed by a technical presentation. Bidders who qualify the basic eligibility criteria and shortlisted by the CONSUMERFED will only be invited for the technical presentation and live demonstration. The technical bid documents and technical presentation of the bidder will be scrutinized on the basis of the eligibility criteria and scores will be assigned accordingly.

The scoring scheme is as follows:

Bid evaluation			
Sl. No	Evaluation criteria	Maximum marks	
1	Software/e-governance projects (Should be furnished in the format mentioned in the annexure and copy of work order and milestone completion certificate should be attached)	15	
	No: of projects, $n \geq 5$		15
	$5 < n < 3$		10
	$n < 3$		5
2	Relevant experience of the firm (years of operation)	15	
	No: of years, $n \geq 7$		15
	$7 < n < 5$		10
	$n \leq 5$		5
3	Knowledge and expertise in the software development and implementation adhering to the timeline (Enclose proof) with value more than 1 Cr.	15	
4	Experience of quality management system (ISO 9001: 2015 for software development / software maintenance or ISO 27000 or CMMI Level 3 Certification)	10	

Presentation and Demo		
Sl. No	Evaluation criteria	Maximum Marks
1	Demo of same or similar ERP software developed	15
2	Experience in Agile methodology, project management plan, rollout, training plan	15
3	Presentation of the technical solution and data migration plan.	10
4	Profile of team that is likely to be constituted with experience. (E.g., Project Manager, Solution Architect, Configuration Manager etc.)	5

The bidders scoring minimum 80 marks out of 100 as technical score (TS) in the technical evaluation shall be declared as the technically qualified bidder.

Bidders failing to meet the technical criteria shall not be considered for Commercial Bid evaluation.

A. EVALUATION OF FINANCIAL BID

The Financial bids shall be opened only for the technically qualified bidders and those bidders shortlisted by the CONSUMERFED. The date, time and venue of the financial bid opening shall be intimated to all the technically qualified bidders in advance. The authorized representatives of the technically qualified bidders may be present during the financial bid opening. The financial bids shall be scrutinized for their conformity to the specified formats, seal, and authorized signature of the bidder. Financial bids that are illegible, not conforming to the specified formats or without the seal and signature, with arithmetic errors, with mismatching “figure” and “words” value(s) shall be summarily rejected. CONSUMERFED reserves the right to accept or reject any or all proposals without assigning any specific

reason. The financial score of the other technically qualified bidders shall be computed as per the following formula. Total Price will be considered for evaluation.

- The price for 3 phase to be given separately.

Price for AMC to be given separately.

The method of selection is: Quality-and Cost-Based Selection (QCBS) – and follows the weightage, **Technical Score: Financial Score (75:25)**. The Final combined technical and financial score (S) will be calculated as detailed below.

$$FS = (F_{min} / F_b) \times 100$$

FS = Financial score of the bidder under consideration, F_{min} = minimum price quoted by any bidder

F_b = price quoted by the bidder under consideration

The Technical score (TS) and the financial score (FS) secured by each bidder shall be subjected to the weightage $WT = 0.75$ (the weight given to the technical bid); $WF = 0.25$ (the weight given to the financial bid).

The combined technical and financial score (S) for the bidder shall be computed as per the following formula.

$$S = (TS \times WT) + (FS \times WF)$$

12. Award of Contract

It shall be the discretion of the CONSUMERFED to award contract . Normally, the bidder securing the highest combined score (S) shall be treated as the successful bidder and considered as selected for award of the contract.

13. Ownership and Intellectual Property Rights

- 1) All the data, material, information, and documents collected/generated during development/implementation of all the components of the project and the application software developed as per contract shall be exclusive “Intellectual Property” of the CONSUMERFED and shall be vested in the CONSUMERFED. All rights are reserved to CONSUMERFED as per IT Act 2000 &

its subsequent amendments.

- 2) The selected bidder shall handover all data, material, information, and documents (including SRS documents, design documents, database design/diagrams, the source code with third party controls/software, etc.) collected/generated during development/implementation of the project to the **CONSUMERFED** within 45 days of development/implementation of project.

14. Bidding Process

14.1 Tender Timeline

The Tender Timeline as specified in the following table.

Sl. No	Activity	Date
1.	Float/ advertise RFP	24-Feb-2022
2.	Pre-Bid meeting	07-Mar-2022
3.	Uploading of corrigendum	14-Mar -2022
4.	Last date for submission	21-Mar-2022 3:00 PM
5.	Publish short listed vendor	21-Mar-2022, 3:00 PM
6.	Screening (technical presentation)	25-Mar-2022
7.	Publish technical qualified vendor	28-Mar-2022
8.	Opening finance bid	28-Mar-2022 3:00 PM
9.	Publish vendor shortlisted	29-Mar-2022
10.	Issue of work order	30-Mar-2022

14.2 Procedure of Submission Bids

Tender processing fees

Bidder can download the tender document for free from www.consumerfed.net till the due date and time for bid submission. Any interested bidder shall pay tender processing fee as specified in the portal. The tender processing fee has to be paid through any of the four e-payment options in the portal:

1. Credit card
2. Direct debit
3. National Electronic Funds Transfer (NEFT) in favour of "KSCCF Ltd", AC No: 001401000000125, IFSC – UBINODCBEDC , Ernakulam main Branch , Kerala Bank
4. Demand Draft in favour of "KSCCF Ltd"
5. Over The Counter (OTC) – designated bank branches located across the country

Please note that payments submitted through cheque shall not be accepted. For further details regarding e-Payment, please refer to portal at the above-mentioned website or call e-procurement helpline.

Note: It will be in the interest of the bidders to familiarize themselves with the e-procurement system to ensure smooth preparation and submission of tender document.

14.3 Mode of Submission

All interested bidders shall pay tender processing fee and submit their technical and commercial RFP responses electronically using the unified e-Procurement platform.

Companies shall submit the tenders only through the unified e-Procurement system before the scheduled date and time for bid submission. Tenders submitted after the due date and time will not be considered and CONSUMERFED will not be liable or responsible for any delays due to unavailability of the portal and the internet link.

14.4 Authentication of Bid

The response bid shall be signed by the bidder, or a person or persons duly authorized to bind the bidder to the Contract. A letter of authorization shall be supported by a written

power-of-attorney accompanying the bid. All pages of the bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the bid.

14.5 Validation of interlineation in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

14.6 Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid, if so desired by CONSUMERFED. CONSUMERFED will in no case be responsible or liable for those costs, regardless of the outcome of the Tendering process.

14.7 Clarification of Tender Document

A prospective bidder requiring any clarification on the RFP document may submit his queries, in writing, at the mailing address and as per schedule indicated in "Invitation for bids / Key events and dates". The queries must be submitted in the following format and only such cases will be considered for clarification:

No	Clause no	Reference / subject	Clarification sought

The queries not adhering to the above-mentioned format shall not be responded. The Pre bid queries should be submitted within 10 days of tender publication.

The CONSUMERFED will respond to any request for clarification to queries on the Tender Document, received not later than the dates prescribed in Invitation for bids / key events and dates. The clarifications (including the query but without identifying the source of inquiry) will be uploaded on the www.consumerfed.net

14.8 Language of Bids

The bids prepared by the bidder and all correspondence and documents relating to the bids exchanged by the bidder and CONSUMERFED, shall be written in English language.

14.9 Bid Price

The bidder shall indicate price in the prescribed format for delivery of material inclusive of VAT tax for technical services / support with service taxes the unit rates and total bid Prices of the equipment/services, it proposes to provide under the Contract. Prices should be shown separately for each item as detailed in tender documents. In absence of above information as requested, the bid may be considered incomplete and hence rejected. The price components furnished by the bidder in accordance with format below will be solely for the purpose of facilitating the comparison of bids by CONSUMERFED and will not in any way limit CONSUMERFED's right to contract on any of the terms offered.

The bidder shall prepare the bid based on details provided in the tender documents. It must be clearly understood that the scope of work is intended to give the bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by CONSUMERFED. The bidder shall carry out all the tasks in accordance with the requirement of the tender documents & due diligence and it shall be the responsibility of the bidder to fully meet all the requirements of the tender documents.

14.10 Firm Prices

Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. However, CONSUMERFED reserves the right to negotiate the prices quoted in the bid to effect downward modification.

The commercial bid should clearly indicate the price to be charged without any qualifications whatsoever and should include all taxes, duties, fees, levies, works contract tax and other charges as may be applicable in relation to the activities proposed to be carried out. Prices in any form or by any reason before opening the commercial bid should not be revealed, failing which the offer shall be liable to be rejected.

14.11 Bid Currencies

Prices shall be quoted in Indian Rupees (INR) only.

14.12 Bidder Qualification

The "Bidder" as used in the tender documents shall mean the one who has signed the tender Form. The bidder may be either the principal officer or his duly authorized representative, in cases he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the representative and the principal.

It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/she signs as the constituted attorney of the firm or a company.

14.13 Notification of Award

LOI will be given to the successful bidder. The bidder shall acknowledge in writing receipt of the notification of award and shall send his acceptance to enter into agreement as per the timelines of receiving the notification.

14.14 Signing of Contract

The acceptance of LOI shall constitute signing of the agreement. At the same time as CONSUMERFED notifies the successful bidder that its bid has been accepted, CONSUMERFED will send the bidders the pro-forma for contract, incorporating all agreements between the parties as per the timeline, the successful bidder shall sign and date the contract and return it to CONSUMERFED. In case the bidder fails to sign the agreement with stipulated time period given in the RFP, L2 bidder will be considered for the contract.

15. Terms and Conditions.

1. CONSUMERFED retains the right to ask for any further information/ clarification during the tendering process.

2. Shortlisted eligible agencies may be asked to make a presentation and live demo to the committee of their proposed project plan.
3. If the required documents as prescribed are not submitted, then the offer shall be summarily rejected.
4. The final acceptance of the bidder rests entirely with the CONSUMERFED who do not bind themselves to accept the lowest or any tender. But the bidders on their part should be prepared to carry out such portion of the supplies/services included in the tenders as may be allotted to them.
5. The RFP does not allow the bidder to enter into a consortium agreement with another entity in order to present the proposal as a single bid. The bidder is not allowed to subcontract core elements of the project.
6. CONSUMERFED reserves the right to the following.
 - A. Reject any or all proposals received in response to the RFP without giving any reasons whatsoever.
 - B. Waive or change any formalities, irregularities, or inconsistencies in proposal format delivery.
 - C. To cancel the tender in part or full at any time without assigning any reason whatsoever and without any obligation to compensate the bidders in any manner for what so ever reasons.
 - D. Extend the time for submission of proposal.
 - E. Modify the RFP document, by an amendment.
 - F. Independently ascertain information from other organizations to which bidder has already extended a service for similar assignments.
 - G. To terminate the service if the assignment is not proceeding in accordance with the terms of the contract.
7. Confidentiality

The RFP contains information proprietary to CONSUMERFED. Client requires the recipients of the RFP to maintain its contents in the same confidence as their own confidential information and refrain from reproducing it in whole or in part without the written permission of CONSUMERFED.
8. Completeness of responses

Bidders are advised to study all instructions, forms, terms, requirements and other information in the tender documents carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications. The response to this tender should be full and complete in all respects. Failure to furnish all requirement required by the tender documents or submission of a proposal not substantially responsive to the Tender documents in every respect will be at the bidders risk and may result in rejection of its proposal.

9. Inspection

The inspection of installation of application shall be carried out to check whether the services are in conformity with the mentioned in the tender.

10. Performance bank guarantee, in the manner stipulated by the CONSUMERFED, at the rate of 10% of the estimated project value shall be furnished, which will be released only after successful completion of the Defect Liability Period (Warranty Period)

11. Any identified defect developed within the Defect Liability Period (DLP) of 12 months will have to be rectified by the vendor without incurring any cost to the CONSUMERFED.

12. Delays in commencement: The vendor shall not be entitled to any compensation for any loss suffered by him/her on account of delays in commencing or executing the work, including delays in procuring the material which may be controlled by the government or any other agency.

13. CONSUMERFED will deduct liquidated damages for delay in completion from the vendor at each milestone at 1% of milestone value, per week of delay.

14. If any loss is caused to CONSUMERFED on account of negligence/dereliction of supplier firm which results in delay or stop of work, CONSUMERFED shall be within its right to claim necessary compensation from the vendor and vendor is liable to pay the same.

15. The data must be processed and subsequently used for further communication only for the purpose in the scope as approved by CONSUMERFED. No data can be used by the supplier for any purpose other than for CONSUMERFED. **Data must not be kept**

longer than necessary for the purposes for which they are transferred, and the details to be included in the agreement.

16. Testing:

Standard testing methodology to be followed and the following test cases and results to be submitted to the client.

- A. Functional testing
- B. Performance testing
- C. Load testing

17. Hardware requirement

- A. Bidder to provide the required server specification to configure the application and the specification for client PC/TAB/Laptop and details of any license component to be used for development of application or installation.
- B. To provide specification of network configuration and database installation requirement.
- C. Access control proposed if anything explicitly required for the functioning of the software application.

18. Support

- A. Post-implementation support for the web and mobile application for a period of 4 years.
- B. Hosting infrastructure support for 4 Years.

19. Payment and delivery terms

- A. The work shall be completed in 18 months from the date of signing of agreement.
- B. The successful bidder shall make a presentation after first two weeks from issue of work order and thereafter a weekly presentation of completed work line item as defined in the project plan. The tenderer shall obtain approval of each work by the duly constituted committee during the designing work in progress.
- C. TDS shall be recovered as per the rules in force.
- D. Payment shall be done only in Indian Rupee (INR).

20. General conditions

- A. The successful bidder shall sign an agreement with the CONSUMERFED with reference to scope, delivery milestone and payment milestone mentioned in the RFP.
- B. Milestone completion certificate shall be submitted by the successful bidder on completion of each milestone.

CONSUMERFED

16. Annexure

Annexure- I

Bidder Details

Details of the bidder (Firm/Company/institution/Organization/Agency)		
Sl. No	Particulars	
1	Name	
2	Registered address	
3	Telephone & Tax	
4	Email & website	
Details of authorized Person		
5	Name	
6	Address	
7	Telephone & email	
Information about the company		
8	Status of company (Public Ltd./Pvt Ltd/Any other specify)	
9	Detail of registration of firm (Enclose any of the following for proof of establishment) <ul style="list-style-type: none">➤ Certificate of incorporation➤ Audited balance sheet➤ Registered partnership deed if any	
10	Number of professionals	
11	Location and address of offices	Kerala State Co-operative Consumers Federation Ltd. Gandhinagar, Ernakulam,
12	GST registration number	

13	Income tax registration number (PAN)	
----	--------------------------------------	--

Signature with Seal of the Organization

Annexure- II

Previous experience in similar works

Sl. No	Name of the projects done	Projects amount in INR	Scope of work	Year of date of completion	Work order or work completion Order attached(Y/N)	No of customer location/outlets
1						
2						
3						
4						
5						

Signature with Seal of the Organization

Annexure- III

Scope of work

Project name	A note explaining scope of work understood by agency
Computerization of Financial Accounting, Procurement, Inventory and Store operations of Kerala State Cooperative Consumers' Federation	

Annexure- IV

Declaration

To
The Managing Director,
CONSUMERFED, Head office
Gandhi Nagar, Kochi-20

Ref: Request for Proposal No.

Dated

Dear Sir,

We M/shaving its
registered.....address.....at.....

.....hereby confirm that we are not blacklisted by any government
organization.

Signature with Seal of the Organization

Annexure- V

Financial Bid format

The Financial Bid shall be submitted in the below mentioned format

Sl. No	Details of Work	Rate (inclusive of GST)
1.	Computerization of Financial Accounting, Procurement, Inventory and Store operations of Kerala State Cooperative Consumers' Federation	
Total In words :		

Split Up of Commercial

Sl. No	Details	Cost
1.	Development Cost Module Wise	
	Module / Features 1	
	Module /Features 2	
	Module /Features 3	
2.	Implementation	
3.	Training	
4.	3 Year offsite Support	

Signature with Seal of the Organization

DECLARATION

I/We hereby declare that the details furnished are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately. In case any of the information is found to be false or untrue or misleading or misrepresenting, I am aware that I may be held liable for the same.

Signature with Seal of the Organization

CONSUMERIFIED

Annexure- VII

UNDERTAKING

Sir,

I/We, the undersigned, offer to provide the services for Delivery, implementation, and support of Software Solution for - "Computerization of Financial Accounting, Procurement, Inventory and Store operations of Kerala State Cooperative Consumers' Federation" in accordance with your Tender dated [Insert Date] at the quoted rate.

I/We agree that the work will be completed within the specified timeline meeting all the requirements of CONSUMERFED.

I/We shall also enter into an agreement with CONSUMERFED for implementing the project.

Signature with Seal of the Organization

Milestone Clearance Certificate
--

Milestone Name	
Milestone Number	Agreement No/1
Submission Date

Milestone Scope

Milestone Deliverables & Acceptance

Milestone Value	INR
In Words	

	Name	Signature
Submitted By		
Approver Name		
Approver Name		

Date
Office Seal