



Request for proposal

On quality cum cost basis for

**Design, Development & Implementation of ERP software for
monitoring of core & business activities of MP AGRO Industries
Development Corp.**

Ref: --- HO/Acct/2017-18/547/02/05/2017

Due on Date: ---31/05/2017 UPTO 17.00 HRS

**MADHYA PRADESH STATE AGRO INDUSTRIES DEVELOPMENT
CORPORATION LTD.**

Panchanan 3rd Floor, Malviya Nagar,

BHOPAL - 462003 INDIA

E-mail : mpagrohbpl@gmail.com / info@mpagro.org

Tel : 91-755-2551807, 2551756 Fax : 91-755-2557305

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1. EXECUTIVE SUMMARY

This RFP has been prepared for the Computerization of Design, Development & Implementation of ERP software for monitoring of core & business activities of MP AGRO Industries development Corp. with various components and requirements as listed out in the following sections.

2. Introduction

The M. P. State Agro Industries Development Corporation has taken up promotion of Agro based industries in Madhya Pradesh as one of its major objectives. During the 35 years of its existence, the Corporation has played a pivotal role in extending Farm Mechanization and use of improved practices in the State leading to increase in Agricultural Production and Improvement in productivity.

The Corporation provides a full package of services to farmers in all the Districts of the State, which include supply of Other Agricultural Inputs

- Implements
- Pesticides
- Chemical fertilizers
- Bio Fertilizers

The Corporation has so far established 3 Agro based units with its own resources and 3 units in the Joint sector. The Corporation is now focusing more on the promotion of Agro industrial units in the Joint and Assisted Sectors.

The Corporation owns a merchandised farm at Babai, district Hoshangabad about 103 KMs from Bhopal.

3.MAJOR ACTIVITIES OF M.P. AGRO.

- Marketing of Agricultural inputs such as Seeds, Pesticides, Agricultural Machineries, Tractors, Irrigation systems such as Pumpsets, Sprinkler and Drip system and Chemical and Organic Fertilizers.
- Manufacture of High Quality BIO-FERTILIZERS such as Rhizobium, Azatobacter, PSB.
- Promotion of AGRO PROCESSING INDUSTRIES as per the schemes of Ministry of Food Processing Industries, Govt. of India in Madhya Pradesh.

4. CHALLENGES

The primary challenges that the Division is facing with its operations are:

- Excessive usage of Manual Methods
- Unavailability of Stock and Inventory figures on real time basis
- Unavailability of exact Sales figures on real time basis
- Absence of Formal Processes including Grievance redressal
- Unavailability of Online, real-time MIS reports
- There is duplicity in information gathering across all wings/sections
- Stock and Inventory of books is managed manually
- All the processes are manual, leading to high turnaround time.
- There is excessive paperwork leading to delayed/no accessibility of information
- Manual process for HR & payroll.
- Unavailability of debtor's data real time, creditor's data real time, bill wise, scheme wise, item wise.

5.OBJECTIVES

Following are the main objectives of this project:

- a) To Revitalize, Upgrade, and Modernize MP Agro activities
- b) To Computerize Inventory Management, accounts and other business and core Processes
- c) To build and improve capacities and skills across its offices
- d) To optimize all the functions of MP Agro through Computerization

6.SCOPE OF WORK

Following sub-sections will provide the details of scope of the work involved, with Project Overview, Functional Requirements, Technical Requirements, and others.

The broad scope of the project is as follows:

- a) Software Application for Publications Division with the following modules:
 - i. Inventory Management System (IMS)
 - ii. Sales/Order Management System (OMS)
 - iii. Financial Management System (FMS)

- iv. HR & Payroll management system (HRMS)
- V. Documents Management system
- vi. Grievance Management System (GMS)
- Vii. Development of mobile application
- Viii. Warehouse management system

b) Website interface with SMS Gateway, Payment Gateway, as well as integration to the above modules especially: Inventory, Sales, and Finance Modules.

c) Successful bidder should be provided support after Golive of the software.

7. Post Implementation Support

Application/Development support should be provided for the application software for the initial 3 years.

8.PROJECT DELIVERABLES

This section explains the expected Deliverables of the Project as below:

Following tasks are part of Vendor's scope and responsibilities including the Deliverables listed below in this project:

1. System Study & Project Planning

Vendor will conduct System Study or Detailed Requirement Gathering/Analysis during the initial days, and then prepares comprehensive Project Plan.

2. Design & Development/Configuration

Upon System Study, the Vendor will prepare the Design documents or Blueprint. Then, the required software/hardware component will be developed/procured and/or configured/customized as per MP Agro's requirement by the Vendor.

3. Testing & User Acceptance

The above developed/configured software will be thoroughly tested by the Vendor for all possible scenarios, and then will be finally tested by Key MP Agro's core/functional user toward the acceptance of the developed/configured functionality of the software.

4. User Training & Rollout Preparation

The Vendor will conduct the required User Training to all the intended Users across all the required Departments and Locations of DPD. The Vendor will prepare all the required documentation for User Training. The Vendor will then, prepare the software system toward the implementation/hosting across the DPD.

5. Project Rollout/Implementation/Hosting

Once the software is tested and accepted by the MP Agro, and then after the User Training, the Vendor will Rollout and institutionalize or Implement/Host this software across all the intended departments and locations of MP Agro.

6. Post-Implementation Support & Bug Fixing

After the Software has been rolled out and implemented/hosted across all the departments and locations of MP Agro, the Vendor will have to support MP Agro during the three years for issue resolution and bug fixing as well as training until the software system and/or the departments of MP Agro are stabilized.

7. Project Status Reviews/Reports

Throughout the duration of the Project, the Vendor will provide/conduct the Project Status Reports and Review Presentations/Meetings to the Project Monitoring Unit as well as to the concerned/competent authority of MP Agro.

8. Project Documentation/Manuals

Throughout the duration of the Project, the Vendor will provide all the required Project Documentation including Requirements Documents, Functional/Technical Specifications, Project Blueprints, Test Cases, User Manuals & Guides, Other Templates, etc.

9. End User Training

End User Training is required for the following office personnel at:

- a) Head Office
- b) All the division offices
- c) All the branch offices

10. Privacy and Security Standards

Privacy and Security Standards are required as per Government Norms.

11. FUNCTIONAL REQUIREMENTS

Project functional requirements are as under in detail.

Please note that the below detailed functional requirements may not have addressed all the requirements, and hence your proposed solution/product should address/combine all/both the requirements

Pl refer Annexure-1

12. Performance Requirements

The system should meet the performance requirements for the following:

- a) Heavy User Traffic
- b) Seamless functioning capability on Low Bandwidth Networks

13. NON-FUNCTIONAL REQUIREMENTS:

This section explains about Non-Functional Requirements of the Project as below:

Following is the detailed list of non-functional requirements for Interface

1. The system should ensure easy scalability and extensibility through minimum effort
2. Application will provide reporting option.
3. Will provide web services
4. Will provide standard security i.e. role based, password policy
5. System to send emails for approvals
6. System should be able to accomplish scalability and availability through load balancing and “fail-over”
7. System should support Unicode
8. The system should be available at all times, viz. 24 x 7 x 365 days

14. Eligibility Criteria

Bidder needs to have the following qualifications:

S.No.	Qualifying criteria	Document / Proof
1	The bidder must be registered under Indian Companies /society /firm Act and must be operating for the last 5 (five) years as of the date of submission of the bid.	Certificate of Registration should be submitted along with the proposal.
2	The bidder shall have in-house software development capability and facility in India, with a valid ISO 9001 or 27001 and CMMi Level 3 Certifications.	Documentary proof should be submitted.
3	Bidder should have sound financial position in the market and should have turnover of INR 10 Crore for each of the past 3 financial years (2013-	Copy of audited financial statements (annual accounts) should be submitted for the

	14, 2014-15, and 2015-16).	mentioned 3 years.
4	The bidder should have positive networth (atleast 1 cr) for each of the past 3 financial years (2013-14, 2014-15, and 2015-16).	Copy of audited financial statements (annual accounts) should be submitted for the mentioned 3 years.
5	Bidder should have experience of 3 ERP software development services of similar nature for Golive completed/running projects in government during the past 3 years. (each of completed s/w project work value more than 1 crore will be considered)	Documentary evidence showing the nature of involvement shall be submitted. Refer Customer Reference (46.1)
6	The Bidder must have direct presence in India with technical manpower and 24 x 7 maintenance support in multiple locations in India, and with a collective staff size of at least 50.	Break-up details should be submitted as part of Vendor Profile.
7	The bidder should have valid PAN, Service Tax No	Copy of PAN & Service Tax No should be submitted
8	The bidder should not have been terminated or black-listed by any of the central govt. departments/organizations/central PSUs in the last 5 years.	An undertaking with self-declaration certificate (as given in Form-2 should be furnished.

15.RFP SCHEDULE

RFP made available to the bidders	5th, May 2017
Deadline for sending questions to MP Agro	11th, May 2017
Response from MP Agro to all questions	22nd,May 2017
Deadline for receiving bids (all material)	31st, May 2017
Technical Proposal Evaluation	5th, June 2017
Vendor Presentation/Demo	12th June 2017
Financial Proposal Evaluation	16th June 2017

**** Note: Selection criteria will be based on "Quality cum cost base" (QCBS)**

16.RFP QUESTIONS & CLARIFICATIONS

All questions related to this RFP should be directed to the below mentioned email address, by clearly mentioning the RFP Reference Number in the subject line of your email.

Name of the officer: Mr. D.K. Puranik (DGM (P))

Email address: DGMMMPAGRO@NIC.GOV.IN,dkpuranik11@gmail.com

Only the relevant and important questions received by the above date/time will be clarified by MP Agro collectively at their website as mentioned in RFP schedule.

Note: Please do NOT send trivial or irrelevant questions to the above email-address, and hence it is strongly advised to all the Bidders/Vendors to exercise professional judgement in this regard.

17.PRE-BID CONFERENCE

There is NO pre-bid conference for this RFP.

18.Tender Document Fee & Earnest Money Deposit

Tender Document Fee	10000.00 (shall be paid online) Non refundable (Rs. Ten Thouand Only)
Earnest Money Deposit (EMD)	Rs. 500000.00 (Five Lakhs Only) shall be paid through Demand Draft (scan copy of DD shall be uploaded on the portal) A Demand Draft from any nationalized bank in favour of "MP Agro Industries Development Corp. Ltd."

19.Address for Submission of bid documents

Hard copy of complete technical bid along with EMD should be submitted on below mention address before or on date & time of bid submission:

General Manager Finanance
MADHYA PRADESH STATE AGRO INDUSTRIES DEVELOPMENT CORPORATION LTD.
Panchanan 3rd Floor, Malviya Nagar,
BHOPAL – 462003 INDIA
E-mail : mpagrohbpl@gmail.com / info@mpagro.org
Tel : 91-755-2551807, 2551756 Fax : 91-755-2557305

20. Bid Expiration Date

Last date/time for proposal/bid submission is **31st May 2017/UPTO 17.00 HR**

All bids should be received to the address mentioned above by this date/time; beyond which NO proposals will be accepted.

21. Proposal Validity

All the submitted proposals from the Vendors will be valid for **120 days** from date of bid submission.

22. STRUCTURE OF THE PROPOSAL

Please find the structures of both Technical as well as Financial Bids in the following sub sections.

22.1. Technical Proposal Structure

This section provides the detailed information required in the Bidder's Technical Proposal.

The Technical Proposal should include at least (but not limited to) the following information, in ENGLISH Language:

- a) The Scope Coverage, and definition of all the required functionalities and deliverables
- b) Technology Solution and Architecture, with Alternative Approaches, Pros/Cons etc.
- c) Plan, Schedule, Resources, with different phases/milestones of the project
- d) The Process, Methodologies/Frameworks, and Project Management approach
- e) Vendor's Unique Value Proposition, Competencies, Capabilities, etc.
- f) Customer case studies, References, Other Miscellaneous, etc.

The Technical Proposal is mainly intended to evaluate the **Scope Coverage & Planning, Technology/Solution & Architecture, Process/Methods & Project Execution**, as well as **Vendor Capability & Experience**.

Note: Please do NOT provide financial bid related figures/rates in the Technical Proposal; the bid may be disqualified otherwise.

22.2. Financial Proposal Structure

Financial proposal should be uploaded online in prescribed format placed at form -4.

23.RFP EVALUATION PROCESS

Following is the evaluation process/criteria that will be applied for all the received proposals. The award criterion will be “the most economically viable & technologically feasible” tender that includes the requested services.

The evaluation will be based on Four-Step process including:

- a. Step-1: Technical Evaluation,
- b. Step-2: Capability Evaluation (Vendor Presentation/Demo)
- c. Step-3: Financial Evaluation, and
- d. Step-4: Combined Final Evaluation

24.Technical Evaluation

Following evaluation parameters will be used for Technical Evaluation, and will be applied on all the Technical Proposals:

S.No.	Qualifying criteria	Marks
1	The bidder must be registered under Indian Companies /society /firm Act and must be operating for the last 5 (five) years as of the date of submission of the bid.	5 marks for operating for last 5 years and additional 1 mark for each year. (Max 10 marks)
2	Quality certification Certifications.	CMMI level 3 : 3 Marks CMMI Level 5: 5 Marks (Max 5 Marks)
3	Bidder should have sound financial position in the market and should have turnover of INR 10 Crore for each of the past 3 financial years (2013-14, 2014-15, and 2015-16).	5 marks for turnover INR 10 Crore and additional 1 marks for turn over of each 1 Crore. (Max 10 marks)
5	Bidder should have experience of 3 ERP software development services of similar nature for Golive completed/running projects in government during the past 3 years. (each of completed s/w project work value more than 1 crore will be considered)	8 marks for operating 3 projects and additional 1 mark for each year. (Max 10 marks)
6	Bidders experience in government agriculture/horticulture domain for software development services	5 Marks
7	CV of Technical persons (Project Manager, Team leader, DBA, Quality	10 marks

	Tester, Sr. Software engineers web/mobile)	(Format provide in 46.2)
8	Approach & methodology document Scope Coverage & Planning Technology/Solution & Architecture Vendor Capability & Experience	20 Marks (As per evaluation committee)
9	Vendor Presentation	30 Marks (As per evaluation committee)
Total		100 marks

25. Financial Evaluation

Following evaluation method will be used for Commercial/Financial Proposals.

Those bidder who will get above 70 % marks in technical evaluation criteria including presentation, will qualify for financial bid.

Out of the above qualified Technical Bids with Total Technical Score above 70, The bidder with lowest qualifying financial bid (L1) will be awarded 100% Financial score (amongst the bidders which did not get disqualified on the basis of the below note).

Financial Scores for other than L1 bidders will be evaluated using the following formula:

Total Financial Score of a Bidder = (Financial Bid of L1/Financial Bid of the Bidder) * 100

This Total Financial Score for each qualified vendor will further be used to calculate the Total Final Score as described in the Combined Final Evaluation sub-section below.

Note: Financial Bids that are less than 30% of the median-price will be disqualified, where the median-price is computed by adding all Financial Bid values of ALL the financial qualified bidders and dividing the same by the number of bidders.

26. Combined Final Evaluation

Combined final evaluation as under, will be used to obtain Total Final Score and to select and declare the winner.

With the above obtained Total Technical Score, and Total Financial Score, the Total Final Score will be calculated as per the formula below:

Total Final Score = Total Technical Score * 0.7 + Total Financial Score * 0.3

The Bidder with the Highest Total Final Score would be the Winner.

Note: If there is a tie, then the bidder with the Highest Total Technical Score would be the winner.

27.PROJECT AWARD

Upon highest score with satisfactory presentation and clarifications, the final Vendor will be awarded the project with the following next steps:

Letter of Intent for Initial Implementation

As an immediate next step, a Letter of Intent (LOI) for the Initial Implementation of the Project (which does NOT include Annual Maintenance/Support) which is Part-A cost of the financial bid will be issued to the Vendor through an email. The Vendor needs to accept the Letter of Intent, and send the acknowledgement email back to MP Agro.

28.Performance Bank Guarantee for Initial Implementation

The selected Vendor has to submit a Performance Bank Guarantee (PBG) for 5% of the Project Value within 15 days from the receipt of the LOI.

Additional details on PBG format will be provided to the vendor during this point of time.

29.Annual Maintenance & Support

Annual Maintenance & Support Contract may be awarded to the Vendor after the successful completion of the project including warranty period. However, MP Agro reserves further rights on this decision. Successful bidder have to provide Annual maintenance & support after golive of the software for one year as part of the contract.

30.PAYMENT SCHEDULE

MP Agro will follow the below mentioned payment schedule and payment terms:

Milestone	Payment %	Cumulative %
On completion of Prototype & finalization and acceptance Project In-charge, MP Agro. (Against additional PBG of 15 % only for 6 months period or till Golive period)	20 %	20 %
On completion of system design, development & finalization and UAT by Project In-charge, MP Agro. (Against additional PBG of 10 % only for 3	30 %	50%

months period or till Golive period)		
On completion of Project Go-live	40 %	90 %
After completion of one year maintenance period after Go-live.	10 %	100 %

** Note: Yearly maintenance charges will be released after completion of every year. TDS will be deducted as per prevailing rates from the payment made to the vendor.

31.Invoicing & Payment Terms

Invoicing and Payment Terms will be addressed during the time of Contract Award/Work Order.If Goods and Services tax comes in force then applicable rate will be charged as per Goods and Service tax act in place of service tax.

32.Liabilities of MP Agro

This RFP is only an invitation for proposal and no contractual obligation on behalf of MP Agro whatsoever shall arise from the RFP process unless and until a formal contract is signed between MP Agro and the Vendor.

This RFP does not commit MP Agro to pay any cost incurred in the preparation or submission of any proposal or to procure or contract for any services in this regard.

33.Decision Authority

MP Agro will make its decision based on the ability of the Bidder(s) to meet our specific needs, technical expertise of the Bidder(s), delivery capabilities, customer references, past satisfactory performance experience, system completeness (which is a must) besides cost, and MP Agro is the sole and final authority in the decision making.

34.Scope Changes

MP Agro reserves the right to alter/modify the scope of work mentioned in this RFP document at any stage of the bidding process and contract.

35.Confidentiality

All information contained in this RFP, or provided in subsequent discussions or disclosures, is proprietary and confidential. No information may be shared with any other organization, including potential sub-contractors, without prior written consent from MP Agro.

36.Vendor Responsibility

The RFP is issued for **Design, Development & Implementation of software for monitoring of core & business activities of MP AGRO Industries Development Corp.** "Hence, upon successful bid, it is the Vendor's responsibility for the completeness of the project in full capacity.

Note: The successful Bidder/Vendor should submit a self-declaration/undertaking as part of bid submission per Form-1 on their company letter head.

37.EMD Refund

Earnest Money Deposit will be refunded as per the conditions below:

- a. In case the proposal is not shortlisted or rejected on technical/financial grounds, 100% of the EMD would be refunded.
- b. In case the bidder/vendor refuse to sign the Contract upon Project Award, 100% of the EMD would be forfeited as well as he may be black-listed.

38.Late Delivery

Upon Project Award to the successful Bidder, and if there is a delay in the Supply/Installation/Commissioning/Implementation of the project as per the agreed schedule, then the Bidder/Vendor will be liable to pay MP Agro, a late penalty fee of 0.5% of the Order/Contract Value per week of delay or part thereof up to a maximum amount of 5% of the Order/Contract Value.

39.Terminations

MP Agro reserves the right to terminate the contract at any stage of the work by giving 15 days' notice if it is found/observed that the delay occurred in any of the activities covered under the contract and will affect the overall work schedule. MP Agro shall, in such an eventuality, revoke the Performance Bank Guarantee of the bidder. In this regards the decision of MD, MP Agro shall be final and binding for both the parties.

40.Arbitration

Any dispute or difference or claim arising out of or in relation to this contract shall be settled or decided by arbitration to be conducted by MD, MP Agro or by any other person to be nominated by MD, MP Agro.

Arbitration shall be conducted as per Arbitration & Conciliation Act, 1996. The jurisdiction of the arbitration shall be at Bhopal.

41. Jurisdiction

This RFP shall be construed, interpreted and applied in accordance with, and shall be governed by, the laws applicable in India. The courts at Bhopal shall have the exclusive jurisdiction to entertain any matter arising out of or in relation to this RFP.

42. Software Ownership

Entire application will be the property of MP Agro. **Design, Development & Implementation of software for monitoring of core & business activities of MP AGRO Industries Development Corp.**

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43. PROPOSAL SUBMISSION METHOD

Following method should be adopted during the proposal submission as outlined below. The proposal is to be submitted in TWO BID SYSTEM with separate Technical and Financial bids under separate sealed covers, especially in ENGLISH Language Only.

A. Technical Bid

Should be submitted online and in the form of hard copies (with seal & sign) the details and documents mentioned at clause 44 in Pre-Selection Submission section.

Hard copy of technical bid with EMD should be covered in a sealed envelope and superscripted with “**Technical Bid - Request for Proposal (RFP) Design, Development & Implementation of software for monitoring of core & business activities of MP AGRO Industries Development Corp**” against tender ref. no. HO/Acct/2017-18/547/02/05/2017 should reach us on or before -31st May,2017 by 17:00 Hrs

B. Financial Bid

Should contain details of rate, taxes, quoted by the bidder in prescribed format at form- 4.

44. PRE-SELECTION SUBMISSION

Following documents & items have to be submitted online by the bidders as part of their proposal:

- a) Covering Letter
- b) Registration/Incorporation Certificate
- c) Form-1: Total Responsibility Self Declaration
- d) Form-2: Non-Blacklisting Self Declaration
- e) Form-3: Vendor Compliance Statement
- f) Completed Vendor Profile

- g) Audited Financial Statements; Past 3 years & annual reports.
- i) Copies of PAN/TAN/Service Tax No., etc.
- j) Copies of Quality Certifications such as ISO/CMMi/etc.
- k) Customer References (as attached on 46.1)
- m) Copy of Earnest Money Deposit – Demand Draft for INR 5,00,000/-

45. VENDOR PROFILE –

General	
Company Name	
Holding Company or Parent Company (if any)	
Company address	
Phone No.	
Please provide details of ownership: private/public; ultimate parent; major shareholders.	
Website & Email	
Years in business	
Details of certification	
PAN No/TAN No	
Service Tax No	
Turn Over in last 3 years	
Contact person Name & Phone No.	
Any other information	

46.1 CUSTOMER REFERENCES

Provide your reference customers' details as requested below. In addition, a certified letter from all the customers (on their company letter-head) should accompany your proposal. At least three (3) such references from different customers should accompany your proposal.

Particular	Details
Name of Project	
Value of Project	
Customer Name	
Customer Address & Telephone No	
Contact person Name & contact no	
Project Start & End Date of project	

46.2 CV format (for technical manpower on bidder's payroll)

Particular	Details
Name of expert	
DOB	
Qualification detail	
Over all experience in Information technology	
Current working position	
Experience in current position	
Details of key projects	
Relevant specialization certification (if any)	

47. FORM-1: TOTAL RESPONSIBILITY UNDERTAKING

(Submit this form by printing the below specified content in your company letter head.)

To,
General Manager (F), MP Agro
III Floor, Panchanan Bhawan
Bhopal

Ref: RFP Notification no. <xxxx> dated <dd/mm/yyyy>

Sub: Self certificate regarding Total Responsibility

Dear Sir,

This is to certify that we undertake total responsibility for the successful and defect free operation of the proposed Project solution, as per the requirements of the RFP for Computerization of Inventory Management and Other Business Processes Project.

Thanking you,

Yours faithfully

(Authorized Signatory's Signature)
Authorized Signatory's Name:
Authorized Signatory's Designation:
Place:
Date:

Bidder's Company Seal:

48. FORM-2: UNDERTAKING FOR NON-BLACKLISTING

(Submit this form by printing the below specified content in your company letter head.)

To,
General Manager (F), MP Agro
III Floor, Panchanan Bhawan
Bhopal

Ref: RFP Notification no. <xxxx> dated <dd/mm/yyyy>

Subject: Self Declaration of not been blacklisted

Dear Sir,

We confirm that our company, _____, is not terminated or blacklisted in any manner whatsoever by any of the State/UT and/or central government in India on any ground and also not included in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

Thanking you,

Yours faithfully

(Authorized Signatory's Signature)

Authorized Signatory's Name:

Authorized Signatory's Designation:

Place:

Date:

Bidder's Company Name:

Bidder's Company Address:

Bidder's Company Seal:

49. FORM-3: VENDOR COMPLIANCE STATEMENT

Please fill and submit the below form along with the proposal:

S.No.	Compliance Requirements	Vendor Compliance (Yes/No)	Comments
1	Covering Letter on Company Letter Head - with Company-Seal & Sign		
2	Fully completed Technical Bid		
3	Fully completed Financial Bid in separate cover with Company-Seal & Sign		
4	Form-1 on the Company Letter Head – with Company-Seal & Sign		
5	Form-2 on 100-Rupee-Stamp-Paper Duly Notarized – with Company-Seal & Sign		
6	Fully completed (Scope Compliance Matrix)		
7	Fully completed (This document)		
8	Fully completed Vendor Profile with Company-Seal & Sign on all pages		
9	Copy of Company Registration/Incorporation Certificate		
10	Copy of past 3 years Audited Financial Statements		
11	Copy of the latest Annual Report		
12	Copy of PAN		
13	Copy of Service Tax No.		
14	Copy of ISO 9001 or ISO 27001 Certification		
15	Copy of CMMi		
16	First, second, third Customer Reference Letter on Customer's Letter Head		
17	Demand Draft for Tender Purchase Fee & EMD		
18	Approach for quality processes for Service Delivery and Incident Management have been mentioned in the Technical Proposal		
19	CV of Key persons of technical team along with project manager		

50. Form -4 Commercial Bid

Name of project: Design, Development & Implementation of software for monitoring of core & business activities of MP AGRO Industries Development Corp.

Bidder should quote firm rates for the entire Scope of Work and Technical Requirements mentioned in the Tender Document.

Part A

S.No	Particular	Qty	Amount (INR)
1	S/w Development Design, Development & Implementation of web based ERP for monitoring of Core & business activities including mobile app and redesigning of CMS based Website.	Lump-sum	
2	User Training Basic computer training Advance training for proposed s/w	Approx 150 users at different locations of MP	
3	Data Digitization Base line data Old record of digitization	Approx 20 man months	
4	Hosting Services at tier-4 data centre with disaster recovery	For 1 year period after UAT	
5	Handholding support through dedicated technical manpower One Project Manger Two S/w support Executive	For six months period	
6	Applicable Taxes		
Total (1 to 6)			

(Inclusive of one year support and maintenance cost).

Part B

S.No.	Description	Quantity	Amount (INR)
1.	Maintenance support for developed software	3 years	
2.	Man Day cost for any addition development after Golive	Per man day	
3.	Hosting at Tier IV data centre as per guidelines of GOI	Per year Lump-Sum	

Note:

1. The total cost of the part "A" should be matched with the breakup of each component mentioned in Part "A"
2. For financial evaluation, Only Part "A" (Total price of Sr. No. 1 to 6) will be considered.
3. The no. of users to be trained is indicative. It may increase or decrease 20%.

Signature Name**Date****Seal**

Annexure -1 (Functional Requirement Specifications)

S.No	Requirements/Description
	Functional Requirements for the Website
1	Should allow users (users, vendors, employees) to access portal via internet in real time
2	The System should enforce secure login as per the Login process, where the users will have to authenticate their Username and Password
3	System should allow user to create a user id and password for login
4	System should provide the users to login with valid user id and password for following services through the online portal
a.	User login
b.	Vendor Login
c.	Subscriber/ Customer login
d.	Lodging grievance(s)
5	Should allow resetting of password by users in case of “Forgot Password” scenario.
6	System should validate user, before allowing user to reset password
	HR Payroll
	EMPLOYEE MANAGEMENT
1	Designation Management
2	Designation wise sanctioned, vacant strength details
3	Employee Profile – Consists of Personnel data, Qualification, Work experience, family details, upload scanned photograph character and antecedents certificates, caste certificates and other documents, Home Town, Residential address, mark of identification, etc.
4	Employee Categories Classification – Dept., Designation, Permanent Deputation Contractual etc.
5	Service Records
6	Details of Probation
7	Transfer Posting
8	Details of Service
	o Present Post
	o Posts held during a period
9	Disciplinary proceedings
10	Skills, trainings, languages
11	Employee documents
12	Property returns and liability & assets details
13	Configuration of an employee as Head of the Organization Division & Section at Head Office Regional Office TOPIC Training centre

	PAY BILL MANAGEMENT
	a. Salary bill for Head Office & Regional Offices
i.	Centralized processing of the regular salary and allowances.
ii.	Processing of supplementary bill payments such as leave encashment, arrears, pay fixation, bonus, and tuition fee etc. to all the employees of the Corporation.
iii.	Processing of various advances to employees & its recovery on monthly basis and preparation of Broad sheet.
iv.	Deductions from the salary like CPF, NPS, TDS, Professional taxes (applicable in few states only).
v.	Various deductions from the salary of employees “on deputation to MPAGRO” &”on deputation from MPAGRO”.
vi.	Processing of recovery in case of various leaves such as HPL, EOL etc.
vii.	Preparation of General voucher.
viii.	Linking of General voucher with Integrated Financial Management System.
ix.	Provision to export the Thrift and credit MPAGRO contribution from pay bill system.
	b. salary bill for the Corporation
i.	Preparation of salary bill and expense sheet towards salary & allowances for the financial year.
	c. Income Tax
i.	Income tax calculation and generation of following forms.
	- Form 12 BA
	- Form 24
	- Form 16 etc.
ii.	Calculation of prerequisites and rebate on HRA for computation of Income Tax liability of Employees.
iii.	Annual & quarterly TDS return of the Corporation towards salary
iv.	Provision to all the employees of the Corporation to furnish the particulars for the assessment of Income Tax for a financial year.
	d. Appraisal Process including Probation
1	Promotions, Competency Assessment and Appraisal process
2	Work-flow from employee to appraiser
3	Rewards & Punishments Disciplinary Action Promotions Trainings
	Functional Requirements for the Inventory Management System
1	The System should enforce secure login as per the Login process, where the users will have to authenticate their Username and Password
2	Upon successful login, system should display dashboard as per different user group.
3	Should be able to generate PO, GRN report and receipt of multiple bills.
4	System should generate SMS alerts through SMS gateways to concerned officer when stock reaches below threshold level
5	System should have a facility to print/ email sales reports

6	The system should have capability to generate following bills/challans/reports:
a.	Bill for each transaction
b.	Challans
c.	Print Order on the basis of subscription and bulk orders received.
d.	Transfer Memo/ Return Transfer Memo
	Functional Requirements for Financial Management System
1	The System should enforce secure login as per the Login process, where the users will have to authenticate their Username and Password
	B. General Ledger
1	System shall allow user to define chart of accounts including Finance heads and allow grouping of Finance heads. Capital Finance and Revenue Finance heads should be provided.
2	Should be able to create and maintain accounts and account information on-line.
3	Should be able to transfer or consolidate accounts and automatically combine all details.
4	Should be able to record settlements and adjustments through journal entries.
5	Should be able to carry out reversal of journal entries
6	Should be able to post journal entries in batch
7	Should be able to sort information from a header record in each transaction
8	Should be able to repeat details from the previous journal (e.g. date, description) while at the same time preventing duplication of journal entry
9	Should be able to enter description for each detail line of a journal
10	Should not be able to post balances without an associated transaction
11	Should be able to create multiple batches of journal entry at one time
12	Should be able to automatically accept and post journal entries from Account Payable, Accounts Receivable, etc.
13	Should have unique number for each journal entry
14	Should be able to look-up by account number and description during entry
15	Should be able to create automatic recurring journal entries
16	Should be able to set starting and ending period/year for recurring entries
17	Should be able to make journal entries for current and future period
18	Should be able to make multiple accounting periods to be open at one time
19	Should be able to post pre-payments like depreciation, internal charges for manpower, fixed assets depreciation, etc.
20	When previous period is open and subsequent period posting is also going on, then the available opening balances should be taken for reporting purpose.
21	Should be able to post adjustments to prior year.
22	Should prevent duplicate posting to the same account.
23	Should be able to check before a period close that all the vouchers have been authorized and posted and Should give a warning if some unauthorized /un-posted voucher remains in the system

24	Should ensure at year-end close that all entries are in balance and that all periods have been closed
25	Should identify and process accruals with automatic reversal in the next accounting period
26	Should be able to automatically post accrual/reversal entries after closing
27	Should automatically roll-up detail accounts to summary accounts
28	Should be able to calculate and maintain current, prior, and previous year comparative information
29	Should be able to revise invalid journals
30	Should be able to define a number of suspense codes
31	Should be able to correct transactions posted to suspense real time
32	Should be able to save and transfer all supporting detail of the suspended item as originally entered when a correction is made
33	Should be able to capture cash advances paid to the employees
34	Should be able to generate Bank Payment vouchers based on these settlement expenses
35	Should be able to generate Cash Payment vouchers based on these settlement expenses
36	Should be able to generate unlimited number of financial reports for income statement, supporting schedule, cash flow and other specific account analysis
37	Should be able to perform statistical calculations such as percent to total, or other statistical analysis of accounts
38	Should be able to specify account for inclusion by :
a.	natural account number
b.	profit center/cost center
c.	range of account numbers
d.	range of account numbers with specified exceptions
39	Should be able to specify the contents of each column with no restriction i.e. current month, current Finance, year to date, Finance to date, last year to date
	C. Accounts Payable
1	Should maintain a Payables register with the following entirely:
a.	Invoice Number
b.	Date of receipt
c.	Amount
d.	Date sent for approval
e.	Person sent for approval
2	Should be able to register Invoices received and generate a scroll no
3	Should be able to perform centralized receipt and payment of invoices
4	Should be able to perform release - approval hierarchy for Invoice approval
5	Should be able to provide the following fields in the transaction record:
a.	vendor code
b.	vendor reference invoice number

c.	transaction reference for internal use
d.	invoice type
e.	terms
f.	invoice date
g.	invoice receipt date
h.	posting date
i.	due date
j.	period
k.	discount
l.	other deductions
m.	net amount
n.	quantity
o.	unit price
p.	currency rates
q.	payment method e.g. DD
r.	bank details
s.	hold information
t.	status code
u.	flag prepaid for items
v.	whereabouts of invoice for tracking
6	Should enforce additional check for verification for period specified invoices
7	Should alert at the time of invoice receipt and entry as to whether the invoice is duplicate
8	In case of a service contract, should be able to provide a unique reference
9	Should check for duplicate vendor invoice amounts
10	Should check for duplicate vendor invoice numbers
11	Should alert and stop transaction if the invoice has already been paid
12	Should be able enter general ledger code distributions on:
a.	purchase orders
b.	vendor record
c.	individual lines on an invoice
d.	invoice total
e.	automatically distributed based on user-defined percentages
13	Should be able to copy details automatically from the purchase order to the invoice
14	Should be able to edit copied details from the purchase order
15	Should be able to prevent (access rights) users from changing details copied from the purchase order
16	Invalid transactions should be rejected or posted to suspense

17	Should check that the total recorded against the distribution lines equals the total invoice sum
18	Should be able to capture data for printing cheque automatically from the system
	- Vendor
	- Amount
	- Other details
19	Should be able to customize cheque printing format
20	Should be able to print cheque drawn on multiple bank accounts
21	Should be able to recover in the event of a failure in the cheque printing process
22	Should be able to prevent the same cheque from being printed in both the original and the recovery process run
23	Should allow pro-rata adjustment of single advance/debit note against various invoices amount passed.
24	Should allow cheque to be sorted by:
a.	vendor number within bank account
b.	PO
c.	vendor-name
25	Should able to change the format / size of the cheque while printing
26	Should be able to carry out cheque reconciliation
27	Should reconcile voided, cancelled or returned cheque
28	During reconciliation, should calculate un cleared payments by vendor
29	Should be able to match purchase orders, receiving reports (delivery notes) and vendor invoices
30	Should be able to enter discounts not mentioned in the purchase order but available through a discount structure
31	Should be able to generate debit notes for vendors where delivery is incomplete
32	Should be able to maintain master accounts payable data:
a.	Vendor address and contact details
b.	Vendor Bank details
c.	Vendor Payment terms
d.	Employee remarks
33	Should be able to pay advances to vendors based on Invoice
34	Should check date & year of Invoice with vendor code before accepting fresh entry.
35	Should be able to authorize a group of invoices for combined payments
36	Should be able to process credit notes
37	Should be able to process invoices with both debit and credit lines
38	Should be able to match a credit note with:
a.	parts of one invoice
b.	parts of several invoices
39	Amount transactions entered on-line posted:

a.	immediately
b.	during a batch program posting run
40	Posting should update:
a.	accounts payable
b.	general ledger
c.	purchase order processing
d.	if the bill passed amount is different than the PO amount, the effect will go to store ledgers
41	Should post generated transactions automatically to the general ledger
42	Should be able to do posting real time.
43	Should handle discounts:
a.	as an amount
b.	as a percentage of individual invoice line items
c.	as a percentage of an invoice total
44	Should post discounts automatically to the correct general ledger account
45	Should be able to process more than one accounting period typically previous and future periods
46	Should be able to handle accruals with automatic reversal in the next period
47	Should be able to accept:
a.	balance forward
b.	open item accounting
48	Should be able to match invoices to goods and services received which have generated, on receipt, an accrued liability
49	Should be able to search by:
a.	supplier name
b.	supplier short name
c.	post code
d.	invoice number
e.	invoice reference
f.	purchase order number
g.	cheque number
h.	transaction date
i.	transaction value
50	Should be able to select bank accounts for disbursements, including reviewing multiple bank accounts to determine the proper account to issue checks from
51	Should be able to provide screen vision of receipts of materials/Books/before passing bills of clearing-agents.
52	Should generate liability statement for transporters invoices as against materials already received by PDP / Employment News
53	Should be able to process manual cheque

54	Should be able to handle voucher preparation and cheque preparation as two stage activity
55	Cheque no. should be entered for manual cheque
56	Should be able to display manual cheque appear on the cheque register
57	Should generate numbers to Vouchers automatically
58	Should be able to define the formats for numbering:
a.	at the time of installation
b.	any time after go live
59	Should be able to do automatic processing of recurring payment transactions
a.	should be able to specify an end date
b.	should be able to report automatic payments on a separate payment register
c.	should be able to make recurring payments at a frequency other than monthly
d.	should be able to make recurring payments after editing the data for the current months modifications if any
60	Should be able to pay vendor on one cheque for more than one invoice
61	should be able to handle multiple bank accounts in the same processing run
62	Should be able to stop payments to specific vendors temporarily
63	Should be able to make payment during the same processing cycle that the invoice was entered
64	Should be able to pay invoices as specified without regard to the payment scheduled date
65	Should be able to issue post-dated cheque
66	Should list in advance all individual items to be paid on the next payment date of the cheque processing cycle
67	Should be able to identify all duplicate payments
68	Should include outstanding credit notes in the payments calculation
69	Should be able to specify individual general ledger codes for each Bank account
70	Should be able to handle advance payments with and without invoice
71	Should be able to make advance payments without a purchase order but based on a Letter of Intent
72	Should be able to pass cheque reference numbers into the general ledger to assist with bank reconciliation's
73	Should be able to identify duplication of cheque no. used with reference to payment voucher No
74	System should provide all the relevant reports
	D. Accounts Receivables
1	Should be able to maintain an Accounts Receivable master record with the following details:
a.	Customer Code
b.	Customer Name

c.	Customer Address
d.	Customer phone no.
e.	Customer e-mail id
f.	Customer Credit
g.	Customer payment terms
h.	Customer Bank Account details
i.	Prior Payment History
j.	Description
k.	Invoice Number and Date
2	Should generate alerts / reminders based on the Payment terms with the customer
3	Should generate codes for new products
4	Should generate codes in user defined formats
5	Should be able to change the code for a product in future by adding suffixes
6	Should be able to change the code for a product in future by adding prefixes
7	Should maintain a list of Product / Product codes
8	Should be able to perform all transactions related to a customer with reference to its customer code
9	Should be able to generate Invoices for a customer/service based on automatic capture of data
10	Should be able to use user defined formats for the invoices
11	Should be able to generate reminders and alerts for invoiced and due from customers
12	Should generate receipt for cash / check payments
13	Should be able to automatically update the accounting records as soon as the receipt is generated
14	Should be able to generate reminders to clients for payments before 180 days
15	Should be able to record reasons against late payments made by customers
16	Should be able to separate the creation and approval of customer invoices and modifications
17	Should be able to account for cash receipts
18	Should be able to support accounts receivable reporting including:
a.	Throughputs by revenue category, customer and period;
b.	Customer performance;
c.	Cash due in, by period; and
d.	Discount received
19	Should display the account balances for customer
20	Should be able to reverse Invoices
21	Should be able to generate a list of inactive customers and then delete it after necessary approval
22	Should be able to reprint invoices (up to 5 years)
23	Should automatically link receipts to the Invoice

24	Should be able to do accounting of Invoice & realizations in foreign currency
25	Should be able to capture the Number of times cheque bounced
26	Should be able to define penalty amount as a percentage of cheque value or flat whichever is higher.
27	Should raise an exceptional reporting for every cheque dishonoured and stop the subscription of the customer
28	Should be able to calculate interest on overdue balances as it may be specified by the user
29	Should have the provision of aging reports and accounts receivables action reports
30	Should be able to allocate cash receipts to invoices including the ability to hold unallocated reports
31	Should be able to generate ad-hoc receivable inquiry/reporting
	E. Consolidation & Reporting
1	Should be able to consolidate general ledgers using different accounting periods where the system should allow to define period start and end in the consolidation sub-module
2	Should be able to make consolidation for the subsequent periods even if the consolidation of first period is still open
3	Should be able to reproduce the chart of accounts from any of the general ledgers in the consolidation module as a basis for consolidation
4	Should display list of all valid codes and their descriptions at points when codes are required to be entered
5	Should alert before consolidation if the inter wing/sections accounts are not Zero
6	Should be able to use previous year data in consolidation reports
7	Should be able to define different consolidation logic
8	Should be able to do Finances consolidation different than the financial accounts consolidation
9	Profit & Loss statement: Listing period and year to date revenue and expense figures against Finance and corresponding period in the last year.
10	Division Cost report: Listing period and year to date materials and overheads costs against Finance and last year. Also indicate total revenue (unites) and calculated cost per employee
11	Cash flow report: Listing period and year to date various cash flows against Finance and last year, sub-totalled at various levels (at least 3)
12	Cost/ Profit Center Reports: User defined logic for Finance v/s actual analysis
	F. Cash/Bank Management
1	Should be able to make following Cash/Bank payments like:
a.	Cash Advances
b.	Lump sum / Re-imbusement Payments
c.	Other payments
d.	Electricity Bill

e.	Water Bill
f.	Telephone Bill
2	Should be able to capture petty cash transactions in different locations on a real time basis
3	Should be able to maintain the following information on the Bank record:
a.	Bank code
b.	Branch name and address
c.	Type of Account
d.	Account No
e.	Bank Guarantee Limit
f.	Signatories authorize to operate the account
g.	Name of the contact person
h.	Telephone No
i.	Balance as per Bank
4	Should be able to add and maintain the cheque book No. issued by the bank
5	Should include Bill discounting and other Bank Loans for projecting cash flows
6	Should generate a report before the payments run to list payments to each vendor
7	Should be able generate payment forecast for the specified periods
8	Should generate comprehensive cash requirements reports by period planned payment run date
9	Should generate comprehensive cash requirements reports by bank
10	Should generate comprehensive cash requirements reports by Vendor type
11	Should generate comprehensive cash requirements reports as defined by the user
12	Should be able to generate cash requirements for an individual vendor and displayed on-line
13	Should be able to process cheque/DD
14	Should be able to carry out voucher preparation and cheque perpetration as two stage activity
15	Should be able to make payment on more than one invoice for a vendor on one cheque
16	Should be able to use multiple bank accounts in the same processing run
17	Should be able to stop payments to specific vendors temporarily
18	Should be able to make payment during the same processing cycle as that the invoice was entered
19	Should be able to make payments on invoices as specified without regard to the payment scheduled date
20	Should be able to make part payments
21	Should be able to issue post-dated cheque
22	Should display all individual items to be paid on the next payment date in advance of the cheque processing cycle
23	Should identify duplicate payments

24	Should include outstanding credit notes in the payments calculation
25	Should be able to specify individual general ledger codes for each bank account
26	Should be able to make advance payments with and without invoice
27	Should be able to pay advance without a purchase order but on a letter of intent
28	Should pass cheque number reference into the general ledger to assist with bank reconciliation's
29	Should show the balance lying in the party account at the time of making payment
30	Should have in-built bank reconciliation facilities
31	Should provide bank reconciliation capabilities
32	Should be able to identify and generate a listing of outstanding cheque
33	Should include voided, cancelled or returned cheque in reconciliations
34	Should be able to calculate un-cleared payments by vendor during reconciliation
35	Should be able to identify and flag the un-reconciling items
36	Should be able to specify the date of realization of cheque/DD
37	Should be able to capture date of Bank Transfer
38	Should be able to import the bank statements for the purpose of bank reconciliation
Functional Requirements for Grievance Management System	
1	Should allow the users to log into the system and record their grievances
2	Should allow user (Grievance handling Personnel) based on role to record notes/remarks to registered grievance
3	Should allow uploading of any relevant documents such as scanned documents /images
4	Should allow user (Grievance handling Personnel) to search existing repository of previous grievances/requests before responding to complainants who has lodged a grievance.
5	Should allow the user to merge grievances in case of duplicate grievances
6	Should provide reports and search capabilities on grievances
7	System should dispatch response of a grievance request via
a.	Email and/or
b.	Post
c.	SMS and update status of the application in the system
8	System should generate automatic alert if no action is taken on grievance within 'x' days and sent to higher officers.
9	If 'x' days' time limit has been breached, a non-compliance report should be generated automatically to all higher offices
10	System should be capable to track and escalate registered grievance, in case no action is taken
11	System should be capable of registering grievances through SMS
12	System should be capable of generating grievance reports
RTI & Legal MODULE	
1	Registering new cases

2	Facility to add dates of hearing, next date, etc
3	Maintaining details of court cases and Disciplinary Matters, Online Status Report of matters,
4	details of OICs of the cases,
5	Registration and empanelment of legal experts in different areas,
6	Case wise and Legal Expert wise Fees and Contingency expenses record,
7	Online generation of Vakalatnama and Affidavits,
8	Record Keeping of Legal Notices received by and issued by the Corporation, Subject / Matter wise Record keeping of legal opinions on various issues.
9	Subject / Matter wise Record keeping of important decisions of High Courts and Supreme Courts, Auto alerts for hearing dates / matter listing dates.
10	The system shall provide detail information about RTI
11	The system shall provide details of RTI process & Act
12	All the look up buttons are clicked to select a record from list of values and related record appears in the related field.
13	The system shall provide facility for enter application under RTI assigning to Public Information Officer(PIO) and coordinator send the report RI3107 to PIO. For this User selects PIO, Applicant type with entering the Subject (in Hindi or English or other language), Applicant, Stamp information, Fee & Address Details etc. All the look up buttons are clicked to select a record from list of values and related record appears in the related field.
14	The system shall provide facility for coordinator Schedules the hearing date and enters reason with proper remarks and fills Appellate Authority.
15	Appeal & Disposal can be done though.
16	The system shall provide facility to intimation letter details and upload the intimation letter which is sent to both PIO and Applicant. Reason for extended hearing with proper remarks by coordinator, date of hearing and dispatch no. of letter are all mentioned..
17	The system shall provide facility for enter Date of next hearing with proper reason for extension by selecting Applicant via look up.
18	The system shall provide facility to generate decision by entering details and uploading document.
	Mobile App:
1	Apply leave/tour through mobile app
2	Approve the leave through app.
3	Check the sales status at regional offices
4	Check the finance status
5	Check the Salary slips
6	Check the vendor payments
7	Generate the sales order
8	Check the budget status reporting
9	Complete monitoring of the activities can be checked via mobile app

Stock & Inventory Management	
a)	Stock Maintenance – Integrated stores management to monitor the inflow, outflow and maintenance of stock along with its link to stock position, sales and revenue figures etc.
b)	Stock checking and replenishment – identification of stock thresholds linked with auto-mailers/ SMS alerts to the concerned officer for replenishment of stock.
c)	MIS Reporting – Reports concerning stock, author, revenue, and any relevant categories should be available in the system.
d)	Access management – access of sales offices and individuals should be properly managed, with a complete access log.
	e) Provision for integration with finance module.
FEATURES OF THE STOCK AND INVENTORY MODULE:	
	· Multiple warehouses and regional office central data system.
	· Handles serialized inventory and can view the central inventory too.
	· Multiple units of measure, unit, kg, gram etc
	· Flexible multiple pricing models – product and customer driven(as per government policy)
	· Automated reorder management – multiple methods to determine order levels and quantities with auto creation of purchase orders
	· ‘Available to Promise’ to display future quantity availability based on currently recorded open purchases and sales and days estimate to deliver the same
	· Inventory configuration – flexible and easy to use – available from sales order, quote and purchase order screens
	· Easy setup of bills of material for use as kits or assembled products
	· Inventory counts – full and cycle counts, and auto deduction and management
	· Powerful order entry includes backorder processing(if required)
	· Flexible product lookups by class, description and other attributes, with ability to quickly add multiple items to an order
	· Ability to reverse posted invoices and reinstate as sales orders – with complete audit trail
	· Credit check and credit hold rules with ability to record payments and apply credits from within the sales order
	· Recurring sales orders
	· Create purchase orders linked to sales order with optional drop ship functionality
	· Multiple shipments/invoices per order with backorder management
	· Flexibility in display of items on sales orders and associated documents
	· Crystal Reports option for invoice allowing full end-user customization of printed invoice
	· Sales Analysis – flexible sales reporting
	· Unlimited customer contract pricing and discount rules (as per government scheme and policy)

	· Default pricing from vendor records or last purchase
	· Track job costing at the detail level on purchase orders
	· Print, fax or email purchase orders
	· Handles backorders – over or under receive
	· Receive purchase orders with or without supplier's invoice
	· Track vendor RMA numbers
	· Print picking and packing documents
	· Record restocking charges
	· On shipping, reduce inventory and record accounting transactions
	· Create accounts payable credits
	Sales & Billing & Purchase Management
a)	Accounting system for each regional office for sales.
b)	Challan Generation for transporters/vendors/farmers.
c)	DD/ Cheque/ MO/Electronic payment management.
d)	Sales process – identification of the information to be updated/ modified after a transaction, and the details to be contained in the bill.
e)	Cancellation/ reversal/ modification of a sale transaction.
f)	The system should be tamper proof. Any sale once undertaken should not be allowed to be reversed without proper authorization for the same.
g)	Interface with Point of Sales-machines at sale counter of each regional office, tracking mechanism of the order etc.
h)	Allowing online sales – seamless integration with ecommerce gateway/website, which communicates with inventory.
	WareHouse Management
1	Stock Management at all the warehouses
2	Finance management of the warehouses
3	Consolidation of the accounts and finance of Warehousing
4	Solely management of stock of and sales and purchase of items from warehouse
5	Reports for all the types of warehouses.
	Document management System
	<ul style="list-style-type: none"> • Inward, outward or other company specific document scanned from a front desk officer will be kept in system
	<ul style="list-style-type: none"> • Admin identifies the document and allocate them to respective department.
	<ul style="list-style-type: none"> • And if any file requires approval it will be assigned to concerned person for the same.
	<ul style="list-style-type: none"> • Then people can actually read the file can add comments and can approve with the authentication, or can create a note sheet

	<ul style="list-style-type: none"> Once the file is approved it can be kept in for reference and a outward copy can be disbursed.
	<ul style="list-style-type: none"> Complete audit trail of the document status and life will be maintained.
	<ul style="list-style-type: none"> An auto SMS and email notification will be send to concerned person on any action performed on the document.
	<ul style="list-style-type: none"> The same document rights can be assigned to individual person or in a group as a responsibility.
	<ul style="list-style-type: none"> It is well connected with HRMIS software which helps in maintaining the information of leave and tours of Employees while assigning any file or before sending for approval.
	<ul style="list-style-type: none"> Note sheet management as per the Government day to day activities.
	Functional Requirements for User Feedback Tracking/Resolution Service
1	System should be capable of taking user feedback about his experience on portal and resolve any issues
2	System should provide an interface for user to log any defects or enhancement requests on application and track thereafter
3	System should send alerts (e.g., email, SMS) to user whenever any action has been taken on alert or grievance lodged by him/her.
4	System should enable user to track submitted defect or enhancement request
5	System should enable help-desk user to view the reports on the submitted defects or enhancement requests category-wise, status-wise, and priority wise
	Functional Requirements for Dashboard & Reporting Service
1	System must be capable of generating reports in every module based on their respective functional requirements
2	System should present customized dashboards and reports to officials based on their role, duty, and other higher officers in administration
3	System should present various statistics such as summarized information, current progress, monthly numbers, comparative statements, trends with charting capability, exception reports, maps indicating the hot spots
4	System should allow authorized user to view on alerts/events/reminders
5	System should present authorized user with statistics of all grievances
6	System should present authorized user with statistics on “Newly Registered grievances”
7	System should present authorized user with statistics on ‘grievances’ with different statuses such as New/Under Investigation/ Pending / Re-opened
8	System should present user with statistics on actions taken by
9	System should present user with list of Pending Actions on Grievances
10	System should provide user an interface to enable senior officers to conduct periodic reviews of regional offices (customer services, grievances, stock, sales, accounts, etc.)
	Functional Requirements for Notification/Alerts/Reminders Management
1	System must be capable of sending system-triggered reminders, alerts etc.

2	System should automatically generate alerts in case a same verification code has been verified for more than 3 times i.e. the code has been sent to the portal via SMS or internet for the 4th time.
3	System should allow the user to create and send user alerts / events / reminders to identified group /subscribed users of the portal
4	The alerts / events / reminders should be available to be sent in the form of an email, or SMS to the registered phone or as an alert in the application once the user logs into the system or all available modes.
5	System should start sending an alert / reminder mail to the System Administrators prior to 14 days of Password Expiry and should keep sending it on alternate days until the password is changed.
6	System should be capable of sending SMS/Email alerts to subscribers upon successful payment/ activation and renewal of subscription.
Functional Requirements for Activity Log Tracking & Audit Service	
1	System must be capable of keeping an activity log and maintain trail for audit related activities.
2	The solution should have comprehensive help facility wherein the users can obtain system specific technical/functional help online
3	The help should be accessible to the users both in the offline and online mode
4	The system should maintain and make available to user a database of frequently asked questions
5	An audit trail is a record of actions taken by either the user or the system triggers. This includes actions taken by users or Administrators, or actions initiated automatically by the system as a result of system parameters. The System must keep an unalterable audit trail capable of automatically capturing and storing information about:
a.	All the actions (create/read/update/delete) that are taken upon the critical entities(case, suspect, property) in the system
b.	The user initiating and or carrying out the action;
c.	The date and time of the event.
d.	Administrative parameters
7	Once the audit trail functionality has been activated, the System must track events without manual intervention, and store in the audit trail information about them.
8	The System must maintain the audit trail for as long as required, which will be at least for the life of the case to which it refers.
9	The System must ensure that audit trail data is available for inspection on request, so that a specific event can be identified and all related data made accessible, and that this can be achieved by authorized external personnel who have little or no familiarity with the system.

10	The System must be able to export audit trails for specified cases (without affecting the audit trail stored by the System). This functionality can be used by external auditors, who wish to examine or analysis system activity.
11	The System must be able to capture, store and report violations (i.e. A user's attempts to access a case to which he is denied access), and (where violations can validly be attempted) attempted violations, of access control mechanisms.
12	Any access to cases and all other activities involving the cases and related documents or data should also need to be stored in the audit trail to ensure legal admissibility and to assist in data recovery
	Functional Requirements for User Access & Authorization Management
1	Access to different areas/modules of portal must be role based
2	System must allow the user to create / update / delete user and user profile
3	System must allow the user to limit access to cases to specified users or user groups
4	System should provide for role-based control for the functionality within the system
5	System must allow a user to be a member of more than one group
6	Allocation of groups is request based and administrated
7	System must allow only admin-users to set up user profiles and allocate users to groups
8	System should allow an administrator to stipulate which other users or groups can access cases
9	The System must allow changes to security attributes for groups or users (such as access rights, security level, privileges, password allocation and management) to be made only by super-user.
10	System should allow the user to those functionalities that he/she is authorized to access
11	System should allow a maximum of three attempts to login.
12	System should allow the user to regenerate a lost password/reset password with set of hint questions
13	System should encrypt the user passwords
14	System should allow creation of new users, basis on user verification with mandatory information
15	System should allow changes in roles/ authorization with the transfer / promotions of staff
	Functional Requirements for SMS/EMAIL Integration
1	Usage of SMS/Email gateway for 2-way communication
2	System should be capable of sending SMS or Email to users
3	System should be capable of responding SMS or Email based authentication request
4	System should have standard template for sending response SMS or Email
5	Verification of valid number can happen through two ways
a.	By SMS or Email
b.	By IVR system – (Optional Feature)
	NON-FUNCTIONAL REQUIREMENTS

1	The system should ensure easy scalability and extensibility through minimum effort (this will vary based on the requirements)
2	System workflows to send auto generated emails and triggers
3	The system should be designed in manner that operational data will never be lost until a manual intervention/hardware failure.
4	The system should run on multiple browsers (IE 6.0 and above, Firefox 2.0 and above, and Google Chrome)
5	The system should be designed to have minimum satisfactory performance even in areas with low- bandwidth
6	The solution should be provided along with the product manuals and user manuals.
7	The solution should maintain a database of frequently asked questions (FAQ).
8	Will provide data dictionary for mandatory fields.
9	Solution should follow CMMi development guidelines and standard guidelines too.
10	The solution should ensure that data deletion is controlled centrally as per the defined policy or the person having right to do so.
11	Application code should not contain invalid references to network resources (Pathnames, URLs etc.).
12	The solution should not display the entire path of URL in the browser based application.
13	Should be managed through app server and web servers.
14	The solution should not display the entire path of URL in the browser based application.
15	Should be managed through app server and web servers.
16	Application will not have any failure without manual intervention.
17	Application will maintain audit log for important data transactions like updation and deletion
18	Data model should be flexible to add more data fields as per changing business needs
19	Application will provide facility to export data for further use.
20	Application will provide reporting option.
21	Will provide web services
22	Will provide standard security i.e. role based, password policy
23	System to send emails for approvals
24	System should be able to accomplish scalability and availability through load balancing and "fail-over"
25	System should support multiple databases and their integration within
26	System should support Unicode and should support bilingual functionality, Hindi and English
27	System should have provision for secure offline transactions – process for such transactions and the syncing mechanism once connectivity is established.