



## **PROCUREMENT OF GOODS THROUGH REQUEST FOR QUOTATION (RFQ)**



### **TENDER DOCUMENT PART 1/2: PURPOSE, SCOPE, INSTRUCTIONS AND TERMS & CONDITIONS.**

# The Jharkhand State Co-operative Milk Producers' Federation Ltd (JMF)

## **REQUEST FOR PROPOSAL**

For

*Supply and Implementation of  
An Open Source based Enterprise  
Resource Planning(ERP) Software  
including configuration &  
customization with  
3 Year Maintenance Support*

**Proposal Release Date: 19.06.2019**

**Proposal Due Date: up to 14:00hours 12.07.2019**

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Managing Director

JMF

Bid Reference : JMF/ICT/ERP/2019/19.06.2019

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Date & Time of Pre-bid meeting : 15:00hours, 28.06.2019  
Last date & time for receipt of Bids : 14:00 hours, 12.07.2019  
Time & Date of Opening of Bids : 14:15 hours, 13.07.2019  
Date & Time of Technical Presentation  
of Bidder for the proposed ERP : 15:00 hours, 22.07.2019

Address of Communication :

**Managing Director**

The Jharkhand State Cooperative Milk Producers' Federation Ltd.,  
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## 1 INTRODUCTION

The Jharkhand State Cooperative Milk Producers' Federation Ltd. (JMF), registered under Jharkhand Co-operative Societies Act, 1935 is engaged in milk procurement, processing and marketing activities of milk and milk products in the state of Jharkhand and is popularly known by its brand name 'Medha'. Under an MoU with GoJ, the Federation is being run & managed by the National Dairy Development Board (NDDB).

Based upon our current growth, it has become essential that all of our business information systems should be integrated into a single technology platform using a common database and common development environment. The first step in this process is for us to establish a common set of processes throughout our organization. This strategy is particularly focused on implementing a corporate-wide Enterprise Resource Planning package or ERP software system along with Enterprise Portal (EP), which will define the core technology, database, and development environment to be utilized by the organization.

JMF invites Quotations in sealed envelopes from eligible bidders for "Supply and Implementation of An Open Source based Enterprise Resource Planning (ERP) Software including configuration & customization with 3 Year Maintenance Support" as per the specification & other terms and conditions given in this document.

## 2 STATEMENT OF PURPOSE

The purpose of this document is to solicit proposals for selection of "Supply and Implementation of An Open Source based Enterprise Resource Planning (ERP) Software including configuration & customization with 3 Year Maintenance Support" as per the specification & other terms and conditions given in this document. This solution is intended to form the basis for all future systems and programs within JMF for the next 7-10 years. The existing systems within JMF will be replaced by the selected ERP system.

The current system(s) in use by JMF are as follows:

1. Marketing& Sales: In house developed software for marketing Milk & Milk Product.
2. Store Management: Standalone software is being used.
3. HRM – Payroll: - Basic Payroll application is in use for generating & computing Pay Slip.
4. Attendance Recording: Biometric Device is being used
5. Accounting: Tally.ERP9.
6. MILK Procurement: IMMS (Integrated Milk Management System) provided by Rajasthan Electronics & Instrument Ltd. (REIL). This software will be replaced by Automated Milk Collection System (AMCS) developed by NDDB in a phased manner for the Procurement.
7. The systems consist of a series of non-interconnected applications in which the same information is often keyed-in manually into multiple systems.
8. The integration between major activities is missing.



Our primary objectives in implementing a new ERP system are as follows:

1. Define a single technology platform, including infrastructure as well as database and development, which will define the basis for supporting the business objectives of the organization.
2. Improve operational efficiencies throughout the organization
3. Reduce overall operational costs

### 3 EXISTING ENVIRONMENT

#### 3.1 Current JMF Locations and Employee Count

JMF Office is located at below address:

**Headquarter:**

Managing Director  
The Jharkhand State Cooperative Milk Producers' Federation Ltd., Farmers  
Training Centre Campus, HEC, Sec-II, Dhurwa, Ranchi-834004, Jharkhand.

Our office is located at Hotwar-Ranchi, along with along with 3 dairy plants at Latehar, Koderma and Deoghar.

The complete functional requirement document is available at **Annexure – V**.

#### 3.2 Current Computing Environment

The current systems are a combination of tailor-made solutions and Tally application. There are some applications available with us as mentioned above. JMF is using IMMS (Integrated Milk Management System) provided by Rajasthan Electronics & Instrument Ltd. (REIL). This software will be replaced by NDDB developed Automated Milk Collection System (AMCS) in a phased manner.

Desktops are running either of the following windows operating system.

1. Windows 7& above

The desired corporate-wide business system will be targeted for the following infrastructure and platform environment:

- Windows Operating System/Linux Operating System
- SQL Server engine / MySQL
- Switched Ethernet Network
- TCP/IP Protocol
- MS Internet Explorer Browser or any browser

We are looking for an Open Source ERP software that uses a GUI interface. The ideal system will support both thin and thick client environment, as well as allow for internet-based access. The solution must be 100 % license free open source solution. There should be no license fees to use the software. Also, there should be no cost for upgrades. No third-party software is required for executing the software smoothly.

In terms of an integrated business system, it is estimated our company-wide profile of system users would consist of 100 concurrent users.

## 4 INVITATION FOR BID

### 4.1 SCOPE OF WORK

The successful bidder is required to provide the following:

1. Provide Enterprise Resource Planning (ERP), an open source solution based on functional requirements of JMF as specified in **Annexure- V (FRD)**.
2. The solution must be 100 % license free open source solution. No third-party non open source tool should be a part of the solution.
3. Integration of above solutions with mail server (Active Directory).
4. All the functionalities of the given solution should be available on Tablet PCs/Android based Phone. OR The data should be visible through Android based Tablet PCs/Phone. It can be through either through browser or Android Application. It is desirable if it is through Android ApplicationPhone.
5. All the reports generated through the solution shall be downloadable in MS Excel/PDF.
6. Submit technical approach, implementation methodology and commercials for Implementation for the Business needs of JMF as per the requirement provided in this document and **Annexures** attached.
7. All software shall be installed & commissioned within the organization, as required. It should be on-premise installation model.
8. Training to the end users, administrators and various stakeholders of the organization for hands-on usage of the implemented software package.
9. ERP installation and configuration training to JMF team.
10. Provide "Maintenance Support including END-USER Support" for 3 years. This should also include all Service Requests (implicitly covered under High/Medium Priority Tickets) and trainings and any upgrades/updates required from time to time. The support covers the following:
  - i. End User Support for 3 Years after implementation and warranty
  - ii. Product Enhancements/Bug Fixing/Performance Support/Maintenance with respect to any Business impact raised by End-Users during their operations needs to be addressed by the Vendor
  - iii. Support activities with respect to all the Software such as ERP / Database to be maintained by the Vendor
  - iv. Vendor should co-ordinate with all hardware and other standard software suppliers to solve all the application related issues.



11. To provide the solution based on the FRS (**Annexure-V**) of JMF mainly,
  - a) FI (Financial Accounting) Business Unit wise/Consolidated.
  - b) HCM (Human Capital Management)
  - c) Purchase Management
  - d) Sales Management
  - e) MM (Material Management)
  - f) PP (Production Planning)-Dairy Plant Operations
  - g) QM (Quality Management)-Quality Assurance
  - h) CS (Co-operative Services)
  - i) Milk Procurement - Bill Management
  - j) Asset Management
  - k) Utilities and Maintenance
  - l) Input Services
  - m) Administration
12. Deployment plan for above modules would be mutually decided with the bidder after successful contract has been awarded.
13. In case of new software version releases during the course of implementation, the vendor should override the present solution with the updated solution for the new software release, without extra cost to JMF.
14. Suggest detailed infrastructure requirements for the proposed solution based on the functional document provided in **Annexures**.
15. Onsite ERP Support for a minimum period of 3 months, POST declared GO-LIVE for all the modules in JMF.
16. Any statutory requirements announced by Government (State/Central) during the course of implementation, warranty and AMC will be developed and deployed as a part of this contract.
17. Vendor should facilitate in case any major issue of Data Centre, some kind of Network failures, Operating System failure, crash recovery support, backup and support to maximise uptime etc.
18. Support 24\*7 during the warranty period.

#### 4.2 Project Duration

The project completion time i.e., designing, supply, configuration development, coding / customization, installation, commissioning and training is 11 months from the date of issue of work order.

#### 4.3 Essential Information

1. Bidders are advised to study the Tender Document and Annexures carefully. Submission of Tender shall mean that bidders have studied the document carefully understanding its implications in all totality. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP



documents in every respect will be at the Bidder's risk and may result in rejection of the proposal and forfeiture of the Bid Security.

2. No change in the bids would be entertained and permitted thereafter.
3. Sealed bids should be prepared in accordance with the format mentioned in this RFP. The same should be submitted not later than the date and time laid down, at the address given below.
4. This tender document is non-transferable.

#### 4.4 ELIGIBILITY FOR BIDDERS

The pre-qualification criteria for participating bidder are as given below:

1. The Bidder must be a company registered under Indian Companies Act 1956, duly enclosed certified copy of Certificate of Incorporation to be provided.
2. The Bidder should have been in operation for at least 3 years as evidenced by the Certificate of Incorporation and Certificate of Commencement of Business issued by the Registrar of Companies, India.
3. The Bidder should have had an average annual turnover of Rs.One Crore in software services, implementation and development operations. A certificate from the statutory auditors shall be attached as a proof for the same.
4. The bidder should have completed at least **Five** successful ERP Implementations in last 5 years. The sign-off letters or copy of contract mentioning the above modules should be submitted.

### 5 GENERAL INSTRUCTIONS

#### 5.1 Project Commencement

The commencement of the project will be signed off between JMF and the selected Vendor through a kick-off meeting. This date will be recorded as Official date for commencement of Project.

#### 5.2 Maintenance support plan

Maintenance support is a bundle of support services desired by JMF at different level of Implementation and Post implementation stages of this ERP:

1. Warranty Support of 12 months after declared 'Go LIVE' of all the modules under this contract.
2. Support of 3 years after post-warranty period (PO might be issued with the main purchase order or may be in a part after successful Go Live)
3. ONSITE ERP Support for minimum 3 Months

### 5.3 Warranty Support

The warranty period will commence from the date of declared **'GO LIVE'** of all the modules under this contract. During warranty period, the vendor must provide comprehensive support for application, integration, bug fixes for free of cost. Vendor shall deploy adequate resources to maintain the system without any outage from the possible associated causes mentioned in the Service level Agreement (SLA). All the support is required during the warranty on working hours, on all working days of the year, for maintaining the accepted performance level and other services as detailed elsewhere in this RFP. The bidder shall submit the call log-in procedures and escalation procedure for Maintenance Support during Warranty and Post Warranty Support if contracted. During Warranty and Post Warranty Support, if contracted, in case of any performance related issues, the selected bidder shall attend to and solve any performance bottleneck even if it is not due to the bug in the software. In case of software problem, the same should be rectified immediately and provide the solutions to improve the seamless performance. The maintenance support should ensure the following:

- Ensure the smooth operation of the entire System
- Provide corrective maintenance, troubleshoot and isolate defects, including diagnosis and correction of all latent errors in the application systems.
- Interim solutions in the event while awaiting the corrective measures to correct any errors.
- Investigate and correct defects in the application systems as reported by JMF within the service level.
- Fine-tune and improve the performance of systems (if required).
- Manage, support and implement, at the request of JMF, Service Requests, for the purpose of operational enhancements and system upgrade.
- Assessing the impact of new releases, upgrades or patches of all the system software under the scope of maintenance. Ensure that all modifications to the system are properly integrated with the necessary components and that the system performance shall not be degraded.
- Recover lost data, restore and repair damaged data and correct erroneous data to the extent possible.
- Provide system support services, including technical advice and assistance to JMF to ensure the continuity and availability and accessibility of the production systems.
- Implement and enhance operational procedures as and when needed.
- Ensure that all program source codes and executable codes are properly maintained (especially the versioning) and backed up. This is to allow the system to be rebuilt from scratch if required.
- Maintain all standards and procedures applicable to the systems (e.g. generic modules or reusable component etc.).



- Be the vendor coordinator for problems pertaining to the system, which require third party vendors or external organizations for troubleshooting and rectification.
- Produce and update technical and user documentation for the application systems
- Provide advice, guidance, and training to JMF Systems Officers in the use of the System.
- Provide System briefings to users when necessary.
- Attend to user queries and provide assistance to them in the operation of the System.
- Provide Remedial Support as requested by JMF.

Without prejudice to the warranties given for individual products or services, the selected bidder shall warrant to JMF that:

The systems represent a complete, integrated solution to JMF's requirements as mentioned in the Scope and will provide the functionality and the performance set forth therein. The selected bidder shall accept responsibility for the selected inter operations and integration in accordance with requirements of technical specifications of all products provided under the context.

The selected bidder will offer to JMF all services required during warranty and provide the required licenses (if procured from the bidder) of all the software's installed in the system in JMF's name. The bidder will offer all possible assistance to JMF or licenses of products included in the system. The Selected bidder also warrants that all software implemented under the contract shall have no defect arising from design or from any act of omission by the Bidder. The selected bidder will make reasonable and necessary efforts to correct the defects in the systems that constitute significant deviations from the Technical Specifications.

*Note: This support includes the implementation of migration to new versions for all Software products which may be released as referred in this document during the support period.*

#### **5.4 Post-Warranty Support**

A comprehensive Post Warranty Support plan in accordance with ticket-based resolutions of High and Medium priority as mentioned in the SLA shall be offered by the selected bidder. The selected bidder shall support the application on working hours of JMF. The selected bidder shall offer Post-implementation Maintenance Support for a period of 3 years from the date of expiry of warranty support.

A separate contract (purchase order) may be issued for AMC after warranty period. The contract may be for one year or two years or 3 years. JMF reserves the right to enter or not into the contract of AMC. However



the financial bid against AMC would be considered for evaluation of the bid.

In the similar manner, a separate contract may be issued for Onsite ERP support. The contract may vary from one to twelve months. JMF reserves the right to enter or not into the contract of onsite ERP support. However, the financial bid (per month Cost) against this component would be considered for evaluation of the bid.

Note: This support includes the implementation of migration to new versions for all Software products which may be released as referred in this document during the support period.

## 5.5 PROJECT COMPLETION

The project will be deemed as completed only after:

1. The project scope and requirements are met in full and the deployment of Application software for all our relevant functions is completed in all respects as per RFP and requirement analysis, more clearly elaborated in **Annexure - V**.
2. The data migration is complete with respect to all legacy systems to the satisfaction of JMF.
3. One full cycle for each module is completed in LIVE environment for all relevant functions of JMF and SIGNED OFF.
4. All trainings are completed and all documentation is submitted by the operator to the satisfaction of JMF.
5. JMF and the operator SIGN OFF after successful completion of the project and commencement of the warranty period of twelve (12) months.
6. JMF and the operator SIGN OFF after successful completion of the warranty period of the project and commencement of Maintenance Support phase for a period of 3 years.

## 5.6 TRAINING PLAN

The vendor should impart training to JMF team comprising of functional users and system administrators. The selected bidder is required to conduct the training through competent trainers. All training activity should be centralized and should be performed at JMF premises. The bidder shall explain the users the entire functionality of the software and technical problems faced by them for troubleshooting. The Bidder shall provide extensive lecture notes and handouts in hard copy as well as soft copy.

## 6 INSTRUCTIONS TO BIDDERS

### 6.1 Key events & dates

The schedule of activities for the purpose of the RFP is outlined below:

S.No.	Key Activities	Dates
1	Pre-Bid Conference	15:00 Hours 28.06.2019
2	Last date for Requests for clarification	15:00 Hours 29.06.2019
3	Response to Bidder queries	01.07.2019
4	Last Date for Submission of Bids	14:00 Hours 12.07.2019
5	Date of Opening of Technical Bids	14:15 Hours 13.07.2019
6	Date & Time of Technical Presentation of Bidder for the proposed ERP.	22.07.2019
7	Short listing of technical bidders	will be done internally based on scores
8	Commercial bid opening	

### 6.2 Contact for Clarification of RFP.

Managing Director

The Jharkhand State Cooperative Milk Producers' Federation Ltd., Farmers Training Centre Campus, HEC, Sec-II, Dhurwa, Ranchi-834004, Jharkhand.

E-mail: MDO@jmf.coop

### 6.3 Clarifications / amendments of RFP Documents

1. A prospective Bidder requiring any clarification of the RFP documents may notify the organization in writing at the address indicated in the RFP, a format for the same has been provided in **Annexure- X** attached with this RFP. The questions may be sent by the bidder via email also before the last date (mentioned in the key events) for receipt of the questions
2. JMF would prepare responses to all the queries raised by the bidders in a consolidated manner after the pre-bid conference and provide a suitable answer. The queries should be precise, to the point, relevant and should not be out of context.
3. The Jharkhand State Cooperative Milk Producers' Federation Ltd. at his discretion, may extend the deadline for the submission of proposals.



## 6.4 Language of Proposal

The proposal and all correspondence and documents shall be written or need to be accompanied by an accurate translation of the relevant documents in **English**. All proposals and accompanying documentation will become the property of JMF and will not be returned. The hardcopy version will be considered as the official proposal.

## 6.5 Documents comprising the proposal

The Proposal submitted by the Bidder shall comprise the following documents:

- I. Technical bid will be in two Annexures:
  - a. Pre-qualification evaluation containing data to support the qualification of the Bidder to bid for the project, as specified in **Annexure-I**
  - b. Technical Evaluation in the formats as specified in **Annexure-II** of this RFP.
- II. Commercial bid in the formats specified in **Annexure-III** of this RFP.
- III. Payment Terms: a) Implementation, b) Maintenance Service Support (Service Cost) in the formats specified in **Annexure – IV** of this RFP
- IV. Phases of Implementation and deliverables in the formats specified in **Annexure-VI** of this RFP
- V. Functional Requirements of JMF in **Annexure-V**
- VI. Service level agreement as defined in **Annexure-VII** of this RFP
- VII. Format for Performance Security as per **Annexure – VIII(a)**
- VIII. Performance Bank Guarantee (PBG) as specified in **Annexure-VIII(b)**
- IX. Business Agreement to be signed by the successful bidder, the format is detailed in **Annexure-IX**
- X. Clarification about this RFP may be written in the format specified in **Annexure-X** of this RFP
- XI. Inked Signed Copy of the tender document as an acceptance of all the terms and conditions including all the annexures are accepted by the bidder.

## 6.6 Technical bid covering letter and enclosures

1. **Rs.20000/- (Rupees Twenty Thousand only)** as EMD amount should be in the form of DD from the Nationalized Bank in the Technical Bid. The EMD should be drawn in the name of “The Jharkhand State Cooperative Milk Producers’ Federation Ltd” **payable at Ranchi.**
2. Bidder shall furnish the required information on their prequalification, technical and commercial strengths in the enclosed formats only. Any deviations in format may make the tender liable for rejection.

3. The Bidder shall provide a breakdown of work plan based on the scope of work and the project milestones provided in RFP.

All exclusions and deviations with respect to Technical and Commercial should be mentioned in the respective bid only at the end of the document as one of the sections or headings.

#### 6.7 Financial Proposal

The formats in this version of this RFP should be used to create the bidder's financial proposal. Unless explicitly indicated, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information may be submitted to accompany the proposal. In submitting additional information, please mark it as **supplemental** to the required response.

**All Prices shall be quoted entirely in Indian Rupees.**

#### 6.8 Proposal Validity

The Bids shall be valid minimum for a minimum period of 120 days (one hundred and twenty days) from the date of opening of technical bid and commercial bid shall be valid for a period of 90 days (ninety days) from the date of opening of opening of commercial bid.

**Note:** JMF shall not be responsible for any postal delay about non-receipt / non-delivery of the documents.

#### 6.9 Pre-Bid Conference

JMF will host a Pre-Bid Conference, on 28.06.2019 at **15.00 Hours** at the headquarter of JMF as per address given in this document.

The Bidder's designated representatives are **invited** to attend the Pre-Bid Conference at their own cost, which will take place at the venue and time as fixed by the organization.

The purpose of the meetings will be to clarify issues and to answer questions on any matter that may be raised at that stage. The Bidder is requested to submit only relevant questions in writing to reach JMF not later than the date stated in the RFP. It may not be practicable at the Pre-Bid Conference to answer questions received late, but questions and responses will be transmitted in accordance with the following Sub-Clause.

Any modification of the RFP document which may become necessary as a result of the Pre-Bid Conference shall be made by JMF exclusively and Pre-Bid Conference will not be a cause for disqualification of Bidders but,



separate queries from such bidders shall not be entertained at later stage. The decision of the JMF regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances.

Request for clarifications shall be sent by bidders through email/fax/post (in the format specified in this volume of the RFP) not later than the date specified in the RFP. All the requests shall be addressed to the contact person in JMF as mentioned in the RFP.

JMF will endeavor to provide a complete, accurate, and timely response to all questions to all the bidders. However, JMF makes no representation or warranty as to the completeness or accuracy of any response, nor does JMF undertake to answer all the queries that have been posed by the bidders.

#### 6.10 Amendment of RFP Document

At any time before the deadline for submission of bids, JMF may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by issuing amendment. The due date of submission in such a case will be extended suitably.

All the amendments made in the document, if any, would be published on <http://jmf.coopn> or before 01.07.2019

The bidders are also advised to visit the aforementioned website on regular basis for checking necessary updates. The JMF also reserves the rights to amend the dates mentioned in the RFP

#### 6.11 Limits on Promotion

The Bidder agrees to make no reference to JMF or this procurement or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of the organization. The Bidder shall not perform any kind of promotion, publicity or advertising etc. at JMF through any kinds of hoardings, banners or the like without the express prior written consent of the same.

#### 6.12 Mode of Submission

The Bidder shall prepare two-part proposal comprising the "Technical Bid" as given in **Annexure-II**, and the "Commercial Bid" in the given format in **Annexure-III**, the same is to be filled after considering the guidelines mentioned in this RFP.

The bidder will submit one original set of documents comprising parts of the proposal as described in RFP, bound with the section containing the Form of Proposal and Appendix to Proposal, and clearly marked **"ORIGINAL"**. In addition, the Bidder shall submit **one hard and one soft copy** of the Proposal and clearly marked **"COPIES"**. In the event of

discrepancy between them, the original shall prevail. The original and all copies of the **“Technical bid”**, be placed in *separate sealed envelope* clearly marked **“TECHNICAL BID”**. Similarly, the original and all copies of Commercial Bid shall be placed in a sealed envelope clearly marked **“Commercial Bid”** followed by the **Tender number and the name of the RFP**.

*Note: Pre-qualification pro-forma (Annexure-1) should be sealed along with the technical bid only*

The envelopes of Technical and Commercial Bid shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number and title of the RFP.

The organization shall not be responsible for misplacement, losing or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for Proposal rejection.

If the Commercial Bid is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive.

Further, in the event of discrepancy between the hard copy and the soft copy, the hard copy shall prevail.

The original and all hard copies of the Proposal shall be typed (in the case of hard copies, photo-copies are also acceptable) and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder.

All pages of the Proposal, where entries or amendments have been made, shall be initialed by the person or persons signing the Proposal.

Tender offer in duplicate should be sent by Post addressed to address mentioned in the RFP or dropped in the Public Tender Box located at the entrance door of JMF office.

JMF shall have no responsibility whatsoever if the tenders are not received in sealed covers at the appointed date and time. The tender papers are not transferable.

Tender papers received after 14:00 hours (IST) on the due date will not be considered under any circumstances whatsoever. However, JMF reserves its right to postpone the opening of the tender at their own discretion.

The terms “tenderer” and “bidder” are inter-changeable but having the same meaning.



### **6.13 Authentication of Bid**

The "Bidder" as used in the RFP shall mean the one who has signed the Bid document forms, duly Authorized by the Bidder (Lead Bidder in case of consortium), in which case Bidder shall submit a Power of Attorney in the name of the Authorized signatory. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, be signed by the authorized signatory.

### **6.14 Proposal Preparation Costs**

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by JMF to facilitate the evaluation process, and all such activities related to the bid process.

The bidders may visit the sites and obtain additional information at their own cost and responsibility.

### **6.15 Use & Release of Bidder Submissions**

JMF is not liable for any cost incurred by the Bidder in the preparation and production of the Proposal, the preparation or execution of any benchmark demonstrations, simulation or training service or for any work performed prior to the execution of a formal contract. All materials submitted become the property of the organization and may be returned at its sole discretion. The content of each Bidder's Proposal will be held in strict confidence during the evaluation process, and details of the Proposals will not be discussed outside the evaluation process.

### **6.16 Deadline for submission of proposals**

Proposals must be received by the organization at the address specified in the RFP, no later than the time and date stipulated in the RFP.

### **6.17 Late and delayed proposals**

Any Proposal received by the organization after the deadline for submission of Proposals prescribed in RFP will be summarily rejected.

### **6.18 Modification and withdrawal of bids**

The Bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification or withdrawal is received by JMF prior to the deadline prescribed for submission of Bids. The Bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of this Section. A withdrawal notice may also be sent by fax or email but should be followed by a duly signed confirmation copy not later than the deadline for submission of Bids. No Bid may be modified subsequent to the deadline for submission of Bids. No Bid may be withdrawn in the interval between



the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form.

#### **6.19 Conflict of Interest**

Bidder shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the Bidder due to prior, current, or proposed contracts, engagements, or affiliations with JMF. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the Bidder to complete the requirements as given in the RFP.

#### **6.20 Overly Elaborate proposals**

Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are considered undesirable and may be construed as an indication of the bidder's lack of cost consciousness. JMF's interest is in the quality and responsiveness of the proposal.

#### **6.21 EXPORT LICENSE /EXPORT PERMISSION AND END USE CERTIFICATE**

It is entirely the responsibility of the bidder who is quoting for software of foreign origin to ensure obtaining export permission/ license / authorization as required from the respective Government before arranging supply. JMF would not accept post supply inspection by any agency / authority of any foreign country. It is therefore, necessary that the bidders offering software of foreign origin shall have thorough knowledge of export contract regulations in vogue in those countries. The bidder shall indemnify the purchaser against any consequences in respect of any end-use declaration they / their overseas Principals may furnish to the Government / license.

Agencies of the country of origin of the software while seeking export permission / license.

Post supply inspection, contrary to the terms and conditions of purchase contract shall be deemed to be null and void. JMF reserves the right to reject any offer, which is not in conformity with the above instructions.

#### **6.22 Contacting JMF**

From the time the Proposals are opened to the time the Contract is awarded, the bidders should not contact the officials on any matter related to its Technical and/or Financial Proposal. Any effort by bidders to influence the officials in the examination, evaluation, ranking of Proposals and recommendation for award of Contract may result in the rejection of the Bidders Proposal. Queries, requests if any regarding the bid should be forwarded to the address specified in this document.



## **7 PROPOSAL OPENING AND EVALUATION PROCESS**

### **7.1 Evaluation Committee**

The Technical Evaluation Committee(s) will be constituted by The Managing Director, JMF. He may nominate some external/expert members, in the interest of JMF.

### **7.2 Opening of Technical bids**

The Technical Bid Opening Committee will open all the parts of Technical Proposals on the specified date, in the presence of Bidders' designated representatives who choose to attend, at the time, date, and location stipulated in the RFP. The Bidders' representatives who are present shall sign a register evidencing their attendance.

If the date stipulated for receipt of tender bids or for their opening happens tender happens to fall on a Sunday/ Public Holiday /unscheduled closure, it shall be deemed to fall on next working day.

During bid opening preliminary scrutiny of the bid documents will be made to determine whether they are complete, whether required bid security has been furnished, whether the documents have been properly signed, and whether the bids are generally in order. JMF may waive any informality or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder. Bids not accompanied with the requisite Bid Security or whose Bid Security is not in order shall be rejected.

### **7.3 Two Bid Evaluation**

A committee duly constituted by the Managing Director, JMF will go through the technical aspects of the tender and recommend short listed firms. The recommendation of the technical committee is the final and binding on all the parties. The evaluation of the proposals will be carried out in two stages:

### **7.4 Technical evaluation**

1. Primarily the pre-qualification documentation furnished by the bidder (as defined in **Annexure-I**) shall be examined prima facie to substantiate the compliance with the bidder's eligibility criteria as set out for this project in terms of organizational, financial and technical experience etc.
2. The next stage of the technical evaluation will be an assessment of the Technical Bid. JMF representatives will proceed to a detailed evaluation

of the Technical Bids as defined in **Annexure-II**, in order to determine whether they are substantially responsive to the requirements set forth in the Request for Proposal. In order to reach such a determination, JMF will examine the information supplied by the Bidders, and shall evaluate the same as per the specifications mentioned in this RFP.

3. Evaluators of Technical Proposals shall have no access to the Commercial Bid until the technical evaluation is concluded and the same is approved by the appropriate committee.
4. The purpose of obtaining two bids (technical and commercial) is to evaluate all the firms on technical basis with reference to the tendered specifications, performance of similar Solutions/Applications elsewhere, obtaining users views with reference to the earlier supplies. This will enable the technical committee to arrive at a fair recommendation in the interest of the organization.

#### 7.5 **Commercial evaluation**

Based on the results of the technical evaluation, JMF representatives will then proceed to open and evaluate the Commercial Bid of the technically acceptable bidders. Based on the total marking of technical bid and financial bid, the lowest price bidder may be called for further negotiations.

- A substantially responsive Bid is one, which conforms to the requirements, terms, conditions and specifications of the Request for Proposals without material deviation. A material deviation is one which affects in any substantial way the functionality, scope, quality, or performance of the deliverables, or limits in any substantial way inconsistent with the Request for Proposals, JMF's rights or the Bidder's obligations for, performance of the Project and the rectification of deviation would affect unfairly the competitive position of other Bidders presenting substantially responsive Bids.
- JMF may waive any minor informality or non-conformity or irregularity in a Bid, which does not constitute a material deviation, provided such a waiver does not prejudice or affect the selection of any Bidder.

#### 7.6 **Process to Be Confidential**

Information relating to the examination, clarification, evaluation and comparison of Proposals, and recommendations for the award of the project shall not be disclosed to Bidders or any other persons not officially concerned with such process until the award to the successful Bidder has been announced.



## 7.7 Correction of Errors

Bidders are advised to exercise greatest care in entering the pricing figures. No excuse that mistakes have been made or requests for prices to be corrected will be entertained after the quotations are opened. All corrections, if any, should be initiated by the person signing the tender form before submission, failing which the figures for such items may not be considered.

Arithmetic errors in bids will be corrected as follows:

- Where there is a discrepancy between the amounts in figures and in words, the amount in words shall govern.
- Where there is a discrepancy between the unit rate and the line item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of JMF, there is obviously a gross error such as a misplacement of a decimal point, in which case the line item total will govern.
- Where there is a discrepancy between the amount mentioned in the bid and the line item total present in the Schedule of Prices, the amount obtained on totaling the line items in the Bill of Materials will govern.
- The amount stated in the tender form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall tender price to rise, in which case the bid price shall govern.

## 7.8 Initial Examination of Proposals

Prior to the detailed evaluation of Technical bid, the organization will determine whether:

- Requisite bid security (EMD) has been submitted;
- The proposal has been properly signed;

In case the proposal is not accompanied by the requisite bid security (EMD) and/or it has not been properly signed and/or there is a discrepancy between the items on the checklist and the actual documents/material submitted, organization reserves the right to declare the bid invalid.

## 8 TECHNICAL EVALUATION

### 8.1 Pre-Qualification parameters

***(Pre-Qualification parameters conforming to Annexure-I)***

The Bidder shall furnish the information required in the prescribed formats as given in this section. The broad parameters for the prequalification are described in section 4.4

- a. General information of the bidder: Same as in **Annexure-I**
- b. Particulars of Turn over: Same as in **Annexure-I**. This should satisfy the requirements for minimum turnover as specified in eligibility section of the Eligible Bidders of this RFP. The bidder may include the revenue from international projects also. Entire annual report including name and turnover of subsidiary should also be provided by the vendor in the same format.
- c. Details of Staff: Same as **Annexure-I**. The company should have sufficiently experienced staff to undertake this project, the availability of these resources or the willingness of the company to deploy these resources in the region shall also be considered. The details of the resources to be assigned on the project should be presented in the format of a CV.
- d. Experience & Track record in the field of ERP implementation.
- e. A description of the company's qualifications demonstrating prior Successful Deployments in either public or private sector showing:
  - i. Systems/solutions comparable in size and scope to the requirements of this RFP;
  - ii. Diverse business environment integration comparable to JMF's profile.
  - iii. Deployment of resources/manpower sufficient to respond to state wide implementation within the timeframes stated in this RFP.
  - iv. A brief description of the company's experience (if any) in designing similar solutions for Government clients in India.
  - v. Bidder must list the names of at least three private sector companies or government organizations for which it has provided services of a comparable scale and complexity as outlined in this RFP. The listing must include the organization's name, as well as the name and current contact telephone number of at least two representatives of each organization who may be reached by JMF, system components used by each client. The Bidder shall be solely responsible for providing references that are available to be contacted within a reasonable



timeframe by JMF. The project referred in this context shall be discussed in detail as part of the client's experience.

- vi. Details in this regard to be provided in format as in of **Annexure-I**.
- f. A checklist stating whether the bidder would be able to provide for the functionalities mentioned in the Functional Requirement Study (**Annexure V**) as per the details mentioned in section:
  1. A format for the same has been provided in **Annexure-I** attached with the RFP. A bidder may be disqualified if it is not able to provide key functionalities or an alternative solution which is acceptable to JMF.
  2. A checklist should be attached inside the Technical bid. The format for the checklist is as follows:

#### **Checklist for Pre-Qualification Parameters**

<b>Sr. No.</b>	<b>Document Enclosed</b>	<b>Yes/ No</b>
1	Cover letter for Pre-qualification	
2	Bid Security/ EMD (in the format of DD through Nationalized Bank)	
3	General Information about the bidder	
4	Staff details attached	
5	Experience and track record, with certification for completion of projects	
6	Proof of certification levels (CMM) Attached	
7	Checklist of availability of functionalities mentioned in FRS	

#### **8.2 Technical parameters conforming to Annexure-II**

Each Proposal will be evaluated according to the following criteria, but not limited to:

1. The quality, responsiveness, responsibility, ease of use, reliability and comprehensiveness of the proposed technologies, adherence to IT Architecture Plans, Information Systems Security Policy, other strategic dimensions and services incorporated in the proposed solution.
2. Bidders understanding of JMF's requirements as reflected in the approach presented by the Bidder of the solution offered and technology related issues.
3. The evaluation will measure if the Bidder's proposed solution meets JMF's service needs as outlined in the RFP. If needed site Inspections

and management Interviews, if requested by JMF, will be factored into the evaluation.

4. The evaluation will be made based on Bidder's responses to all RFP requirements including, but not limited to, data from the Bidder's Proposal, questions and answers, Bidder qualifications, expertise and relevant experience.
5. Bidder's demonstrated ability to make available the key personnel at the time of contracting and post key personnel on the project thereafter.
6. The Bidder's expertise in managing complex integrated systems and services and implementing and maintaining proven state-of-the-art technologies.
7. Bidder's ability to provide the needed support (installation support, maintenance, training etc.), references confirming past success in similar projects, use of appropriate technologies and products, ability to provide integrated software solution etc.
8. The Bidder's Design, Development and Implementation Plan, its deployment of sound project management strategy and its allocation of sufficient resources to address all aspects of its proposed solution will also be evaluated.
9. The Technical Bid should be structured according to the following sections:
  - I. **Project Understanding:** Detailed note on the understanding of purpose, objective and scope of the project. The bidder must elaborate his understanding of the Objective of the application proposed for JMF, the rationale behind it, functionality and processes through a write-up not exceeding 1500 words. The bidder also needs to mention in detail the availability of various functionalities of different modules of the application, and alternative approach/ non-availability of these. The checklist provided in **Annexure-II** may be attached with the same.
  - II. **Scope and Terms of reference** must also be indicated. The terms of the reference should be based on the Functional Requirement document of JMF attached in the **Annexure-V**.
  - III. **Hardware and Additional Software requirements:** The bidder also needs to provide preliminary hardware recommendation for its solution. Bidder should mention if there is any additional cost for maintaining and purchasing any third party software components required to run the application.

#### IV. Technical Solution



- The Bidder must state the philosophy and approach adopted in understanding the processes and the methodology adopted in studying the process and functionality of the proposed integrated solution.
- Based on the understanding of the IT infrastructure facilities available at JMF and those being proposed by the bidder, the bidder should provide an outline of the solution under the following topics
  - Overview of the Proposed Solution
  - Overall architecture
  - Technical architecture with integration of all the three applications using the ERP and Enterprise Portal.
  - Scope and Approach note for integration
  - Any additional modules/ software required should be disclosed/informed during pre-bid conference.
  - Vendor may propose standard Implementation methodology
  - Training Plan and Approach
  - Functionalities & deliverables of Resources during Implementation (including warranty) and Post implementation
  - Warranty Support plan and post implementation Support plan.
  - Ticket based Post Implementation Support with Proposed Service Level Agreement
  - Quality assurance/process
  - Risk Assessment methodology
  - The technical proposal shall also contain bidder's plan to address the key challenges of the project.
  - Specify overall and module wise deliverables in detail (Please refer **Annexure – VI**)
  - Exclusions

## V. Project Management:

The bidder must address the following in their Implementation approach and customization approach:

- A detailed Project schedule and milestone should be mutually decided with the bidder.
- Approach and Methodology of design, development and implementation of the software. The plan should adhere to the standard steps of software development/implementation/post implementation support life cycle as well as the conditions mentioned in this RFP.
- Key implementation objectives, key deliverables and an implementation schedule for the same.

- The bidder's plan/strategy for communicating with JMF project Management Team and the problem resolution mechanism for the customization and Implementation Plan shall provide a detailed description of the Bidder's approach for the design, development and implementation of the proposed solution enumerated in this RFP.
- Bidders shall identify key implementation objectives, how these objectives will be met and the respective dates on which deliverables incorporating these objectives will be completed and ready for use by JMF.
- Manpower deployment plan and resources to be dedicated to the project. Resumes of the Project Manager, Functional Consultants and Technical consultants who are part of the implementation project should be provided. These consultants should be certified in their respective domain or technical aspects from the concerned certifying authority.
- **Risk Assessment:** A detailed risk assessment of the entire project under the different project phases along with the suggested mitigating measures, as reflected in the proposed solution set. Project Phase Risk, Elements, Level of Risk, Impact area, Description of Risk & Mitigation measure
- **Roles and responsibilities:** Roles and responsibilities for the bidder and JMF throughout each phase of development and deployment of services enumerated in this RFP.
- The bidder shall provide necessary technical documentation, which includes User manual, System Administration manual, Installation manual, etc.
- Note on Deliverables at various stages of the implementation of project
  - Functional flow diagrams and system study document
  - Detail project plan, schedules
  - Requirements list
  - User/Operational Acceptance Test Plan
  - Detailed resource plan (during warranty and post implementation)
  - System Test Plan
  - Training Plan
  - Backup and disaster recovery plan
  - Strategies for Instances, Interfaces and Testing Documents
  - System Design Specification
  - Technical design document
  - Interface Design Specification
  - Module/Integration Test Plan
  - Customization requirement documents
  - Functional specifications on gaps identified
  - Fit – gap document



- Customized Source Code
- Actual Implementation methodology
- Training Material and methodology
- User Training
- System Handover Checklist
- Cutover strategy
- Warranty Assurance and Warranty relevant documents
- Data Migration/Data conversion scripts/Reports
- Operation & maintenance manuals
- Configuration document
- Project Closure & sign off

The Note should be in brief describing the main content of the deliverables. The vendor should indicate the standards/best practices which the vendor aims to follow as a part of the project for preparation of various deliverables.

The technical evaluation would be carried out as per the criteria listed above and associated weightages thereof are as given below:

Sr No	Sr No	Evaluation Criteria	Overall Score	Breakup Actual Weight
1	<b>ERP Implementer Profile</b>		<b>48</b>	
	1	No. of years of experience of the firm (attach copy of certificate of incorporation).	5	No of years since incorporation
		3 to 5		1
		6 to 10		3
		More than 10		5
	2	Turn-over of the firm during each of the last 3 years (attach relevant documents or certificate from a Chartered Accountant firm, in support).	5	Average Annual Turnover
		1 Crore - 2 Crore		1
		2 Crore - 5 Crore		2
		More than 5 Crore		5
	3	Total work force of ERP Technical & Functional Consultants	10	Functional consultant
		20 - 50		2
		51 - 100		5
		101 and above		10
	4	Presence in JMF Operation Area	3	Regional Presence
		Not Available in Eastern India		0
		Available in Eastern India		2
		Available in Jharkhand		3
	5	ERP Implementation in Last 5 years	15	Total Projects
		5 to 10		5
		11 to 15		10
		More than 15		15
	6	ERP Implementation in Dairy/ Food/FMCG industry	5	Experience in dairy/food/FMCG industry
		nil		0
		1 to 3		2
		more than 3		5
	7	Details of ISO or CMMi certifications for IT Service Management, if any. (Please provide copy of certificate)	5	
		No		0
		Yes		5
2	<b>Solution Proposed</b>		<b>30</b>	
	1	Implementation approach it will be evaluated based on following parameter: - understanding scope of work -Functional solution -Technical architecture -Project implementation approach -Training, Testing & Deployment Plan	15	15
		Presentation by the bidder on the product and Implementation approach	15	15
3	<b>Team Structure</b>		<b>22</b>	
	1	Team Member deputed at site along with PM & team lead	10	
		less than 3		0
		3 to 5		5
		More than 5		10
	Project Manager Profile		6	6
<b>Confidential</b>		Team Lead Profile	6	6
<b>Total</b>			<b>100</b>	



The evaluation criteria for each of the project manager and team lead will be evaluated as below:

Parameter	Criteria	Score
Qualification	B.E./B.Tech/M.Tech/MCA / or equivalent qualification with Minimum 10 years of post-qualification experience in having completed at least three IT projects as project manager	1
Experience in IT (in years)	less than 5 years	0
	more than 5 years	1
No of Years with the same organization who is bidding	less than or equal to 2 years	0
	3 to 5 years	1
	more than 5 years	2
Completed ERP Projects	less than or equal to 5	0
	more than 5	2
<b>Total</b>		6

Resume of the Project manager/Team Leader will be evaluated based on the above criteria. However, for the team member the last criteria would be considered as worked as a team member in ERP Projects.

Bidder has to confirm that the project manager should remain the same till the completion of the contract (i.e. Completion of supply and installation of ERP software and completion of the warranty period).

Total score of each bidding party shall be determined based on their total technical score.

JMF reserves the right to accept or reject any bid or reject all bids at any time prior to the award of contract, without thereby incurring any liability to the affected bidders; without giving any reasons whatsoever.

### 8.3 Acceptance testing & certification

The Project Coordinator may undertake an exercise of Testing, Acceptance and Certification of ERP system either directly or through a nominated qualified agency, as soon as the Operator declares the ERP system to be ready for the commercial deployment.

Operator shall coordinate with the Project Coordinator and the nominated agency for performing the acceptance testing and certification. The following

methodology will be adopted for acceptance testing to be carried out for ERP solution:

The Project Coordinator will nominate a suitable neutral and technically competent agency for conducting acceptance testing and certification. The agency will lay down a set of guidelines following internationally accepted norms and e-Governance Standards for the testing and certification in all aspects of project development and implementation covering software, hardware and networking including the processes relating to the design of solution architecture, design of systems and subsystems, coding, testing, business process description, documentation, version control, change management assessment, security, interoperability, scalability, availability and compliance with all the technical and functional requirements of the RFP and the agreement. The agency nominated by the Project Coordinator for ERP project will establish appropriate processes for notifying the Operator of any deviations from the norms, standards or guidelines at the earliest instance after noticing the same to enable the operator to take corrective action. Such an involvement of and guidance by the agencies will not, however, absolve the Operator of the fundamental responsibility of designing, developing, installing, testing and commissioning the various components of the project to deliver the services.

Should acceptance tests not be concluded to the satisfaction of the Project Coordinator, JMF shall have the right to reject the solution/ or identified faulty components in respect of which the acceptance tests are not satisfactorily concluded as provided in this section and to take remedial action including issue of notice to terminate the Agreement.

#### **8.4 Acceptance Criteria and Certification**

The primary goal of Acceptance Testing & Certification is to ensure that the project meets requirements, standards, specifications and performance prescribed by JMF or external agency from time to time and shall include the following acceptance tests, which shall be conducted by JMF team or through an external agency appointed by JMF.

#### **8.5 Performance**

Performance is a key requirement for the Project. The deployed solution is supposed to be a highly scalable solution, which is designed in a scale up/out model at each layer. This will provide the model for future growth. This test process will include the following activities:

1. Determination of performance metrics
2. Designing performance tests
3. Development of workload
4. Performance testing and sizing study
5. Identification of bottlenecks and providing solutions.
6. Determining final performance figures.
7. Communication of final results to all stakeholders



Final output of this process would be a sizing guide for the solution tested. The sizing guide will document the details of the performance tests, test data, bottlenecks identified, alternate solutions provided, and the final performance data. This document will provide the scalability data of the solution for various loads. This will become the authentic guide for future scale up/out plans of the Project.

## 8.6 Availability

The ERP solution should be designed to remove all single points of failure. The solution should provide the ability to recover from failures, thus protecting against many multiple component failures. This test process will include the following activities:

1. Designing tests for high availability testing
2. Execution of high-availability tests
3. Assessment of transaction/data losses in relation to Disaster Recovery system
4. Communication of final results to all stakeholders
5. High Available clustering at all Applications and DB server levels will be targeted at 99.90% availability.

## 8.7 Security

Security certification process will include:

1. Audit of Network, Server and Application security mechanisms.
2. Assessment of authentication mechanism provided in the application /components /modules
3. Assessment of data encryption mechanism.
4. Assessment of data access privileges, retention periods and archival mechanisms.
5. Final output of this process would be a comprehensive audit report including all the above.
6. Network, Server and Application security features incorporated in ERP Project.

## 8.8 Manageability

Manageability Requirements of ERP & EP will be tested and certified for the following:

1. Remote Monitoring of Status and Statistics of all high-level components
2. Management capability to start/ stop/ restart services & systems.
3. Auto discovery of all components manageable through SNMP
4. Auto discovery of all other system components
5. Ability to track changes in configurations of the system components to help track Service System disruptions.

### 8.9 Ongoing Maintenance and Support

The bidder should detail their manpower allocation, organization and response times to be provided for the Maintenance Support (as part of the warranty period for the application and post implementation support) of the project following the project "Go Live" Date. The details mentioned in the SLA (**Annexure-VII**) must be adhered to while preparing the response.

### 8.10 Data Migration

The data migration strategy from the legacy system and manual records for the sites where deployment should be proposed to the new system including data preparation and uploading. Data entry modules need to be provided by the Software developer to ease the process of data entry for the application being developed.

### 8.11 Other requirements

The Bidder should also submit the following:

- a) A note on bidder's Quality Assurance methodologies / process proposed to be used. It should also include the version control tools and methodology used.
- b) A list of deviations and exclusions from the defined scope.
- c) Bidder's guarantee for meeting the implementation schedules for completion of key deliverables.
- d) Relinquish Source Code and Intellectual Property Rights.**
- e) Bidder statement agreeing to relinquish source code and Intellectual Property Rights of the modules developed by the bidder as required under this RFP. For, off the shelf packages used by the bidder in the development/ customized and implementation of the modules proposed in the RFP, licenses (if procured from bidder) for use of the same need to be provided by the bidder.**
- f) Total Responsibility: Bidder should issue a statement assuming total responsibility for the fault free operation of the project.
- g) Statements to be attached  
The following statements should be attached along with the Proposal:
  - A Statement affirming that the Bidder possesses the legal capacity to enter into a contract with JMF (formally executed acknowledgment).
  - An affirmative Statement and guarantee that the Bidder's Proposal meets or exceeds all of the requirements set forth in this RFP.



## 9 FINANCIAL EVALUATION

The financial evaluation would be carried out for the bidder for entire activity comprising of software package development and implementation, imparting IT training to the employees. Bidders shall quote for the entire Project on a single responsibility basis on the following lines:

1. The Bidder shall quote the cost of any associated services in the format provided in **Annexure-III**, which shall include all taxes payable. Bidders intending for commercial bid should necessarily give the commercial details in the format given in **Annexure-III**. All the commercial details should be given in the following format only in accordance to the details and terms and conditions as mentioned in the RFP.
2. The pro-forma for submitting the Commercial bid is provided in the **Annexure-III**.
3. The prices quoted shall be a fixed price bid and all taxes, duties and statutory payments incident upon the bidder. Once the prices have been tendered to JMFs, no change / modification will be entertained for any cause whatsoever. The prices once provided by the bidder will be valid for the entire period of validity of the bid as defined in the bid document.
4. The vendor shall be responsible for the costs towards travel/stay, daily allowance or any other allowances with respect to their staff deployed with respect to the execution of this project before or after the award of the contract and for Post-implementation support.
5. An individual authorized to legally bind the Bidder must sign the financial proposal in ink.
6. The successful bidder will be selected based on Quality-Cost-Based-Selection (QCBS) in the ratio of 70% (Technical) and 30% (Financial).
7. In the second stage, the financial evaluation will be carried out. JMF will determine whether the Price bids are complete, unqualified and unconditional. The cost indicated in the price bid structure shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item shall not entitle the Successful bidder to be compensated and the liability to fulfill its obligations as per the scope of work within the total quoted price shall be that of the Successful bidder.
8. The grand total indicated in **Annexure III** of the Price Bid Structure will be taken as the Offered Price of Financial Proposal (F) and the marks obtained in Technical evaluation (T)
9. The Highest marks scored (TM) will be given a Technical score (ST) of 100 points. The Technical scores of other proposals will be computed as follows:  $ST = 100 \times TM/T$

10. The lowest Offered Price (FM) will be given a financial score (SF) of 100 points. The financial scores of other proposals will be computed as follows:

$$SF = 100 \times FM/F$$

## 10 COMBINED & FINAL EVALUATION

- Proposals will finally be ranked according to their combined technical (ST) and financial (SF) scores as follows:

$$S = ST \times Tw + SF \times Fw$$

Where, Tw and Fw are weights assigned to Technical and Financial Proposal, which shall be 0.7 (Tw) and 0.3 (Fw) respectively.

- The Successful bidder shall be the bidder having the highest evaluated combined score. The decision in this regard by JMF would be final and no clarifications / submissions shall be entertained.

## 11 DISQUALIFICATION

The bid is liable to be disqualified if:

- Not submitted in accordance with this document.
- During validity of the bid or its extended period, if any, the bidder increases/decreases his quoted prices.
- The bidder qualifies the bid with his own conditions.
- Bid received in incomplete form or not accompanied by bid security amount.
- Bid received after due date and time.
- Bid not accompanied by all requisite documents.
- Bidder sub-contracts any part of the project to any of the parties having interest in the project.
- Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.
- Bidder fails to enter into a contract within 30 working days of the date of notice of the award of tender or within such extended period, as may be specified by the Client Bidders may specifically note that while processing the tender documents, if it comes to our knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay / holding up the processing of tender then the bidders so involved are liable to be disqualified for this contract as well as for a further period of two years from participation in any of the tenders floated by JMF. It is also clarified that if need arises the purchaser would go in for appointment of outside party(s) to undertake the work under the



captioned tender. In case any one party submits multiple bids or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional bids/ bidders are withdrawn upon notice immediately.

After evaluation of all accepted proposals by the evaluation committee, a contract may be awarded to the successful bidder whose proposal meets the requirements of this RFP and the evaluation of the technical committee and has the lowest value commercial bid (among those bids which got selected for commercial bid opening) hence providing the best value to the organization. JMF reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for JMF's action.

#### **11.1 Notification of Award**

The acceptance of a tender, subject to contract, will be communicated thru a Purchase Order at the address supplied by the bidder in the bid document. Any change of address of the Bidder, should therefore be promptly notified to

##### **Managing Director**

The Jharkhand State Cooperative Milk Producers' Federation Ltd., Farmers Training Centre Campus, HEC, Sec-II, Dhurwa, Ranchi-834004, Jharkhand.

#### **11.2 Signing of contract**

The Bidder shall be required to enter into a contract details of which are provided in the Proposal document, incorporating all agreements between the Parties (Service level agreement, Business Agreement, Security Deposit/Performance bank guarantee etc.), including any agreements reached during the negotiation process, if any with the Authorized Representative, JMF, within thirty (30) days of the award of the contract or within such extended period, as may be specified by the Authorized Representative, JMF. This contract shall be on the basis of this document, the Bid of the Bidder, the letter of intent and such other terms and conditions as may be determined by the Authorized Representative, JMF to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid and the acceptance thereof.

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award, in which event JMF may make the award to the next Best Value Bidder or call for new Bids.

## 12 GENERAL INFORMATION, TERMS AND CONDITIONS (SUCCESSFUL BIDDER)

### 12.1 Earnest Money Deposit (EMD):

1. The tender documents must be accompanied by Earnest Money Deposit (EMD) of **Rs. 20000.00 (Rupees Twenty Thousand only)** in the form of a Demand Draft drawn on any Scheduled/Nationalized Bank in favor of The Jharkhand State Cooperative Milk Producers' Federation Ltd, Ranchi.
2. Bids submitted without EMD will stand rejected. EMD will not be accepted in the form of cash/cheque or any other form other than DD. No interest is payable on EMD.
3. The EMD will be returned to the bidders(s)/Agents whose offer is not accepted by JMF within one month from the date of the placing of the final order(s) on the selected bidder(s). However, if the return of EMD is delayed for any reason, no interest / penalty shall be payable to the bidders.
4. **The successful bidder, on award of contract / order, must send the contract / order acceptance in writing, within 20 days of award of contract / order.**
5. **Though EMD has to be submitted by Demand Draft as mentioned in this document.**
6. The EMD shall be forfeited:
  - a. If the bidder withdraws the bid during the period of bid validity specified in the tender.
  - b. If the Vendor fails to furnish the Acceptance letter within 20 days from the date of award of contract.
  - c. In case a successful bidder fails to furnish the Security Deposit (Annexure-VIII(b)) within 30 days from the date of award of contract.
  - d. If the Vendor fails to Sign the following agreements within 30 days from the date of award of contract.
    - o Business Agreement (**Annexure IX**)
    - o Service level Agreement (**Annexure-VII**)

### 12.2 Security Deposit: Refer Annexure –VIII(a)

1. Within 15 days of the award of contract, the vendor shall furnish a Security Deposit amounting to 10% of the Implementation cost (part 'A' of the Commercial bid value) in the form of Demand Draft/Bank Guarantee favoring the Managing Director, The Jharkhand State Cooperative Milk Producers' Federation Ltd, Ranchi.
2. The Security Deposit shall be valid till the completion of warranty period.



### 12.3 Performance Bank Guarantee: Refer Annexure –VIII(b)

1. This Performance Bank Guarantee will be for an amount equivalent to **10%** of Maintenance Service Support (part 'B' of the Commercial bid value), which is payable to the vendor, through this contract. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the Vendor.
2. The performance bank guarantee shall be valid till the end of thirty-six (36) months after the completion of the warranty period of 12 months (after go-live).
3. The Security Deposit (SD)/Performance Bank Guarantee (PBG) may be discharged/ returned by the organization upon being satisfied that there has been due performance of the obligations of the Vendor under the contract. However, no interest shall be payable on the SD/PBG.

### 12.4 Invoking of Security Deposit (SD)/ Performance Bank Guarantee (PBG)

1. In the event of the bidder being unable to service the contract for whatever reason, the organization would evoke the Security deposit or Performance bank guarantee. Notwithstanding and without prejudice to any rights whatsoever of the organization under the Contract in the matter, the proceeds of the SD/PBG shall be payable to the organization as compensation for any loss resulting from the Bidder's failure to complete its obligations under the Contract. JMF shall notify the Bidder in writing of the exercise of its right to receive such compensation, indicating the contractual obligation(s) for which the Bidder is in default.
2. JMF shall also be entitled to make recoveries from the Bidder's bills, Security deposit/performance bank guarantee, or from any other amount due to him, the equivalent value of any payment made to him due to inadvertence, error, collusion, misconstruction or misstatement.

### 12.5 Liquidation Damages

Time of completion is one of the important aspects of the contract. Liquidated Damages (LD) shall be levied for delays attributable to the Bidder for delays in execution of orders. For delays attributable to the Bidder, liquidated damages for such delay shall be levied at the rate of @ 0.5% per week or part thereof on the total value of the contract as mentioned in the Price bid schedule, based on the stage of activity subject to a maximum of 5% of the total value of the contract.

For e.g., LD imposition during the development stage would be on the total value mentioned in Table-2, that towards facility management including support and maintenance would be on the total price as mentioned in Table 3 and so on.

The liquidated damage will be recovered from any outstanding bills or amount due to the Bidder.

### **12.6 Copyright / Intellectual Property Rights (IPR)**

The copyright/ IPR in all drawings, source code design documents, and other materials containing data and information furnished to the Purchaser that has been developed/ customized by the Selected. Bidder for the project herein shall remain vested in the Purchaser. We do not want the vendor to share the source code specifically developed for dairy domain on public. The source code should be given to client and it will be client's IP right on the customized module.

### **12.7 Termination for default**

The Client, without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Bidder, may terminate the Contract fully or in part:

- If the selected bidder/ fails to deliver any or all Contracted services as per service standards specified in the Contract or
- If the selected bidder/ fails to perform any other obligation(s) under the Contract, or
- If the Bidder/selected bidder in the judgment of Managing Director, JMF, Ranchi, has engaged in corrupt or fraudulent practices in competing for or in executing the Contract. In the event JMF terminates the Contract in whole or in part, the organization may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the selected bidder shall be liable to JMF for any excess costs for such similar services. However, the bidder shall continue performance of the Contract to the extent not terminated.

### **12.8 Termination for insolvency**

The Client, may at any time terminate the Contract by giving written notice to the selected Bidder/ if the successful Bidder/ becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the selected Bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the organization.

### **12.9 Termination for Convenience**

JMF, by written notice sent to the Bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for its convenience.



### 12.10 Force Majeure

The successful Bidder/ shall not be liable for forfeiture of its Implementation Guarantee, Performance Security, Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- For purposes of this clause, "Force Majeure" means an event beyond the control of the Bidder and not involving the successful Bidder/ fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of JMF in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the Bidder shall promptly notify the Managing Director, JMF in writing of such condition and the cause thereof. Unless otherwise directed by the Managing Director, JMF in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

### 12.11 Confidentiality

- The Bidder shall not use or disclose to any third party, except for the purpose of the observance of these terms and Conditions any confidential information relating to JMF.
- The Bidder shall not, without prior written consent from JMF, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of JMF in connection therewith, to any person other than a person employed by the Bidder in the performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.
- The Bidder shall not, without prior written consent of JMF, make use of any document or information made available for the project, except for purposes of performing the Contract.
- All project related documents issued by JMF, other than the Contract itself, shall remain the property of JMF and shall be returned (in all copies) to JMF on completion of the Bidder's performance under the Contract if so required by JMF.
- No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.
- JMF and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- If, after thirty (30) days from the commencement of such informal negotiations, the Client and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party

- acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.
- Arbitration: In case of disagreement between the two parties, Managing Director, JMF or his nominee will be involved in arbitration and resolving of dispute. All Arbitration proceedings shall be held at Jharkhand, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
  - Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by telex, cable or facsimile and confirmed in writing to the party's address. A notice shall be effective from the date when delivered, tendered or affixed on notice board whichever is earlier.

#### 12.12 **Payment terms**

JMF shall pay to the successful bidder the consideration, to be fixed as per terms of the Contract with the successful bidder(s). The actual amount payable would be calculated after considering the awarded bid amount details, the terms of payment mentioned in the contract and the service level agreement specified as part of the contract. JMF shall deduct the taxes as applicable at source. The broad terms of payment are indicated in the **Annexure-IV**.



## 13 PRODUCT IMPLEMENTATION AND CUSTOMISATION:

The total charges for application development are based on the functional requirements of JMF (**Annexure-V**) and the deliverables as mentioned in the **Annexure-VI**.

The payment (after deduction of applicable tax) shall be made after testing and approval of the deliverables by JMF. The total Charges for Implementation of the project mentioned here would depend upon those as mentioned in the commercial bid of the vendor (**Annexure-III**) and the SLA.

### **Note:**

- *Warranty for the application development is for a period of 12 months from the date of "Go live" of ERP application in totality. The actual payout to be made at the end of the 12 months warranty would depend upon the services provided by the vendor and application of deductions (if any) calculated as part of the operations SLA.*
- *The payment as per percentages mentioned shall be made at the end of stipulated time period for that phase, depending upon the modules completed and accepted by JMF.*
- *SLA shall be applicable to individual modules in case other modules for that particular phase have been delayed. The SLA shall be applicable on the payment amount to be made for that deliverable module.*

### **13.1 Non Exclusivity, License Fee, IPR**

JMF reserves the unrestricted right to deploy the solution developed for JMF, at other locations by utilizing the services of any other developer or agency. Except where proprietary software is used in an "off the shelf" condition, the Intellectual Property Rights of solution packages developed for JMF shall be vested in the organization that shall have absolute right to use or license the system without any payment to or permission from the Bidder within the organization or any other organization to any of its offices.

### **13.2 Software Ownership Rights**

The Bidder shall relinquish to JMF the source code and the rights to the systems, programs and software developed at JMF's expense and without negotiated agreements, all ownership right to the application software procured by JMF.

### **13.3 Patent Rights**

In the event of any claim asserted by a third party of infringement of copy right, patent, trademark or industrial design rights arising from the use of the Application Software and Services or any part thereof in India, the selected bidder shall expeditiously extinguish such claim. If the Bidder fails to comply and JMF is required to pay compensation to a third party resulting from such infringement, the selected bidder shall be responsible for the compensation including all expenses, court costs and lawyer fees.

JMF will give notice to the Bidder of such claim, if it is made, without delay.



## 14 OVERALL WARRANTIES

The selected vendor warrants and represents to JMF that:

- It has full capacity and authority and all necessary approvals to enter into and to perform its obligations under this Agreement;
- This Agreement is executed by a duly authorized representative of selected vendor;
- It shall discharge its obligations under this Agreement with due skill, care and diligence so as to comply with conditions mentioned in the RFP.
- In the case of the SLA, the selected vendor warrants and represents to JMF, that:
  - I. The selected vendor representative has full capacity and authority and all necessary approvals to enter into and perform its obligations under the SLA and to provide the Services;
  - II. The SLA has been executed by a duly authorized representative of the selected vendor;
  - III. The selected vendor is experienced in managing and providing works similar to the Services and that it will perform the Services with all due skill, care and diligence so as to comply with conditions mentioned in the RFP;
  - IV. The Services will be provided and rendered by appropriately qualified, trained and experienced personnel; Selected vendor has and will have all necessary licenses, approvals, consents of third parties and all necessary technology, hardware and software to enable it to provide the Services;
  - V. The Services will be supplied in conformance with all applicable laws, enactments, orders and regulations;
  - VI. Selected vendor will use its reasonable endeavors to ensure that the equipment, software and hardware supplied and/or used in the course of the provision of the Services, save for the Assets, are operational and functional; and
  - VII. If selected vendor uses in the course of the provision of the Services components, equipment, software and hardware manufactured by any third party, which are embedded in the Deliverables or are essential for the successful use of the Deliverables, it will pass through third party manufacturer's warranties relating to those components, equipment, software and hardware to the extent possible. In the event that such warranties cannot be enforced by JMF, the selected vendor will enforce such warranties on behalf of JMF and pass on to JMF, the benefit of any other remedy received in relation to such warranties.
- Notwithstanding what has been stated elsewhere in this Agreement and the Schedules attached herein, in the event the selected vendor is unable to meet the obligations pursuant to the implementation of the Project implementation, Operations and Maintenance Services and any related scope of work as stated in this Agreement and the Schedules

attached herein, JMF will have the option to invoke the Security Deposit/Performance Bank Guarantee after serving a written notice of fifteen days on the selected vendor.

#### **14.1 Limitation of Liability**

1. There shall be no limitation of liability in case of any damages for bodily injury (including death) and damage to real property and tangible personal property, consequent to jobs undertaken by the Vendor.
2. JMF shall not be responsible for bodily injury or death and damage to real property and tangible personal property of the vendor during the course of or consequent to jobs taken up under this Assignment.
3. Neither this Agreement nor the SLA grants or creates any rights, benefits, claims, obligations or causes of action in, to or on behalf of any person or entity (including any third party) other than between the respective Parties to this Agreement or the SLA, as the case may be.
4. Any claim or series of claims arising out or in connection with this Agreement or the SLA shall be time barred and invalid if legal proceedings are not commenced by the relevant Party against the other Party within a period of 12 months from the date when the cause of action first arose or within such longer period as may be permitted by applicable law without the possibility of contractual waiver or limitation.
5. JMF shall be entitled to claim the remedy of specific performance under this Agreement or the SLA.

Managing Director  
JMF



## Annexure V

**Functional Specification Summary:****15 PROCUREMENT & INPUT****15.1 Milk Union/Bulk Milk Cooler/Chilling Centre level**

- Should be able to integrate Milk Procurement data shift wise, DCS/MPP wise and details of milk receipt at plant available in a separate database
- Options to import the above data in Excel format / Manual entry.
- Generation of milk Bill based on the above input.
- Society/Route/Month/Supervisor/Chilling Center/BMC wise statement
- Monthly MIS (Society & Route wise)
- Supervisor Target/Performance Report
- Society/Route wise bill Performa
- Bank Advice
- Bank summary
- Deduction Statement
- Amount recoverable from society statement
- Transporter/society penalty report
- Periodic Ledger

**15.2 DCS level**

- Member-wise milk price payment
- Deductions from members, if any
- Member-wise detail of various inputs

**15.3 Payment to societies:**

- Calculation of payment due to society for milk supply on basis of type, quantity and quality of milk received.
- Calculation of deduction for spoilage
- Calculation of payment to society after considering deduction for sale of goods and services and deduction of spoilage milk.
- Preparation of payment voucher for generating bank advice
- Auto SMS generation to DCS of milk billing amount
- Preparation of society wise statements on :
  - \* Dues, deductions and net payment
  - \* Performance on quantity and quality
  - \* Seasonality of milk supply.

#### 15.4 Payment to transporters

- Calculation of amount payable to transporter on basis of multiple criteria – quantity, kilometer, route etc.
- Calculation of deduction for late-delivery spoilage
- Calculation of net payment and preparation of payment voucher for generating bank advice
- preparation of transporter wise statement on timeliness of delivery

#### 15.5 Sale of societies:

- Capturing of requests/ indents from societies for supply for goods and services / Integration with existing system
- Preparation of dispatch documents and invoices for supply of goods and services / Integration with existing system
- Preparation of society wise statement on supply of goods and services.

#### 15.6 Recording vehicle movement timings

- Capturing of in-out time of dispatch vehicles
- Capturing of in-out time of vehicles brining fuel oil, stores materials

#### 15.7 Various Reports

Example:

1. Tanker dispatch detail from BMC to PLANT
2. Detail of Billing to Farmers /Payments
3. Daily Report: Milk receipt at MPP, BMC, Plant and Dispatch from MPP, BMC & Receipt at plant (Quantity & Quality)



## 16 QUALITY CONTROL

- 16.1 RawMaterialqualityreport
- 16.2 HourlyProduction/Processingreport onvariousstandards
- 16.3 Finalqualitytestingreportofmilk&milkproducts
- 16.4 PeriodicTestingreportsofpacking material,diesel,water &other ingredients
- 16.5 Capturing of source wise quality data for incoming materials
- 16.6 Capturing of specified quality parameters at various stages in the manufacturing process as per pre-defined frequency
- 16.7 Capturing quality parameters of intermediate and finished products
- 16.8 Milk&Milkproductaccepted&rejectedreport
- 16.9 Generating various reports on quality database.

## 17 PURCHASE & INVENTORY MODULE

### 17.1 Indent Generation

- Raising of indents by user departments after checking stock positions.
- Auto generationof indents based on recorder level
- Tracking of pending indents, rate contracts, work orders

### 17.2 Indent acceptance & Release of RFQ/Inquiry/Tender

### 17.3 Comparative statement Generation

### 17.4 EMD Management

### 17.5 Purchaseorder generation

- Purchase Orders Type: Material/Service/AMC/Rate Contract.
- Purchas Order Amendments and short Closure
- Registration of vendors with information, multiple addresses, on goods and prices& credit amount
- Preparation of enquiry
- Entry of quotations and preparation of comparative statement
- Maintenance of Payment Terms, Attaching payment terms to a purchase order.
- Raising of purchase order with standard terms & conditions.
- Preparation of payment voucher for advance payment/credit voucher/COD/profOrma / through bank
- Amendment and cancellation of purchase order
- Maintaining of purchase register, item units, date wise/category wise/ supplier wise/ grade wise
- Keeping track of:
  - Purchase order status
  - Purchase returns

- Supplier wise/item wise due/overdue purchase orders

#### 17.6 Material Receipt

- Quality Check for materials before receipt.
- Preparation of goods receipt note
- Capturing of stock with accepted material
- Valuation of stock based on standard rates using weighted average method

#### 17.7 Material Issue

- Issue of material against indent / PO
- Return of rejected material to supplier
- Adjustment of stock on periodic physical verification
- Classification of items on consumption and value
- Aging analysis for tracking slow moving items / non-moving items.
- Disposal of scrape/non-moving items
- Fixation of minimum and maximum level of stock

#### 17.8 Bill Certification

- Verification bills with reference to purchase order and goods receipt note
- Approval of bill for payment and preparation of payment voucher
- Keeping track of:
  - Purchase orders without bills
  - Bills received/cleared/pending
  - Advance payment
- Projection of cash outflow relating to pending bills

#### 17.9 GoodsReturnModule

#### 17.10 DebitNoteCreation

#### 17.11 For Purchase

1. Vendor Statistics/ Data base/ Registration
2. Evaluation of Vendor based on one or more criteria like Delivery, quality, lead time and pricing



### 17.12 For Inventory:

#### 1. In Material Issue (a. Local Consumable, b. Inter unit transfer)

#### 2. Reports

- (a) Issuance Report
- (b) GRN detail
- (c) Alert for Minimum Quantity
- (d) Re-order level
- (e) Stock as on date
- (f) Slow/ fast/ Non-moving items Item details.
- (g) Last Purchase Price

## 18 SALES & DISTRIBUTION

### 18.1 Sales Order Indent creation and approval

### 18.2 SalesOrderCreation from approved Sales indent

### 18.3 SaleOrderDispatch

- Maintaining of pricing and tax structure( both Area wise / Customer wise)
- Booking of formal orders/indents
- Preparation of gate passes / dispatch challan
- Preparation of invoices / debit notes.
- Supply of products
- Collection of payment
- Booking of order / indent
- Monitoring of customer outstanding
- Monitoring of competitors sales and prices
- Review of stock statues and stock disposition
- Preparation of distributor wise statement on sales performance
- Tracking of customer complaints
- Preparation of tax returns
- Preparation of sales journal

18.4 Leakage/DamageModule

18.5 Crate management and accounting.

18.6 SalesReturn

18.7 CreditNote

18.8 TaxInvoice

18.9 RetailInvoicePerformaInvoice

18.10 Agentwise/RoutewiseSalesdepositand outstanding

18.11 Quotation generation

18.12 CRM - maintaining Leads, Opportunities and Customers.

18.13 Payment to transporters

- Calculation of amount payable to transporters based on dispatch chalan quantity or kilometer travelled or route serviced
- Calculation of deduction on account of short deliveries, spoilage and late deliveries and arriving at net amount payable.
- Preparation of payment voucher for generating bank advice.
- Preparation of transporter wise statement on timelines of delivery.

18.14 SCHEME Management:

Schemes for Product Sales and Marketing

Scheme Applicability and W.E.F Date

## **19 MARKETING / CRM**

## **20 PRODUCTION MODULE( DAIRY PRODUCTS / CATTLE FEED )**

20.1 Production planning:

- Capturing production requirements
- Capturing production parameters
- Balancing FAT and SNF or other Quality parameters.
- Preparing production plan
- Capturing production variables
- Comparing planned with actual
- Mass balance sheet
- Shift wise Log sheet

20.2 Finished goods inventory

- Capturing finished goods productions and returns of products
- Capturing issues against sales indent/ order
- Adjustment of stock against damages, short falls etc
- Valuation of stocks.



### 20.3 Plant maintenance

- Capturing of equipment details and grouping the same
- Capturing of maintenance and inspection of parameters
- Generating of inspection / preventive maintenance schedules
- Capturing down time and break down data
- Generating report for analyzing breakdowns and down times.

- 20.4 Allocating Machines
- 20.5 Monitoring output of machine (Hour wise, Shiftwise, Daywise)
- 20.6 Equipment/ Machine Logs and usage
- 20.7 Final Report of machines (Batch/Lot/Shift/Daywise)
- 20.8 Checking and Transfer to Inventory Module
- 20.9 Total Production (Batch/Lot/Shift/Day wise)
- 20.10 B.O.M
- 20.11 Material Requirements Planning
- 20.12 Automatic Milk & Milk products level reader & timer based posting
- 20.13 Automatic temperature reader & loggers in production, Store & Utilities
- 20.14 Packing of Milk & milk product (Shiftwise)
- 20.15 Dispatch to Sale Section
- 20.16 Internal Transaction of Milk
- 20.17 Production losses
- 20.18 Cleaning In Place (CIP)

## 21 INVENTORY (STOCK)

- 21.1 Amount/Quantity of Packed Items
- 21.2 Upgradation of Stock based on Production/Dispatch (Product/Batch/Lot/Day/Shiftwise)
- 21.3 Alert for minimum/average stock-level (Product wise) Maintaining relevant Challans (Issued by A/C department)
- 21.4 Enrollment of Products
  - (Names/Categories/Nos./Packings)
  - Production/Stock/Demand Status (Productwise)
  - Defining Auto Batch Nos. of Products.
  - Maintaining dispatch/demand challans of products.
  - Reflecting current availability of Products in stock
  - Inventory (receipt, Issue & Stock) of Products with Zero Financial Values



## 22 LOGISTICS

22.1 Enrollment of vehicles route wise

22.2 Enrollment of Contractors

22.3 Rate calculation

Route/Distance/Trips/Day/Monthwise or Periodically Fixed

22.4 Entering additional expenses

(Traffic Fines/Repairs/Damage by delays)

22.5 Entering additional expenses

1. Fitness certificate of JMF Tankers & contractor
2. Insurance details
3. Road Tax details

## 23 DISTRIBUTORS/RETAILERS MANAGEMENT

23.1 Enrollment

23.2 Fixing commission (amount/%wise)

23.3 Calculating Avg. Demand by Party

23.4 Maintaining history of wastage/return

23.5 Reflecting Payment Status of Party

23.6 Fixing Guarantee/Caution money

23.7 Sales portal for retailers with functions like, order booking, add to cart functionality, making payment, invoice generation, dispatch details, product scheme etc. Mobile app for the above.

23.8 Creating Partywise Ledger

(Outstanding/general)

1. Generating Sales Report (Daily/ Weekly/ Monthly/ Quarterly/ Half yearly/ Annually  
For outlet-wise, Distributor-wise, Route-wise, Area-wise, Hub-wise, Executive-wise
2. Automated Bill Processing (Stepwise from User to Auditor to MD to Account.

## 24 HUMAN RESOURCE MANAGEMENT

24.1 Maintaining HR database

- Maintaining of Personal data-address, date of birth, qualification, skill, blood group, family data, nomination details etc.
- Maintaining of career related data-date of joining, grade, designation, department, promotions, training data
- Maintaining of salary and compensation related data

#### 24.2 Maintaining Pay Structure group Wise / Employee Category Wise

#### 24.3 Recording attendance and leave data

- Capturing of daily attendance from attendance recorders.
- Capturing of leave data and maintaining leave database
- Maintaining of attendance register
- Employee roster management.

#### 24.4 Processing personnel actions

- Maintaining sanctioned strength
- Processing recruitment
- Processing confirmation, promotion
- Appraisal management
- Processing final settlement

#### 24.5 Training

- Capturing training requests/needs
- Preparing training plan
- Capturing training attendance and feedback
- Capturing training costs.

#### 24.6 Processing payroll

- Processing of loans and advances and deduction through payroll
- Integration with time and attendance system.
- Capturing of monthly deductions
- Processing of monthly payroll based on pre defined rules
- Calculation of income tax and deduction through payroll
- Maintaining of payroll related reports and registers
- Printing of pay slips and bank statement
- Printing of income tax certificates and returns
- Increment
- Over time
- DA difference
- Leave encashment
- Bonus calculation
- Option for Group Wise Payroll generation.



24.7 Inward/outward for daily mailing system.

## 24.8 Recruitment Process

24.8.1 Online Job notification, Parameter wise scrutinization.

24.8.2 Online filling of resume by applicants

24.8.3 Interview scheduling

24.8.4 Offer Letter

## 24.9 Other:

1. To capture Employees database (Employee to have view access and HR to have view and update access for highlighting reporting Manager, work location)
2. Resignation acceptance and clearance with department-wise clearance during exit.
3. Training and Development (No. of trainings per month, name and count of participants, training calendar)
4. Performance Management & Planning (Goal setting and appraisal)
5. Personal Action:
  - a) Permission for higher studies
  - b) Employments for outside
6. Employee Training Program
7. PF, SAS, Gratuity deduction and accounting
8. Employee Exit Process.
9. ESS portal for the following:
  - a. Tour Advance And Settlement
  - b. LTA Advance, Order and settlement
  - c. Employee Advance like personal loans
  - d. Employee Leave application, balance and approval.
  - e. Employee Leave encashment

## 25 ACCOUNTS

### 25.1 Accounts payable

This function will handle bill passing and accounts payables to sundry creditors/debtors. This includes the following:

- Processing of payments
- Calculation of TDS and generating of related certificates and register

- Generating of debit & credit notes
- Tracking of retention money, bank guarantee
- Issues of sales tax forms
- Outstanding advance payment
- Bills received, paid, adjusted
- Maintaining of supplier ledger
- Booking of outstanding liabilities
- Aging analysis

## 25.2 Accounts Receivable

This function will keep track of all the invoices, debit and credit notes raised on customers and payment received from customers.

- Receipt of payment-against invoice, part payment, on account & advances
- Generation of debit and credit notes
- Maintaining of customer ledger
- Tracking of customer outstanding and aging analysis

## 25.3 General Ledger

- Maintaining of chart of accounts
- Posting of vouchers and statutory book keeping
- Preparation of day book
- Preparation of ledger and trial balance
- Preparation of p & I statement, balance sheet & schedules
- Preparation of various analysis reports-within and across ledger accounts
- Facility of drilling down from p & I/balance sheet to voucher data
- Facility of querying transaction on different parameters
- Business vertical / profit center / Project wise accounting

## 25.4 Costing & Budgeting

- Provision of cost centers and budget codes
- Preparation of periodic budget on cost centers and products
- Physical Targets and achievement linked to Financial Targets and Achievement
- Capturing of Responses against cost centers
- Calculation of multiple type of costs-fixed, variable, direct and indirect
- Allocation of costs to products
- Allocation of costs to projects
- Project Specific Budgeting



- Comparison of actual costs with budgeted costs and analysis of variance
- Comparison of actual costs with prior periods
- Preparation of cost ledger

#### 25.5 AllTypesofVoucherEntry

- BankReceipt
- BankPayment
- CashReceipt
- CashPayment
- JournalVoucher
- ContraVoucher

#### 25.6 ConsolidatedBilling

#### 25.7 FixingAutoLock-PeriodofBilling(Payment cycle/Periodwise)

#### 25.8 DetailA/Cof Transporters(withpayment history)

#### 25.9 MaintainingCash-Vouchers

#### 25.10 Allowances/PerksReimbursement

#### 25.11 MaintainingDay-Book

#### 25.12 DetailA/CofParties/Consumers(withPayment/Outstanding/Stockhistory)

#### 25.13 SalaryRelease

#### 25.14 Creating/MaintainingvariousExpenditure-heads

#### 25.15 MaintainingExpenses-ReceiptReport

#### 25.16 GeneratingBalance-Sheet

#### 25.17 MaintainingChequedetails(Cleared/Uncleared)

#### 25.18 CreatingTrial-Balance

#### 25.19 CashinHand/Bank

#### 25.20 Asset creation & accounting.

#### 25.21 Insurance management for assets and linking to asset

#### 25.22 Asset AMC Linking

#### 25.23 Bank Reconciliation

#### 25.23.1Reconciliation of Bank Payments against sales advance

#### 25.24 TDS Payments – Income Tax

#### 25.25 GST compliance

#### 25.26 Security deposit management ( EMD/BG/FD etc..)

#### 25.27 Financial year closing activity

## 1. Other Features

I	Consolidated Billing
II	Fixing Auto Lock-Period of Billing (Payment cycle/Period wise)
VI	Details/of Parties/Consumers (with Payment/Outstanding/Stock history)
VII	Salary Release (Including Salary Sheet Preparation & Income Tax Calculation)
VIII	Creating /Maintaining various Expenditure-heads
IX	Maintaining Expenses-Receipt Report
X	Generating Balance-Sheet & Profit & Loss Accounts & other MIS
XI	Maintaining Cheque details (Cleared/Uncleared)
XII	Creating Trial-Balance
XIII	Cash in Hand/Bank
XIV	Bank Reconciliation
XV	TDS Calculation & Payments – Income Tax & Returns
XVI	TDS Calculation & Payments – GST & Returns
XVII	GST compliance (Including Calculation of payment, preparation of returns)
XVIII	Payment Advice

## 2. Form 16

### 26 PLANT DOWNTIME & MAINTENANCE

26.1 EquipmentHistory

26.2 PreventiveMaintenancePlan

26.3 MaintenanceHistory

26.4 DowntimeAnalysis

26.5 WorkOrderManagement

### 27 MIS

27.1 Consolidated reports related to management

27.2 Live screen for monitoring online activities

27.3 Other



1. MPP wise/BMC wise/District wise, Daily, Monthly & periodic reports (with option to select date range) related to Milk procurement
2. Distributor wise & District wise Milk & Product sale periodic report (SKU wise).
3. Dairy Wise Milk inflow & Outflow reports
4. Dairy wise commodity (SMP, WMP, Butter, & Ghee) receiving reports
5. Dairy wise electricity bills & diesel bill consumption reports
6. BMC wise Electricity & Diesel consumption reports
7. BMC wise Milk receipt Vs Milk dispatch reports (Qty, FAT & SNF)
8. District wise proc. & Sales Historical reports (Graph of Growth, etc.)
9. Inventory consumption report of any store item

## **28 LAB TESTING MANAGEMENT (LTM)**

- Lab results can be generated through software.
- Lab results can be linked with desired specification of individual Raw Material and accordingly rebate can be calculated without manual error.
- The Raw Material stock can be seen anytime and indenting of Raw Material purchase can be made easily by the use of this software.
- Real time report generation for: Available raw material, required raw material for target quantity, Material in pipeline, Raw material being consumed for backlog production.
- On the basis of testing: Raw material of vendor may be accepted or rejected.
- On the basis of testing specifications, rate of raw material would be determined.
- Raw material Analysis report & Finished goods report, Material estimate & other required reports should be generated for the effective decision making to save the time.

## **29 ADMINISTRATION**

29.1 Visitor Gate pass management

29.2 Vehicle Management

29.3 Inward/Outward dispatch management

## 30 ERP INTENDED FEATURES

- 30.1 High level dash boards for the senior management
- 30.2 On the fly custom reports creation
- 30.3 Alert and Audit functionality
- 30.4 Interface with other 3<sup>rd</sup> party applications both inward and outward
- 30.5 Workflow configuration
- 30.6 eMail and SMS integration
- 30.7 Variance Reports
- 30.8 There may be various reports which may require to be furnish in prescribed format only. E.g. Salary Slip