Kerala Artisans Development Corporation Ltd.

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[Date]

Request for Proposal (RFP)

For the Procurement, Customization, Implementation, Integration, Training, and Long-Term Support of a Comprehensive Enterprise Resource Planning (ERP) Solution

REVISION HISTORY

Version	Date	Description of Change
1.0	[Date of Issue]	Initial release of RFP document.

Contents

KADCO

Introduction

About the Corporation

The Kerala Artisans Development Corporation Ltd. (KADCO), a Government of Kerala undertaking established in 1981, is dedicated to the empowerment and upliftment of artisans across the state. Through various developmental initiatives, KADCO provides financial assistance, marketing support, raw material facilitation, skill development programs, and operational guidance to ensure sustainable livelihood opportunities for artisans and to preserve Kerala's rich heritage of traditional crafts.

As part of its long-term modernization and digital transformation strategy, KADCO seeks to strengthen internal operational efficiency, enhance workflow transparency, ensure better governance, and improve service delivery to artisans, vendors, and other stakeholders. To support this vision, KADCO intends to implement an integrated technology platform capable of standardizing processes, enabling data-driven decision-making, reducing manual interventions, and providing real-time visibility into organizational activities across departments and branches.

In this context, KADCO invites sealed proposals from experienced, qualified, and technically competent vendors for the procurement, customization, implementation, integration, training, and long-term maintenance of a comprehensive Enterprise Resource Planning (ERP) solution. The proposed solution should be scalable, secure, compliant with government standards, and capable of integrating with existing applications and external systems as required

Vision for Digital Transformation

In line with the Government of Kerala's vision for a digital administration and to ensure transparent, efficient, and time-bound service delivery, KADCO has decided to undertake a comprehensive **Digital Transformation** of its internal processes. The Corporation aims to transition from a transaction-based operation to a knowledge-driven enterprise through the implementation of a state-of-the-art **Enterprise Resource Planning (ERP) Solution**.

This proposed ERP system is not merely a software upgrade but a strategic initiative to integrate all functional areas of the Corporation into a single, unified platform. The new system is expected to:

- **Enhance Transparency:** By digitizing the entire lifecycle of loan applications and beneficiary selection.

KADCO

- **Improve Efficiency:** Through automated workflows, alerts, and reduced turnaround times (TAT) for service delivery.
- **Ensure Accountability:** By establishing a robust audit trail for financial and inventory transactions.
- **Enable Governance:** By providing the management with real-time dashboards and analytics for effective monitoring of schemes and funds.

Purpose of this RFP

Through this **Request for Proposal (RFP)**, KADCO invites sealed proposals from eligible, reputed, and experienced System Integrators (SIs) or Software Development Agencies to undertake the end-to-end design, development, customization, implementation, and maintenance of this web-based ERP Solution. KADCO seeks a partner who can demonstrate not only technical excellence but also a deep understanding of the government/public sector domain to deliver a solution that is user-friendly, scalable, and secure.

Objective

The primary objective of this Request for Proposal (RFP) is to select a competent System Integrator (SI) to design, develop, deploy, and maintain a comprehensive, web-based **Enterprise Resource Planning (ERP) Solution** for KADCO. This initiative is not merely about automating manual tasks but is aimed at a holistic digital transformation of the Corporation's functioning.

The specific objectives of this engagement are classified as follows:

Operational Efficiency & Automation

- **End-to-End Automation:** To replace disparate manual registers and standalone legacy files with a unified digital platform that automates core workflows from Loan Origination to Recovery, and Procurement to Distribution.
- **Reduction in Turnaround Time (TAT):** To significantly reduce the processing time for loan applications and beneficiary schemes by eliminating redundant data entry and physical file movement between Head Office, Regional Offices, and Depots.
- **Standardization of Processes:** To enforce standard operating procedures (SOPs) across all branches and depots, ensuring consistency in service delivery and compliance with government guidelines.

Financial Discipline & Transparency

- **Real-time Financial Visibility:** To achieve a single version of financial truth by integrating the Loan Management and Inventory modules directly with the Financial Accounting system. This ensures that every operational transaction (e.g., loan disbursement, stock sale) creates an automatic and immediate financial entry.
- **Leakage Prevention:** To implement strict system controls and "Maker-Checker" workflows that prevent revenue leakage, unauthorized sanctions, or inventory pilferage.
- **Regulatory Compliance:** To ensure 100% compliance with statutory requirements, including GST filing, TDS deductions, Income Tax reporting, and CAG audit norms, through automated system-generated reports.

Enhanced Beneficiary Experience

- **Citizen-Centric Services:** To provide artisans and beneficiaries with a transparent interface (Web/Mobile) to apply for schemes, track application status in real-time, and receive automated alerts via SMS/Email, thereby reducing the need for physical visits to KADCO offices.
- **Faster Service Delivery:** To ensure that funds and raw materials reach the intended beneficiaries promptly through streamlined approval hierarchies and integration with payment gateways.

Decision Support & Strategic Planning

- **Data-Driven Decision Making:** To empower the Management and Board with dashboards and MIS reports that provide actionable insights into scheme performance, fund utilization, recovery rates, and branch-wise profitability.
- **Audit Readiness:** To maintain a comprehensive, immutable digital audit trail of all transactions, ensuring the organization remains "Audit Ready" at any given point in time.

Technological Scalability

- **Future-Proof Architecture:** To deploy a solution built on open, scalable, and secure technology standards that can accommodate future growth in transaction volume, user base, and new government schemes without requiring major re-engineering.

Scope of Work

The ERP system must cover the following functional modules in detail:

Master Data Management

- Centralized repository for all business entities and static reference data.
- Creation and maintenance of Item Master, Customer Master, Dealer Master, Vendor Master, Employee Master, and Beneficiary Master.
- Structured classification and grouping (e.g., item categories, product types).
- Support for bulk upload/download via Excel or APIs.
- Validation rules to ensure data consistency.
- Integration with external systems for auto-updating master records (if needed).

User Management & Security

- User role definition with access control per module/action.
- User provisioning, deactivation, and password policies.
- Access logs, session tracking, and IP whitelisting.
- LDAP/Active Directory integration for SSO.
- Maker-checker workflows to prevent fraud.
- Role-specific dashboards and menus.

Procurement & Sales

The **Sales & Purchase Management Module** provides an end-to-end, integrated framework for managing all commercial operations—from customer quotations to order fulfillment, procurement, billing, collections, dealer payments, and return management.

It ensures **accurate inventory tracking**, **project-wise billing**, **vendor management**, **financial integration**, and **audit-ready transactions**, forming the core operational backbone of the ERP.

Performa Invoice

- Customer enquiry or internal requirement initiated.
- Performa Invoice with project details, pricing, taxes, BOM, delivery time.
- Internal approval workflow
- Collection of Quotation from dealers
- Comparative Statement and scrutiny
- Performa Invoice sent to customer via Email/SMS/WhatsApp/Prints.
- Approved PI moves to **Supply Order** stage.

Supply Order

- PI converted into Supply.
- Includes delivery schedule, payment terms, taxation, customer details.
- SO approved by authorized officials.

Tentative Work Order

- Draft work plan prepared for internal review.
- Defines:
    - Material requirements
    - Tentative costing
    - Timelines
    - Vendors
- Approved by authorized officials
- After refinement → Moves to **Final Work Order**.

Final Work Order (FWO)

- Finalized version of the work order.
- Defines fixed quantity, specifications, costings, delivery deadlines.
- Approval from higher management.

Purchase Process

- Purchase Requisition auto-generated from FWO requirements.
- Purchase Order prepared and approved.
- Vendor delivers materials; Material Receipt Note (MRN) raised.
- Vendor invoice entered for Accounts Payable processing.

Sales (Invoice Generation)

- Based on Supply Order & Work Order completion.
- Sales Invoice prepared with tax structure.
- Delivery Note / Challan generated.
- GST e-Invoice & e-Way Bill (if applicable).
- AR updated against the customer account.
- Customer notified through Email/SMS/WhatsApp.

Purchase Return

- Initiated when supplier material fails QC or delivered wrong quantity/spec.

- Purchase Return Note issued.
- Vendor accepts and issues Credit Note.
- Vendor ledger updated.

Sales Return

- Customer returns goods due to defects or mismatch.
- Internal QC assessment.
- Replacement, repair, or refund initiated.
- Sales Return Note prepared.
- Credit Note issued to customer.
- AR ledger auto-adjusted.

Customer Collection

- Records payments through Cash/Bank/UPI/Cheque/NEFT.
- Automatically adjusts against outstanding invoices.
- Auto-receipt generation and customer notification.
- Automatic Allocation to Dealer Payment
- AR reconciliation supported.

Dealer Advance

- Dealer advance payments.
- Ledger updated with advance balance.
- Advance auto-adjusted during future sales.
- Advance usage tracking and approval workflow.

Dealer Advance Refund

- Dealer refund of advance.
- Finance and Manager approval required.
- Refund processed via cash/bank mode.
- Ledger updated and closure recorded.

Dealer Payment

- Payments made to dealers against supply, commission, or service and its Customer Collection.
- Collection of advance payment against supply order.
- System tracks due dates, pending payments, and settlement history.
- Auto-ledger posting with complete audit trail.

Key Functional Features

Sales & Purchase Core Features

- Seamless recording of sales and purchase transactions.
- Automated billing for completed projects.
- Project-wise delivery, cost allocation, and material consumption tracking.
- Vendor purchase bill entry with accounts integration.

Commercial Document Management

- **Proforma Invoice** – Customer quotation before sales confirmation.
- **Supply Order** – Formal customer order confirming pricing & terms.
- **Estimate Work Order** – Initial estimation for production/service.
- **Final Work Order** – Approved execution order for the project.
- **Purchase Orders** – For material procurement.
- **Sales Invoices** – For completed sales.
- **Delivery Notes / Challans**.
- **Dealer Advance Payment & Refunds**

Payments & Collections

- **Dealer Payment** – Tracking payments to dealers.
- **Customer Collection** – Tracking customer receipts.
- **Dealer Advance** – Advance paid to dealers.
- **Dealer Advance Refund** – Refund process with approval.

Financial & System Integrations

- Auto-ledger posting to Accounting module.
- GST, TDS compliant entries.
- Project-wise accounting and reporting.
- Real-time cash flow and outstanding visibility.

CRM Integration

- Lead/inquiry management.
- Follow-ups and reminders.
- Customer service complaint tracking.
- Unified communication history.

Performa Invoice Reports

- Performa Invoice Register
- Pending Performa Invoices
- Accepted/Rejected/Modified Quotations
- Quotation Aging Report
- Project-wise Quotation Summary
- Customer-wise PI Status
- Conversion Ratio: PI → Supply Order

Supply Order Reports

- Supply Order Register
- Pending / Partially Executed Supply Orders
- Supply Order vs. Actual Delivery
- Customer-wise Supply Order Summary
- Project-wise Supply Order Analysis
- SO Approval Status Report

Work Order Reports

- Final Work Order Register
- Project-wise Final Work Order Summary
- Work Order Execution Status (Open/In Progress/Closed)
- Work Order Productivity and Delivery Timelines

Purchase Reports

- Purchase Register (Item-wise, Vendor-wise, Project-wise)
- Purchase Order Status (Open/Closed/Partially Delivered)
- GRN (Goods Receipt Note) Summary
- Pending Deliveries Report
- Vendor Performance Report
- GST Report
- TDS Report
- Monthly/Quarterly Purchase Summary

Sales Reports

- Sales Invoice Register
- Project-wise Sales Summary
- Customer-wise Sales History

- Sales vs. Target Analysis
- GST Report
- Outstanding Sales Orders
- Dispatch & Delivery Reports

Purchase Return Reports

- Purchase Return Register
- Vendor-wise Return Summary
- Return Reason Analysis
- Purchase Return Credit Note Report
- GST Report

Sales Return Reports

- Sales Return Register
- Customer-wise Return Summary
- Product-wise Return Trend
- Sales Return Credit Note Report
- Return Reason and QC Summary
- GST Report

Customer Collection Reports

- Collection Register
- Invoice-wise Collection Report
- Outstanding Receivables (Aging Report)
- Customer-wise Ledger Report
- Mode-of-Payment Analysis (Cash/NEFT/UPI/Cheque)
- Collection Efficiency Report
- Bounce/Failed Payment Report

Dealer Advance Reports

- Dealer Advance Register
- Dealer-wise Advance Summary
- Pending Advance Balance Report
- Dealer Advance Aging Report
- Advance Refund Register

Dealer Payment Reports

- Dealer Payment Register
- Vendor/Dealer Ledger Statement
- Outstanding Payments Report
- Payment Aging Report
- Mode-of-Payment Summary
- Project-wise Dealer Payment Summary

General Reports

- Item wise Selling price Report
- Comparative Statement
- Dealer Agreement
- Workorder agreement
- Supply order comprehensive report
- MIS Reports

HR Management

The ERP system should include a comprehensive Human Resource Management module designed to automate and streamline all HR-related activities. The module must support the complete employee lifecycle—from recruitment and onboarding to payroll processing, employee record maintenance, and retirement—ensuring accuracy, compliance, and efficiency.

Key Functional Requirements

Employee Master Data Management

- Maintain complete digital records of all employees, including personal details, employment history, qualifications, job roles, designations, grade, joining details, and supporting documents.
- Support updates, version control, and secure storage of employee-related information.

Attendance & Leave Management

- Capture daily attendance through manual entry, biometric integration, or other attendance systems.
- Manage leave requests, approvals, carry-forward rules, and leave balance calculations.
- Generate monthly attendance summaries for payroll processing.

Payscale Configuration

- Define payscales based on grade, designation, department, or employment type.
- Allow flexible configuration of pay structures according to organizational policies.

Allowances & Deductions Management

- Set up and manage various allowances (DA, HRA, TA, etc.) and statutory or non-statutory deductions (PF, ESI, Professional Tax, Loan recovery).
- Support percentage-based, slab-based, and fixed-value configurations.

Payroll Processing

- Automate payroll calculation including Basic Pay, Grade Pay, Allowances, Overtime, Deductions, Loans, and Advances.
- Support monthly payroll cycle with validation checks, audit trails, and approval workflows.
- Ensure compliance with statutory regulations and generate payroll registers.

Salary Reports & Payslip Generation

- Generate employee-wise and department-wise salary reports.
- Provide downloadable and self-service payslips in PDF format.
- Maintain historical payroll data for audit and reporting.

Recruitment & Onboarding

The system should support the full recruitment and onboarding process for new employees, including:

- **Vacancy Reporting:** Capture and track new vacancies within departments.
- **Receive Advice Letter from PSC:** Manage official communications and approvals from the Public Service Commission or equivalent authority.
- **Prepare Appointment Order:** Generate appointment letters for selected candidates.
- **Joining:** Record employee joining details and initiate onboarding processes.
- **Verification of Documents:** Track verification of educational, professional, and identity documents.
- **Posting:** Assign employees to departments, offices, or projects based on organizational requirements.
- **Transfer:** Record and manage employee transfers across departments or locations.
- **Probation Declaration:** Track probation periods and generate confirmation/declaration reports after successful completion.

Employee Records & Service History

- Maintain comprehensive service records, including promotions, increments, disciplinary actions, and training history.
- Store and manage employee files and employment history digitally for quick retrieval.
- Track career progression, performance appraisals, and internal transfers.

Retirement & Exit Management

- Manage retirement processes including superannuation, pension/benefits calculation, and statutory compliance.
- Track resignations, retirements, and other exits, ensuring proper handover of responsibilities.
- Generate exit reports, final settlements, and clearance certificates.

Role-Based HR Access Control

- Provide secure, role-based access to HR features based on hierarchy and responsibilities.
- Ensure sensitive HR data is visible only to authorized personnel.
- Support multiple levels of approval workflows.

Reports

- Appointment Letter
- Probation Confirmation
- Employee Payslip
- Attendance Report
- Monthly Payroll
- Leave Register
- Outsourcing Staff Work Distribution
- Staff List - Department Wise
- Leave Request and Sanction Report
- Earned Leave Request & Entitled
- Leave Utilization Report
- Retirement Related Reports
- Statutory Reports

Loan Management

The ERP system should include a comprehensive **Loan Management module** to efficiently manage all loans issued to vendors or stakeholders for specific projects. The module should ensure transparency, accurate tracking, automation of repayment, and timely reporting.

Key Functional Requirements

- **Loan Origination & Online Submission**
  - Vendors should be able to **submit loan applications online** through a secure portal.
  - Submits a **loan application** with required details:
- Vendor information
- Project association
- Requested loan amount
- Purpose of loan
- Proposed repayment schedule
- Upload supporting documents
  - Capture complete application details including vendor information, project association, requested loan amount, purpose, supporting documents, and proposed repayment schedule.
  - Support online document upload, and acknowledgment of submission.
  - Track the **status of each application** (submitted, under review, approved, rejected).
- **Loan Approval & Issuance**
  - Manage evaluation and approval workflows for loan applications.
  - Record sanctioned amounts, interest rates (if applicable), repayment schedules, and terms & conditions.
  - Issue loans digitally or via appropriate channels, with audit trail of all approvals.
- **Loan Disbursement & Utilization Tracking**
  - Track disbursed amounts and monitor usage against approved projects.
  - Maintain real-time **outstanding balances** and automatically update repayments.
  - Ensure transparency and compliance for audits.
- **Loan Repayment Automation**
  - Define repayment schedules and automate deductions from invoices, payments, or other financial sources.
  - Support flexible repayment structures: monthly, milestone-based, or custom schedules.
- **Notifications & Alerts**

- Generate automated alerts for upcoming repayments, overdue installments, pending approvals, and loan policy updates.
- Notify vendors and internal staff via email/SMS within the system.

- **Notice Generation**
  - Automatically generate notices for overdue loans, missed payments, or other policy violations.
  - Maintain configurable notice formats and escalation workflows.
- **One-Time Settlement (OTS)**
  - Support early loan closure or negotiated settlements.
  - Track OTS approvals, adjustments, and reconcile in the system.
- **Reporting & Analytics**
  - Generate detailed loan status reports, repayment history, aging analysis, and outstanding balances.
  - Support project-wise, vendor-wise, or department-wise reporting.
  - Dashboards for real-time monitoring of loan portfolios and repayment performance.
- **Compliance & Audit Trail**
  - Maintain a complete record of all loan activities, approvals, notices, and communications.
  - Ensure traceability, accountability, and regulatory compliance.

Financial Accounting

The ERP system should provide a **comprehensive Financial Accounting module** that supports accurate, real-time, and fully integrated accounting operations. The system must facilitate compliance with statutory requirements, enable fund/project tracking, and provide management with actionable financial insights. The module should support automation, improve transparency, and integrate seamlessly with other ERP modules such as HR, Procurement, Inventory, and Loan Management.

Key Functional Requirements

- **Integrated Double-Entry Accounting System**

  - Maintain all financial transactions using a fully integrated **double-entry accounting system**.
  - Ensure that every debit and credit is automatically balanced to maintain accurate financial records.
  - Enable real-time posting and ledger updates across all modules.

- **Core Accounting Modules**
  - **General Ledger (GL):** Maintain all accounts, journal entries, trial balances, and ledger reports.
  - **Accounts Payable (AP):** Manage supplier/vendor invoices, payments, credit notes, and outstanding liabilities.
  - **Accounts Receivable (AR):** Track customer invoices, receipts, outstanding balances, and aging analysis.
  - **Cash & Bank Management:** Maintain cash and bank ledgers, record receipts/payments, and reconcile balances.

- **Chart of Accounts**
  - Create a **flexible hierarchical Chart of Accounts (CoA)** with multiple levels to support organizational, fund, and project-based reporting.
  - Support classification of accounts into assets, liabilities, equity, revenue, and expenses.

- **Bank Reconciliation**
  - Facilitate **automatic bank reconciliation** by importing bank statements (CSV, Excel, or other formats).
  - Identify discrepancies and provide reconciliation reports for internal controls.

- **Taxation & Statutory Compliance**
  - **GST Computation:** Automate GST calculation for sales and purchases.
  - **GSTR Filing Support:** Prepare reports for GSTR-1, GSTR-2, GSTR-3B, and other statutory returns.
  - **TDS Computation & Return Preparation:** Automatically compute TDS on applicable transactions and generate returns for submission.

- **Budget Management**
  - Create, allocate, and control budgets at department, fund, and project levels.
  - Monitor expenditures against budgets in real-time and generate variance reports.
  - Enable alerts for overspending or deviation from budget allocations.

- **Fund-Wise & Project-Wise Accounting**
  - Track financial transactions according to specific funds or projects.
  - Generate fund-wise or project-wise financial statements, including expenses, receipts, and balances.

- Provide visibility into fund utilization and project financial performance.

- **Financial Reporting & Analytics**

  - Generate standard reports such as Trial Balance, Profit & Loss Statement, Balance Sheet, Cash Flow Statement, and Journal Reports.
  - Provide dashboards for real-time financial insights, key metrics, and decision-making support.
  - Support ad-hoc reporting and export to multiple formats (Excel, PDF, CSV).

- **Audit Trail & Security**

  - Maintain a detailed **audit trail** of all financial transactions, approvals, and modifications.
  - Support role-based access control to protect sensitive financial information.

SMS, WhatsApp & Email Integration Requirements

The ERP must support **seamless integration with SMS, WhatsApp, and Email gateways** to automate alerts, reminders, and communication with internal users, vendors, artisans, customers, and other stakeholders. The system should provide configurable templates, scheduling options, multi-channel delivery, and tracking of delivery status.

General Requirements

- Integration with any third-party SMS, WhatsApp Business API & Email service provider.
- Template-based messaging with dynamic data placeholders.
- Real-time delivery status tracking and logs.
- Role-based control for sending or viewing communications.

Notifications to be Implemented Across the ERP

Loan Management

- Loan application submission confirmation (to vendor).
- Loan application received (to department officer).
- Query or document request communication.
- Approval / Rejection notification.
- Loan sanction intimation with details.
- Disbursement notification.
- Repayment reminder (upcoming due).
- Overdue / default alert.

- OTS-related communication.
- Notice generation alerts.

HR & Payroll

- Employee onboarding / appointment notifications.
- Document verification pending reminders.
- Transfer order notification.
- Attendance regularization request/approval.
- Leave application submission & approval.
- Monthly payslip delivery via email.
- Payroll processed notification.
- Retirement/exit process reminders.
- Compliance reminders (PF, ESI, returns).

Procurement & Inventory

- Purchase request submission.
- PR approval / rejection.
- Purchase Order issued to vendor.
- Material delivery reminders.
- Goods Received Note (GRN) intimation.
- Asset allocation notifications.

Sales & Distribution

- Sales order confirmation.
- Dispatch/delivery notifications.
- Invoice generation & delivery.
- Payment receipt acknowledgment.
- Outstanding payment reminders.

Vendor & Artisan Portal

- Registration approval/rejection.
- Profile update notifications.
- Work order assignment alerts.
- Payment release alerts.
- Performance feedback & rating notifications.

Project / Work Order Management

- Work Order creation & assignment.
- Task assignment & deadlines.
- Work progress updates.
- Completion/closure alerts.
- Escalation for overdue tasks.

Financial Accounting

- Voucher approval/rejection.
- Payment processed notification (to vendor).
- Receipt generated alert.
- Budget overshoot warning.
- Month-end & year-end closing reminders.

Compliance & Reminders

- GST filing reminders.
- TDS, PF, ESI filing notifications.
- Contract/license renewal alerts.
- Periodic report submission reminders.

Reporting and Business Intelligence

- Pre-defined statutory and operational reports.
- Report generation using filters and parameters.
- Graphical dashboards using charts, KPIs, and performance meters.
- Auto-generated reports via scheduler.
- Export options to Excel, PDF, CSV.
- Drill-down capabilities for audit and internal control.
- Audit logging and compliance tracking.

Integration & Technology

- RESTful and SOAP API support for interoperability.
- Prebuilt connectors to Aadhaar, PAN, GSTN, Bank APIs.
- Cloud deployment on AWS, Azure, or private data center.
- Data encryption at rest and in transit.
- Mobile access via Android/iOS app or responsive web app.
- Backup and disaster recovery planning.

Website Integration

This module involves the development of a fully dynamic website that is seamlessly integrated into the organization's overall digital ecosystem. It enables real-time content updates, bilingual access, and centralized site management through a user-friendly Content Management System (CMS).

The website will not be a static platform. Instead, it will function as a dynamic digital communication and service interface, empowering internal administrators to manage content, publish updates, and provide users with up-to-date information without needing technical assistance. In essence, the website will be an extension of the main application, aligned with the organization's workflows and structured under a centralized administration model

Key highlights include:

- Dynamic content handling (no hard-coded pages)
- Real-time updates and content publishing
- Integrated login for CMS users (role-based)
- Central control for multilingual content
- Responsive, accessible, and secure front-end

The structure and functionalities of the website are detailed in the following subsections:

Website Pages

The website will consist of the following main pages and sub-sections:

- **Home :** A dynamic landing page that showcases key highlights, announcements, banners, and quick navigation to major sections of the site.
- **About Us :** A dedicated section explaining the organization's background, values, and structure.
- **Management** – Profiles and roles of the leadership and management team.
- **Certifications** – Details and images of certifications, licenses, and quality standards.
- **Achievements** – Documented milestones, awards, and major accomplishments over the years.
- **Programs :** Comprehensive listing of government or department-led programs, including goals, beneficiaries, and outcomes.
- **Rate Contract :** Provides updated information on finalized rate contracts, downloadable rate files, and relevant guidelines.

- **Tenders :** Displays active, upcoming, and closed tenders. Includes downloadable tender notices, eligibility criteria, and submission details.
- **Central & State Schemes :** Highlights all applicable welfare and development schemes under both central and state governments. May include eligibility, application procedures, and contact details.
- **Artisans Registration :** Online registration form and instructions for artisans to apply, submit documents, and track their registration status.
- **Unit Registration :** Allows individual or institutional units to register themselves through an online form with backend approval workflow.
- **News & Events** Updates about ongoing activities, press releases, awareness programs, training sessions, and other public communications.
- **Management Team :**A detailed listing of the organization's personnel structure with names,designations, and optionally, contact details.
- **Gallery :** A multimedia section to showcase photos and videos from events, exhibitions, training sessions, and project milestones.

Language Support

The website will be developed in **both Malayalam and English**, ensuring accessibility and inclusivity for a diverse user base across Kerala and beyond.

- **Malayalam :**- All public-facing static and dynamic content will be available in Malayalam. - Language toggle will be provided on every page. - (Optional) Backend language toggle for content managers.
- **English :** - English will be the default language of the website.- All content will be fully mirrored from Malayalam to ensure consistent experience across languages.

CMS Features & Admin Interface

A secure and user-friendly **Content Management System (CMS)** will be developed

to allow non-technical users to update the website content regularly.

- Dashboard to manage all sections of the website
- Ability to add, edit, or delete text, images, videos, and downloadable files
- Role-based access system for multiple administrators (super admin, editor, etc.)
- News & Events management with date-based publishing and archival
- Media library for managing image and document uploads
- Multi-language content input (Malayalam & English)
- Content scheduling, publishing, and status control (draft/publish/archive)

Accessibility & Mobile Responsiveness

The website will be built on a mobile-first design principle and comply with modern accessibility standards:

- Fully responsive design ensuring optimal display across mobile phones, tablets,and desktops
- Navigation and layout optimized for users with visual or mobility impairments

SEO, Security & Compliance Features

The platform will be developed with best practices in SEO, data security, and statutory compliance:

- Basic and advanced SEO setup including title tags, meta descriptions, schema markup, and sitemap.xml
- Fast page load times and mobile-friendly optimization to support search engine rankings
- SSL certificate for HTTPS-secured browsing and data transmission

Project Implementation Phases

1. Project Kick-off & Detailed Requirement Study
2. Solution Design & Blueprinting
3. Customization and Configuration
4. Data Migration & Integration
5. User Acceptance Testing (UAT)
6. Training & Documentation
7. Go-Live & Post-implementation Support
8. Annual Maintenance and Upgrades

Additional Customization Provision

To ensure long-term adaptability and evolving business needs, the selected vendor must accommodate a two-month customization window post-Go-Live, during which any additional functional requirements or refinements—identified through operational use—must be implemented without additional licensing or development costs. These changes will be jointly reviewed and approved by KADCO and the vendor’s project management team, and must be delivered under the same SLA terms as the initial implementation.

Eligibility Criteria

Sl. No.	Parameter	Requirement
1	Company Experience	The bidder must have a minimum of 10 years of experience in software development and implementation.
2	Financial Turnover	The bidder should have an average annual turnover of at least ₹5 Crores during the last three (3) financial years.
3	Domain Experience	The proposed application must be successfully implemented and live in the Government or Cooperative sector, for clients of comparable size and complexity with a minimum annual turnover of ₹50 Crores.
4	Industry Experience	The bidder must have successfully executed a minimum of 50 installations in the Government or Cooperative sector.
5	Company Type	The bidder must be a Registered Private Limited or Public Limited Company incorporated in India under the Companies Act.
6	Certifications	The bidder should possess valid certifications including ISO 9001, ISO/IEC 27001, and CMMI Level 3 or higher.
7	Local Presence	The bidder must have a Development and Support Center in Kerala, with an in-house team responsible for product enhancements, maintenance, and future upgrades.
8	Bidder Type	The proposed ERP software must be developed, maintained, and fully owned by the bidder. No third-party ownership or OEM dependency will be accepted.
9	Technical Team	Minimum 10 qualified technical personnel (Developers, Architects, Support Engineers) with average 5+ years experience in ERP implementation. Provide CVs and certifications.

Proposal Submission Guidelines

Proposals must be submitted in two separate sealed covers:

- **Cover 1: Technical Proposal:** Must include the Company profile, functional compliance (Annexure I), detailed project plan, team structure, technology stack, and all eligibility documents. **No pricing information** shall be included in this cover.

- **Cover 2: Commercial Proposal:** Must contain the Licensing fees, implementation cost, Annual Maintenance Contract (AMC) charges (Format C), and pricing for any optional components.

Each proposal must include:

- Executive Summary
- Functional Compliance Checklist
- Timeline and Milestone Chart
- Resource Deployment Plan
- Escalation and SLA Structure
- Training and Capacity Building Strategy

Evaluation Criteria

Criteria	Weight
Technical Features & Compliance	35%
Experience & References	20%
Project Methodology & Timeline	15%
Technical Score (T)	**70%**
Commercial Competitiveness (C)	**30%**

The final score for each bidder will be calculated using the formula:

Final Score = **(T *0.70) + (C * 0.30)**

Key Dates

Activity	Date/Status
RFP Issue Date	
Last Date for Submission	
Technical Bid Opening	
Vendor Presentation & Evaluation	
Financial Bid Opening	
Final Selection & Letter of Intent Issuance	
Work Order Issuance	

Cost of Bidding

All costs and expenses incurred by the bidder in any way associated with the development, preparation, and submission of their proposal, including any meetings or demonstrations, will be borne entirely by the bidder. KADCO will not be responsible for these costs.

General Conditions of Contract (GCC)

Right to Accept or Reject Proposals

KADCO reserves the right to accept or reject any or all proposals received in response to this RFP without assigning any reason and to withdraw the RFP at any stage of the process.

No Commitment to Award

Issuance of this RFP does not constitute a commitment to award a contract or procure any products or services.

Proposal Validity

The submitted proposals shall be valid for a minimum period of 90 days from the last date of submission.

Amendment to the RFP

KADCO may amend the RFP by issuing addenda at any time before the deadline for submission. The addenda shall be binding on all bidders.

Confidentiality & Non-Disclosure (NDA)

The contents of the proposals and all discussions shall be treated as strictly confidential and shall not be disclosed to any third party without written permission from KADCO. The successful bidder must execute an NDA .

Conflict of Interest

The bidder shall disclose any potential conflicts of interest with KADCO or its officers. Non-disclosure will result in immediate disqualification.

Payment Terms

Payment Schedule: Payments shall be released as per the following milestones, subject to submission of invoice and client certification of milestone achievement:

Milestone	Payment Percentage	Conditions
Upon Work Order Issuance	25%	Against submission of signed Work Order, detailed Project Plan, and mobilization of project team.
CRS Sign-Off	25%	After Sign Off of requirements
User Acceptance Testing (UAT)	25%	After successful UAT completion and client sign-off on UAT Report.
Go-Live	25%	Upon successful Go-Live.

Additional Terms

- All payments within 10 days from invoice submission and milestone certification.
- Taxes: GST as applicable; bidder to provide SAC/HSN codes.

Service Level Agreement (SLA)

The Service Provider is responsible for maintaining and supporting the ERP solution and its integration interfaces on a 24x7 basis.

Incident Response and Resolution Times

Incidents reported by KADCO will be categorized by severity.

Severity	Definition	Response Time (Acknowledge Ticket)	Resolution Time (Max. Restoration/Fix)
Critical	Complete system failure/down (0% users can access), severe data	<= 15 Minutes	6 Hours

	corruption, or major security breach.		
High	Core functional module (e.g., Loan Disbursement, Payroll) fails, impacting $\ge$ 50% of users. No workaround available.	<= 30 Minutes	12 Hours
Medium	Non-core function fails (e.g., specialized report generation, minor GUI issue), or bug affecting <25% of users.	<= 2 Hours	36 Hours
Low	General query, documentation errors, cosmetic issues, or non-critical enhancement requests.	<= 4 Hours	48 Hours

Liquidated Damages (LD)

If the implementation (Go-Live) is delayed beyond the final agreed date, KADCO shall deduct Liquidated Damages equivalent to 0.5% of the Total Implementation Cost per week or part thereof, subject to a maximum cap of 5% of the Total Implementation Cost.

Contract Duration & Extension

The initial contract period shall be defined in the Work Order. KADCO reserves the exclusive right to extend the contract for Annual Maintenance and Support on a yearly basis on the same terms and conditions.

Termination Clause

KADCO reserves the right to terminate the contract in the event of non-performance, delay, or breach of terms with a written notice of 30 days.

Dispute Resolution & Jurisdiction

All disputes shall be resolved through arbitration in accordance with the Arbitration and Conciliation Act, 1996. The exclusive jurisdiction for legal proceedings shall lie with courts in Thiruvananthapuram, Kerala.

Governing Law

The Contract shall be interpreted in accordance with the laws of the Union of India.

Audit & Inspection

KADCO or any authority designated by the Government of Kerala reserves the right to audit and inspect the vendor's books, records, and security controls related to the project to ensure compliance with IPR, security, and statutory guidelines.

Data Protection & Compliance

The vendor must comply with all relevant Indian statutes (e.g., Information Technology Act) and security guidelines, ensuring data confidentiality and security.

Reverse Transition/Exit Clause

Upon contract termination or expiry, the vendor must provide mandatory reverse transition support, knowledge transfer, and handover of all system data and configurations to KADCO or a successor vendor for a period of up to 90 days at no additional cost.

Annexure I: Technical Compliance Checklist

(To be submitted in the Technical Proposal)

Instructions to Bidders:

- **S** = Standard (Out of the Box)
- **C** = Customization Required
- **T** = Third-Party Integration
- **N** = Not Available

S.No	Module / Feature	Functional Requirement Description	Compliance (S/C/T/N)	Remarks / Configuration Details
1	Master Data Management			
1.1	Master Creation	Creation and maintenance of Item Master, Customer Master, Dealer Master, Vendor Master, Employee Master, and Beneficiary Master.		
1.2	Classification	Structured classification and grouping (e.g., item categories, product types).		
1.3	Bulk Operations	Support for bulk upload/download via Excel or APIs.		
1.4	External Integration	Integration with external systems for auto-updating master records (if needed).		
2	User Management & Security			
2.1	Access Control	User role definition with access control per module/action.		
2.2	User Provisioning	User provisioning, deactivation, and password policies.		
2.3	Monitoring	Access logs, session tracking, and IP whitelisting.		

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2.4	SSO	LDAP/Active Directory integration for SSO.		
2.5	Workflow Security	Maker-checker workflows to prevent fraud.		
2.6	Dashboards	Role-specific dashboards and menus.		
3	Procurement & Sales			
3.1	Performa Invoice (PI)			
3.1.1	PI Creation	Sales team prepares Performa Invoice with project details, pricing, taxes, BOM, delivery time.		
3.1.2	PI Approval	Internal approval workflow for PI.		
3.1.3	PI Delivery	Performa Invoice sent to customer via Email/SMS/WhatsApp/Prints.		
3.1.4	Customer Action	System tracks customer acceptance/rejection/modification of PI.		
3.1.5	Conversion	Approved PI moves to Supply Order stage.		
3.2	Supply Order (SO)			
3.2.1	SO Conversion	PI converted into Supply Order.		
3.2.2	SO Details	Includes delivery schedule, payment terms, taxation, customer details.		
3.2.3	SO Approval	SO approved by authorized officials.		
3.3	Work Orders (WO)			
3.3.1	Tentative WO	Draft work plan prepared defining material requirements, tentative costing, timelines, and vendors.		

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3.3.2	WO Approval	Tentative WO approved by authorized officials.		
3.3.3	Final WO	Generation of Final Work Order (FWO) with fixed quantity, specifications, costings, and delivery deadlines.		
3.4	Purchase Process			
3.4.1	Requisition	Purchase Requisition auto-generated from FWO requirements.		
3.4.2	PO Generation	Purchase Order prepared and approved.		
3.4.3	Material Receipt	Vendor delivers materials; Material Receipt Note (MRN) raised.		
3.4.4	Vendor Invoice	Vendor invoice entered for Accounts Payable processing.		
3.5	Sales (Invoice)			
3.5.1	Invoice Generation	Sales Invoice prepared with tax structure based on Supply Order & Work Order completion.		
3.5.2	Delivery Docs	Delivery Note / Challan generated.		
3.5.3	GST Compliance	GST e-Invoice & e-Way Bill generation (if applicable).		
3.5.4	AR Update	Accounts Receivable (AR) updated against the customer account.		
3.5.5	Notifications	Customer notified through Email/SMS/WhatsApp.		
3.6	Returns (Purchase/Sales)			
3.6.1	Purchase Return	Purchase Return Note issued when supplier material fails QC/wrong quantity.		

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3.6.2	Vendor Credit	Vendor Ledger updated upon acceptance and issuance of Credit Note.		
3.6.3	Sales Return	Sales Return Note prepared for customer returns due to defects/mismatch.		
3.6.4	Customer Credit	Credit Note issued to customer; AR ledger auto-adjusted.		
3.7	Collections & Payments			
3.7.1	Collection	Records payments through Cash/Bank/UPI/Cheque/NEFT.		
3.7.2	Adjustment	Automatically adjusts collection against outstanding invoices.		
3.7.3	Receipting	Auto-receipt generation and customer notification.		
3.7.4	Allocation	Automatic Allocation to Dealer Payment.		
3.7.5	Dealer Advance	Dealer advance payments recorded; Ledger updated with advance balance.		
3.7.6	Advance Adjustment	Advance auto-adjusted during future sales with usage tracking.		
3.7.7	Advance Refund	Dealer Advance Refund processed via cash/bank with Finance/Manager approval.		
3.7.8	Dealer Payment	Payments made to dealers against supply/commission; tracks due dates and settlement history.		
3.8	Core Features			
3.8.1	Project Billing	Project-wise delivery, cost allocation, and material consumption tracking.		
3.8.2	Financial Integration	Auto-ledger posting to Accounting module (GST/TDS compliant).		

3.8.3	CRM	Lead/inquiry management, follow-ups, and unified communication history.		
4	HR Management			
4.1	Employee Master			
4.1.1	Digital Records	Maintain complete records: personal details, employment history, qualifications, roles, grade, joining details.		
4.1.2	Document Mgmt	Support updates, version control, and secure storage of employee documents.		
4.2	Attendance & Leave			
4.2.1	Attendance Capture	Capture daily attendance through manual entry or biometric integration.		
4.2.2	Leave Mgmt	Manage leave requests, approvals, carry-forward rules, and balances.		
4.2.3	Monthly Summary	Generate monthly attendance summaries for payroll processing.		
4.3	Pay Structure			
4.3.1	Payscale	Define payscales based on grade, designation, department, or employment type.		
4.3.2	Allowances/Deductions	Manage allowances (DA, HRA, etc.) and deductions (PF, ESI, TDS, Loans); support %, slab, fixed values.		
4.4	Payroll Processing			
4.4.1	Calculation	Automate payroll calculation: Basic, Grade Pay, Allowances, Overtime, Deductions, Loans.		
4.4.2	Cycle Management	Support monthly payroll cycle with validation checks and approval workflows.		

4.4.3	Compliance	Ensure statutory compliance and generate payroll registers.		
4.5	Reports			
4.5.1	Salary Reports	Generate employee-wise and department-wise salary reports.		
4.5.2	Payslips	Provide downloadable self-service payslips (PDF).		
4.6	Recruitment			
4.6.1	Vacancy	Capture and track new vacancies within departments.		
4.6.2	Advice Letter	Receive and manage Advice Letters from PSC.		
4.6.3	Appointment	Generate Appointment Orders for selected candidates.		
4.6.4	Onboarding	Record joining details, verify documents, and manage posting/transfers.		
4.6.5	Probation	Track probation periods and generate declaration reports.		
4.7	Service History			
4.7.1	Service Records	Maintain service records: promotions, increments, disciplinary actions, transfers.		
4.7.2	Retirement	Manage retirement (superannuation, pension) and exit processes (clearance, settlement).		
5	Loan Management			
5.1	Origination			
5.1.1	Online Application	Vendors submit applications online with vendor info, project association, amount, purpose, and repayment schedule.		
5.1.2	Documents	Support online document upload and submission acknowledgment.		

5.1.3	Tracking	Real-time status tracking of applications (Submitted, Review, Approved, Rejected).		
5.2	Approval			
5.2.1	Workflows	Manage evaluation and approval workflows.		
5.2.2	Sanctioning	Record sanctioned amounts, interest rates, repayment schedules, and terms.		
5.2.3	Issuance	Issue loans digitally with an audit trail of approvals.		
5.3	Disbursement			
5.3.1	Tracking	Track disbursed amounts and monitor usage against approved projects.		
5.3.2	Balances	Maintain real-time outstanding balances and automatically update repayments.		
5.4	Repayment			
5.4.1	Automation	Automate deductions from invoices/payments based on defined schedules.		
5.4.2	Flexibility	Support monthly, milestone-based, or custom repayment structures.		
5.5	Notifications			
5.5.1	Alerts	Automated alerts for upcoming repayments, overdue installments, and approvals.		
5.5.2	Notices	Automatically generate notices for overdue loans/policy violations with escalation workflows.		
5.6	OTS & Reporting			

5.6.1	OTS	Support One-Time Settlement (OTS) approvals, adjustments, and reconciliation.		
5.6.2	Analytics	Reports for loan status, repayment history, aging analysis, and portfolio dashboards.		
5.6.3	Audit	Complete audit trail of all loan activities and communications.		
6	Financial Accounting			
6.1	Double-Entry	Fully integrated double-entry accounting; auto-balancing of debits/credits.		
6.2	Real-time Posting	Real-time posting and ledger updates across all modules.		
6.3	Modules	General Ledger (GL), Accounts Payable (AP), Accounts Receivable (AR), Cash/Bank.		
6.4	Chart of Accounts	Flexible hierarchical Chart of Accounts (CoA) supporting fund/project-based reporting.		
6.5	Reconciliation	Automatic bank reconciliation via statement import (CSV/Excel).		
6.6	Taxation	Auto-computation of GST (Sales/Purchase) and TDS; GSTR filing support.		
6.7	Budget	Budget creation, allocation, and control at department/fund/project levels with variance alerts.		
6.8	Fund Accounting	Fund-wise and Project-wise financial statements (expenses, receipts, balances).		
6.9	Reporting	Standard reports: Trial Balance, P&L, Balance Sheet, Cash Flow, Journals (Excel/PDF/CSV).		

7	SMS, WhatsApp & Email Integration			
7.1	Gateway Integration	Integration with third-party SMS, WhatsApp Business API & Email service providers.		
7.2	Templates	Template-based messaging with dynamic data placeholders.		
7.3	Delivery Tracking	Real-time delivery status tracking and logs.		
7.4	Automated Alerts	Trigger-based notifications across all modules (Loan, HR, Procurement, Sales, Finance, Vendor Portal).		
8	Reporting & Business Intelligence			
8.1	Statutory Reports	Pre-defined statutory and operational reports.		
8.2	Visualization	Graphical dashboards using charts, KPIs, and performance meters.		
8.3	Scheduler	Auto-generated reports via scheduler.		
8.4	Export	Export options to Excel, PDF, CSV.		
8.5	Drill-down	Drill-down capabilities for audit and internal control.		
8.6	Logs	Audit logging and compliance tracking.		
9	Integration & Technology			
9.1	API	RESTful and SOAP API support for interoperability.		
9.2	Connectors	Prebuilt connectors to Aadhaar, PAN, GSTN, Bank APIs.		
9.3	Cloud	Cloud deployment on AWS, Azure, or private data center.		
9.4	Encryption	Data encryption at rest and in transit.		
9.5	Mobile	Mobile access via Android/iOS app or responsive web app.		

9.6	Backup	Backup and disaster recovery planning.		

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Format A: Bid Form (Technical)

(To be submitted in the Technical Proposal on Company Letterhead)

Subject: Technical Bid for RFP for Procurement and Implementation of ERP Solution

RFP Ref. No.: KADCO/ERP/RFP/2025-26/01

Sir/Madam,

Having examined the RFP documents, the receipt of which is hereby acknowledged, we, the undersigned, offer to provide the ERP Solution to KADCO in full conformity with the scope and specifications.

1. We confirm that we have carefully read and accept all technical and non-commercial terms and conditions in this RFP document, including the General Conditions of Contract (GCC) and the SLA structure.
2. We certify that all information provided in the Technical Proposal is accurate and factually correct.
3. We confirm that no deviations have been taken from the technical requirements stated in the RFP.

(Date, Place, Name, Designation, and Signature of Authorized Signatory with Company Seal)

Format B: Bid Form (Commercial)

(To be submitted in the Commercial Proposal on Company Letterhead)

Subject: Commercial Bid for RFP for Procurement and Implementation of ERP Solution

RFP Ref. No.: KADCO/ERP/RFP/2025-26/01

Sir/Madam,

We hereby submit our commercial proposal for the scope of work defined in the RFP. We confirm that the total price quoted in Format C is inclusive of all costs for the entire contract period (Implementation, Warranty, and AMC), excluding only applicable GST.

1. We confirm that no deviations have been taken from the financial or commercial terms of the RFP.
2. We agree that our prices will remain fixed and firm throughout the contract duration.

(Date, Place, Name, Designation, and Signature of Authorized Signatory with Company Seal)

Format C: Commercial Price Schedule (Excluding GST)

(To be submitted in the Commercial Proposal)

S. No.	Item Description	Estimated Qty.	Unit Cost (₹)	Total Cost (₹) (Excl. GST)
1.	ERP Core License Fee (Perpetual, Enterprise-Wide)	1		
2.	Implementation, Customization (Section 5) & Data Migration	1		
3.	Third-Party Software/Middleware (if any, Perpetual)			
4.	User Training & Documentation (Section 4)	1		
Subtotal A (Total Implementation Cost)				
Annual Maintenance Contract (AMC) (Post 1-Year Warranty)				
5.	AMC Fee - Year 2 (Post Warranty)	1		
6.	AMC Fee - Year 3	1		
7.	AMC Fee - Year 4	1		
8.	AMC Fee - Year 5	1		
Subtotal B (Total AMC Cost - 4 Years)				
Total Contract Value (A + B)				₹ [Amount in Figures]
	Total Contract Value in Words (Excluding GST):			

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Format D: Eligibility Compliance

(To be submitted in the Technical Proposal on Company Letterhead)

Sl. No.	Parameter	Requirement	Complied? (Yes/No)	Supporting Documents Attached (Please specify Page No.)
1	**Company Experience**	The bidder must have a minimum of **10 years of experience** in software development and implementation.		*Certificate of Incorporation / Registration Certificate*
2	**Financial Turnover**	The bidder should have an **average annual turnover of at least ₹5 Crores** during the last three (3) financial years.		*Audited Balance Sheets & P&L Statements / CA Certificate*
3	**Domain Experience**	The proposed application must be **successfully implemented and live** in the **Government or Cooperative sector**, for clients of comparable size and complexity with a **minimum annual turnover of ₹50 Crores**.		*Work Orders / Completion Certificates / Client Citations confirming Client Turnover*
4	**Industry Experience**	The bidder must have successfully executed a **minimum of 50 installations** in the **Government or Cooperative sector**.		*List of Clients with Contact Details / Project Sign-off Copies*
5	**Company Type**	The bidder must be a **Registered Private Limited or Public Limited Company** incorporated in India under the Companies Act.		*Certificate of Incorporation / MoA / AoA*
6	**Certifications**	The bidder should possess valid certifications including **ISO 9001**,		*Copies of Valid Certificates*

		ISO/IEC 27001, and **CMMI Level 3 or higher**.		
7	**Local Presence**	The bidder must have a **Development and Support Center in Kerala**, with an **in-house team** responsible for product enhancements, maintenance, and future upgrades.		*Proof of Address (Rent Agreement/Utility Bill) / Self-Declaration of In-house Team*
8	**Bidder Type**	The proposed **ERP software** must be **developed, maintained, and fully owned** by the bidder. No third-party ownership or OEM dependency will be accepted.		*Self-Declaration of IPR Ownership on Company Letterhead*
9	**Technical Team**	Minimum **10 qualified technical personnel** (Developers, Architects, Support Engineers) with average **5+ years experience** in ERP implementation.		*HR Certificate / List of Key Personnel with CVs*

(Declaration of Compliance and Signature of Authorized Signatory with Company Seal)

Format E: Self-Declaration of Non-Blacklisting

(To be submitted in the Technical Proposal on Company Letterhead)

We hereby confirm that neither our company nor any of our parent/subsidiary/partner companies have been blacklisted, debarred, or terminated for non-performance by any Scheduled Commercial Bank, Public Sector Undertaking, or Central/State Government agency in India in the last three (3) years.

(Signature of Authorized Signatory with Company Seal)

Format F: Technical Architecture and Project Implementation Plan

(To be submitted in the Technical Proposal)

(A detailed Technical Architecture , work breakdown structure (WBS) with milestones, resource assignment, and timeline in weeks for all phases listed in Section 4.0)