Request for Proposal (RFP) for ERP Open source Implementation at Kerala State Warehousing Corporation

Introduction

In its continuous pursuit of enhancing operational efficiency, financial management, and service delivery, the Kerala State Warehousing Corporation (KSWC) has identified the need for a comprehensive, open-source Enterprise Resource Planning (ERP) system. This ERP solution will integrate and streamline core functions across the corporation, fostering better coordination, improved data accuracy, and more efficient processes. KSWC's current systems, which manage its diverse operations, are limited in their ability to provide seamless integration, scalability, and real-time data processing. These limitations have impeded the corporation's ability to fully achieve its strategic objectives and meet the evolving demands of its users.

To overcome these challenges, KSWC is soliciting proposals from qualified bidders to implement an ERP solution that will standardize and automate processes across all departments, including Finance, Marketing, Inspection & Quality Control (I&QC), Vigilance, Container Freight Station (CFS), Construction, Establishment, Audit, Pension, and Administration. The proposed Open Source ERP System will support KSWC's transformation into a data-driven organization, enabling real-time decision-making, enhancing transparency, and ensuring compliance with both state and national regulations. The solution must adhere to the schedule of requirements outlined in the Bill of Quantities (BOQ) and meet the technical specifications under the terms and conditions detailed herein.

Brief Details of KSWC and the Proposal

Organization Inviting RFP	Kerala State Warehousing Corporation
Name of the Project Work	Supply and Implementation of an integrated Open Source ERP Solution to cover the entire spectrum of activities of KSWC for its HQ, 55 Warehouses, 9 Regional offices, 3 Zonal Offices and 1 Container Freight Station across the State of Kerala
Tender Notification Reference	Tender No: through http://etenders.kerala.gov.in/
Mode of Submission of RFP	Online though e-Procurement portal at www.etenders.kerala.gov.in
Non-refundable Tender document fee and Earnest Money Deposit (EMD) payable *	Tender Fee: Rs.2500/- + 18% GST EMD: Rs.50000/- to be remitted online during bid submission)
Last date for receipt of Pre-Bid queries **	11-04-2025 5.00PM
Date, Time of Pre-Bid meeting	16- 04 -2025 11 AM
Venue of Pre-Bid meeting	Kerala State Warehousing Corporation, Near South Railway station, Ernakulam, Kochi-16.
Last date & time for uploading the e-Bids [Cover I & Cover II]	25- 04-2025 4.00 PM
Opening of Pre-Qualification cum Technical Bids (Cover I)	28- 04 -2025 11 AM
Date and time of Technical Presentation by bidders	06- 05-2025 10.30 AM

Opening of Commercial Bids	Commercial Bid will be opened after scrutiny of Pre-Qualification & Technical Bid
Bid validity period	180 days from the last date for submission of proposals
Name & address where queries/correspondence concerning this RFP is to be sent	Managing Director, Kerala State Warehousing Corporation, Near South Railway Station, Ernakulam, Kochi-16.
The Contact Persons	1. Mr. Hari Krishnan N. Nodal Officer - Computerisation Project Mob No: 9446684605 2. Mr. Sham lal S. Committee Member - Computerisation Project Mob No: 9847692024

*   EMD exemption is allowed to MSME companies as per Govt. rules.

** Queries may be done through the above mobile numbers or through kswczosouthnew@gmail.com / kswcktr@gmail.com

Scope of the Work

Driven by a commitment to leveraging cutting-edge technologies and adapting to its evolving requirements, Kerala State Warehousing Corporation (KSWC) seeks to implement an integrated Open Source ERP Solution to cover the entire spectrum of activities of KSWC for its HQ, 55 Warehouses, 9 regional offices, 3 Zonal Offices and Container Freight Station across the State of Kerala.

The primary objectives of implementing the Open Source ERP System at KSWC are as follows:

Integration of Operations: The Open Source ERP System will integrate operations across all KSWC offices, warehouses, and the CFS, ensuring seamless data flow and reducing redundancy.

Enhanced Efficiency: By automating manual processes, the Open Source ERP System will reduce the time and effort required to manage routine tasks, leading to increased productivity and operational efficiency.

Real-Time Data Access: The Open Source ERP System will provide real-time access to critical data across all functional areas, enabling informed decision-making and quicker response times to operational challenges.

Financial Management and Control: The system will provide comprehensive financial management, including accounting and reporting, to ensure accurate financial records and compliance with auditing standards for all statutory functions related to Warehouse, CFS, Marketing, and Construction within the State Warehousing Corporation.

Improved Customer Service: Through better management of warehousing operations and customer interactions, the Open Source ERP System will enhance the quality of service provided to KSWC's clients.

Scalability: The ERP solution will be scalable to accommodate the future growth of KSWC, including potential expansion into new service areas and increased transaction volumes.

Training and Knowledge Transfer: The implementation will include comprehensive training programs to ensure that KSWC staff are fully equipped to utilize the Open Source ERP System effectively.

The selected Implementation partner has not only to ensure the development of a robust software application and installation of required IT infrastructure, but it also has to address several other activities like Training and capacity building, providing post-implementation maintenance for application and support.

1. The selected bidder shall conduct a detailed systems study to prepare / refine the Functional Requirements Specifications and formulate the System and Software Requirements Specifications documents incorporating the functional specifications and standards.

2. An implementation plan should be prepared by the bidder and submitted to the KSWC, before executing the work.

3. The bidder shall prepare a User Requirements Traceability Matrix on the basis of Functional Requirements Specifications (FRS), Non-Functional Requirements Specification, and Technical Requirements provided by KSWC. The bidder shall ensure that the new system is fully compliant with the requirements and specifications provided in the SRS and FRS and Non-functional requirements.

4. The bidder shall be responsible for the Supply, Installation, and Implementation, Warranty, Operations and Maintenance.

5. The selected bidder shall create and maintain all software project documents that shall be submitted to KSWC for approval as per agreed timelines. The documents submitted by the selected bidder shall be reviewed and approved by KSWC.

6. Training should be provided to the employees of KSWC for day-today system administration, management and operations for the supplied solution

7. Project documents include but are not limited to the following

    I. Project Vision document

    II. Detailed Project Plan

    III. Functional Requirements Specifications

    IV. System Requirements Specification

    V. System Design Documents

    VI. Test Reports

    VII. User Manuals

8. The selected bidder shall support KSWC in fixing the issues reported, until Safe to Host certificate is obtained before Go-live.

9. Successful bidder will be responsible for smooth operations and maintenance services for the period covering onsite support for 1 year of warranty (free of cost) after the successful implementation of all phases/modules. It should be followed by 3 years of Periodic and Annual Maintenance Contract (AMC) and Annual Technical Support (ATS) after the onsite support warranty covering for all the licensed software. Specify the amount and periodic conditions for AMC and ATS charges if any (if it is free of cost, specify the period)

Terms & Conditions

1. General Conditions

1.1. This tender document is non-transferable. It is available exclusively online at www.etenders.kerala.gov.in and is not for sale through any other channels.

1.2. KSWC reserves the right to amend or cancel the tender, in whole or in part, at any time without prior notice.

1.3. KSWC may revise or issue additional data to clarify or modify any part of the tender. Any such changes will be incorporated as supplements to the tender document.

1.4. Detailed instructions for submitting bids electronically are provided under "Help to bidders" on the website www.etenders.kerala.gov.in.

1.5. The rates and items offered must be valid for a period of 180 days from the proposal due date. The validity of the quoted prices must be clearly stated in the bid.

1.6. A tender fee of Rs.2500/- plus 18% GST and an Earnest Money Deposit (EMD) of Rs.50000/- must be paid online.

1.7. Companies exempt from EMD must provide valid certification from the Stores Purchase Department, Government of Kerala.

1.8. Timely project execution is crucial. Any delays in the development, deployment, or commissioning of the Open Source ERP System may result in penalties, contract cancellation, and forfeiture of the EMD.

1.9. Failure to fulfil the contract in accordance with the terms and conditions will result in forfeiture of the EMD or any security deposits furnished by the bidder.

1.10. The bidder is responsible for the development, deployment, commissioning, and warranty of the Open Source ERP System provided.

1.11. The EMD must be paid using the online payment features of the Kerala e-procurement system. Although NEFT is specified in the tender, bidders may also use SBI Internet Banking or RTGS, provided the amount meets RTGS thresholds.

1.12. All contractual terms imposed by the customer will apply to the bidder.

1.13. Bidders must accept all terms and conditions in full. Deviations may result in disqualification of the bid.

1.14. Government tender rules and regulations apply to this tender.

1.15. Any components essential for the implementation or integration of the Open Source ERP System that are not explicitly mentioned in the Bill of Quantities (BOQ) must be supplied by the bidder.

1.16. The licensing or subscription period must cover the full warranty period.

1.17. Bids must be submitted by a single entity. Consortiums and subcontracting are not permitted.

1.18. The bidder must be Govt./Public/Private/Pvt.LLP/ company registered under Startup Mission of Government of Kerala/ others (please specify) which has main Head Quarters in Kerala (ie., registered in Kerala State). A copy of the registration certificate must be provided.

1.19. The bidder must hold valid ISO 27001:2013 or higher certifications.

1.20. The bidder or OEM must have a turnover of INR 1 crore per year for the past three financial years ending 2022-2023. The bidder must submit a certificate from a Chartered Accountant and the company must be a company registered in Kerala having main Head quarters in Kerala and has to provide details of the registered office in Kerala.

1.21. The bidder must declare that they have not been debarred or blacklisted by any Government or Semi-Government organization and that there are no major complaints about the quality of their services or products.

1.22. The bidder must submit copies of work orders, completion certificates, performance certificates, and contact details for Open Source ERP Systems they have implemented.

1.23. Bidders must review and comply with all terms and conditions in this document. A compliance statement, marked as "Complied" or "Not Complied" against each item in the tender, must be submitted.

Supporting documentation must accompany the compliance statement. Failure to meet this requirement may result in disqualification of the bid. The compliance statement must be submitted along with the Technical Bid.

1.24. Only one bidder will be selected for the project to maintain a single point of contact for support.

1.25. Refer to Annexure 7 for Pre-Qualification Criteria.

1.26. KSWC may modify the Request for Proposal (RFP) at any time before the deadline for bid submission by issuing a corrigendum or addendum.

1.27. Corrigenda, addenda, and clarifications to bidder queries will be posted on the website www.etenders.kerala.gov.in.

1.28. Bidders must submit a signed copy of any corrigendum or addendum along with their proposal.

1.29. The bidder must demonstrate expertise in software technologies, including experience with relevant software, frameworks, and tools required for the project.

1.30. The Original Equipment Manufacturer (OEM) if any, must certify that the ERP software and related products will be supported for at least three years from the date of implementation at KSWC. OEM if any, shall authorise the bidder as authorised partner for the development activity. This includes technical support and maintenance, contingent on the completion of required payments. The bidder must provide licenses and authorization for all third-party tools and software used in the Open Source ERP System.

1.31. Corrigenda, addenda, and clarifications to bidder queries will be posted on the website www.etenders.kerala.gov.in.

2. **Preparation of Bids** (Document Comprising the bid)

2.1. The bid shall be in two parts as follows

2.1.1. PART-I (PRE-QUALIFICATION CUM TECHNICAL BID)

2.1.2. PART-II (COMMERCIAL BID)

2.2. PART-I shall contain

2.2.1. Bidder Information Letter in Bidder's Original Letter Head in the Format listed as ANNEXURE-01.

2.2.2. Bid Form in the Format listed as ANNEXURE-02.

2.2.3. Certificate of Incorporation or Registration of the Firm

2.2.4. Copies of Tax Registration Certificates

2.2.5. Copy of the Permanent Account Number card

2.2.6. Compliance statement as shown in ANNEXURE-03 shall be submitted with compliance noted against each item in detailed technical specification shown in ANNEXURE-05

2.2.7. Datasheet of quoted item from OEM with all specifications sought marked or highlighted against each specification sought.

2.2.8. Detailed specification of the item offered.

2.2.9. Letter of undertaking as shown in ANNEXURE-06

2.2.10. Technical Bid- Technical Bid should include

❖ The approach which the firm intends to adopt for creation of the solution, including a detailed service(s) description according to the scope of work mentioned in this RFP document

❖ The timelines for completion of the tasks

❖ The project team to be assigned and their qualification, experience and roles in the project

❖ A statement of the experience of the firm in work of this type including the years in which it was undertaken and the clients it is presently serving.

2.3. PART-II shall contain

2.3.1. Commercial Bid for the Schedule of Items quoted in the prescribed format (BOQ) ANNEXURE-4.

3. Pre-Qualification Criteria

▪ The bidder must be a technology service provider with a minimum of five years of operation in the software industry.

▪ The bidder must have experience for successfully implementing a) 3 software projects each of contract value greater than Rs.40 Lakh above or b) 2 Projects (each of contract value greater than Rs.60 Lakh above) or c) 1 Project (contract value above Rs.1.2 Crore)

- The bidder must be registered as a business entity in Kerala having Main Head Quarters in Kerala.

- The bidder must have an average annual turnover of at least INR 1 crore per year for the past three financial years ending 2022-2023 certified by Chartered Accountant.

- The bidder must have been profitable in each of the last three financial years ending 2022-2023 certified by Chartered Accountant.

- The Bidder should have positive net worth for the last three audited Financial Year ending 2022-2023 certified by Chartered Accountant.

- The development team must comprise more than 70% technically qualified employees, ensuring high technical competence.

- The bidder must employ a minimum of 50 full-time technical staff members.

- The bidder must not have any pending legal cases related to fraud, corruption or misconduct.

- The bidder must not be blacklisted by any government or public sector organization.

- Detailed Bill of Materials for all the required components should be mentioned, else the bidder will be disqualified.

- A tender fee of Rs.2500/- plus 18% GST and an Earnest Money Deposit (EMD) of Rs.50000/- must be paid online.

- The bidder must hold valid ISO 27001:2013 or above

4. Bid Submission

4.1. The bidder shall submit the above tender document online in PDF well in advance before the prescribed time.

5. Bid Prices

5.1. Prices in the commercial bid format shall be entered in the following manner: the unit price should exclude the GST in the respective cell of the BOQ sheet.

5.2. The price quoted should be inclusive of delivery, freight charges, insurance, extended warranty of the items and all other charges like freight, loading, unloading etc except GST.

6. Bid Evaluation

6.1. Evaluation of the Proposal will be done in two stages

6.1.1. Pre-Qualification & Technical Bid

6.1.2. Financial Bid.

6.2. Initial bid scrutiny will be done and proposals with incomplete information, subjective, conditional and partial offers shall be treated as non-responsive.

6.3. PART-I (Pre-Qualification & Technical Bid) of the tender will be opened at the first stage on the due date and time indicated for opening in the tender notice

6.4. The PART-II (Financial Bid) will be opened at the second stage on the date and time as intimated after scrutiny of PART-I (Pre-Qualification & Technical Bid).

6.5. Part I, Pre-Qualification and Technical Evaluation would be done as per Annexure 07, Annexure 08 and Part II, Financial Bid Evaluation would be done as per Annexure 09.

6.6. The financial proposal of only those bidders who meet the minimum prequalification criteria and technical criteria and submit the EMD and tender fee will be evaluated.

6.7. The tenderers whose PART-I (Pre-Qualification & Technical Bid) are found suitable/acceptable to the Purchaser will be given advance intimation by the purchaser

6.8. The technically unqualified tenderers will neither be given any intimation about the due date and time for opening PART-II

(Financial Bid) of the tender nor will they be permitted to participate in the opening of the same.

6.9. PART-II (Financial Bid) of the technically disqualified tenderers will not be opened.

6.10. The decision of the Evaluation Committee in the evaluation of responses to the tender shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee.

6.11. The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.

6.12. KSWC reserves the right to reject any or all proposals on the basis of any deviations. Each of the responses shall be evaluated as per the criteria and requirements specified in this tender.

6.13. All bid prices should be excluding GST. Bidders who qualify technical evaluation with a minimum score on 80%, shall be used for the selection of agency.

6.14. Lowest bid among Financial bid will win the bid after Technical Evaluation

6.15. In case of a tie the bidder with higher technical score will be awarded the contract.

7. Project Timeline and Payment Schedule (bidder may give the deliverables complying to this timeline).

Sl. No.	Project Deliverable	Timelines
1	Project Kick-off	Within 15 days after execution of agreement
2	Project Plan and Work Schedule report submission	With in one month after Kick-off
3	SRS Submission	With in two months after Kick-off
4	Development	With in One and a half year after Kick-off
5	User Testing and Acceptance report	After delivery, 3 months
6	Go-live of each module/Phase	6 months
7	Project Documentation and handover	With in 3 months After User Testing Acceptance report

Payment Schedule

Sl. No.	Milestone	% of Total Cost	Payment Terms
1	Phase I Completion (within six months) (User Management, Ware-house Management, Basic Accounting Modules and\its documentation	25%	25% of the total project cost upon successful implementation of Phase 1, User Acceptance Testing (UAT), and approval of all modules under Phase I.
2	Phase-II Completion(with in twelve months from kick-off date) (CFS Management, Business /Marketing /Inspection Modules) and its documentation	25%	25% of the total project cost upon successful implementation of Phase 2, User Acceptance Testing (UAT), and approval of all modules under Phase II.
3	Phase-III Completion(within Eighteen months from kick-off date) (Const-ruction Management, Payroll & Pension Modules, Reporting & Analytics) and its documentation	25%	25% of the total project cost upon successful implementation, User Acceptance Testing (UAT), and approval of all modules under Phase III.
4	Go-Live & User Training Completion and its documen-tation	20%	20% of the total project cost upon successful Go-Live of the full ERP solution and completion of comprehensive user training across all modules.
5	Final Documentation and Handover	5%	5% of the total project cost upon submission of all required documentation, completion reports for all phases,Security testing and hosting before formal handover of the entire ERP solution.

Project Development Phases

Phase 1:

In this phase, the objective is to establish the fundamental modules that support essential business operations and user management. The User Management Module will include features such as Role-Based Access Control (RBAC), user authentication and authorization, audit trails and activity logs, password management, user profiles and preferences, and group management. The Warehouse Management Module will encompass depositor management, commodity management with commodity list creation and deposit details, warehouse receipts, daily transaction recording, billing and invoicing, cash receipt issuance, comprehensive reporting, and attendance management. Additionally, the Basic Accounting Module will cover general ledger management, accounts payable and receivable, financial approvals, voucher issuance to warehouses, and approval of incentives, travel allowances, and employee benefits.

Thus **Phase 1 covers**

The details of Warehouse activities

1. Deposit,

2. Release

3. All billings related to warehouse activities which includes pest control work

4.Other routine actitivities which have to integrate with Regional office, Zonal Office and Head Office and has to submit its documentation. Please refer respective modules mentioned in this document.

5.Basic Accounting Modules: Provision has to be made for porting the above mentioned basic accounting data automatically to existing Tally software from the new application software by giving provision for verification before porting to Tally software.and has to submit its documentation.

Phase 2:

The objective of Phase 2 is to enhance operational efficiency through additional functionalities and inter-module integration. This phase will introduce the Container Freight Station (CFS) Management Module, which will manage all the details

1. Import and export cargo

2. Bonded warehouse cargo

3. Financial and operational reporting

4. Compliance management.

Weighbridge functionalities and other routine activities.

Furthermore, the Business Module (Marketing, Inspection & Quality Control) will include customer information management, work sheet preparation, chemical stock management, inspection reports etc.

TA request, incentive request from various offices and its approval and incentive calculation in respective offices.and has to submit its documentation.

Please refer respective modules mentioned in this document.

Phase 3:

In Phase 3, the focus will be on construction management and continuous optimization of processes. The Construction Module will cover the following.

1. Work inspection

2. Project status management

3. Final payment processing and other routine activities.

4. The Payroll Module and Pension Module will manage the following

    a) Employee data,

    b) Attendance tracking,

    c) Payroll processing,

d) Pension calculations, reporting, and compliance, along with integration with Tally for streamlined financial reporting.

e) Lastly, comprehensive reporting and analytics will involve developing customized reports based on user roles and analysing data across modules to identify areas for improvement.

Since the present accounting system is doing manually using Tally software, there is no need for separate accounting package/module. Provision has to be made for porting the above mentioned basic accounting data automatically to existing Tally software from the new application software by giving provision for verification before porting to Tally software.and has to submit its documentation.

Please refer respective modules mentioned in this document.

8. Right to Accept / Reject the Tenders

8.1. The undersigned reserves the authority to accept or reject any or all of the offers for any particular item without assigning any reason whatsoever.

8.2. Tenders not accompanied with prescribed information or incomplete in any respect, and/or not meeting prescribed conditions, shall be considered as non-responsive and are liable to be rejected.

8.3. The undersigned reserves the authority to accept or reject any bid or a part of the bid or to annul the bidding process and reject all bids at any time prior to the award of the contract without assigning any reason whatsoever.

8.4. If the bidder gives wrong information in his tender, the undersigned reserves the right to reject such tender at any stage or to cancel the contract.

8.5. The quantities mentioned in Annexure-04 are approximate, and they may vary according to the customer's requirements. KSWC have the right to increase / decrease the quantity mentioned on demand, and the supplier is obliged to supply the same. Billing will be done based on the actual quantities.

8.6. Complete deduction / reduction / increase in number of any item listed, if necessary, at the time of purchase will be at the discretion of the undersigned.

8.7. If the procuring entity does not procure any subject matter of procurement specified in the bidding documents due to change in circumstances, the bidder shall not be entitled for any claim or compensation.

8.8. The decision of the undersigned in finalizing the tenders shall be final and binding.

9. Issue of Letter of Intent / Supply Order

9.1. The acceptance of the tender will be intimated to the successful bidder either by email OR both email and registered post.

9.2. The issue of a Letter of Intent / Purchase order shall constitute the intention of KSWC to enter into the contract with the bidder.

9.3. Purchase Order shall be released only after the acceptance of the Letter of Intent (LOI) by the bidder within 15 days.

9.4. The bidder shall execute an Agreement in Kerala stamp paper of 0.1% of total project cost for agreement execution with KSWC within a week of issuance of the letter of Intent / Purchase Order.

9.5. The bidder shall furnish a Security Deposit of an amount equivalent to 5% of the contract value in the form of a Term Deposit / Bank Guarantee / Demand Draft drawn in favour of the Managing Director, Kerala State Warehousing Corporation, Ernakulam, Kochi-16. The validity of the BG shall be for a period of 60 months. The same shall be submitted along with the Agreement. Additional 5 % amount will be retained in KSWC if the bidder fails to submit BG or deposit in KSWC.

10. Supply / Work Completion

10.1. The bidder must strictly adhere to the project timelines and milestones outlined in the project plan. Any delays must be communicated to KSWC in writing with valid reasons, and KSWC reserves the right to accept or reject such delays.

10.2. The software must be delivered in accordance with the order terms, ensuring it meets the specified quality standards and is free from defects.

10.3. Any changes to the project scope, design, or functionalities after the approval of the SRS / FRS must be documented and formally agreed upon through a change request process.

10.4. All change requests must be submitted in writing and approved by KSWC before implementation. The bidder must provide an impact analysis for any changes, including revised timelines and cost implications, if applicable.

10.5. The system must undergo comprehensive testing, including Unit Testing, Integration Testing, System Testing, and User Acceptance Testing (UAT), to ensure it is fully functional, error-free, and meets the agreed specifications.

10.6. All deliverables, including system design documents, test results, and user manuals, will be reviewed and approved by KSWC to ensure compliance with contract requirements.

10.7. The Open Source ERP System will only be accepted after the successful completion of UAT, security audits, and the issuance of a Safe to Host certificate by a CertIN-empanelled agency.

10.8. If the delivered Open Source ERP System does not meet the specifications outlined in the tender, it will be rejected, and the vendor may be blacklisted.

10.9. The bidder is required to rectify any issues or defects in the Open Source ERP System at no additional cost, as outlined in the tender terms, upon handover to the customer.

11. Documentation

11.1. All documents as per Section 8 has to be submitted by the successful bidder.

11.2. Work progress should be reported on a weekly basis.

11.3. Documentation of all configurations, back up, recovery and business continuity plan and all other relevant documents details.

12. Training

12.1. Necessary training should be given to the KSWC staff free of cost.

13. Warranty Clause

13.1. Given along with the specification

14. Warranty

All support and services necessary for the implementation, customization, smooth operation, monitoring, maintenance and management of the open-source ERP solution, as outlined in the RFP, will be provided as part of the project deliverables throughout the contract period, including both the warranty and post-warranty phases.

- The warranty for the open-source ERP software will be comprehensive and on-site, starting from the full go-live date of the system and lasting for one year.

- The successful bidder must provide maintenance and support under the warranty, without any additional costs, for one year following the final go-live sign-off by KSWC. During this warranty period, no extra charges will be incurred by KSWC. Any issues, including bugs or service disruptions, must be addressed and resolved at no additional cost during both the contract and warranty periods.

- The bidder is responsible for ensuring that all services comply with applicable laws, regulations, and industry best practices. Additionally, the bidder must obtain all necessary approvals, consents and licenses from relevant regulatory and non-regulatory authorities required for the execution of services.

- The bidder guarantees that all deliverables and services will meet the requirements stated in the Agreement. Furthermore, the bidder assures that the open-source ERP software provided to KSWC is following applicable open-source licenses and is accompanied by all necessary documentation. The bidder will bear full responsibility for ensuring the proper design, quality, and functionality of all Open Source ERP System components under the warranty terms.

15. Force majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or KSWC as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics

- Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos

- Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes. The bidder or KSWC shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract.

16. Dispute resolution / Arbitration process

The Bidder and KSWC shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.

- The matter will be referred for negotiation between MD KSWC and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.

- In case it is not resolved between MD KSWC and the bidder, it will be referred to The Chairman of KSWC for negotiation and his decision will be final and binding for both the parties.

- In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. Arbitration shall be held in Ernakulam and conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof. Each Party to the dispute shall appoint one arbitrator each and the two arbitrators shall jointly appoint the third or the presiding arbitrator.

- The "Arbitration Notice" should accurately set out the disputes between the parties, the intention of the aggrieved party to refer such disputes to arbitration as provided herein, the name of the person it seeks to appoint as an arbitrator with a request to the other party to appoint its arbitrator within 45 days from receipt of the notice. All notices by one party to the other in connection with the arbitration shall be in writing and be made as provided in this tender document.

- Each Party shall bear the cost of preparing and presenting its case, and the cost of arbitration, including fees and expenses of the arbitrators, shall be shared equally by the Parties unless the award otherwise provides. The Bidder shall not be entitled to suspend the Service/s or the completion of the job, pending resolution of any dispute between the Parties and shall continue to render the Service/s in accordance with the provisions of the Contract/Agreement notwithstanding the existence of any dispute between the Parties or the subsistence of any arbitration or other proceedings.

17. Exit Management

As part of the Exit Management plan, the successful bidder shall provide the following essential services to KSWC:

- Transfer full control of all IT assets, including hardware, software, licenses, warranties, source code, credentials, and knowledge base to KSWC.

- Ensure that all documents, files, and knowledge bases are updated and made fully available to KSWC before the exit.

- Conduct a thorough knowledge transfer to authorized KSWC representatives, including document sharing, application demonstrations, joint code reviews, credential transfers, and explanations of the IT policies and processes followed during the project.

- Provide support to KSWC in addressing any issues that arise during the transition period.

Key tasks to be performed by the bidder during the transition period include:

1. Submission of a comprehensive Exit Management plan to KSWC.

2. Transfer of all IT and non-IT assets acquired for the ERP solution development, which were procured by KSWC.

3. Ensure that the Open Source ERP System is rigorously tested and fully operational before it is handed over to KSWC.

4. Resolve all critical open issues before the exit. Any remaining open issues at the time of exit must be documented and provided to KSWC.

5. Assist with the assignment, transfer, or novation of agreements with OEMs, contractors, and subcontractors as required.

6. Provide appropriate access to the ERP application and facilitate a smooth knowledge transfer to KSWC staff to ensure continuity of operations.

ANNEXURE-01: BIDDER INFORMATION LETTER

(To be submitted in Letter Head)

To,

      Managing Director,
      Kerala State Warehousing Corporation,
      Near South Railway Station,
      Ernakulam, Kochi-16.

Sir,

      Sub: "Development, Supply, Installation and training of a Complete Enterprise Resource Planning Opensource Solution for Kerala State Warehousing Corporation"

I / We have downloaded tender document from the website http://etenders.kerala.gov.in for the Tender and furnishing the following details for your information.

My / our full address for communication (with Telephone/ FAX Nos.)	My / our full address on which PO to be placed (with Telephone/ FAX Nos.)

Signature of Bidder

(Seal)

ANNEXURE-02: BID FORM

BID FORM

(To be submitted in Letter Head)

To,

      Managing Director,
      Kerala State Warehousing Corporation,
      Near South Railway Station,
      Ernakulam, Kochi-16.

Sir,

      Sub: "Development, Supply, Installation and training of a Complete Enterprise Resource Planning Open source Solution for Kerala State Warehousing Corporation"

1. Having examined the conditions of the tender contract, the receipt of which is hereby duly acknowledged, I / We, the undersigned, offer to execute all works in conformity with the tender specifications referred to above and also to the said terms and conditions of contract for the sum shown in the commercial bid(s) attached herewith and made part of this bid.

2. I / We undertake, if our Bid is accepted, to complete supply and installation by '' weeks from the date of confirmed P.O.

3. I / We agree to abide by this Bid up to '' days from the date of confirmed P.O. and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

4. We understand that you are not bound to accept the lowest or any bid, you may receive.

5. I / We affirm that I / We have enclosed the acceptance of all terms and conditions and also all brochures detailing the technical specifications of the items quoted by me/us.

6. The tender document for the works mentioned above has been obtained by me from the URL https://etenders.kerala.gov.in the official website Government of Kerala, and I / We hereby certify that I / We have read the entire terms and conditions of the tender document, which shall form part of the contract agreement and I / We shall abide by the conditions/ clauses contained therein.

7. I / We hereby unconditionally accept the conditions of tender document in its entirety for the above supplies

Dated this …………………….....day of 2025

Signature of In capacity of Duly authorized to sign the bid for and on behalf

……………………………………………..

Witness 1

Name & Address

Signature …………………………….

Witness 2

Name & Address

Signature …………………………….

ANNEXURE-03: COMPLIANCE STATEMENT

COMPLIANCE STATEMENT

Sir,

Sub: "Development, Supply, Installation and training of a Complete Enterprise

Resource Planning Open source Solution for Kerala State Warehousing Corporation"

No.	Specification as per Tender	Specification of the item offered	Variation	Remarks

Name & Address of Company

Signature of Bidder

(Seal)

ANNEXURE-04: FINANCIAL BID

1. Implementation and Deployment Costs

- **Implementation Fees:** Cost for deploying the ERP system, which could include installation, configuration, data migration, and system integration.
- **Customization Fees:** Any charges for custom development or modifications to meet specific needs.
- **Consultancy Charges:** Fees for consultants required to analyze the client's needs, design the system architecture, or provide specific expertise.
- **Project Management Fees:** Costs associated with managing the deployment process, including timeline and resource planning.
- **Training Costs:** Charges for training the staff and end-users on how to use the ERP system effectively, which could include on-site or online training sessions.

2. Maintenance and Support Costs

- **Annual Maintenance Fees (AMC):** Any recurring fee for ongoing support, updates, and bug fixes.
- **Technical Support:** Any Cost for various levels of technical support (e.g., phone support, email support, 24/7 support, etc.).
- **Updates and Upgrades:** Any costs associated with periodic updates or upgrades to the ERP software to ensure it stays current and fully functional.
- **Bug Fixes and Patches:** Any Specific fees for addressing any issues on post-implementation.

3. Hosting and Infrastructure

- Application should be hosted in State Data Centre.
- Temporary hosting has to be provided by the bidder on the implementation stage of each phase.

4. Third-Party Software or Integration Costs

- **Third-Party Licenses:** Costs for any third-party software or licenses required for the ERP system to function (e.g., databases, business intelligence tools, etc.).

- **Integration Costs:** Costs for integrating the ERP system with other Applications (e.g., Bio metric System, Tally integration, mobile application Etc.).

5. Additional Costs

- **Data Migration:** Since there is data migration for payroll module ie., transferring data from existing software to the new ERP, outline the cost and complexity of the migration process.

6. Payment Methods:

Specify accepted methods of payment (e.g., bank transfer).

7. Total Cost of Ownership (TCO)

- The ownership of the product will be vested with KSWC. However,bidder should Provide number of years of free service and after the free service period ,mention the cost applicable for AMC.
- The Financial bid should have the Total Project Cost, with the above mentioned breakups.

8. Taxes and Fees

- Clearly state any taxes (e.g. GST) or additional fees applicable in the client's region.

9. Warranty and Performance Guarantees

- Include any warranty for the system's performance, specifying the duration and conditions.

- Include performance guarantees (Transaction Speed, System Availability,Scalability, Response Time, Integration Performance etc),
  if any.

Note : Estimated Bid Value indicated in the e-tender site is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project/ Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also, this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid.

ANNEXURE-05 :   DETAILED TECHNICAL SPECIFICATION

Sub: "Development, Supply, Installation and training of a Complete Enterprise Resource Planning Open source Solution for Kerala State Warehousing Corporation"

TECHNICAL BID

The **technical bid** outlines the technical aspects of the proposal to demonstrate the bidder's capabilities and how their solution meets the requirements specified by the organization issuing the tender. It focuses on the functional and technical specifications, implementation process, and support structure of the ERP solution.

1. Summary

- **Company Overview**: Brief introduction to the vendor, its history, expertise, and experience with ERP systems.
- **Solution Overview**: High-level description of the ERP solution being proposed, including its modules and how it addresses the organization's business needs.

2. Technical Architecture

- **System Architecture**: Description of the underlying architecture of the ERP system (e.g., client-server, cloud-based, hybrid, on-premise).
- **Technology Stack**: Details of the technologies and tools used (e.g., database systems, programming languages, frameworks).
- **System Integration**: How the ERP will integrate with existing systems and third-party applications, including APIs, data connectors, etc.
- **Data Security**: Security features, including encryption, role-based access control, data backup, and disaster recovery plans.

3. ERP Functional Modules

- **Core Modules**: Detailed description of the ERP modules included in the proposal (e.g., Warehouse Modules and its Integration, Tally Integration etc.).
- **Customization**: Information on how the ERP system can be customized to meet specific needs.
- **Scalability and Flexibility**: How the system can scale to accommodate future growth.
- **Mobile Access**: If mobile or remote access is supported, including apps for mobile devices and web access capabilities.

4. System Requirements

- **Hardware Requirements**: Minimum and recommended hardware specifications for both on-premise and cloud-based deployment options.
- **Software Requirements**: Operating system, database, and other software dependencies (e.g., middleware, web servers).
- **Hosting Details**: Hosting should be done in State Data Centre

5. Implementation Plan

- **Implementation Methodology**: Approach and methodology for deploying the ERP system, including phases like discovery, design, configuration, testing, and go-live.
- **Timeline**: A clear timeline with milestones for project completion, including the estimated duration for each phase.
- **Project Management**: Overview of project management processes, tools, and the team involved in the implementation.
- **Training Plan**: Details about user training, including types of training (e.g., on-site, online), materials provided, and training schedules.
- **Data Migration**: Plan for migrating existing data from current systems to the new ERP solution, including validation and testing.

6. Testing and Quality Assurance

- **Testing Procedures**: Overview of testing strategies, including unit testing, integration testing, user acceptance testing (UAT), and system performance testing.
- **Bug Tracking and Resolution**: How bugs or issues will be tracked and resolved, including the use of defect management tools.
- **Performance Benchmarks**: System performance and load testing details to ensure the ERP system can handle the required transaction volumes.

7. Support and Maintenance

- **Post-Implementation Support**: Details of ongoing support after the ERP is implemented, including helpdesk, incident management, and service level agreements (SLAs).
- **Upgrades and Updates**: Information about the frequency and process for applying system updates and upgrades (e.g., feature updates, bug fixes).
- **Customization Maintenance**: Specify AMC Support on any customizations made to the ERP system will be maintained during upgrades.

8. Compliance with Functional Requirements

- **Mapping to Tender Specifications**: A detailed mapping of how the proposed ERP solution meets the functional and technical requirements specified in the tender document.
- **Gap Analysis**: Any gaps between the tender's requirements and the ERP system's capabilities, along with solutions or workarounds.

9. User Interface and Experience

- **UI/UX Design**: Overview of the system's user interface design, including screenshots or demo links to show the user experience.
- **User Roles and Permissions**: Explanation of the role-based access control model, including predefined roles and permissions for different users.

- **Accessibility Features**: Information on accessibility features, including support for multiple languages, accessibility for users with disabilities, and any localization capabilities.

10. Cost Breakdown (If Applicable)

- **Licensing Model**: Whether the solution is subscription-based (SaaS), perpetual license, or any other model.
- **Implementation Costs**: Breakdown of costs for installation, configuration, and training.
- **Annual Maintenance/Support Fees**: Recurring costs for ongoing support, maintenance, and software updates.

11. References and Case Studies

- **Client References**: List of similar organizations or projects where the ERP system has been successfully implemented.
- **Case Studies**: Detailed case studies highlighting how the ERP has benefited other clients in similar industries or with similar needs.

12. Risk Management

- **Risk Assessment**: Identification of potential risks in the ERP implementation process and how these risks will be mitigated.
- **Contingency Plan**: Steps to be taken in case the project timeline, scope, or budget needs adjustments.

13. Documentation and Deliverables

- **User Manuals and Documentation**: Availability of user documentation, technical manuals, and system documentation.Bidder has to submit the documentation to KSWC .Payment shall be made based on the approval of the documents submitted for each phase.
- **Source Code (if applicable)**: If the tender requires access to the source code, details about its availability.

14. Other Supporting Information

- **Demo or Proof of Concept**: Offer to provide a live demonstration or proof of concept, if required.

- **Additional Features**: Any additional features or value-added services offered by the vendor (e.g., AI-driven analytics, predictive capabilities, etc.).

15. Vendor Certifications and Accreditations

- **Certifications**: Any certifications the vendor or ERP system holds (e.g., ISO 9001 for quality management, ISO 27001 for information security).
- **Partnerships**: Relevant technology partnerships, such as with major cloud providers (e.g., Microsoft, AWS, Oracle).

The technical bid should be comprehensive, detailed, and focused on demonstrating the vendor's ability to meet the technical, functional, and operational requirements of the client as outlined in the tender.

User Requirements

As part of its ongoing efforts to improve operational efficiency, financial management, and service delivery, KSWC has identified the need to implement a comprehensive, open-source Enterprise Resource Planning (ERP) system. This Open Source ERP System will integrate all core functions across the corporation, enabling better coordination, improved data accuracy, and streamlined processes. The existing systems within KSWC, which are currently used to manage its diverse operations, have limitations in terms of integration, scalability, and real-time data processing. These challenges hinder the corporation's ability to achieve its strategic goals and meet the growing demands of its stakeholders.

To address these challenges, KSWC is seeking proposals from qualified bidders to implement an ERP Opensource solution that will standardize and automate processes across all departments, including Finance, Marketing, Inspection & Quality Control (I&QC), Vigilance, Container Freight Station (CFS), Construction, Establishment, Audit, Pension, and Administration. The Open Source ERP System is expected to support KSWC's transition towards a more data-driven organization, enabling real-time decision-making, enhancing transparency, and ensuring compliance with state and national regulations.

Objectives

The primary objectives of implementing the Open Source ERP System at KSWC are as follows:

1. Integration of Operations: The Open Source ERP System will integrate operations across all KSWC offices, warehouses, and the CFS, ensuring seamless data flow and reducing redundancy.

2. Enhanced Efficiency: By automating manual processes, the Open Source ERP System will reduce the time and effort required to manage routine tasks, leading to increased productivity and operational efficiency.

3. Real-Time Data Access: The Open Source ERP System will provide real-time access to critical data across all functional areas, enabling informed decision-making and quicker response times to operational challenges.

4. Financial Management and Control: The system will provide comprehensive financial management, including accounting and reporting, to ensure accurate financial records and compliance with auditing standards for all statutory functions related to Warehouse, CFS, Marketing, and Construction within the Kerala State Warehousing Corporation.

5. Improved Customer Service: Through better management of warehousing operations and customer interactions, the Open Source ERP System will enhance the quality of service provided to KSWC's clients.

6. Scalability: The Opensource ERP solution will be scalable to accommodate the future growth of KSWC, including potential expansion into new service areas and increased transaction volumes.

7. Training and Knowledge Transfer: The implementation will include comprehensive training programs to ensure that KSWC staff are fully equipped to utilize the Open Source ERP System effectively.

Technical Requirements

▪ The Opensource ERP solution should be built on a robust and scalable open-source platform, ensuring transparency, flexibility, and cost-effectiveness.

▪ The software must allow for customization and integration without the need for costly licensing fees, providing the freedom to modify the source code to meet specific business needs.

▪ The Open Source ERP System should be accessible via a web browser, eliminating the need for client-side installations and enabling access from any location with an internet connection.

▪ It should support multiple concurrent users with role-based access control, ensuring that users have the appropriate permissions based on their roles within the organization.

▪ The Opensource ERP solution must be capable of integrating with existing systems, such as Tally and Price.

▪ The Open Source ERP System must adhere to security standards, including secure access controls, to protect sensitive organizational data.

▪ The system must include features such as user authentication and secure data storage to prevent unauthorized access and ensure accountability within the organization.

Modules

The Open Source ERP System must include the following modules:

- **User Management**
- **Warehouse Management**
- **Container Freight Station (CFS) Management**
- **Business (Marketing, Inspection & Quality Control)**
- **Construction**
- **Basic Accounting**

User Management Module

The User Management Module is the cornerstone of the Open Source ERP System, providing centralized control and administration of user

access throughout the organization. This module enables role-based access, ensuring that each user has access to information and functionalities relevant to their role. For instance, the Managing Director should have full visibility into all activities and details within the KSWC ERP. The Finance Manager should be able to access all bidder and customer information, transaction details, and approval requests, as well as the ability to approve requests from Zonal Managers (ZM), Regional Managers (RM), and others. Zonal Managers should have access to all pertinent data and functionalities within their jurisdiction, including those related to Regional Managers, warehouses, and approvals. Similarly, Regional Managers should have access to data and functionalities aligned with their responsibilities.

Key functionalities include:

- Role-Based Access Control (RBAC): Assign specific roles and permissions to users based on their job responsibilities, ensuring that employees have access only to the information and tools they need.
- User Authentication & Authorization: Secure login processes to protect sensitive data.
- Audit Trails & Activity Logs: Track user activities within the system to ensure accountability and enhance security.
- Password Management: Allow users to securely reset and manage their passwords.
- User Profiles & Preferences: Enable customization of individual user profiles, based on privileges.
- Group Management / Role: Create and manage user groups for streamlined access control and communication.

Warehouse Management Module

The Warehouse Module is a comprehensive system designed to manage and optimize all aspects of warehousing operations within the Kerala State Warehousing Corporation (KSWC). The module provides extensive functionality to handle everything from depositor details to complex financial and operational reporting. This Warehouse Module ensures that all warehousing operations within KSWC are managed efficiently, providing comprehensive functionality to handle everything from daily transactions to complex reporting and compliance requirements.

Below is an expanded description of each key feature:

Depositor Management

Depositor Details: Capture and store detailed information about depositors for future reference, including contact information, contract details, and historical data.

Commodity Management

Commodity List Creation: Create and manage lists of all types of commodities stored in the warehouse, including specifications, categories, and associated rates.

Commodity Deposit Management

Deposit Details: Record details of commodities deposited, including rates, units, weight, and any other relevant metrics.

Warehouse Receipts

Receipt Generation: Generate Warehouse Receipts for depositors according to their specific requirements.
Duplicate Receipts: Issue duplicate Warehouse Receipts upon request, subject to predefined conditions.

Release Order Management

Release Orders: Generate Release Orders for the withdrawal of stored commodities as per depositor requests.

Delivery and Deposit Receipts

Receipt Issuance: Generate Delivery/Deposit Receipts for depositors, confirming the details of their deposits or deliveries.

Daily Transaction Recording

Transaction Logging: Enter daily transactions related to deposits and releases, ensuring accurate and up-to-date records.

Billing and Invoicing

Bill Generation: Generate bills for depositors on release, on a monthly basis, or as required. This includes storage charges and other fees.

Storage Capacity Reporting

Capacity Statements: Generate statements showing current storage capacity utilization as of the specified date.

Cash Receipt Issuance

Cash Receipts: Issue cash receipts to customers for payments made, ensuring proper record-keeping.

Pest Control Service Management

Service Entry: Record details of pest control services provided, including work description, chemicals used, employee attendance, and financial metrics like incentives and profit margins.
Service Statements: Generate detailed statements related to pest control, including whether the service was conducted in an owned or hired Godown.

Stock Register Automation

Stock Register: Automatically generate and maintain a stock register, tracking all commodities stored in the warehouse.

Depositor Ledger Automation

Depositor Ledger: Automatically generate a ledger for each depositor, tracking their transactions and balances.

Travel Allowance (TA) Bill Creation

TA Bills: Create and manage TA bills for employees, ensuring accurate reimbursement.

Incentive Statement Generation

Incentive Statements: Generate statements detailing incentives provided to employees, linked to specific tasks or performance metrics.

Expiry Date Management

Stock Expiry: Track the expiry dates of stored commodities as per the warehouse receipt, with an option to extend expiry dates if required.

Commodity Utilization Reporting

Utilization Statements: Generate statements showing commodity-wise utilization as of the specified date.

Godown Hiring Requests

Godown Requests: Facilitate the process of requesting approval for hiring Godowns from private parties for short or long durations.

Private Godown Ledger Management

Utilization Ledger: Generate a ledger detailing the utilization and viability of privately hired Godowns.

Accounts Receipts and Payments

Accounts Management: Record all receipts and payments, ensuring comprehensive financial tracking within the warehouse operations.

Daily Account Closing

Account Closure: Close accounts on a daily basis, with modifications allowed only with the approval of a reporting officer or higher authority.

Comprehensive Reporting

Business Performance Reports: Generate reports on various aspects of warehouse operations, including business performance, billing, quality control, leave records, collection & remittance, income & expenditure, imprest and handling registers, fortnight reports, TDS, chemical usage, furniture & equipment, market value, cheque receipts, stamps, stationery, pending bills, tax registers, and more.

Hired Godown Details

Hired Godown Reporting: Generate statements showing details of hired Godowns, including full address, dimensions, agreement details, rent, and hired rates.

Attendance Management

Attendance Tracking: Mark and track employee attendance, ensuring accurate record-keeping and payroll processing.

Local Purchase Management

Emergency Purchases: Manage local purchases of urgently needed chemicals, with permission from the Inspection & Quality Control (I&QC) department.

Handling Advance Requests

> Advance Requests: Facilitate requests for handling advances, ensuring proper authorization and tracking.

Rent Requests to Zonal Office

> Rent Management: Manage and request rent for hired Godowns through the Zonal Office, ensuring timely payments.

Centre-Wise Target Achievement Statements

> Target Reporting: Generate centre-wise statements showing target achievements on a monthly, bi-monthly, quarterly, half-yearly, or yearly basis.

Pest Control Worksheet Calculation

> Pest Control: Calculate worksheets related to pest control activities, ensuring accurate tracking of services and costs.

Shopping Complex Register

> Shopping Complex: Maintain a register related to Shopping Complex activities, including lease details, and rent collection.

CFS Module

The CFS (Container Freight Station) module is designed to streamline and automate the operations related to the handling of import and export cargo at the Container Freight Station. This includes tracking the movement of containers, managing cargo storage, generating relevant bills and charges, and ensuring compliance with customs regulations. The module is intended to enhance operational efficiency, reduce manual intervention, and provide accurate financial and operational reporting.

This below list outlines the core functionalities that should be included in the CFS module, ensuring comprehensive management of both import and export cargo processes along with effective reporting and compliance.

Import Cargo Management

> Container Entry: Capture import container details (size, number, truck/container number, entry time) at the CFS gate.

Space Allocation: Identify and allocate vacant space for storing import cargo in the warehouse/Godown.

Gate Pass Generation: Generate gate passes for empty import containers exiting the CFS.

Billing: Generate destuffing charge bills based on approved rates, including various charges (weighment, ground rent, forklift, CFS margin) and GST.

Release Orders: Generate release orders for cargo once all conditions are met.

Labour Charges: Calculate and generate date-wise loading charges for labours.

Ground Rent Calculation: Automatically calculate ground rent for cargo stored beyond the free period (15 days) based on predefined tariffs.

Pending Cargo Reports: Generate reports for pending cargo at the end of each month.

Detained/Abandoned/Confiscated Cargo: Generate detailed reports on detained, abandoned, confiscated cargo, and any auction or destruction as per customs orders.

Export Cargo Management

Truck Entry: Record truck details at the CFS gate.

Space Allocation: Identify and allocate storage space for export cargo in the warehouse/Godown.

Gate Passes: Generate gate passes after unloading cargo and for loaded containers.

Container Details: Record export container details (size, number) at the CFS gate.

Stuffing Orders: Issue orders for loading cargo into containers.

Billing: Generate stuffing charge bills including various charges and GST.

Palletization/Additional Services: Calculate palletization, restacking/cleaning charges, and generate corresponding bills.

Ground Rent Calculation: Calculate and charge ground rent for export cargo stored beyond the free period (15 days).

Reports: Generate reports for pending cargo, detained/abandoned/confiscated cargo, and auction details.

Bonded Warehouse Cargo Management

Container Entry: Capture details of import containers entering the bonded warehouse.

Gate Pass Generation: Generate gate passes for empty import containers exiting the bonded warehouse.

Billing: Generate destuffing charge bills, ground rent, and insurance charge bills based on predefined rates.

Pending Cargo Reports: Generate reports for pending, detained, abandoned, and confiscated cargo in the bonded warehouse.

Financial and Operational Reporting

Monthly/Yearly Income Reports: Generate monthly and yearly income details for import/export/bonded warehouse cargo.

Income & Expenditure Statements: Generate detailed statements of income and expenditure for each month/financial year.

Collection & Remittance: Track and report on collections and remittances of CFS.

Container Handling Reports: Generate reports on the volume of containers handled monthly and yearly (TEU basis).

Billing and Charge Management

Labour Handling Charges: Calculate labour handling charges based on approved tariffs, with flexibility to edit rates as required.

Forklift Charges: Calculate and bill forklift charges based on container size.

CFS Margin Calculation: Calculate and include CFS margin in all relevant bills.

Compliance

Customs Compliance: Ensure all cargo handling and billing processes comply with customs regulations, including seal verification, customs duty assessment, and out-of-charge orders.

Administrative and Miscellaneous

Import/Export Registers: Maintain detailed import and export registers, including inward/outward, stamp, and cash book registers.

Attendance and HR: Include functionality for marking employee attendance and maintaining HR records.

Gate Pass and Security Management: Ensure secure management of gate passes and cargo movement.

Business (Marketing, Inspection & Quality Control) Module

With a focus on the I & QC (Inspection & Quality Control) sub-module.

Here's a breakdown of the key sections and functionalities:

Customer Information Management

Input customer details, including address and government-approved proof of address (with GST number).
Classify the type of work required by the customer based on whether GST needs to be charged or if the customer is exempt from GST.

Work Sheet Preparation

Data Entry Based on Type of Work:

o Enter details as per the approved worksheet, including the type of work and other related data.

o Connect the worksheet with the following:

- Depreciation formula.

- Miscellaneous expenses.

- Chemical rates.

- Manpower entry and conveyance.

o Ensure that the depreciation formula rate, annual chemical cost, and PCW rates are updated from the Head Office (H.O.) whenever amendments occur.

Manpower Allocation for Work Execution

Post-Work Order Execution:

o Warehouse Managers must record the names of employees, local labours, and supervisors against each work execution date.

o Maintain a database of manpower allocation for each day, which can later be used for incentive calculations.

- Generate a monthly report listing all employees, local labours, and supervisors involved in the work for the month.

Chemical Stock Management

Centralized Visibility

- The chemical stock position across all warehouses should be accessible from all offices of KSWC (Kerala State Warehousing Corporation).

- The stock position should be retrievable with a single click.

Online Chemical Requests

- Chemical requests should be made through an online mode.

- The system should track the expiry of each chemical upon receipt at the central distribution point, and this information should be entered online.

- Chemical receipts at each warehouse should be acknowledged online.

Inspection Reports/TA Bills Module

Digitalization of Reports

- Inspection reports should be digitalized. Regional Managers (RMs) and Zonal Managers (ZMs) can enter findings digitally so that the Head Office (H.O.) can access and review them promptly, allowing for timely decision-making.

Verification & Time Management

- The system should verify the allocated time frame for conducting inspections upon entry by RMs.

- If the inspection exceeds the allocated time, the system should prevent further entries and inform the H.O. of the delayed inspection.

- Further accessibility for entry by delayed RMs should only be granted upon approval from the H.O.

Approval Workflow

- TA Bills should be routed to Audit/Accounts for approval after verification, with the inspection date being verified against system records.

Incentive Calculation Module

Incorporation of Incentive Form

- An incentive form should be incorporated into the system.

- Expenses such as labour costs, GST/TDS, TA/DA, chemical costs, and other miscellaneous expenses should be entered by the Warehouse Manager into the Incentive Form after receiving payment from the party.

- The form should also include the bill number, bill amount, and cash receipt details for each work.

Verification & Approval Process

- The entered data should be verified by the RM.

- Upon approval by the RM, the incentive calculation should be routed to the ZM.

- If there are any discrepancies, the RM should reject the form for corrections and resubmission.

Construction Module

This module will focus solely on work inspection, project status management, and final payment processing. The goal is to ensure that key construction activities are effectively tracked and managed, while maintaining alignment with the budget constraints.

Work Inspection

Track and document all inspections related to construction projects.

Project Status Management

Monitor the progress of ongoing construction projects, with real-time updates on status and milestones.

Final Payment Processing

Manage the process of final payment disbursement upon completion of construction work.

All other initial activities, such as estimate preparation and tendering, will continue using the existing PRICE software and e-tendering applications, with integration into the ERP for data synchronization and reporting.

Accounting Module

This module will encompass all accounting-related functions for the Warehouse, Container Freight Station (CFS), and Construction sectors. It will facilitate comprehensive financial management by handling tasks such as financial approvals, voucher issuance to warehouses, and the approval of incentives, travel allowances, and other employee benefits. Additionally, the module will oversee the evaluation and approval of price estimates, rate revisions, and other critical financial decisions. These functionalities will extend across all levels of the organization, including the Head Office, Zonal Offices, and Regional Offices, ensuring that financial operations are consistent, transparent, and in alignment with organizational standards. The Basic Accounting Module will also ensure seamless integration with tally, enabling real-time updates and accurate financial reporting across the entire Open Source ERP System.

Note :

➢ Since the present accounting system is doing manually using Tally software, there is no need for separate accounting package/module. Provision has to be made for porting the above mentioned basic accounting data automatically to existing Tally software from the new application software by giving provision for verification before porting to Tally software.

➢ The bidder has to port the entire payroll data in the existing software to the new software.

ANNEXURE-06: UNDERTAKING ON THE FINANCIAL BID

UNDERTAKING OF THE FINANCIAL BID

(To be submitted in Letter Head)

To,
      Managing Director,
      Kerala State Warehousing Corporation,
      Near South Railway Station,
      Ernakulam, Kochi-16.

Sir,
      Sub: "Development, Supply, Installation and training of a Complete Enterprise
      Resource Planning Opensource Solution for Kerala State Warehousing Corporation"

Regarding the above tender, we submit our undertaking for the "Development, Supply, Installation and training of a Complete Enterprise Resource Planning Open Source Solution for Kerala State Warehousing Corporation"

1. I/We read and agree to all points given in this undertaking.

2. I/We confirm that Mr./Ms .... is authorized personnel to sign the tender document on behalf of <Full name of Company>

3. The unit price quoted in the BOQ includes the basic price and all applicable taxes at prevailing rates.

4. L1 will be computed as the total price (number of units x unit price, including all applicable taxes) as given in the BOQ.

5. Price details in Excel format with basic price, and all taxes (if applicable) shall be uploaded along with the financial bid in Excel format as an attachment. This should match with the price details given in the BOQ. In case if the tax component mentioned in price details is exceeding the prevailing rates, then KSWC shall have the right to deduct the amount while making payment. In case if the tax component mentioned in the price details is less than the prevailing

rates, then any additional liability towards tax shall be borne by the bidder without any additional price overheads to KSWC.

Signature with seal:

Name and contact no:

ANNEXURE-07: BIDDER PRE QUALIFICATION CRITERIA

Sl No	Parameter Specific Requirements	Documents
1	The bidder must be a Govt./Public/Private/Pvt.LLP firm or company registered under Startup Mission of Government of Kerala/ others (please specify) which is registered in Kerala State and having its main Head Quarters in Kerala.	Valid documentary proof of Certificate of incorporation Valid GST registration certificate to be attached. PAN Card A copy of the registration certificate must be provided
2	The bidder must be a technology service provider with a minimum of five years of operation in the software industry.	Attached relevant document (Copy of Rental Agreement or Purchase deed)
3	The bidder must have an average annual turnover of at least INR 1 crore each for the past three financial years ending 2022-2023.	Profit & Loss Account Statement of audited balance sheet and Statutory Auditor Certificate confirming turnover.
4	The Bidder should have positive net worth for the last three audited Financial Year ending 2022-2023.	Copy of audited profit and loss account/ balance sheet of the last three financial years, highlighting the requisite figure related to positive net worth and profitability.
5	The Bidding entity should not have been	Self-Certification / Declaration duly signed

	black listed for indulging in corrupt practice, fraudulent practice, coercive practice, undesirable practice, breach of contract or bidder must not have any pending legal cases related to fraud, corruption, or misconduct.restrictive practice by any Central/ State Government / PSU / Semi-Government bodies as on bid submission date	by authorized signatory on company letter head.
6	Detailed Bill of Materials for all the required components should be mentioned else the bidder will be disqualified.	BOM should be Submitted
7	The bidder must have successfully implemented the project of not less than 1.2 crore for single order or 2 Projects (each of contract value greater than Rs.60 Lakh above) or 3 projects (each of contract value greater than Rs.40 Lakh above).	Copy of Project Completion Certificate and work order to be attached
8	A tender fee of Rs.2500/- plus 18% GST and an Earnest Money Deposit (EMD) of Rs.50000/- must be paid online.	Companies exempt from EMD must provide valid certification from the Stores Purchase Department, Government of Kerala.
9	The bidder must have been profitable in each of the last three financial years ending 2022-2023.	Submit relevent documents certified by charted accountant
10	The development team must comprise more than 70% technically qualified employees, ensuring high technical competence. The bidder must employ a minimum of 50 full-time technical staff members.	Self-Certification/ Declaration duly signed by authorized signatory on company letter head.

11	The bidder must hold valid ISO 27001:2013 or above	Relevant documents has to submit

ANNEXURE-08: TECHNICAL EVALUATION CRITERIA

TECHNICAL EVALUATION CRITERIA

The proposals submitted by the bidders will be evaluated on three broad parameters as described in the table below. The bidder must qualify the Bidder Pre qualification Criteria and get at least 80% of the maximum possible score in the technical section in order to qualify for opening of the commercial/financial evaluation.

Sl. No.	Criteria	Description	Weightage
1	Relevant Experience	The bidder must provide details of past projects undertaken in a similar space. Different weights will be assigned to different levels of experience based on number of projects, scale of project, status of project and also the type of project. Bidder should have relevant experience in design, development and deployment of ERP frameworks for either state/central Govt. or private organization	30
2	Proposed Solution Design and Implementation Plan	The bidder must create a solution design and an implementation plan that is feasible and meets the timelines set by KSWC for the project implementation.	70

Detailed breakups of each of the criteria on essential components of the technical bid is provided below:

Criteria: Relevant Experience

Sl. No.	Sub Criteria	Basis of Evaluation	Supporting Document	Max. Marks
1	No. of projects There should be a minimum number of projects in field of ERP completed by the bidder.	a) 3 projects (each of contract value greater than Rs.40 Lakh above) or b) 2 Projects (each of contract value greater than Rs.60 Lakh above) or c) 1 Project (contract value above Rs.1.2 Crore)	Work Order + completion certificate from the client	15
2	Availability of Off the shelf ERP product:	Availability of the ERP modules including Warehouse related	Data sheet and documents of the product to be submitted	5
3	Status of projects A completion certificate from the client will be required to be provided for each completed project and a letter from the client on their official letterhead will required to be provided with details on the current status of implementation for ongoing projects.	When the number of completed projects is – Equal to or more than 3 Projects – 10 Marks Equal to 2 Projects – 5 Marks Equal to 1 Project – 3 Marks	Work Order + Completion Certificate from the Client	10
Total				30

Criteria: Proposed Solution Design and Implementation Plan (Quantitative Analysis)

Sl. No.	Sub Criteria	Basis of Evaluation	Supporting Document	Max. Marks
1	Comprehensiveness of the proposed solution.	Qualitative assessment based on 1. Solution proposed and its components (5 marks) 2. Technologies used (5 Marks) 3. Challenges likely to be encountered (5 marks) 4. Mitigation plan (5 marks)	Presentation by the bidder	20
2	Demonstration of understanding of the Department's requirements	Qualitative Assessment based on a) Understanding of the objectives of the assignment: The extent to which the approach and work plan respond to the objectives indicated in the scope of work (7 marks) b) Completeness and responsiveness: the extent to which the proposal responds exhaustively to all requirements as mentioned in the RFP (7 Marks) c) The bidder must	Presentation by the bidder – Listing of requirements – Functionality proposed for each requirement with time for completion	20

		demonstrate exper-tise in software technologies, inclu-ding experience with relevant software, frameworks, and tools required for the project during technical presen-tation. (6Marks)		
3	Innovation in solution design	The weightage will be given for innovative solutions that will result in significant improvements in one or more of the following-time taken for completion of the project, resources allocated, effectiveness of the solution in addressing issues of current system, sustainability of the implemented solution.	Presentation by the bidder	10
4	Feasibility of system design and implementation timelines	Qualitative assessment of the proposed design and timelines as given by bidders, identification of risks and mitigation plan.	Presentation by the bidder	20
Total				70

ANNEXURE-09: SERVICE LEVEL AGREEMENTS

SERVICE LEVEL AGREEMENTS

1. IMPLEMENTATION

Compensation for Termination of Contract

If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by KSWC, without any valid reasons acceptable to KSWC, KSWC may terminate the contract after giving 1 months' notice, and the decision of KSWC on the matter shall be final and binding on the bidder. Upon termination of the contract, KSWC shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages.

2. SYSTEM UPTIME & PERFORMANCE

The service provider will ensure that average application up time between various defined operating locations is not less than 99.5% per week always except in any planned software / network outage approved by PMU in KSWC in advance. The service provider will ensure that average page loading time for application & reports is not more than 10 seconds. The service level dependency in this case is functioning of communication link via Telephone Exchange Line or any other means, uncovered power outage by the State Data Centre, breakdown of the hardware and networking equipment of the servers, scheduled down time for upgrade & patches for application and system software, planned maintenance.

3. SECURITY STANDARDS FOR DATA TRANSFER (Functional and Non functional requirements)

   • The applications must ensure the following to meet security standards:
   • Secure Device Configurations

- Continuous Vulnerability Assessment and Remediation
- Malware Defences
- Application Software Security
- Wireless Device Control
- Privacy and Security Training
- Separation of System Resources
- Controlled Use of Administrative Privileges
- Boundary Defence
- Audit Logging
- Controlled Access Based on the Need to Know
- Account Monitoring and Management
- Data Loss Prevention
- Incident Response Capability

Non-Functional Requirements

1. <u>Performance Requirements</u>

- **Response Time:** The system should respond to user actions within 2 seconds under normal load.
- **Throughput:** The application must be able to handle at least 100 transactions per second.
- **Scalability:** The system should scale to support up to 2000 concurrent users without performance degradation.

2. <u>Reliability Requirements</u>

Availability: The system must be available 99.9% of the time, excluding scheduled maintenance.

Failure Rate: The application should have a failure rate of less than 0.01%.

Backup and Recovery: The system must support real time automated backups and have a recovery time objective (RTO) of a minimum time of 1day.

3. <u>Security Requirements</u>

- Data Encryption - All sensitive data must be encrypted both in transit and at rest.
- User Authentication-The system should implement authentication for user login preferably with Single sign on.
- Access Control- The application should support role-based access control to

restrict user permissions.

4. Usability Requirements

- **User Interface:** The user interface should adhere to accessibility standards including GIGW guidelines (e.g., WCAG 2.1).
- **Learning Curve:** The application must be intuitive enough for users to complete basic tasks with in a minimum time
- **Documentation:** Comprehensive online help and user documentation must be provided.

5. **Maintainability Requirements**

Code Quality: The code base must adhere to industry standards (e.g., ISO 25010) and be comprehensively commented

- **Modularity:** The application should be designed in a modular fashion to facilitates and additions.
- **Bug Fixes:** Critical bugs should be addressed and resolved within 24 hours.

.6. **Compatibility Requirements**

- **Browser Support:** The application must be compatible with the latest versions of major web browsers (Chrome, Firefox, Edge).
- **OS Compatibility:** The software should support major operating systems (Windows, macOS, Linux).
- **Integration:** The system must seamlessly integrate with existing tools (e.g., ERP) via APIs.

7. **Portability Requirements**

- **Deployment:** The application should be deployable across different environments (development, testing, production) without major modifications.
- **Cloud Compatibility:** The software must be compatible with cloud service providers (e.g., AWS, Azure) for deployment.

8. **Regulatory and Compliance Requirements**

- **Data Privacy:** The application must comply with relevant data protection regulations, such as the DPDP act.
- **Industry Standards:** The software must adhere to applicable industry standards (e.g., ICAR, PCI-DSS for payment systems).

09. **Environmental Requirements**

- **Resource Utilization:** The application should utilize system resources efficiently (CPU, memory, storage).

- **Energy Consumption:** If applicable, the software should have a low power consumption profile.

Penalty clauses

During Implementation

Late Delivery: If the Bidder fails to deliver the final software product by the agreed delivery date, a penalty of 0.01% of the total contract value per week or part there of will be incurred. Total amount on entire penalty shall not exceed 10% of project value excluding AMC cost.

During AMC Period

If the delivered software does not meet the specified performance and quality criteria outlined in Schedule A, the Bidder shall rectify the deficiencies at no additional cost. The errors in the software may be categorized as Critical, Major, Minor depending on the impact on the system.

1.	Critical: Total loss of functionality of the application
2.	Major: Issue affecting certain modules or partial functioning
3.	Minor: Other cases

Severity	Critical	Major	Minor
Response Time	1 Hour	2 Hour	1 Day
Resolution Time	Half Day	1 Day	2 Days
Penalty applicable per event	1% of contract value of the AMC	0.5% of contract value of the AMC	0.1% of contract value of the AMC

If the Bidder fails to meet a guaranteed response, a penalty will be applied as per the table above. Total amount on entire penalty shall not exceed 10% of the AMC cost.

Notification: The Client shall provide written or email notice to the Bidder depending on the event to invoke the penalty clause.

Force Majeure: The Bidder shall not be liable for penalties for delays caused by force majeure events, provided that such events are documented and reported to the Client within 48 hours of their occurrence.

ANNEXURE-10: SUBMISSION TEMPLATES

SUBMISSION TEMPLATES

1. Technical Bid Checklist

Activity	Sub Section
Covering Letter for Technical Proposal	Letter of Proposal
Relevant Experience	Experience in field of ERP, should have developed and maintained Open Source ERP Systems

Proposed Technical Solution	Proposed Technical Solution
	• Process flow map
	• Software design - clearly indicating functionalities and integration of all software modules
	  o Highlights functionalities used for each process step
	  o Ensures integration of software modules
	• Security measures to protect data

Proposed Implementation Plan	Proposed Implementation Plan
	1. Timeline for implementation
	  ▪ Timeline for development of software
	  ▪ Dates for demonstration and testing of software and hardware
	2. Implementation team structure and qualifications
	Details of team structure, no of team members, qualifications, roles and responsibilities
	  ▪ Training and capability transfer
	  ▪ Outline of training content
	  ▪ Details of training team
	  ▪ Training schedule
	3. On-site support withdrawal plan
	4. Hardware and software support team structure, location and qualification

Any other	Any other supporting documents

2. Bidder information sheet

Sl. No.	Information Sought	Details to be Furnished
A	Name, address and URL of the bidding Company	
B	Incorporation status of the firm (Govt./ Public/ Pvt./ Pvt. LLP/company registered under Startup Mission of Government of Kerala/ Others (having main Head Quarters in Kerala State)	
C	Year of Establishment	
D	Date of registration	
E	ROC Reference No.	
F	Details of company registration	
G	Details of registration with appropriate authorities for service tax	
H	Name, Address, e-mail ID, Phone nos. and Mobile Number of Contact Person	

FINANCIAL CAPABILITY: Format for providing Financial Information (copy of relevant certificate from Chartered Accountant should be attached)

Sl No	Description	Financial Year 2020-2021	Financial Year 2021-2022	Financial Year 2022-2023
1	Overall Turnover			
2	Net Profit			
3	Net Worth			

EXPERIENCE

Relevant IT project experience (in the last 3 financial years ending 2022-2023)

General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	

Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

3. Performance Bank Guarantee

\<Location, Date>
\<Name>
\<Designation>
\<Address>
\<Phone Nos.>
\<Fax Nos.>
\<Email id>

Whereas, <<name of the supplier and address>> (hereinafter called "the applicant/supplier") has undertaken, in pursuance of contract no. <<insert contract no. >> dated. <<Insert date>>

to provide consulting services for <<name of the assignment>> to \<KSWC> (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the applicant/supplier shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <<Name of the Bank>> a banking company incorporated and having its head /registered office at <<address of the registered office>> and having one of its office at <<Address of the local office>> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs. <<Insert Value>>

(Rupees <<insert value in words>> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs. <<Insert Value>> (Rupees <<insert value in words>> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the applicant/supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the applicant/supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>.

Notwithstanding anything contained herein:

Our liability under this bank guarantee shall not exceed Rs<<Insert Value>> (Rupees <<Insert value in words>> only).

This bank guarantee shall be valid up to <<insert expiry date>>.

It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <<insert expiry date>> failing which our liability under the guarantee will automatically cease.

4. POWER OF ATTORNEY FOR SIGNING OF PROPOSAL

Know all men by these presents, We, (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr./Ms (Name), son/daughter/wife of and presently residing at, who is [presently employed with us/ and holding the position of], as our true and lawful attorney

(hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our proposal for selection of agency for online ERP portal for KSWC Kerala but not limited to signing and submission of all applications, Proposal and other documents and writings, participate in bidders' and other conferences and providing information /

responses to the Authority, representing us in all matters before the Authority, signing and execution of all contracts including the Service Agreement and undertakings consequent to acceptance of our Bid, and generally dealing with the Authority in all matters in connection with or relating to or arising out of our proposal for the said Project and/or upon award thereof to us and/or till the entering into of the Service Agreement with the Authority.

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things lawful y done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that al acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE, _____, THE ABOVE NAMED AUTHORITY HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2025.

ANNEXURE-11: LIST OF ABRREVATIONS

1. KSWC - Kerala State Warehousing Corporation
2. EMD - Earnest Money Deposit
3. GST - Goods and Services Tax
4. RMA- Return Merchandise Authorization
5. ATS- Annual Technical Support
6. OEM - Original Equipment Manufacturer
7. WSDL- Web Services Description Language
8. UDDI-Universal Description, Discovery, and Integration
9. NEFT- National Electronic Funds Transfer
10. RTGS- Real Time Gross Settlement
11. UAT- User Acceptance Testing
12. CertIN - Computer Emergency Response Team India
13. MSME - Micro, Small & Medium Enterprises
14. RMA - Return Merchandise Authorization
15. RFP- Request for Proposal
16. SOA- Service Oriented Architecture
17. ERP - Enterprise Resource Planning
18. FRS - Functional Requirements Specification
19. AMC - Annual Maintenance Contract
20. BOQ - Bill of Quantities
21. RFP - Request for Proposal
22. LOI - Letter of Intent
23. W3C - World Wide Web Consortium
24. SOAP - Simple Object Access Protocol
25. HTTPS - Hypertext Transfer Protocol Secure

MANAGING DIRECTOR