North Malabar District Co-operative Supply & Marketing Society No.

NMDC, Silk Street, Beach PO, Calicut 673032

Phone 0495-2366272

Mobile +91 8547022238

North Malabar District Co-operative Supply & Marketing Society No.

Head Office: Silk Street, Beach PO, Calicut

REQUEST FOR PROPOSAL FOR TALLY ERP/PRIME LATEST VERSION
(With Customization)

REQUEST FOR PROPOSAL

FOR A TALLY BASED CUSTOMIZED COMPLETE ERP SOLUTION

For NMDCs

North Malabar District Co-operative Supply & Marketing Society No.

Head Office: Silk Street, Beach PO, Calicut

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1. Tender Schedule

Sealed tenders are invited from reputed Tally certified (gold) partners for implementing customized tally based ERP/Prime latest version. Proposed solution should be hosted on reputed cloud

1.1. Tender inviting authority

The General Manager, The NMDC Silk Street, Beach PO, Calicut - 673032

1.2. RFP availability

RFP will be available from Head Office from 08/03/2023 to 20/03/2023

Submission of RFP

RFP should be submitted to Head Office of NMDC Calicut on or before – 20/03/2023,4.00 P.M.

1.3. Tender Opening

Tender will be opened at Head office of NMDC Calicut on 21/03/2023,11.00.A.M

Head Office: Silk Street, Beach PO, Calicut

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2. The Organization

NMDC operate in Kozhikode and Wayanad districts. Outlets are allotted on agency basis. This is to sell the products of NMDC. The outlets are in high demand due to the quality of the products. All products offered by NMDC are sold out. Outlet allocation is based on the market potential of each region. Apart from Copol products, NMDC also has other activities like Handlooms and Handicrafts, For the distribution of these products Co-op Tex, Coffee Growers Forum, Tribal Farmers Forum, Cooperative markets, Agriculture Producer Society, Vegetable Dehydration Unit, Cooperative Consultant, Agro Processing Unit, Chips Mixing Unit and Co-op Mart Management Agency for marketing of handloom products are being used

With the new approach and Co-op Mart concept from NMDC, there is something for everyone. A wide product range that covers coconut oil to team to farm fresh grains and vegetables and much more, NMDC is uniquely positioned as the retail and digitally enabled provider of fresh and high quality products while constantly aiming to uplift the families who work behind the scenes to grow/make these product

3. The Project

NMDC is planning to implement a comprehensive customized tally based accounting system with an ERP solution in mind. Proposed solution should meets all requirements of a NMDC Society and department audit needs. As per the policy adopted by the Management, vendor selection will be done based on the user-friendliness and customer satisfaction of the customized product on a 24 x 7 public cloud. The proposed Solution should support a 24 X 7 working environment for all branches and other delivery channels such as POS and SMS etc. The solution should be highly parametrical to cater to the future requirements of a growing NMDCs. NMDC is looking for a robust solution

which matches the general standards of commercial cooperative credit society solutions and specific requirements of a full-fledged co-operative non-banking activities.

4. Scope of Work

4.1.   Scope of work includes delivery, implementation, customization, data migration, testing and training of Tally – cloud-based ERP/Prime latest version on a public cloud as a SWaaS model

4.2.   Proposed Solution must have POS interface, Internet accounting and SMS integration with solution.

4.3.   Technical details should be furnished in annexure III

4.4. Software specification which needs customization

4.5. NEED THE FOLLOWING integrated Modules

➢ **INVENTORY**
➢ OIL MILL VADAKARA, GINGELLY PRODUCTION UNIT
  - PRODUCTION DETAILS
  - ITEM CONVERSION
  - PACKAGED ITEM
➢ 2)   MAIN COUNTER:
  - INVENTORY (DETAILS ATTACHED)
  - ITEM CONVERSION
  - STOCK   STATEMENT (BRANCH WISE & CONSOLIDATED)
  - RATE   FIXING (Purchase rate, stock transfer rate, whole sale rate, retail rate, MRP)
  - ITEM MOVEMENT
  - E WAY, E INVOICE
➢ 3) SALES COUNTER:

- POS BILLING METHOD
- SALES MAN LIABILITY
- STOCK REPORT
- DAILY SALES TOTAL SHOWN IN CASH BOOK
  - **PAY ROLL**
    - 4 TYPES OF WAGES
      - (Establishment staff, oil mill staff, Contract & Daily wages)
    - SALARY SLIP, WAGES SLIP (AS PER FORMAT)
    - DEDUCTION STATEMENT

ACCOUNTING

- CO OPERATIVE PRESCRIBED FORMAT
- CASH BOOK
- DAY BOOK
- GENERAL LEDGER   (BRANCH WISE& CONSOLIDATED)
- RECEIPT & DISBURSEMENT (BRANCH WISE& CONSOLIDATED)
- PROFIT AND LOSS A/C (BRANCH WISE& CONSOLIDATED)
- BALANCE SHEET (BRANCH WISE& CONSOLIDATED)
- (GST STATEMENT (BRANCH WISE & CONSOLIDATED)
- DEBTORS, CREDITORS DUE PERIOD
- BANK RECONSILITION, BRANCH CONFIRMATION

SECURITY PORTION

- BACK UP, USER WISE OPERATION, DAY END PROCESS, DELETION RESTRICTION, On each transaction maker - checker mode
- Two Factor authentication
- History should provide for all – request – approver – logger
- Log files ready at any stage

4.6.   The Scope of work shall include but not limited to the following activities also.

✓ It is also the roll of provider to Install and configure the cloud infrastructure suitable for the deployment of various applications and modules in Tally used by NMDCs for this the bank will provide the details of same and the provider can conduct a detailed study after the evaluation of technical bid.

✓ It is also the roll of provider to modify the cloud infrastructure when such requirement arises to add or improve new modules/application/features/services.

✓ It is also the roll of provider to render 24 X 7 support and monitoring to the entire cloud infrastructure including all VMs, OSs, Database, Applications, Data and Security features related to Tally based solutions

✓ It is the liberty of the NMDCs to replace the provider at any time and continue with the total cloud infrastructure, Firewall/ UTM/Security features, OSs, Database, Applications and data by assigning a new provider.

✓ Existing SDWAN/UTM/firewall infrastructure can be used for connecting the HO and branches to cloud infrastructure and NMDCs will take care of any changes are required in its present installation/setup if required.

✓ Provider can charge reasonably for all the above deliverables and support/services. Detailed technical specification of the deliverables and support/services to be mentioned in the technical bid and the charges in commercial bid.

✓ Presently NMDCS is using "SCORE" the core banking software developed by Perfect Software solutions, Kozhikode. Bank, Provider and Tally vendor should work as a team by helping mutually to migrate the Data into Tally on cloud

✓ The provider has to propose, discuss, negotiate and finalize the order according to this RFP after that they can deliver the BOQ according to the purchase order issued by bank. Proper implementation, training and support after signoff are also the important part of the project and are to be mentioned in detail in the technical bid.

✓ In addition to the Specifications and sizing details mentioned in this RFP provider can propose Firewall/ UTM/Security features that is to be added

for the optimum and secured performance of the entire cloud infrastructure, OSs, Database, Applications and data.
✓ The vendor must design the solution with high availability & secure Infrastructure in a public Data Centre
✓ Hands on training is to be given to NMDCs team for using and monitoring the Cloud infrastructure, Applications/Services in the cloud.

5. Bidder's eligibility Criteria

5.1. The bidder should be golden partner of tally solution having experience in Tally implementation and customization in Co-operative sector for at least 5 years

5.2. The bidder should have minimum of 50 installations in Co-operative Sector all over Kerala. Preference would be given to those who can support the NMDCs by providing a local support team on 24 X 7 basis

5.3. The proposed solution should be browser based and platform independent

5.4. The proposed Tally solution should be successfully customized and implemented in at least 20 institutions

5.5. The bidder must warrant that there is no legal action being taken against it or in any case or in any legal jurisdiction

5.6. The bidder should not have barred/ black listed by any regulatory/ statutory authority

5.7. Bidder should sign an SLA with NMDCs with exit clause

6. Tender Form

Tender form should be submitted in sealed cover to

The General Manager

NMDC, Silk Street, Beach PO, Calicut 673032

Phone 0495-2366272

Mobile +91 8547022238

On or before ------------------P.M.

Issue of tender does not automatically make the purchaser of tender document eligible to bid. Decision of the NMDCS regarding eligibility of the bidder to bid shall be final.

Issued to: --

Ref No: --

Date of Issue: ---

Issued by: --

REQUEST FOR PROPOSAL FOR TALLY ERP/PRIME LATEST VERSION
(With Customization)

7. <u>Guidelines for bidders</u>

7.1. All annexures should be filled and signed by the competent authority

7.2. The NMDC will have right to call for any clarification/ additional particulars required if any on the bids submitted. The bidder has to come in person/ submit the clarifications in writing within the specified time as directed by the bank

7.3. The bidder should submit a document which explains the solution offered by them in both technical and functional aspects

7.4. The bidder shall submit the bids properly filled or bound so that the papers are not loose

7.5. All relevant pages of the bid shall be signed by the authorized signatory

7.6. Bidder should fill all details in given forms only. Deviations will lead to rejection of the bid

7.7. No columns of the tender form should be left blank. Tenders with insufficient information are liable for rejection

7.8. Vendor should submit copy of certificates and other documents required to prove the eligibility criteria

7.9. The bank may at its discretion abandon the process of selection at any time before notification of award

7.10. For any clarification with respect to tender document, Head Office of the NMDC may be contacted

7.11. The NMDC reserves the right to accept any bid or any accept/reject a particular bid at its sole discretion without assigning any reason what so ever.

7.12. EMD at the rate of 1% of cost of solution to be paid by way of DD, Cheque/cash payment in favor of **The General Manager,** NMDC, Silk Street, Beach PO, Calicut 673032 Payable at Calicut. Failure to pay EMD will lead to rejection of tender

7.13. Cost of tender document (Rs.500/-) is to be paid at the NMDC for obtaining tender format

8. Negotiation with selected bidders

While negotiating the following points may be considered for assigning weightage or negative marking.

    a. Customization ability in Tally required for technological advancement

    b. Ability to quantify customization/ future modification

    c. Mode of support

    d. Training offered

    e. Proof of Tally association

    f. Copy of purchase order value and volume against tally INSTALATIONS/customizations

    g. Cloud based solution and Scalability of the provider

    h. Fixed and variable cost

9. Site Visit

Short listed vendors may arrange site visit to their exiting similar installations in their own expenses after ascertaining the convenience of NMDC.

10.   Notification of award

The acceptance of tender subject to contract will be communicated in writing at the address specified by the bidder in the tender response. Any change of address of the bidder should therefore be properly informed to the bank

11.   Terms and conditions of the Contract

a. The bidder selected for this project will have to enter an SLA with the NMDC. This will contain various terms and conditions relating to payment, delivery, installation, UAT, training, AMC etc.

b. The bidder selected should retain 10% of the cost of project by way of retention money till successful completion of project or one year whichever is earlier

c. The successful bidder shall comply with all bye laws and regulations of local and statutory authorities having jurisdiction over the NMDC and shall be responsible for obtaining prior approval if any and payment of all fees, other charges, giving and receiving of all notices and keeping the NMDC of the said compliance with the byelaws, payments made, notices issued and received

d. The successful bidder shall indemnify the NMDC against all claims in respect to IPR, Patent rights, design and trade mark or other protected rights to software, development tool included in the software or hardware materials used for in connection with this project. The bidder shall also indemnify all claims, expenses what so ever in respect or in relation there to

e. The successful vendor shall be required to enter into an agreement within 7 days of award of work

12.   Customization of Tally software

The bidder shall take all responsibilities to customize the Tally as per the software requirement specification derived with NMDC. During customization the vendor can take help from the NMDCs for understanding, testing and approving the modifications. All modifications within the warranty period of one year should be free of cost or as per the cost arrived at the time of award

13.   Data Migration

Migration of the existing data to the new system is the responsibility of the vendor. Before conducting the actual migration, vendor has to run a trial migration in selected departments. Vendor should assure that all data available in the existing system is migrated to the new system without any data loss. Vendors are advised to make a site visit to NMDC to understand the existing s/w and preparing adequate migration plan.

14.   Training

The vendor should give training to all staff members of the NMDC at the premises or at places notified by the NMDC. Vendors should submit a detailed training plan along with the bid.

15. <u>Subcontracting</u>

The successful vendor shall not subcontract or permit anyone other than its personnel to perform any of the work, service or other performance required for this project

16, <u>Data Ownership</u>

All data and reports generated and stored in the solution is the sole property of NMDC and it cannot be used or copied without NMDC written consent,

17.<u>Cancellation of the project</u>

The NMDC reserves the right to cancel the contract of the selected bidder on the following circumstances

   a. The selected bidder commits breach of any terms and condition of the bid/contract
   b. The bidder goes into liquidation voluntary or otherwise
   c. Using NMDCs data without their knowledge or permission.

North Malabar District Co-operative Supply & Marketing Society No.

Head Office: Silk Street, Beach PO, Calicut

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ANNEXURE I

Acceptance Letter

To

The General Manager,

The NMDC Silk Street, Beach PO, Calicut - 673032

Sir/Madam,

I/we hereby unconditionally accept all conditions in its entirety in the tender document for the implementation and support of customized Tally ERP/Prime Solution.

Yours Faithfully

Date:

Place: Signature of the bidder

with seal

North Malabar District Co-operative Supply & Marketing Society No.

Head Office: Silk Street, Beach PO, Calicut

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(With Customization)

ANNEXURE II

Company Profile

Sl. No.	Query	Response
1	Name of the Company	
2	Date of incorporation	
3	Registered office with address	
4	Contact person	
	Phone	
	E-Mail	
	Website	
5	No. of employees devoted to this project	
6	Name and address of the Tally installation you recommend as a model for visit/study	
7	No. of installations of proposed solution	
8.	Technology partnership with Tally	Give details and attach certificate

North Malabar District Co-operative Supply & Marketing Society No.

Head Office: Silk Street, Beach PO, Calicut

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ANNEXURE III

Technical Specification

Sl. No.	Query	Response
1	Name of proposed product with version number	
2	Development tools used for (Customization)	
3	Architecture (2 Tier/ 3 tier)	
5	List of Operating System Supported	
	Server	
	Clients	
6	List of browsers supported	
7	Available Interfaces (Yes/No)	
	POS	
	SMS	
	Internet based accounting	
	Log files ready	
8	Cloud Proposed	
	SWaaS/ PaaS	

Head Office: Silk Street, Beach PO, Calicut

REQUEST FOR PROPOSAL FOR TALLY ERP/PRIME LATEST VERSION
(With Customization)

9	Minimum bandwidth required	
10	Recommended bandwidth	
11	Average bandwidth required for cash transaction	
12	Average bandwidth required for transfer (1 credit and 1 debit)	
13	Whether any software deployment is required in client	
	If Yes, give details	
14	Time required for migration of HO and branches	

REQUEST FOR PROPOSAL FOR TALLY ERP/PRIME LATEST VERSION
(With Customization)

ANNEXURE IV

Performa for Comparison

Sl.No	Query	Response
3	Data Security as well as User side security. Whether the software had completed and certified by competent agency on third party security audit?	
4	Inform the bandwidth requirement in details for HO and branches that will be suited to the software for ensuring easy transfer of information	
5	Number of Installations in Kerala	
6	Number of Installations in Calicut	
7	Nearest point at which your Service Engineer's are available with number of engineers exclusively in tally software	
8	Whether separate license is required for using the solution? OS, Data base etc requirement	
9	Whether software provide audit login?	

10	Please comment whether the data can be ported from the existing software to new one. If so, time required for porting and whether any cost involved for developing a tool for migration?	
11	Whether the existing data can be used directly or customization is required to match with the requirements of the NMDC? If customization needed, time taken for customization and whether additional cost to be paid over and above the quoted amount	
12	Whether training would be provided to all staff members at the bank or outside? Are you charging for training, additional to the quoted amount? Please provide your training plan	
13	Warranty (support) in years	
14	Response time (The time taken in hours to attend the critical complaints from the point of raising complaints)	

North Malabar District Co-operative Supply & Marketing Society No.

Head Office: Silk Street, Beach PO, Calicut

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ANNEXURE 5

STATEMENT OF DEVIATIONS FROM TENDER TERMS & CONDITIONS

To

   The GM,

   NMDCS

   Kozhikode

Ref Tender No: Dated:

Dear Sir,

Following are the deviations and variations from the Terms and Conditions of the Tender. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl No	Reference of Clause No &Page No	Deviation in the Bid	Brief Reason
1			

Note : Terms and Condition means conditions included in this document

Annexure 6

TENDER AND BIDDERS CERTIFICATE

I hereby declare that I have perused in detail and examined closely the Specification in the Tender document, Bill of Quantities (BOQ), all clauses of the standard preliminary specification before I submit the tender/bid and I agree to be bound by and to comply with all such specifications.

Place:

Date: Name and Signature of the bidder

Annexure 7

SPECIAL CONDITION

Arbitration shall not be a means of settlement of any dispute or claim out of this contract. All disputes and differences arising out of the contract in pursuance of the modifications shall be settled only by the Civil Court in whose jurisdiction the work covered by the contract is situated, or in whose jurisdiction the contract was entered into in case the work extend to the jurisdiction of more than one court.

Tender Notice, Notice Inviting Tender, Tender documents shall form part of the Agreement.

Place:

Date: Name and Signature of the bidder

Annexure 8

Financial Bid

(In Separate cover)

1	The price quoted for the Cloud model Solution (price inclusive of all taxes), should be provided in a separate sealed cover with clear header 'Cost estimation for Tally solution' per user **SWaaS model**	Cloud Model	
2	Customization cost per manpower per day and estimated mandays		
3	What are the other items which are not included in the costing (show as separate rows in detail)		

North Malabar District Co-operative Supply & Marketing Society No.

Head Office: Silk Street, Beach PO, Calicut

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Check sheet

Inside Technical Cover

1. Valid tender form issued against company/vendor name

2. Annexures duly filled, sealed and singed

3. EMD

    Along with

   ✓ Attested copy of Authorization letter from Tally Solutions (Proof of Tally association) shall be submitted in case of an authorized dealer/distributor is taking part in the tender

   ✓ Proof of Customization ability in Tally

   ✓ Quantify customization/ future modification

   ✓ Mode of support – on line or direct

   ✓ Training offered

   ✓ Copy of purchase order value and volume against tally INSTALATIONS/customizations

   ✓ Proof of Cloud based solution and already operated by the vendor

   ✓ All annexures provided in this document duly signed and sealed

   ✓ Latest brooches about the quoted product

   ✓ Proof of documents and certificates as per the eligibility condition mentioned in the document

    Technical bids without the above enclosures will summarily be rejected

REQUEST FOR PROPOSAL FOR TALLY ERP/PRIME LATEST VERSION
(With Customization)

Inside Financial BID Cover

4. Financial BID as per annexure - V