



Tender Document

Design and Development of an Integrated Multi-Vendor E-Commerce Portal, Supply Chain Management System, and Buyer & Seller Hybrid Mobile Applications for Poompuhar

Tender Ref.: TNHDC/423/IT/25-26

Tender Document (Envelope-A)

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Disclaimer

- 1) This Tender document is neither an agreement nor an offer by Tamil Nadu Handicrafts Development Corporation Limited (TNHDC) to the prospective Bidders or any other person. The purpose of this Tender document is to provide information to the prospective Bidders that may be useful to them in the preparation and submission of their Bid.
- 2) TNHDC does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this Tender document, and TNHDC can't consider the particular needs of each prospective Bidder. The prospective Bidders shall be deemed to have satisfied themselves fully before Bidding as to the correctness and sufficiency of their Bids and price quoted in the Bid to cover all obligations under this Tender. The Bidder shall make all arrangements for the execution of the contract at its own cost and transport.
- 3) TNHDC will not have any liability to any prospective Bidder or organisation or any other person under any laws for the loss, expense or damage which may arise from or be incurred in connection with anything contained in this Tender document, any matter deemed to form part of this Tender document, the award of the Contract.
- 4) TNHDC will not be responsible for any delay in receiving the Bids. The publication of this Tender does not imply that TNHDC is bound to select any Bidder or to sign Contract with the Successful Bidder, as the case may be, for the Scope of Work. TNHDC reserves the right to accept/reject any or all of Bids submitted in response to this Tender document at any stage for reasons such as change of scope or technology or non-availability of anticipated fund whatsoever with intimation notice published on the designated websites.
- 5) TNHDC reserves the right to change/ modify/ amend any or all conditions of this Tender document that will be made available on the designated websites.
- 6) This Tender process is governed by the Tamil Nadu Transparency in Tenders Act 1998 with The Tamil Nadu Transparency in Tenders Rules, 2000 as amended from time to time. It is Bidder's responsibility to ensure that they submit all the supporting documents without fail and it is the Bidder's sole responsibility to establish the proof of having relevant experience of the Bidders to full fill the Eligibility requirements otherwise the Bids are liable for rejection.

Definitions

For this Tender, unless the subject or context otherwise requires, the following terms shall mean as under.

#	Terms	Definitions
1.	Day	A day means a calendar day.
2.	Month	Month means an English calendar month.
3.	Government	The government means to the Handlooms, Handicrafts, Textiles, and Khadi Department of the Government of Tamil Nadu.
4.	Department	The Department means to the Tamil Nadu Handicrafts Development Corporation Limited, under the administrative control of the Handlooms, Handicrafts, Textiles, and Khadi Department, Government of Tamil Nadu.
5.	Government Organisations	Government Organisations means Central Government, State Government, Public Sector Undertakings of Central/State Governments, and wholly owned Government Bodies.
6.	Applicable Law	Applicable Law means the Laws and any other instruments having the force of Law in Tamil Nadu as they may be issued and in force from time to time.
7.	Request for Proposal (RFP)	RFP means “Request for Proposal” document issued for "Design and Development of an Integrated Multi-Vendor E-Commerce Portal, Supply Chain Management System, and Buyer & Seller Hybrid Applications for Poompuhar”
8.	Bidder/ Developer	Bidder/ Developer means the party that makes a formal offer in pursuance of this Tender floated by TNHDC.
9.	Partial offer	A partial offer means that the Bidder is not quoting for the entire scope of work or price as asked in the Technical or Price Bid, and such Bids are liable for rejection.
10.	Conditional offer	A conditional offer means that the Bidders specify their terms and conditions for the Scope of Work or quoted Price, which would be non-responsive to the tender conditions, and such Bids are liable for rejection.
11.	Successful Bidder or DEVELOPER	Successful Bidder or DEVELOPER can be used interchangeably and means the Bidder who has been selected for awarding the contract through this Tender process.
12.	Services	Services mean the work to be performed by the DEVELOPER as per the Scope of Work described in the Tender.

#	Terms	Definitions
13.	Bank Guarantee	Bank Guarantee means the Bank Guarantee given by the DEVELOPER to TNHDC for a percentage of the contract value and for a period specified in this Tender document from the date of signing of the contract and renewed whenever a contract is renewed.
14.	Agreement	The agreement means the agreement to be entered into between TNHDC and DEVELOPER with all its appendices and annexures and any amendments thereto made in accordance with the provisions herein, read in conjunction with this Request for Proposal (RFP) document, and the bid response, including its further revisions, associated documentation, as the situation may deem necessary.
15.	Force Majeure	Force Majeure means any event that is unforeseeable, beyond the control of either party and not involving the affected party's wilful fault or negligence and materially affecting its capacity to perform its obligations.
16.	Material Breach	Material Breach means not submitting any deliverables, as mentioned in the Scope of Work and not rectifying the default within the days of being notified of the default.
17.	Other Terms	Other terms used in the Tender but not defined under this shall have the same meaning as assigned to such terms under the Information Technology Act, 2000 and the Companies Act, 1956, as the case may be, as amended from time to time.

1. Introduction

The Tamil Nadu Handicrafts Development Corporation Limited (hereinafter called TNHDC) popularly known as “Poompuhar” was incorporated as a Public Limited Company by indulging in the Sales Emporia and Training-cum-Production Centres. The TNHDC promotes exquisite handicrafts like Sculpture, Thanjavur Paintings, Stone Carving, Wood Carving, Mementos/Memorabilia, Jewellery, Pottery, Carpets, etc.

The TNHDC aims to encourage and hone the talent of artisans by training them, helping them improve their product quality and providing them social security by marketing their products through sales showroom and e-commerce platform. The TNHDC build capacities of the artisans and helping them to cater to the changing demands of consumers. It also helps nurture traditional culture, make these ancient arts and crafts flourish.

To encourage artisans to create innovative designs and to market and sell their handcrafted products under one unified platform, the Corporation has planned the **design and development of an Integrated Multi-Vendor E-Commerce Portal, a Supply Chain Management System, and Hybrid Mobile Applications for both buyers and sellers under the Poompuhar brand.**

By implementing a dedicated multi-vendor e-commerce platform with buyer and seller application for the handicraft sector, TNHDC aims to empower artisans by enabling them to list and sell their products online. Simultaneously, the platform will allow buyers to easily discover, purchase, and engage with sellers through an integrated Supply Chain Management (SCM) system. This system will facilitate seamless buyer-seller interactions, ensuring efficient transactions, optimized inventory management, and smooth order fulfillment

For more information about the Corporation, please visit www.poompuhar.com.

2. Tender Schedule

S.No	Parameters	Details
1	Tender Inviting Authority, Designation, and Address	The Managing Director Tamil Nadu Handicrafts Development Corporation 759 Anna Salai, Chennai – 600 002 Phone:(044) 2852 1271/1325/5094 Fax: (044) 2852 4231 Email: tamilnaduhandicrafts@yahoo.co.in
2	TNHDC Tender Ref No	TNHDC/423/IT/25-26
3	Mode of Tender	Tender Document (Part – A), Technical Bid(Part – B) & Price Bid(Part- C) and e-submission of the bids online through https://tntenders.gov.in
4	Date of Notice of Inviting Tender available to parties to download	e-Tenders shall be submitted from 28.07.2025.
5	Earnest Money Deposit (EMD)	An EMD amount of Rs. 75,000/- (Rupees Seventy-Five Thousand only) should be paid only through online payment mode
6	Tender Document Cost	Free of cost
7	Date of submission of online e- Tender	06.08.2025
8	Pre-Bid Meeting on	A pre-bid meeting will be held on 04.08.2025 at 12.00 Noon at the address mentioned in (1) above.
9	Date of closing of online e-Tender	e-Tenders shall be submitted on or before 18.08.2025 @ 12.00 noon.
10	Date & Time of Opening of online e-Tender	Tender will be opened on 18.08.2025 at 3.00 PM at the address mentioned in (1) above.

3. General Instruction

The Developers are requested to examine the instructions, terms & conditions and specifications laid down in the Tender. Failure to furnish all required information in every aspect will be at their risk and may result in the rejection of their bid.

The Bidder(s) are required to contact the Tender Inviting Authority by Mail/Letter at least 48 hours prior to the opening of the tender for any clarifications required.

The responses to the clarification will be notified on <https://tntenders.gov.in> without indicating the source of the query.

At any time prior to the last date for receipt of Bids, **Tamil Nadu Handicrafts Development Corporation Ltd (TNHDC)** may, for any reason, whether on its own initiative or in response to a clarification requested by the bidders, modify or amend the tender conditions. The Bidders are requested to visit the online portal frequently to check for any such amendments.

TNHDC, at its discretion, may or may not extend the due date and time for the submission of bids in light of such amendments.

All the Developers must periodically browse the portal till the closing date of this Tender for any amendments or corrigendum issued in connection with this Tender. **TNHDC** will not be responsible for any misinterpretation of the provisions of this tender document on account of the Developers' failure to update the bid documents based on changes announced through the portal.

The bid prepared by the Developer, as well as all correspondence and documents relating to the bid, shall be in English only.

Any offer made in response to the tender, when accepted by **TNHDC**, will constitute a contract between the parties.

The Contractor shall not be entitled to any increase in the rates or any other right or claim whatsoever by reason of any representation, explanation, or statement, or alleged representation, promise or guarantee given or alleged to have been given to them by any person of **TNHDC**.

No Director, official, or employee of **TNHDC** shall, in any way, be personally bound or liable for their acts or obligations of **TNHDC** under the contract or answerable for any default or omission in the observance or performance of any acts, matters, or things which are herein contained.

Any alterations or erasures shall be treated as valid only if they are authenticated by the full signature of the person or persons authorized to sign the bid.

The provisions of the **Tamil Nadu Transparency in Tenders Act, 1998** and the **Rules, 2000** framed thereunder, including any amendments, shall be applicable.

4. Technical Bid

The Bidder(s) should meet the following Eligibility Criteria to participate in the Tender. Bidders should ensure that they submit all the required supporting documents as specified in the Tender document without fail. Bids received without supporting documents are liable to be rejected.

Tender Eligibility Criteria

Sl. No.	Bidder's Eligibility Criteria	Documentary proof to be submitted	Remark	Document Submitted (Yes / No)
1.	The bidder should have an active CMMi Level 3 or above certification.	A copy of the certificate(s), self-attested by the authorized signatory of the vendor, should be submitted.	Bidders are advised to ensure that their CMMi Level 3 or above certification is valid and active.	
2.	The bidder should have an active ISO 9001:2015 an international standard that specifies requirements for a quality management system (QMS) Certification.	A copy of the certificate(s) self-attested by the authorized signatory of the vendor, should be submitted	Bidders must ensure that their ISO 9001:2015 certification is valid and active.	
3.	The bidder should have an active ISO 27001 or higher Information Security Certification.	A copy of the certificate(s) self-attested by the authorized signatory of the vendor, should be submitted.	Bidders must ensure that their ISO 27001 certification is valid and active.	
4.	The vendor should have successfully completed two end-to-end software development projects in Tamil Nadu Government sectors/PSU, with a combined project value of not less	(a) Documentary evidence in the form of work order along with milestone completion certificate or work order to be considered to be provided for the	(a)Cost of work means gross value of the work order including taxes. (b)Here "similar work" will imply the following: Design & Development of Government Web portal	

	than ₹1,00,00,000 (Rupees One Crore),	similar works.	along with Security Audit, and Annual Maintenance.	
5.	Bidder should have a minimum average annual financial turnover of 50 crores (Rupees Fifty Crores) - during the 3 consequent financial years 2021-2022, 2022-2023 and 2023-2024.	Copy of the last three years financial turnover certificates issued by Chartered Accountants / Audited balance sheet should be attached		
6.	The Bidder must have a software firm and should be in operation in successful software development, software customization & implementation in Tamil Nadu and be capable of end-to-end application development. The bidder should have office in Chennai.	Proof documents (Agreement / Rent Receipt / Electricity Bill / Property Tax Bill) should be submitted.	If the Bidder does not have any office in Chennai, they will be disqualified from the technical evaluation	
7.	The Bidder participating in this tender should be a company/firm registered under the Companies Act, 1956/ and who have GST registration and must have completed 5 years of existence as on Bid calling date.	Certificate of Incorporation/ company's Registration Certificate & GST Registration Certificate/ Company's PAN		
8	The bidder should have IT manpower of at least 50 members on their rolls. Self-declaration of Manpower details to be submitted along	Self-Declaration on Company Letterhead	<ul style="list-style-type: none"> Signed by an authorized signatory (e.g., Director or HR Head). 	

	with the technical bid.			
9	The bidder should submit declaration stating that they are not debarred/blacklisted by any Central/State Government, PSUs in the bid.	Self-Declaration on Company Letterhead	<ul style="list-style-type: none"> • Signed by the authorized signatory. • Must clearly state that the bidder is not debarred or blacklisted by any: <ul style="list-style-type: none"> ○ Central Government Department/Agency ○ State Government Department/Agency ○ Public Sector Undertaking (PSU) 	

4. Instructions to the Bidders

4.1 Language of the Bids

The Bids prepared by the Bidder, as well as all correspondence and documents relating to the Bid, shall be in English only. If the supporting documents and printed literature furnished by the Bidder are in any other language, they shall be submitted with an accurate English translation duly notarised, in which case, for all purposes of the Bid, the translation shall govern. Bids received without such a translation copy are liable to be rejected.

4.2 Bid Currency

Price should be quoted in Indian Rupees (INR) only and Payment shall be made in Indian Rupees only.

4.3 Letter of Authorisation

An Authorisation letter or Power of Attorney from the Board of Directors or Managing Director shall be submitted in case of Registered Company. Authorisation letter signed by all the Partners authorising one of the Partners/Officials shall be submitted in case of Partnership Firm. Authorisation letter signed by the Proprietor authorising self/one of Officials shall be submitted in case of Proprietary-ship Firm. Such Authorisation letter should clearly mention the name and designation and other details of the Authorised person to sign and submit Bids, to take decisions and to execute the work on behalf of the Organisation. The Bids received without the Authorisation letter or Power of Attorney will be summarily rejected.

4.4 Clarifications and Amendments

- 1) At any time after the issue of the tender documents and before the opening of the tender, the Tender Inviting Authority may make any changes, modifications or amendments to the tender documents and upload such changes to the designated websites mentioned in Tender Data sheet.
- 2) TNHDC will not be responsible for any misinterpretation of the provisions of this tender document or on account of the Bidder's failure to update the Bid documents based on changes uploaded in the website.

4.5 Contacting the Tender Inviting Authority

Bidders shall not make attempts to establish unsolicited and unauthorised contact with the Tender Inviting Authority or Tender Committees or Tender Accepting Authority after opening of the Tender and prior to the notification of the Award. Any attempt by any Bidder to bring to bear extraneous pressures on the Tender Inviting Authority or Tender Committees or Tender Accepting Authority shall be sufficient reason to disqualify the Bidder.

4.6 Cost of Bidding

The Bidders should bear all costs associated with the preparation and submission of Bids.

4.7 Earnest Money Deposit (EMD)

- 1) An EMD amount as specified in the Tender Schedule should be paid along with the Technical Bid. An EMD amount of Rs. 75,000/- (Rupees Seventy Five Thousand only) should be paid only through online payment mode. The EMD amount of the unsuccessful Bidders will be refunded after finalisation of the Tender and award of the contract. The EMD amount held by TNHDC till it is refunded to unsuccessful Bidders will not earn any interest thereon.
- 2) The EMD amount of the successful Bidder will be converted as part of the Security Deposit (SD) for successful execution of the work.
- 3) The EMD amount will be forfeited by TNHDC, if the Bidder withdraws the bid during the period of its validity specified in the Tender or if the successful Bidder fails to sign the contract or the successful Bidder fails to remit Security Deposit within the timeframe specified in the Tender.

4.8 Tender Envelopes

- 1) Bidders should examine all Instructions, Terms & Conditions and Technical specifications as given in the Tender document. Failure to furnish information in the Bid or submission of Bids not substantially responsive/viable in all respects will be at Bidders' risk and may result in rejection of bid. Bidders should strictly submit the Bid as specified in the Tender, failing which the bids will be held as non-responsive and will be rejected.
- 2) The Bids should be submitted in three covers namely (1) Tender Document (2) Technical Bid and (3) Price Bid. The tender should be submitted through e-tender only.

4.9 Tender Document (Envelope – A) & Technical Bid (Envelope-B)

4.9.1 Bid Preparation

The Tender Document (Envelope -A) & Technical Bid (Envelope-B) as given in the Tender document shall be filled, signed and stamped in all pages. TNHDC will not be responsible for the errors committed in the Bids by the Bidders. The Technical Bid should not strictly contain any price indications, failing which, the Bids will be summarily rejected.

4.9.2 Details to be furnished

- 1) The EMD amount as specified in the Tender should be submitted. Tenders received without the EMD amount will be rejected.
- 2) A covering letter in the Bidder's Letter Head (in the format given in Annexure-1) should be submitted.
- 3) An Authorisation letter or Power of Attorney as specified in the Tender document should be submitted. The Tenders received without an Authorisation letter or Power of Attorney will be rejected.
- 4) The tender document in full along with Corrigenda, shall be printed, signed by the Authorised Signatory of Tender, sealed in all pages and submitted in the Technical Bid

- as a token of acceptance of the Tender conditions.
- 5) The Tender Document (Envelope -A) & Technical Bid (Envelope-B) should be duly filled in the format given in the Tender document, signed by the Authorised Signatory and stamped in all the pages and should be submitted.
 - 6) All the supporting documents to establish proof of Bidder's eligibility to participate in the Tender should be signed by the Authorised Signatory and stamped in all pages and should be submitted. The supporting documents shall establish Bidder's eligibility to participate in the Tender, failing which, the Bid will be rejected.
 - 7) The Auditor's Certificate with IT return, Annual Report, Profit & Loss Account should be signed by the Authorised Signatory and stamped in all pages and should be submitted.
 - 8) Any other documents as specified in the Tender should be signed by the Authorised Signatory and stamped in all pages and should be submitted.
 - 9) The Developer shall submit full details of his ownership and control or, if the Developer is a partnership, joint venture or consortium, full details of ownership and control of each member thereof.
 - 10) If the Developer is a joint venture / consortium / group / partnership of two or more persons, all such persons shall be jointly and individually liable to Tamil Nadu Handicrafts Development Corporation Limited for the fulfilment of the terms of the contract. Such person shall designate one of them to act as leader with authority to sign. The joint venture / consortium / group / partnership shall not be altered without the approval of the TNHDC.
 - 11) Developer shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a Developer or if any of the partners in a joint ventures or any one of the members of the consortium submits the tender additionally, both the tenders are liable to be rejected.
 - 12) In case the Developer has any doubt about the meaning//interpretation of any of the clauses contained in the tender document, he/she shall seek clarification from The Assistant Manager (CO), Tamil Nadu Handicrafts Development Corporation Limited, sufficiently well before submitting the bid. Any such clarification, together with all details on which clarification had been sought, will also be forwarded to all Developer without disclosing the identity of the Developer seeking clarification. All communications between the bidders and the Assistant Manager (CO), Tamil Nadu Handicrafts Development Corporation Limited shall be carried out in writing through email tamilnaduhandicrafts@yahoo.co.in .
 - 13) Any and all the exemption which the tenders may have, in any of the clauses in the specification and general conditions of service should be clearly outlined in the Part B– To be attached I.

- 14) It may be noted that the tenders not containing full particulars called for in complete shape are liable to be rejected. Tenders not properly authenticated by the Developer will be rejected. Tender documents should be duly signed by the Developer in all pages.
- 15) Tenders and all accompanying documents shall be in English. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. The English version shall prevail in matters of interpretations.
- 16) All the columns shall be clearly typed. The Developer should quote the number, rates and amount tendered by him/ her/ them in figures. The Developer shall take care that the rate and amount may be written in such a way that interpolation is not possible. Mandatory column should be duly filled, otherwise the tender liable for rejection.

4.9.3 Signing the Bid

The Technical Bid shall be typed and signed by the Authorised Signatory on all pages of the Bid and stamped. Any alterations or deletions will be treated as valid only if they are attested with the full signature of the Authorised Signatory.

4.10 Price Bid (Envelope- C)

4.10.1 Details to be furnished

- 1) All the Price items as asked in the Tender should be filled in the Price Bid exclusive of taxes. The Tender is liable for rejection if Price Bid contains partial offers or conditional offers.
- 2) The price quoted by the Bidder shall include cost and expenses on all counts viz. cost of equipment, materials, tools/ techniques/ methodologies, delivery & installation, manpower, supervision, administration, overheads, travel, lodging, boarding, in-station and outstation expenses, etc. and any other cost involved to fulfil the scope of work as specified in the Tender.
- 3) The cost quoted by the Bidder shall be kept firm for a period specified in the Tender from the date of opening of the Tender. The Bidder should keep the Price constant during the period of Contract including during the period of extension of time if any. Escalation of cost will not be permitted during the said periods or during any period while providing services whether extended or not for reasons other than increase in duties / taxes payable to the Governments in India within the stipulated delivery period.

4.10.2 Signing the Bids

The Bids shall be typed, signed by the Authorised Signatory in all pages of the Bid and stamped. Any alterations or deletions shall be treated valid only if they are attested by full signature by the Authorised Signatory.

4.11 Mode of Submission of Tender

- 1) The Bid should be uploaded through online mode only as per the tender norms; no bids will be entertained physically.
- 2) TNHDC will not be liable or responsible for any uploading or downloading of tender.
- 3) The Bids received through post or email will be not considered and summarily rejected.

the forfeiture of the EMD/ SD as the case may be.

4.12 Tender Opening and Initial Scrutiny

4.12.1 Technical Bid (Envelope-A) Opening

The Tender Document (Envelope A) and Technical Bid cover (Envelope-B) will be opened at the place, date and time as specified in the Tender Schedule. The Tender will be opened in the presence of the Bidders who are willing to be present. The Authorised Signatory of the Tender or their representative shall attend the Tender opening.

4.12.2 Tender Validity

The price quoted by the Bidder shall be kept valid until the project is completed from the date of Tender opening of Tender Document (Envelope – A) & Technical Bid Envelope-B).

4.12.3 Initial Scrutiny during Tender opening

After opening the Tender Document (Envelope – A) and Technical Bid (Envelope-AB) of the tender, an initial scrutiny will be held for the following aspects.

- i) Whether Tender Document (Envelope – A), Technical Bid (Envelope-B) and Price Bid (Envelope-C) are submitted in three separate covers.
- ii) Whether the EMD amount has been paid only through online mode.

All Bids fulfilling the above conditions alone will be considered for further evaluation otherwise the Bid will be rejected.

4.12.4 Clarifications by TNHDC

When deemed necessary, TNHDC may seek bonafide clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid or price quoted. During the course of Technical Bid evaluation, TNHDC may seek additional information or historical documents for verification to facilitate decision making.

4.13 Technical Bid Evaluation

4.13.1 Suppression of facts

- 1) During the Technical Bid evaluation, if any suppression or misrepresentation of information is brought to the notice of TNHDC, TNHDC shall have the right to reject the Bid. If the Bidder has already been selected, then TNHDC would terminate the contract forthwith, as the case may be without any compensation to the Bidder and the EMD/ Security Deposit as the case may be shall be forfeited.
- 2) Bidders should note that any facts and figures like quantity, numbers, currency value, etc., in the supporting documents submitted by the Bidders for proving their eligibility criteria is found suppressed or erased, TNHDC shall have the right to seek the correct facts and figures, or reject such Bids as the case may be. It is the Bidders responsibility to submit the full copies of the supporting documents to prove its eligibility otherwise TNHDC may not consider such supporting documents.

4.13.2 Bid compliance with Eligibility Criteria

Tender committee will be involved for evaluation of Technical Bid with respect to Eligibility criteria requirements as specified in the Tender. The Technical Evaluation will be conducted based on the supporting documents submitted by the Bidders. The Bids which establish the Tender Eligibility Criteria in full will be considered for further processing. The Bids will be held non-responsive and rejected if the Bids do not establish the eligibility of the Bidders and will become unsuccessful in the Tender.

4.13.3 Selection of Technically Qualified Bidder

Those Bidders who fulfil the Eligibility Criteria will be the Technically Qualified Bidders in the Tender. Bidders will be assessed only to improve the quality levels in the proposed work under this Tender. The Price Bids of the Technically Qualified Bidders alone will be opened and evaluated.

4.14 Price Bid Evaluation

4.14.1 Price Bid opening

The Price Bid cover (Envelope-C) will be opened at the place, date and time as specified in the Tender Schedule. The Technically Qualified Bidders alone will be invited for Price Bid opening. The Authorised Signatory of the Tender or their representative shall attend the Price Bid opening.

4.14.2 Determination of Lowest Evaluated Price

- 1) The lowest evaluated price will be called as L1 bidder. The TNHDC may negotiate with the L1 Bidder for further reduction of price and improvement in the scope of work.
- 2) In the event that more than one Technically Qualified Bidder quoted the L1 price, both L1 Bidders will be asked to provide their best and final price offer.

4.15 Acceptance of the Bid

The final acceptance of the Bids is entirely vested with the Tender Accepting Authority who reserves the right to accept or reject any or all of the Tenders in full or in part. The Tender Accepting Authority may also cancel the Tender for reasons such as changes in the scope of work, new technologies, court orders, accidents or Force Majeure conditions. After acceptance of the Tender by Tender Accepting Authority, if any of the Bidder withdraws its Bid whatsoever the reason, then the withdrawn Bid will be rejected and the EMD amount submitted by the Bidder will be forfeited.

4.16 Notification of Award

Tender will be awarded within a period of 120 days from the date of uploading of the tender.

4.17 Refund of EMD amount

The EMD amount of the unsuccessful Bidders will be refunded after award of the contract within a reasonable period. The EMD amount paid by the Successful Bidder will be converted as part of the Security Deposit payable by the Successful Bidder. If the successful Bidder submits Security Deposit in full by way of irrevocable Bank Guarantee, their EMD will be refunded.

- a) Each bidder must pay an Earnest Money Deposit of Rs.75,000/- (Rupees Seventy five thousand only).
- b) Tenders not accompanied by the EMD for the notified amount in the form prescribed shall be summarily rejected.
- c) The Earnest Money Deposit of unsuccessful Developers will be returned after the finalization of tender within a reasonable time consistent with the rules and regulations.
- d) The Earnest Money Deposit furnished for any other tenders by the bidders and if any already available with the Tender Inviting Authority cannot be considered as an EMD for this tender.
- e) The EMD amount held by the Tender Inviting Authority till it is returned to the unsuccessful bidder will not earn any interest thereof.
- f) The EMD amount of successful bidders will be retained as a part of Security Deposit (SD) for successful execution of the project.
- g) The EMD amount shall be forfeited if: The bidder withdraws the bid during the period of bid validity specified in the tender (or) in the case of the successful bidder, if the bidder fails to sign the contract or to remit Security Deposit or adhere to the time schedule.

4.18 Remittance of Security Deposit (SD)

- 1) The Successful Bidder shall be required to remit a Security Deposit equivalent to 5% (Five percent) on the total value of the order, inclusive of EMD amount by way of demand draft drawn in favour of “Tamil Nadu Handicrafts Development Corporation Limited” payable at Chennai or in the form of unconditional irrevocable Bank Guarantee in the Bank Guarantee Format (in the format given in Annexure-2), valid for a period equivalent to the delivery period plus exit period from the date of notification of award.
- 2) The Security Deposit furnished by the Successful Bidder in respect of the tender will be returned to them after successful fulfilment of Contract. The Security Deposit held by TNHDC till it is refunded to the Successful Bidder will not earn any interest thereof.

4.19 Award of Contract

The Successful Bidder shall execute a Contract (in the format as given in Annexure-3) in Rs.100/- non-judicial stamp paper bought in Tamil Nadu only in the name of the Bidder, within one week from the date of remittance of the Security Deposit. The Security Deposit will be forfeited if the Successful Bidder fails to sign the contract.

4.20 Period of Contract

- a. The period of the Contract shall be as follows:
 - Development and on go live – 120 days from the date of issue of work order
 - Warranty – 2 years
 - Total Duration (Development and on go live + Warranty) – 2 years 4 Month
 - Operation & Maintenance (O&M) Period – 5 years (From the date of end of warranty)

- b. Tamil Nadu Handicrafts Development Corporation Ltd (TNHDC) reserves the right to extend the contract period at its sole discretion.
- c. The Successful Bidder shall not have any right to refuse the extension order issued by TNHDC, nor shall they claim any increase in price or alteration in terms for any reason whatsoever during the extended period. Failure to comply shall result in forfeiture of the EMD/SD.

5. Scope of Work

5.1 Scope of Work for Design and Development of an Integrated Multi-Vendor E-Commerce Portal, Supply Chain Management System, and Buyer & Seller Hybrid Mobile Applications for Poompuhar

M1. Module 1: Integrated Multi-Vendor E-Commerce Portal

M1.1 Module Overview

Poompuhar, the e-commerce arm of Tamil Nadu Handicrafts Development Corporation (TNHDC), showcases and sells traditional and authentic Indian handicrafts made by over 60,000 artisan families across Tamil Nadu.

The objective of this project is to design and develop a scalable, feature-rich, secure, and user-friendly e-commerce portal for Poompuhar to promote and sell traditional handicrafts of Tamil Nadu. The platform shall enable both B2C (business-to-consumer) and B2B (business-to-business) transactions, offering a seamless shopping experience comparable to leading e-commerce portals such as Amazon and Flipkart. It will incorporate a multi-vendor marketplace model/ Seller panel, allowing artisans and vendors to manage their own product catalogues and sales.

M1.2 Objective:

- Design & Develop the UI/UX to meet modern e-commerce standards.
- Provide mobile responsiveness and cross-browser compatibility.
- Implement multi-vendor.
- Enable secure online transactions and order tracking.
- Integrate with a centralized admin dashboard and analytics system.
- Support multi-language and multi-currency features.
- Ensure compliance with applicable e-commerce, tax, and data protection laws.
- Ensure complete compliance with **GIGW 3.0** guidelines and **STQC** audit requirements.

M1.3 Platform Overview: Target Market and Product Range

The portal will cater to:

- General customers seeking Indian heritage crafts
- Institutional/B2B buyers (government bodies, corporate gifting)
- Art lovers and collectors worldwide

Product categories include:

- Bronze, Brass, Copper and Stone statues
- Brass Traditional Lamps
- Tanjore Paintings, Thanjavur Art Plates
- Kondapalli Toys, Kalamkari Purses
- Wood, Stone, Cloth, Leather, Jute, and Clay/Terracotta Artefacts
- Others
- Product categories and subcategories should be dynamically managed and synchronized with the backend database.

M1.4. User Classes and Characteristics

- **B2C Buyers:** General public, art lovers
- **B2B Buyers:** Bulk/institutional clients
- **Sellers:** Artisans and registered vendor units
- **Admin Users:** TNHDC
- **Showroom panel:** Showroom staff
- **Guest Users:** Visitors exploring products without registration
- **Wallet Users:** Registered users with in platform credits

M1.5 Features and Functional Requirements:

M1.5.1 Front End Portal (Customer View)

- User Registration/Login (email, mobile OTP, social logins)
- Profile management, password reset, wishlist
- Product search with filters (price, colour, dimensions, category, material, etc.)
- Product detail pages with image zoom, dimensions, weight, specifications, 360-view
- Shopping cart and guest checkout
- Apply promo codes and use wallet credits
- Order tracking, history, invoices, cancellations, returns, refunds

- Customer reviews, ratings, and feedback
- Push/email/SMS/Whats App notifications
- Live Chat/BOT

M1.5.2 Platform Multi-Vendor Marketplace Features

- Artisan/vendor registration and KYC verification
- Vendor dashboard for product management, orders, payments
- Commission-based sales management
- Upload product photos, videos, and specifications
- Order fulfilment and shipping updates
- Seller performance analytics and reviews
- Mobile app access for sellers (dashboard, orders)
- Payment and GST Statement download

M1.5.3 Platform Admin Panel

- Dashboard with summary metrics and KPIs
- User & vendor management (approval, suspension, reporting)
- Product moderation and category management
- Inventory and stock threshold alerts
- Coupons, promotions, and loyalty program management
- Content management system (CMS) for banners, blogs, testimonials
- Newsletter management and mailing list segmentation
- SEO URL manager, Google Analytics, sitemap, metadata
- BI automated reports

M1.5.4 Catalogue and Product Management

- Unlimited product categories and subcategories
- Price, size, colour, weight, specification variants, etc.,
- Inventory synchronization and SKU management
- Bulk product uploads via CSV/XML
- Featured, most viewed, recently added filters

M1.5.5 Checkout and Payment Gateway

- Multiple shipping address management

- One-page and guest checkout
- Real-time tax and shipping estimation
- Payment gateway integration (UPI, cards, net banking, wallets)
- Generate invoices in PDF, send order confirmations

M1.5.6 Reporting and Analytics

- Daily/weekly/monthly/ annually sales reports
- Vendor earnings and margin
- User behaviour heatmaps and funnel analytics (like Hotjar/Google Analytics)
- BI Analysis
- Traffic sources, conversions, cart abandonment
- Payment and GST reports
- Exportable CSV/PDF reports

M1.5.7 Other Key Modules

- Wallet system for refunds and credits
- Multi-currency and multi-language support
- Product recommendations and cross-selling
- Forums, FAQs, testimonials, and blogs
- Integration with logistics APIs for real-time tracking
- Integration with Insurance APIs for delivery of products
- Security and GDPR compliance
- In-app wallet, promo codes, loyalty points
- Firebase or similar for crash analytics

M1.5.8 Mobile Application Integration

- Android and iOS mobile applications
- Unified backend through RESTful APIs for seamless data exchange
- Consistent UI/UX aligned with web portal branding
- Real-time order updates and push notifications
- Mobile-optimized product browsing and checkout process
- Barcode scanner support for quick product lookup
- In-app wallet usage, promo codes, and loyalty points
- Google Firebase or equivalent integration for notification and crash analytics

M1.5.9 Payment Gateway Integration

- Admin can **view, manage, and modify** all payment methods through the website admin panel.
- The platform shall support integration with multiple secure and reliable payment gateways. At a minimum, it must support integration with at least one of the following:
 - PayPal
 - CCavenue / BillDesk
 - Bank Payment Gateway (such as Razorpay, PayU, or any specific bank-integrated solution)
- The system should be designed to allow easy scalability and configuration to integrate as many payment gateway options as needed, including but not limited to UPI, Net Banking, Credit/Debit Cards, Wallets (like PhonePe, Google Pay, Amazon Pay), and other region-specific or international gateways, as per future business requirements.
- Show available EMI options on the product detail page, cart page, and checkout page, based on payment gateway data
- During checkout on the website:
 - Users will be required to **enter basic personal and billing information** before proceeding to payment.
 - Upon selecting the **“Pay Now”** option, users will be able to choose their **preferred payment method** and will be redirected to the selected **secure payment gateway** to complete the transaction.
- Transactions will be **secure and responsive** across all modern desktop and mobile browsers.

M1.5.8 UI/UX and Design

- Responsive and mobile-first design approach
- Wireframing and prototype design using tools like Figma or Adobe XD
- Design approval from client before final implementation
- High-resolution product image gallery with zoom features
- Separate design considerations for mobile applications

M1.5.8 Technical Stack

- Frontend: ReactJS / Angular / Bootstrap / HTML5 / CSS3
- Mobile: React Native / Flutter (for Android and iOS)
- Backend: PHP Core / Laravel Framework
- Database: MySQL

- APIs: RESTful services
- SEO Tools: Google Analytics, Search Console, XML Sitemap

M2. Module 2: Design and Development of Poompuhar Mobile Application (Android & iOS)

M2.1 Module Overview:

This project entails the design and development of a modern, user-friendly, and secure mobile application for Poompuhar on both Android and iOS platforms. The app will serve as a mobile extension of the Poompuhar e-commerce portal, offering customers a seamless shopping experience while showcasing and selling Tamil Nadu's traditional handicrafts. The mobile app will integrate with the existing backend APIs and e-commerce systems to provide a real-time, synchronized shopping environment.

M2.2 Objectives:

- Enhance the mobile shopping experience for end users.
- Support B2C and B2B use cases.
- Ensure real-time integration with the web portal and admin backend.
- Provide push notifications and personalized content.
- Maintain performance, scalability, and platform-specific UI/UX standards.

M2.3 Key Features and Functional Requirements:

M2.2.3.1 Customer-Facing Mobile Features (Android & iOS)

- User registration/login (Email, OTP, Social Media)
- Profile management, address book, password reset
- Product browsing with filters (price, material, category, etc.)
- Product detail pages with zoom, videos, and descriptions
- Wishlist management
- Add to cart and seamless checkout process
- Coupon code application and wallet usage
- Order history, invoice downloads, return and cancellation
- Push notifications (order status, promotions, offers)
- Multilingual and multi-currency support
- Secure payment gateway integration (UPI, cards, net banking, wallets)
- Real-time shipment tracking via integrated logistics APIs
- Customer reviews and product ratings

- Search auto spell correction

M2.2.3.2 Vendor and Artisan Access

- Artisan/vendor dashboard (view-only or interactive)
- Upload new products or modify listings
- Order notification and fulfilment tracking
- Sales performance insights

M2.2.3.3. Admin Access

- View system analytics and user metrics
- Push notification management (manual or scheduled)
- Promotional content publishing (e.g., flash sales, banners)

M2.2.3.4. Mobile App (iOS & Android) – Payment Gateway Integration

- Admin can **manage payment methods centrally**, and any changes will reflect on both iOS and Android apps in real-time.
- Mobile apps will support integration with **native SDKs** of one of the following payment gateways:
 - **PayPal Mobile SDK**
 - **Bank Payment Gateway SDKs** (such as Razorpay, CCAvenue , Billdesk, PayU, or chosen local bank's SDKs)
- Show available EMI options on the product detail page, cart page, and checkout page, based on payment gateway data
- On the mobile app:
 - When users tap **“Pay Now”**, they will be prompted to fill in minimal personal details (if not already saved in profile).
 - Users will then select a **payment method**, and the app will **invoke the corresponding gateway SDK** for a secure and seamless payment experience.
 - Payment flow will be **optimized for mobile UI/UX**, ensuring faster processing and minimal steps.
- The payment module will comply with **mobile app security best practices**, including **SSL encryption, tokenization, and app store guidelines**.

M2.2.4. Integration Points:

- Seamless integration with existing e-commerce web backend (API layer)
- Authentication and session management
- Real-time data sync for product listings, user info, orders, and payments

- Integration with Insurance APIs for delivery of products
- Secure RESTful API consumption
- Analytics tracking via Google Firebase and/or third-party tools

M2.2.5. UI/UX Design:

- Native UI adhering to Material Design (Android) and Human Interface Guidelines (iOS)
- Mobile-first approach for speed and usability
- Wireframes and prototypes shared via Figma/Adobe XD for client approval
- Visually appealing and minimalistic design tailored to handicraft themes

M2.2.5. Technical Stack:

- Frontend: Kotlin (Android), Swift (iOS)
- Backend: Laravel PHP (existing backend integration)
- Database: MySQL (shared with e-commerce system)
- APIs: RESTful APIs (secured)
- Analytics: Firebase, Google Analytics
- Deployment: Google Play Store and Apple App Store

M3. Module 3: Design and Development of Supply Chain Management System for Poompuhar

M3.1 Module Overview:

The objective of this module is to design and develop a comprehensive Supply Chain Management System (SCMS) for Poompuhar, enabling seamless coordination and management of the procurement, production, inventory, distribution, and Seller interactions. The SCMS will cater to the unique needs of a handicraft-based organization by incorporating artisan registration, raw material tracking, vendor management, logistics, and showroom/franchise outlet integration. The system will be fully integrated with the Poompuhar e-commerce platform.

M3.2 Objectives:

- Enable end-to-end digital management of supply chain operations.
- Centralize procurement, inventory, production, and distribution workflows.
- Provide visibility into stock levels, Seller status, and order fulfillment.
- Facilitate role-based access and control for internal and external stakeholders.
- Improve efficiency, reduce wastage, and support informed decision-making through analytics.
- Deliver a **Seller Panel experience inspired by Amazon Seller Central** for artisans and vendors.

M3.3 Key Functional Modules:

M3.3.1 Seller / Artisan Management:

- Seller registration with KYC and verification.
- Seller categorization (Artisans, Production Units, Exhibitions, Tenders, etc.).
- Contract management, pricing structures, and compliance tracking.
- Seller portal for order visibility, shipment updates, and invoice management.
- Integrating the SCM system with the e-commerce platform will provide real-time product availability updates, automated order processing, and synchronised shipping workflows with logistics providers. This will enhance efficiency, reduce operational bottlenecks, and improve customer satisfaction with faster deliveries and accurate tracking.

M3.3.2 Seller Dashboard with Analytics:

- Provide a comprehensive dashboard for artisans and vendors similar to Amazon Seller Central, showing:
 - Sales overview
 - View orders, shipments, earnings, returns, and feedback.
 - Orders fulfilled/pending
 - Returns and cancellations
 - Receive alerts and settlement reports.
 - Performance insights (delivery time, customer feedback, product ratings)
 - Seller dashboard shows:
 - Payment history, settlement breakdowns.
 - Pending dues and deductions (like Amazon's "Statement View").

M3.3.3 Procurement Management

- Purchase requests and auto-generated purchase orders (POs).
- Workflow-based approvals and threshold triggers for reordering.
- Real-time integration with stock and demand forecasts.
- Status tracking and integration with the finance module for payments.
- Artisans notified via portal and SMS/email/Whats App.

M3.3.4 Inventory Management:

- Real-time stock tracking across production units, showrooms, outlets, and warehouses.
- Automated low-stock alerts with predictive reordering (like Amazon's Restock Inventory).

- Stock transfer management and audit trails.
- Support for barcode, QR code, SKU, and batch management.
- FIFO/LIFO/Weighted Average costing methods.
- Inventory forecast reports for artisans/vendors based on product demand.
- To implement a **Supply Chain Management (SCM)** system to streamline procurement, warehousing, logistics, and inventory control, ensuring efficient order fulfilment. The system will enable **real-time tracking of stock levels, automate replenishment, and optimise Seller management** to prevent delays and shortages.

M3.3.5 Payment Gateway Integration & Seller Settlements:

○ Direct Payment to Artisans & Automated Fund Transfer Systems

Direct Payment to Artisans: Allow direct, real-time payments to artisans, vendors, and sellers once an order is fulfilled. Automated Payment Scheduling – Set up periodic payouts (daily, weekly, or monthly) based on sales performance, improving cash flow for artisans.

Payment Transparency – Artisans can easily track their earnings and payment status through a dashboard.

Multiple Payment Options for Artisans – Enable artisans to receive payments through bank transfers.

Automated Fund Transfer System: Automated Reconciliation – The system will automatically match payments to orders and transfer funds to the correct account.

Fee Deductions – Automatically deduct transaction fees, revenue sharing and shipping costs before transferring the net payment to artisans.

GST / TDS Payment Customizable Payment Plans – Provide artisans with options to customize how they receive payments (e.g. payments, instalments).

- Reconciles orders with settlements.
- Deducts platform fees, taxes, and logistics charges.
- Customizable payout frequency (daily/weekly/monthly).

M3.3.6 Distribution and Logistics:

- Logistics planning and assignment based on delivery zones.
- Integration with logistics partners and tracking APIs.

- Integration with Insurance APIs for delivery of products
- Delivery note generation and shipment tracking.
- Return and damage reporting.

M3.3.7 Showroom & Outlet Inventory Synchronization:

- Real-time updates of stock movement across all outlets and franchises.
- POS integration for real-time sales and inventory reconciliation.
- Management of inter-branch transfers and adjustments.

M3.3.8 Artisan Registration and Management:

- Capture artisan profiles, skills, and production capacity.
- Documentation management and scheme eligibility tracking.
- Mapping artisans to specific production units or orders.

M3.3.9 Customer Care support module:

- Helpdesk dashboard for customer queries and returns.
- Ticketing system with escalation matrix.
- FAQ and chatbot interface for common issues.

M3.3.10 Role-Based Access and Admin Control:

- Role creation and access management (admin, Seller, inventory manager, etc.).
- User activity logs, master data control, and system configurations.
- Mapping of employees to units, showrooms, and vendors.

M3.3.11 Reporting and Dashboards:

- Procurement reports (pending POs, vendor status).
- Inventory reports (stock movement, low-stock, aging).
- Seller performance metrics.
- Production and distribution analytics.
- Custom dashboards for key roles.

M3.4. Integration Points:

- Seamless integration with Poompuhar's E-Commerce Platform with mobile app.
- Finance module for procurement-related payments and vendor ledger.
- Mobile app backend for inventory and order status visibility.

M3.5. Knowledge Hub & Onboarding Guide:

- Multi-language (English/Tamil) videos, FAQs, process guides
- Step-by-step listing and fulfillment instructions

5.2 Roles and Responsibilities

1. Tamil Nadu Handicrafts Development Corporation Ltd. (Poompuhar)

- Provide complete business requirements, workflows, and expectations for all relevant modules (E-commerce, Sales, Inventory, Accounts, Production, Artisan, POS, Customer, Seller, and Mobile App functionalities).
- Share existing portal data, reports, visuals, and process documents for functional mapping and analysis.
- Appoint a single point of contact (SPOC) for coordination, feedback, and approvals.
- Approve wireframes, UI/UX designs, and key module workflows before development.
- Review and sign off on critical documents such as SRS, design blueprints, UAT test cases, and deployment plans.
- Provide required configurations such as SMS headers, payment gateway access credentials, and email configurations.
- Validate all components (Web, Supply Chain, Mobile App) during User Acceptance Testing (UAT) and provide feedback for improvement.
- Facilitate timely responses and inputs to avoid project delays.
- Coordinate internal stakeholders (production units, showrooms, franchises) for requirement gathering and UAT.
- Oversee the post-go-live adoption across all operational units – showrooms, warehouse, artisan management, and online orders.
- Provide milestone-wise approval for deliverables as per agreed timelines.
- Participate in training sessions and facilitate onboarding across different user groups.
- Ensure cross-departmental participation for smoother rollout of E commerce Portal and mobile applications.

2. Selected System Integrator (SI) / Development Partner

- Conduct a detailed requirement gathering exercise across all stakeholders, including artisans, showroom managers, warehouse operators, and internal departments.
- Develop detailed Business Process Documentation, SRS, and wireframes for every module.
- Design and develop the:
 - Web-based E-Commerce Marketplace Portal
 - Centralized Supply Chain Management System

- Integrated Android and iOS Mobile Applications
- Build secure, scalable, responsive, and multilingual applications aligned with industry best practices and UX guidelines.
- Ensure tight integration between modules – inventory, finance, production, orders, artisan profiles, customer management, etc.
- Implement API-driven architecture to enable seamless communication across web, mobile, and backend systems.
- Develop a comprehensive admin portal with Role-Based Access Control (RBAC), dashboards, and analytics.
- Integrate third-party services such as:
 - SMS/Email gateways
 - Payment gateways
- Developing a website as per GIGW (Guidelines for Indian Government Websites) involves adhering to a comprehensive set of standards that ensure accessibility, usability, security, responsiveness, and compliance with government norms.
- Provide staging server and technical support during security audit & vulnerability assessment phases.
- Provide:
 - Admin and user manuals
- Ensure all software deliverables undergo extensive testing (unit, integration, security, UAT).

5.3 Milestone and Deliverables

The selected bidder shall deliver the following,

- Project Inception Report
- BRD with workflow diagrams
- System Architecture & Technology Stack Proposal
- System Design Document (SDD)
- Database Schema & Entity Relationship Diagram (ERD)
- UI/UX Prototypes for all modules
- Working Demo of Key Modules
- Integration Reports (POS, Inventory, Seller, etc.)
- Module-wise Test Cases & Test Reports
- Test Cases & Bug Fixing Report

- Data Migration Report
- Training Materials (Manuals & Videos)
- Training Completion Report
- E-commerce Portal and Mobile Application Handover Document
- Final System Audit & Performance Report
- Monthly Support & Maintenance Report
- SLA Compliance & Performance Report
- Backup/Restore procedure
- Source code to be handed over to TNHDC

Annexure-1 Bidder's covering letter

(Letter should be submitted in Bidders' Letter Head)

Letter ref.: _____ dated _____

To ,
The Managing Director
Tamil Nadu Handicrafts Development Corporation Ltd
759 Anna Salai, Chennai – 600 002

Dear Sir,

Sub: Undertaking for **“Design and Development of an Integrated Multi-Vendor E-Commerce Portal, Supply Chain Management System, and Buyer & Seller Hybrid Mobile Applications for Poompuhar”** – Reg.

Ref: Tender Reference _____

1. We have examined the **“Design and Development of an Integrated Multi-Vendor E-Commerce Portal, Supply Chain Management System, and Buyer & Seller Hybrid Mobile Applications for Poompuhar”** as specified in the Tender. We undertake to meet the requirements and provide the services as set out in the Tender document.
2. We attach our Tender Document (Envelope- A), Technical Bid (Envelope-B) and Price Bid (Envelope-C) in separate covers and placed inside an outer cover as required by the Tender conditions both of which together constitutes our proposal, in full conformity with the said Tender.
3. We have read the provisions of this Tender and confirm that these are acceptable to us. We further declare that additional conditions and deviations, if any, found in our response shall not be given effect to.
4. We undertake, if our Bid is accepted, to adhere to the scope of work as specified in the Tender or such modified plan as may subsequently be agreed.
5. We unconditionally accept all the terms and conditions set out in the Tender document and also agree to abide by this Bid response for a period as mentioned in the Tender from the date of bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this Bid response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and TNHDC.
6. We affirm that the information contained in the Technical Bid or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to TNHDC is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead TNHDC as to any material fact.

7. We agree that TNHDC is not bound to accept the lowest or any Bid that may receive. We are also aware that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

8. I hereby confirm that I am entitled to act on behalf of our organisation and empowered to sign the Bid document as well as such other documents. The Power of Attorney/ Letter of Authorisation required in this connection is enclosed in the Technical Bid.

Signature of the Authorised Signatory of Tender:

Name of Authorised person:

Designation of Authorised person

Name and Address of Bidder:

Stamp of bidder:

Annexure-2 Bank Guarantee Format

(To be executed in Rs.100/- Stamp Paper purchased in Tamil Nadu)

Letter ref.: _____ dated _____

To
The Managing Director
The Tamil Nadu Handicrafts Development Corporation Limited
759 Anna Salai,
Chennai - 600002

Bank Guarantee No:
Amount of Guarantee:
Guarantee covers from:
Last date for lodgement of claim:

This Deed of Guarantee executed by (Bankers Name & Address) having our head Office at(address) (hereinafter referred to as "the Bank") in favour of The Tamil Nadu Handicrafts Development Corporation Ltd (hereinafter referred to as "TNHDC") for an amount not exceeding Rs._____/ - (Rupees _____ Only) as per the request of M/s. _____ having its office address at _____ (hereinafter referred to as DEVELOPER) against Notification of Award _____ dated __/__/__ of _____. This guarantee is issued subject to the condition that the liability of the Bank under this guarantee is limited to a maximum Rs._____/ - (Rupees _____ Only) and the guarantee shall remain in full force up to ____ months from the date of Bank Guarantee and cannot be invoked otherwise by a written demand or claim by TNHDC under the Guarantee served on the Bank or before ____ months from the date of Bank Guarantee.

AND WHEREAS it has been stipulated by you in the said ORDER that the DEVELOPER shall furnish you with a Bank Guarantee by a Scheduled/Nationalised Bank for the sum specified therein as security for compliance with the DEVELOPER'S performance obligations for a period of in accordance with the contract.

AND WHEREAS we have agreed to give the DEVELOPER a Guarantee.

THEREFORE, we (Bankers address)....., hereby affirm that we are Guarantors and responsible to you on behalf of the DEVELOPER up to a total of Rs._____/ - (Rupees _____ Only) and we undertake to pay you, upon your first written demand declaring the DEVELOPER to be in default under the contract and without any demur, cavil or argument, any sum or sums within the limit of Rs._____/ - (Rupees _____ Only) as aforesaid, without your needing to prove or show grounds or reasons for your demand or the sum specified therein.

This Guarantee is valid until ____ months from the date of Bank Guarantee.

Notwithstanding, anything contained herein

Our liability under this guarantee shall not be exceed Rs._____/ - (Rupees _____ Only).
This Bank Guarantee shall be valid up to __ months from the date of Bank Guarantee and we are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before.

In witness whereof the Bank, through its authorised Officer, has set its, hand and stamp on this
..... at Chennai.

Witness:
(Name in Block Letters)

(Signature)

Annexure-3 Contract Terms

(To be executed on a Rs. 100/- Stamp paper by the Successful Bidder)

This Contract entered into this _____ day of _____ at Chennai between;

The Tamil Nadu Handicrafts Development Corporation Ltd, having its Registered Office at 759 Anna Salai, Chennai-600 002, hereinafter referred to as TNHDC (Which expression shall, unless repugnant to the context or meaning thereof, include its successors and assigns) of the First part.

and

M/s. _____ having its Registered Office _____ hereinafter referred to as the Developer (Which expression shall unless repugnant to the context or meaning thereof include its successors and assigns) of the Second part.

Whereas TNHDC invited a Tender _____ **“Design and Development of an Integrated Multi-Vendor E-Commerce Portal, Supply Chain Management System, and Buyer & Seller Hybrid Mobile Applications for Poompuhar”** and the Developer herein has been selected in the Tender for execution of the work as detailed in the Tender Documents.

Whereas TNHDC and the Developer, in pursuance thereof, have arrived at the following terms and conditions.

A1. Definitions

For this Contract, unless the subject or context otherwise requires, the following terms shall mean as under.

1. “Day” means a calendar day
2. “Month” means English calendar month
3. “Applicable Law” means the Laws and any other instruments having the force of Law in Tamil Nadu as they may be issued and in force from time to time
4. “Services” means the work to be performed by the DEVELOPER as per the Scope of Work described in the Tender
5. “Bank Guarantee” means the Bank Guarantee given by the DEVELOPER to TNHDC for a percentage of the contract value and for a period specified in this Tender document from the date of signing of the contract and renewed whenever the contract is renewed.
6. “Contract” means this Contract entered into between TNHDC and DEVELOPER
7. “Whole Documents” means the documents listed under Whole Documents with all their appendices and annexures and any amendments thereto made in accordance with the provisions of the Request for Proposal (RFP) document, as the situation may deem necessary.

8. “Force Majeure” means an event that is unforeseeable, beyond the control of either party and not involving the affected party’s wilful fault or negligence and materially affecting its capacity to perform its obligations.
9. “Material Breach” means not submitting any deliverables, as mentioned in the Scope of Work and not rectifying the default within the days of being notified of the default
10. Other terms used in the Contract but not defined under this shall have the same meaning as assigned to such terms under the Information Technology Act, 2000 and the Companies Act, 1956, as the case may be, as amended from time to time.

A2. Interpretations

- a) If the context so requires it, singular means plural and vice versa.
- b) Entire Agreement: The Contract constitutes the entire agreement between the TNHDC and the Developer and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract.
- c) Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, dated, expressly refers to the Contract, and is signed by a duly authorised signatory of each party thereto.
- d) Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

A3. Whole Documents

The following documents shall be deemed to form and be read and construed as part of this Contract.

- a) Tender Document in full issued by TNHDC
- b) Corrigenda, Clarifications and Amendments issued by TNHDC for the Tender document
- c) Bid received from the DEVELOPER
- d) Detailed proposal and final offer of the DEVELOPER
- e) Notification of Award issued by TNHDC
- f) Purchase Order issued by TNHDC
- g) Correspondence made by both the parties from time to time during the period of the contract.

A4. Contract Period

This Contract shall remain in force until completion of the project from the date of signing of this Contract.

A5. Sub-Contract

The Developer is not allowed to sub-Contract the project to any other third party.

A6. Scope of Work

The primary objective is to Design and Development of an Integrated Multi-Vendor E-Commerce Portal, Supply Chain Management System, and Buyer & Seller Hybrid Mobile Applications for Poompuhar. To transform its traditional sales infrastructure into a digitally empowered ecosystem, TNHDC (Poompuhar) has planned the design and development of three integrated modules that together form the foundation of the upcoming digital platform: (1) Multi-Vendor E-Commerce Portal, (2) Supply Chain Management System (SCMS), and (3) Buyer & Seller Hybrid Mobile Applications.

1. Multi-Vendor E-Commerce Portal

The Multi-Vendor E-Commerce Portal will serve as the primary digital marketplace for TNHDC's handcrafted products. This scalable and secure portal will allow multiple artisans and vendor units to independently register, list, and sell their products under the Poompuhar brand, empowering them with full control over their sales activities. The portal will support B2C and B2B transactions and feature modern capabilities comparable to leading e-commerce platforms.

Key Highlights:

- Artisan/vendor registration with KYC verification
- Product catalog management with images, pricing, stock, and descriptions
- Product search with filters and rich detail pages (zoom, 360-view, video)
- Guest and registered buyer experience, including wishlists, carts, and checkouts
- Secure payment gateways supporting multiple payment modes (UPI, cards, wallets, net banking)
- Order tracking, return/cancellation management, invoice generation
- Admin dashboard for moderation, analytics, promotion, and content management
- Multilingual and multi-currency support
- Compliance with GIGW 3.0 and STQC standards

2. Buyer & Seller Hybrid Mobile Applications (Android & iOS)

The mobile applications will extend the full power of the e-commerce and SCM ecosystem to handheld devices. Separate interfaces will be provided for buyers and sellers/artisans, ensuring a seamless, modern shopping and management experience on both Android and iOS platforms.

Key Highlights for Buyers:

- Browse products with filters, categories, and personalized recommendations
- Quick product lookup via barcode scanning

- Add to cart, apply coupons, wallet usage, and single-page checkout
- Track orders, download invoices, return/cancel with ease
- Push notifications for order updates, promotions, and offers
- Multi-language, multi-currency, and secure in-app payments

Key Highlights for Sellers/Artisans:

- Dashboard for order visibility, earnings, reviews, and inventory
- Manage product listings, photos, and stock levels
- View performance analytics and settlement reports
- Real-time order notifications and fulfillment tracking

Admin Features :

- Broadcast notifications, manage promotions
- Access reports and control content workflows

Both apps will integrate with backend systems via secured RESTful APIs, and use tools like Firebase for crash analytics, push notifications, and performance monitoring.

3. Supply Chain Management System (SCMS)

The SCMS module will streamline the end-to-end backend operations, including procurement, inventory, vendor/seller coordination, showroom/franchise stock management, logistics, and artisan production tracking. It is tailored to the unique needs of the handicraft industry, supporting artisan engagement and operational transparency.

Key Highlights:

- Seller/Artisan onboarding, contracts, and categorization
- Raw material procurement, purchase orders, and warehouse tracking
- Real-time inventory visibility across warehouses, outlets, and showrooms
- Forecasting tools for restocking and production planning
- Seller/Artisan payment settlement with fee/tax reconciliation
- Logistics and delivery tracking integration
- Dashboard for artisan/vendor performance analytics and order fulfillment
- Showroom POS and inter-branch transfer synchronization
- Role-based access control for admin, seller, and showroom users

The detailed Scope of Work as outlined in the tender document applies to all three modules described above.

A7. Contract Price

This finally negotiated and agreed price is constant and not subject to enhancement.

A8. Issue of Work Order

After payment of Security Deposit and execution of the Contract, formal Work Order will be issued to the Successful Bidder by TNHDC. The payment will be based on mile stone performance.

A9. Project Period

a. The period of the Contract shall be as follows:

- **Development and on go live** – 120 days from the date of issue of work order
- **Warranty** – 2 years
- **Total Duration (Development and on go live + Warranty)** – 2 years 4 Month
- **Operation & Maintenance (O&M) Period** – 5 years (From the date of end of warranty)

b. **Tamil Nadu Handicrafts Development Corporation Ltd (TNHDC)** reserves the right to extend the contract period at its sole discretion.

c. The Developer shall not have any right to refuse the extension order issued by **TNHDC**, nor shall they claim any increase in price or alteration in terms for any reason whatsoever during the extended period. Failure to comply shall result in forfeiture of the EMD/SD.

A10. Payment Terms

1) No advance amount will be paid.

#	Milestones	Payment (%)
1	Project Kick-off & Finalization of Software Requirement Specification (SRS) including project plan submission and approval	5 %
2	Completion of System Design & Prototypes including UI/UX designs, System Architecture, and mock screens for all modules	15 %
3	Development, Demonstration, and UAT of Modules (combined)	35 %
4	Full System Integration, Testing, and User Acceptance Testing (UAT)	20 %
5	Go-Live and Final Acceptance after stable operation for one month, submission of all documentation, source code, training completion report, and closure of pending issues	20 %
6	After successful completion of Post Deployment support for one year from the date of Go Live	5 %

2) OPERATIONS & MAINTENANCE (O&M) / AMC PAYMENT

- AMC payments for support, maintenance, and minor enhancements during the O&M period will be paid Half yearly.

- Payment will be released on submission of the Half-yearly support & maintenance report, and based on SLA compliance and performance.
- The AMC period is for 5 years following the warranty/support period.

A11. Taxes

The Taxes as applicable for the services within the Delivery Schedule as specified in the Contract will be paid by the Developer. The Developer shall have full and exclusive liability for remittance of Taxes and other statutory payments to the respective statutory authorities payable under any or all of the Statutes/ Laws/ Acts etc., now or hereafter imposed. The DEVELOPER shall submit the proof of Tax remittance to TNHDC when sought.

A12. Termination of Contract

A12.1 Termination for default

- 1) TNHDC may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 30 days, sent to the DEVELOPER, terminate the contract in whole or part;
 - (i) If the DEVELOPER fails to deliver any or all of the goods/services within the period specified in the Contract, or fails to supply the items/services as per the Delivery Schedule or within any extension thereof granted by TNHDC; or
 - (ii) If the DEVELOPER fails to perform any of the obligations under the contract; or
 - (iii) If the DEVELOPER, in the considered judgement of TNHDC, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.
- 2) In the event TNHDC terminates the Contract in whole or in part, TNHDC may procure, upon terms and in such manner as it deems appropriate, the goods and services similar to those delivered and the DEVELOPER shall be liable to TNHDC for any additional costs for such similar goods/services at the risk and cost of the Developer .

A12.2 Termination for Insolvency

The TNHDC may at any time terminate the Contract by giving written notice with a notice period of 30 days to the DEVELOPER, if the DEVELOPER becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the DEVELOPER, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to TNHDC.

A12.3 Effects of Termination

- 1) In the event of termination of this Contract by the TNHDC, the compensation payable to the DEVELOPER will be decided in accordance with the Terms of Payment for the milestones completed by the DEVELOPER and duly accepted by TNHDC.
- 2) Upon issuance of notice for termination of this Contract by TNHDC, the Parties shall mutually agree upon a transition plan and comply with such a plan. The DEVELOPER agrees to extend full cooperation and support during the transition process.

- 3) In the event of termination, before expiry of Contract or otherwise, DEVELOPER agrees to return all the data, documents, reports and other assets provided by TNHDC for the purpose of fulfilling the finalised Scope of Work.

A13. Fraudulent Practice

The DEVELOPER represents and undertakes that the DEVELOPER has not given or promised to give directly or indirectly to any person in TNHDC, the bribes or the DEVELOPER involved in fraudulent practices in obtaining the Contract. Any breach of this undertaking by DEVELOPER or any one employed by them entitle TNHDC to terminate the Contract either wholly or in part and recover from DEVELOPER any loss arising from such termination without any entitlement or compensation to DEVELOPER. The TNHDC will blacklist the DEVELOPER from bidding any Tender of TNHDC for a minimum period of one year. A decision of TNHDC to the effect of breach of the undertaking shall be final and binding on DEVELOPER.

A14. Co-operation

The TNHDC will provide all the necessary information, data and reports needed by the DEVELOPER in time and manner for fulfilling the contractual obligations. The TNHDC will grant necessary consents, approvals, authorisations and communication with external agencies from time to time as needed by the DEVELOPER. The TNHDC will provide replies within reasonable timeframe, on all requests and queries submitted by DEVELOPER to carry out the obligations.

A15. Indemnity

The DEVELOPER shall indemnify, defend and hold the TNHDC and their officers, employees, successors and assigns harmless from and against any and all losses arising from personal injury or claims by third parties pursuant to this Contract, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided by the DEVELOPER.

A16. Severability

If for any reason whatever, any provision of this Contract is or becomes invalid, illegal or unenforceable or is so declared by any Honourable Court of competent jurisdiction, the validity, legality or enforceability of the remaining provisions shall not be affected in any manner, and the Parties will negotiate in good faith with a view to agreeing to one or more provisions which may be substituted for such invalid, unenforceable or illegal provisions, as nearly as is practicable.

A17. Limitation of Liability

The aggregate liability of the DEVELOPER under this Contract or otherwise in connection with the work to be performed hereunder, shall in no event exceed the contract price.

A18. Refund of SD

The Security Deposit will be refunded to the DEVELOPER upon successful completion of the Contract. Such completion would be determined when the Contractual obligations are fulfilled as per the Contract terms and fulfilment of Work Orders issued by TNHDC from time to time.. Any delay in refund of SD for any reasons whatsoever will not carry interest.

A19. Liquidated Damages (LD)

In the event of non-fulfilment of delivery schedule or tender conditions, Liquidated Damages at the rate of 1% per week on the value of the contract will be levied subject to a maximum of 5%. In case of any delay in the supply, installation and commissioning, Liquidated Damages will be deducted from the Bills submitted by the Developer at the discretion of TNHDC. In case of non-fulfilment of Service Level Agreement or any of the Tender conditions, Liquidated Damages will be claimed from the Bank Guarantee submitted by the Developer.

A20. Intellectual Property Rights (IPR)

- 1) The ownership and IPR of the deliverables made under this Contract would always rest with the TNHDC. The ownership and IPR of the Proprietary tools and/or other tools used by the DEVELOPER or third party or parties for the purpose of design, development and making the deliverables would always rest with the respective parties.
- 2) In relation to any inventions, discoveries or other Intellectual Property Rights, the DEVELOPER shall make full and complete disclosure to the TNHDC including any or all information in the DEVELOPER's possession relating to their IPR/patentability if any.
- 3) Notwithstanding anything contrary contained herein, the DEVELOPER shall defend, indemnify and hold harmless the Tamil Nadu Handicrafts Development Corporation or its employees or its affiliates against any suit or claim brought by a third party that a possession or use of software, programs, hardware, materials or documents infringes such third parties Intellectual Property Rights or its misuse of its confidential information by the DEVELOPER.

A21. Notices

Any notice from one party to other given or required to be given hereunder shall be given by either:

- 1) Mailing the same by registered mail, postage prepaid, return receipt requested; or
- 2) Having the same delivered by courier with receipt acknowledged at the address set forth above or with other addresses and to the attentions of such other person or persons as may hereafter be designated by like notice hereunder and any such notice shall be deemed to have been served if sent by post on the date when in the ordinary course of post, it would have been delivered at the addresses to which it was sent or if delivered by courier on the date of acknowledgement of receipt.

A22. Force Majeure

Neither TNHDC nor the DEVELOPER shall be liable to the other for any delay or failure in the performance of their respective obligations except causes or contingencies beyond their reasonable control due to Force Majeure conditions such as:

- 1) Any act of lighting, earthquake, landslide, etc or other events of natural disaster of rare severity
- 2) Meteorites or objects falling from aircraft or other aerial devices, travelling at high speeds
- 3) Fire or explosion, chemical or radioactive contamination or ionizing radiation
- 4) Epidemic or plague
- 5) Act of war (whether declared or undeclared), threat of war, invasion, armed conflict or act of foreign enemy, unexpected call up of armed forces, blockade, embargo, revolution, riot, religious strife, bombs or civil commotion, sabotage, and terrorism

A23. Arbitration

- 1) Any dispute or difference whatsoever arising between the parties to the Contract, out of or relating to the construction, meaning, scope, operation or effect of the Contract or validity of the breach thereof, which cannot be resolved through negotiation process, shall be referred to a sole Arbitrator to be appointed in accordance with the Arbitration and Conciliation Act, 1996. The Arbitration shall be held in Chennai, Tamil Nadu and the language shall be English only.
- 2) It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of invocation of arbitration and not thereafter.
- 3) It is also a term of the contract that neither party to the contract shall be entitled to seek interest and the arbitrator should not grant interest.
- 4) The Arbitral Tribunal shall give reasoned award and the same shall be final, conclusive and binding on the parties.
- 5) The venue of the arbitration shall be the Chennai and language English.
- 6) The fees of the arbitrator and expenses incidental to the arbitration proceedings shall be borne equally by the parties.
- 7) Subject to as aforesaid, the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment in lieu thereof shall apply to the arbitration proceedings under this clause.
- 8) Jurisdiction: Subject to the above, the Courts in Chennai, Tamil Nadu alone shall have jurisdiction in this matter.

A24. Exit Clause

- 1) At the time of expiry of contract period, as per the contract between the parties, the DEVELOPER should ensure a complete knowledge transfer by their deployed professional to the TNHDC staff within a period of 2 weeks.

2) The DEVELOPER at the time of exit shall submit all information relating to the services rendered including but not limited to documents, records, configuration, bugs/errors and its resolutions relating to the services reasonably necessary to TNHDC or any other agency identified by TNHDC to carryout due diligence in order to transition the provision of services or any other agency identified. All properties provided by the TNHDC shall be returned. Any authorisations or letters issued by TNHDC for using the name of TNHDC on the field shall be null and void. TNHDC and should be handover by the DEVELOPER to TNHDC before exit of the contract. The DEVELOPER shall not retain any copy of programs or contents in any form and a declaration to this respect shall be given by the DEVELOPER to TNHDC.

In Witness whereof the parties hereto have signed on the day, month and year above written in the presence of

For and on behalf of
DEVELOPER

For and on behalf of TNHDC

Witness:

Witness:

Witness:

Witness:



Request for Proposal (RFP)

Design and Development of an Integrated Multi-Vendor E-Commerce Portal, Supply Chain Management System, and Buyer & Seller Hybrid Mobile Applications for Poompuhar

Tender Ref.: TNHDC/423/IT/25-26

Technical Bid (Envelope-B)

The Tamil Nadu Handicrafts Development Corporation Ltd (TNHDC)

759 Anna Salai, Chennai – 600 002

Phone: (044) 2852 1271/1325/5094

Fax: (044) 2852 4231

Email: tamilnaduhandicrafts@yahoo.co.in

- 3) The updated contents or programs created under the contract shall be the property of

Technical Bid (Envelope-B)

T1. Furnish details for meeting the Eligibility Criteria

T1.1 Bidder's Legal Status

#	Description	Please fill up the details
1.	Name of the Bidder	
2.	Legal Status (Company/ Partnership/ Proprietary-ship)	
3.	Certificate of Registration or Firm Registration no. and date	
4.	Registered office address, contact person, Personal Telephone No. and Email	
5.	Authorised Signatory of Tender	
	Name	
	Designation	
	Office Address	
	Personal Telephone Number	
	Email Address	
	Please enclose Letter of Authorisation or Power of Attorney to sign and submit the Tender	
6.	Permanent Account Number (PAN) details and enclose copy	
7.	Please furnish GST registration no. and date and enclose copy	

T1.2 Bidder's CMMi Level & ISO Certificate Details

#	Descriptions	Please fill up the details
1.	Active CMMi Level 3 or above certification no and enclose copy by self-attested by the authorized signatory	
2.	Active ISO 9001:2015 QMS certification no and enclose copy by self-attested by the authorized signatory	
3.	Active ISO 27001 or higher Information Security Certification no and enclose copy by self-attested by the authorized signatory	
4.	Self-declaration on Company Letterhead confirming minimum 50 IT manpower on rolls to be enclosed signed by an authorized signatory	
5.	Self-declaration on Company Letterhead stating not blacklisted/debarred by any Central/State Government or PSU	

T1.3 Bidder's Overall Experience

#	Description	Please fill up the details
1.	No. of years in software development	From Year: _____ To Year: _____ No. of Years:
2.	Please furnish details of work orders executed	
3.	Customer name	
4.	Project name	
5.	Work Order or Agreement reference	
6.	Project status	
7.	Enclose copy of the Work Order or Agreement	

T1.4 Bidder's relevant experience

#	Description	Work Order-1	Work Order-2	Work Order-3
1.	Customer name			
2.	Project name			
3.	Project description			
4.	Geographical spread			
5.	Value of the order			
6.	Work Order reference			
7.	Current status of the project			
8.	Enclose copies of the Work Order			

T1.5 Bidder's Annual Turnover

#	Description	Please fill up the details
1.	Year 2021-2022	
2.	Year 2022-2023	
3.	Year 2023-2024	
4.	Average Annual Turnover for the last 3 Audited Financial Years	
5.	Please enclose Auditor's Certificate with IT return, Annual Report and Profit & Loss statement for the above Audited Financial years	

T1.6 Bidder's local Office details

#	Description	Please fill up the details
1.	Bidder's local office address in Chennai	
2.	Name of the local representative and contact details	
3.	Copy of the Chennai office landline phone bill/ rent agreement/ rent receipt/ Electricity Bill / Property Tax Bill	

T2. Work Plan Schedule

The format of work plan schedule is given below for reference. The work plan schedule shall be prepared covering the tasks of all phases.

#	Module	Skill set	Man-month	Timeline in Months (M)					
				M-1	M-2	M-3			M-n
1									
2									
3									

Signature of the Authorised Signatory of Tender:

Name of Authorised person:

Designation of Authorised person

Name and Address of Bidder:

Stamp of bidder:



Request for Proposal (RFP)

Design and Development of an Integrated Multi-Vendor E-Commerce Portal, Supply Chain Management System, and Buyer & Seller Hybrid Mobile Applications for Poompuhar

Tender Ref.: TNHDC/423/IT/25-26

Price Bid (Envelope-C)

The Tamil Nadu Handicrafts Development Corporation Ltd (TNHDC)
759 Anna Salai, Chennai – 600 002
Phone: (044) 2852 1271/1325/5094
Fax: (044) 2852 4231
Email: tamilnaduhandicrafts@yahoo.co.in

Price Bid (Envelope-C)

SI No	Item Description	Qty	Cost WO GST @ 18 % (A)	GST @ 18 % (B)	Total Cost Including GST @ 18 % (A + B)
1	Design and Development of an Integrated E- Commerce / Market Place Portal for Poompuhar	1			
2	Design and Development of Mobile Application (Android and IOS) for Poompuhar	1			
3	Design and Development of an Integrated Supply Chain Management Portal	1			