



Tender Document

Design and Development of an Integrated ERP Application Tender Ref: TNHDC/1453/IT/18-19

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

Table of Contents

1. Introduction	10
2. Tender Schedule	11
3. General Instruction	12
4. Technical Bid.....	13
5. Instructions to the Bidders	16
5.1 Language of the Bids	16
5.2 Bid Currency	16
5.3 Letter of Authorisation.....	16
5.4 Clarifications and Amendments	16
5.5 Contacting the Tender Inviting Authority	17
5.6 Cost of Bidding	17
5.7 Earnest Money Deposit (EMD).....	17
5.8 Tender Envelopes.....	17
5.9 Tender Document (Envelope – A) & Technical Bid (Envelope-B).....	18
5.9.1 Bid Preparation	18
5.9.2 Details to be furnished	18
5.9.3 Signing the Bid.....	20
5.10 Price Bid (Envelope- C)	20
5.10.1 Details to be furnished	20
5.10.2 Signing the Bids	21
5.11 Mode of Submission of Tender.....	21
5.12 Tender Opening and Initial Scrutiny	21
5.12.1 Technical Bid (Envelope-A) Opening.....	21
5.12.2 Tender Validity	21
5.12.3 Initial Scrutiny during Tender opening	22
5.12.4 Clarifications by TNHDC	22
5.13 Technical Bid Evaluation	22
5.13.1 Suppression of facts.....	22
5.13.2 Bid compliance with Eligibility Criteria.....	23
5.13.3 Selection of Technically Qualified Bidder	23
5.14 Price Bid Evaluation.....	23
5.14.1 Price Bid opening.....	23
5.14.2 Determination of Lowest Evaluated Price	23
5.15 Acceptance of the Bid.....	24
5.16 Notification of Award.....	24
5.17 Refund of EMD amount	24
5.18 Remittance of Security Deposit (SD).....	25
5.19 Award of Contract	25
5.20 Period of Contract.....	25
6. Scope of Work	27
6.1 Project Objectives.....	27
6.2 Detailed Scope of Work.....	28
6.3.1 Artisan Registration Module	29
6.3.3 POS System/Sales Transaction Module:	31

6.3.4	Inventory Management Module	33
6.3.5	Customer Management Module.....	34
6.3.6	Employee Management Module	34
6.3.7	Supplier Management Module	35
6.3.8	Production Management Module	37
6.3.9	Franchise Module:	38
6.3.10	Procurement Management.....	39
6.3.11	Order/Special Project Management Module:	40
6.3.12	Logistics Management System	40
6.3.13	Human Resources and Payroll System.....	41
6.3.14	Accounting & Financial Management Module.....	42
6.3.15	Help Desk Module.....	42
6.3.16	Reporting & Analytics	43
6.3.17	User Access and Permissions Module:	43
6.3.18	Payment Gateway Integration	43
6.3.19	Data Migration	44
6.3.20	E-Commerce Multi vendor & TN artisan portal Integration	44
6.3.21	Corporation Web Portal	44
6.4	Responsibilities of Officials	45
6.5	Roles and Responsibilities:.....	45
6.6	Milestone and Deliverables	47
	Annexure-1 Bidder's covering letter	49
	Annexure-2 Bank Guarantee Format	51
	Annexure-3 Contract Terms.....	53
A1.	Definitions	53
A2.	Interpretations	54
A3.	Whole Documents	55
A4.	Contract Period	55
A5.	Sub-Contract.....	55
A6.	Scope of work	56
A7.	Contract Price	56
A8.	Issue of Work Order.....	56
A9.	Project Period	57
A10.	Payment Terms	57
A11.	Taxes	59
A12.	Termination of Contract	59
A12.1	Termination for default	59
A12.2	Termination for Insolvency.....	60
A12.3	Effects of Termination	60
A13.	Fraudulent Practice.....	60
A14.	Co-operation	61
A15.	Indemnity	61
A16.	Severability	61
A17.	Limitation of Liability	61

A18.	Refund of SD	61
A19.	Liquidated Damages (LD).....	62
A20.	Intellectual Property Rights (IPR)	62
A21.	Notices	62
A22.	Force Majeure.....	63
A23.	Arbitration.....	63
A24.	Exit Clause	64
Technical Bid (Envelope-B).....		67
T1.	Furnish details for meeting the Eligibility Criteria.....	67
T1.1	<i>Bidder's Legal Status</i>	<i>67</i>
T1.2	<i>Bidder's CMMi Level & ISO Certificate Details</i>	<i>67</i>
T1.3	<i>Bidder's Overall Experience.....</i>	<i>68</i>
T1.4	<i>Bidder's relevant experience.....</i>	<i>68</i>
T1.5	<i>Bidder's Annual Turnover</i>	<i>68</i>
T1.6	<i>Bidder's local Office details.....</i>	<i>69</i>
Price Bid (Envelope-C)		71

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, or 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 a 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 the 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 funds 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 the 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 fulfil 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 refers to the Handlooms, Handicrafts, Textiles, and Khadi Department of the Government of Tamil Nadu.
4.	Department	The Department refers 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 ERP Application 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.

#	Terms	Definitions
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.
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.

#	Terms	Definitions
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, mementoes/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 with social security by marketing their products through sales showrooms and e-commerce platforms. The TNHDC build capacities of the artisans and helps 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 a **design and development of an Integrated ERP Application for Poompuhar**.

By developing an integrated ERP application encompassing Billing, Accounts, Production, Inventory, Special Order, and Sales functions, Poompuhar aims to streamline its end-to-end operations through a unified digital platform. The system will enable departments to seamlessly coordinate, automate workflows, and access real-time data for faster decision-making. Through centralized financial management, efficient production planning, accurate stock tracking, and improved order processing, the ERP will strengthen transparency and operational efficiency across all units. This integrated platform will also ensure secure data management, compliance with government standards, and scalability to support future expansion and organizational growth.

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	Finance Manager 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/1453/IT/18-19
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 downloaded from 19.12.2025.
5	Earnest Money Deposit (EMD)	An EMD amount of Rs. 1,00,000/- (Rupees One lakh only) should be paid only through online payment mode
6	Tender Document Cost	Free of cost
7	Date of submission of online e-Tender	19.12.2025 onwards
8	Pre-Bid Meeting on	A pre-bid meeting will be held on 26.12.2025 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 19.01.2026 @ 12.00 noon.
10	Date & Time of Opening of online e-Tender	Tender will be opened on 19.01.2026 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 TNHDC by Mail/Letter at least 48 hours before 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 before 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 corrigenda 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 Developer's 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 for rejection.

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 three end-to-end software development projects in Tamil Nadu Government sectors/PSU, with a	(a) Documentary evidence in the form of work order along with milestone completion certificate or work order to be considered to be	(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	

	combined project value of not less than ₹2,00,00,000 (Rupees One Crore),	provided for the 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 2022-2023, 2023-2024 and 2024-2025.	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 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 a minimum of 50 IT personnel on their rolls in their Chennai office. A self-declaration of	Self-Declaration on Company Letterhead	<ul style="list-style-type: none"> Signed by an authorized signatory (e.g., Director or HR Head). 	

	manpower details must be submitted along 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) 	

5. Instructions to the Bidders

5.1 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.

5.2 Bid Currency

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

5.3 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.

5.4 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.

5.5 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.

5.6 Cost of Bidding

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

5.7 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. 1,00,000/- (Rupees One Lakh 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.

5.8 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.

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

5.9.1 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.

5.9.2 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 as Annexure.
- 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.

5.9.3 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.

5.10 Price Bid (Envelope- C)

5.10.1 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.

5.10.2 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.

5.11 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.

5.12 Tender Opening and Initial Scrutiny

5.12.1 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.

5.12.2 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).

5.12.3 Initial Scrutiny during Tender opening

After opening the Tender Document (Envelope – A) and Technical Bid (Envelope-B) 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.

5.12.4 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.

5.13 Technical Bid Evaluation

5.13.1 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.

5.13.2 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.

5.13.3 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.

5.14 Price Bid Evaluation

5.14.1 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.

5.14.2 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.

5.15 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.

5.16 Notification of Award

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

5.17 Refund of EMD amount

The EMD amount of the unsuccessful Bidders will be refunded after the 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 the Security Deposit in full by way of an irrevocable Bank Guarantee, their EMD will be refunded.

- a) Each bidder must pay an Earnest Money Deposit of Rs. 1,00,000/- (Rupees One Lakh 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 finalisation of the 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.

5.18 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.

5.19 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.

5.20 Period of Contract

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

- **Development and on go-live** – 180 from the date of issue of the work order
- **Warranty** – 2 years
- **Total Duration (Development and on go live + Warranty)** – 2 years 6 Month
- **Operation & Maintenance (O&M) Period** – 3 years (From the date of the 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.
- d. TNHDC reserves the absolute right to cancel the tender process at any stage, including prior to the issuance of the Work Order, without assigning any reason. In such cases, bidders shall not be entitled to claim any compensation, costs, or damages.

6. Scope of Work

The scope of work includes analysing existing workflows and implementing a modern, scalable, cloud-based ERP system that replaces the current .NET POS with an integrated, open-source solution tailored to Poompuhar's operations. The project aims to unify Production, Sales, HR, Accounts, Inventory, Franchise, Procurement, Logistics, Supplier, Customer Management, and Reporting modules with real-time data sharing across all showrooms, outlets, warehouses, franchises, production units, e-commerce platforms, and tender counters. The System Integrator shall conduct requirement studies, design the ERP architecture with browser-based access and offline capability, integrate WooCommerce, multi-vendor portals, tnartisan portal, payment gateways, Tally, SMS/Email/WhatsApp APIs, GST systems, and third-party services, and ensure secure role-based access control, audit trails, and centralized management. The scope includes historical data migration from existing systems, automated reporting and analytics dashboards, UAT, training, documentation, and post-implementation support. The ERP will incorporate modules such as Artisan Registration, Admin & RBAC, POS/Billing, Inventory, Customer & Employee Management, Supplier & Procurement, Production, Franchise, Order/Project Management, Logistics, HR & Payroll, Accounts & Finance, Help Desk, Reporting & Analytics, Payment Integration, and E-commerce synchronization, ensuring full end-to-end automation, transparency, and operational efficiency with provisions for future scalability, enhanced security, and compliance with industry standards.

6.1 Project Objectives

The primary objectives of this project include:

- The Selected System Integrator (SI) is required to analyse, design and developing a modern ERP solution tailored to Poompuhar's operational needs.
- Replacing the existing .NET-based POS system with an open-source, scalable, and feature-rich ERP system.
- Integrating the ERP system with the WooCommerce-based e-commerce platform for seamless data synchronization.

- Enhancing business operations with new modules for Production Operations, Sales Operations, HR & Personnel , Accounting & Financial Management Operations, end- to – end.
- Automating reporting and analytics across all business functions.
- User-Friendly Interface: Intuitive design for easy adoption by users.
- Real-time data sharing across all modules and integrated systems.
- Enable centralized management for multiple showrooms and franchises.
- Design the system to accommodate future growth and additional modules.
- Ensure data security, role-based access control, and compliance with industry standards.

6.2 Detailed Scope of Work

The SI shall be responsible for the **end-to-end development and implementation** of the ERP system, covering the following activities:

- Conducting a detailed study of existing workflows, identifying gaps, and preparing a requirement analysis report.
- Designing a scalable, cloud-based ERP solution with offline capabilities.
- The ERP system should be accessible via a browser, eliminating the need for heavy desktop installations.
- Ensuring real-time data synchronization across all connected locations (e.g., sales outlets, warehouses, production units, franchises and administrative offices)
- Integration with E-Commerce multi-vendor portal & supplier chain management, tnartisan.com, tally & Third-Party APIs – Real-time sync with WooCommerce, SMS, WhatsApp Business, and Email services.
- Integration of Sales conducted through Exhibitions (inside and outside).
- Ensure different user levels with appropriate permissions.
- Comprehensive Reporting & Dashboards with Real-time analytics for sales, inventory, and financial data.
- Seamless transfer of historical data from the existing system to the new ERP.

- Ensuring seamless integration with external systems such as E-Commerce portals, GST, and payment gateways.
- Implementing customizable reporting and analytics dashboards for better decision-making.
- Conducting User Acceptance Testing (UAT) and obtaining approval before go-live.
- Providing training and documentation for end-users.
- Offering post-implementation support and system maintenance.

6.3 Modules

The ERP system covers the following modules:

6.3.1 Artisan Registration Module

The purpose of the **Artisan Registration Module** is to register and manage artisans by capturing their personal and business details, craft specialization, skills, and qualifications. It generates unique artisan IDs and provides a platform for artisans to update their profiles. The module ensures verification of documentation, enabling artisans to qualify for government schemes and support programs. It maintains a centralized database for easy management, tracking, and access to artisan profiles, facilitating their participation in various initiatives aimed at skill development and financial assistance.

- Capture and store personal and business details of artisans.
- Track craft specialization, skills, and qualifications.
- Generate unique artisan IDs.
- Provide a platform for artisans to update their details.
- Verify artisan's documentation (e.g., identity proof, certificates).
- Enable artisan registration for eligibility in various schemes and programs.
- Provide a database for easy management of artisan profiles.

6.3.2 Admin Module:

The Admin Module plays a crucial role in managing user access, system configurations, security, and overall ERP governance. Below are the key activities that the SI must perform within the Admin Module:

- Create, update, and deactivate user (employees, suppliers, franchises, etc).
- Assign Role-Based Access Control (RBAC) to employees, vendors, and stakeholders.
- Define permissions and restrictions for different users (e.g., Sales Manager, Inventory Controller, Accountant).
- Provision to map employees to showrooms, outlets, exhibitions, etc, in section-wise.
- Provision for mapping outlets / inside and outside Exhibitions to showrooms.
- Define permissions and restrictions for all showrooms, outlets, and franchises.
- Monitor user activity logs and audit trails.
- Monitor production unit activities.
- Define password policies and account lockout settings.
- Manage master data records for customers, vendors, products, pricing, and taxes.
- Maintain product categories, SKUs, and supplier databases.
- Configure tax settings, GST and financial parameters.
- Oversee pricing policies, discount structures, and promotional schemes.
- Configure business rules, workflows, and automation triggers.
- Set up multi-location inventory tracking, warehouse settings, and procurement policies.
- Customize POS settings, invoice templates, and receipt formats.
- Define integration settings for third-party applications (e.g., payment gateways, e-commerce platforms and any other application if required).
- Generate custom reports on sales, finance, inventory, and employee performance.
- Configure KPIs and dashboard settings for real-time analytics.
- Schedule automated report generation and email notifications.
- Analyse business performance trends and suggest optimizations.
- Manage showrooms, outlets, franchises, and warehouses centrally.

- Define centralized vs. location-based user permissions.
- Track stock transfers, franchise sales, and royalty payments.
- Configure pricing policies based on location or customer type.
- Import bulk data for products, suppliers, and customers.
- Export financial reports, tax filings, and audit logs.
- Ensure seamless data integration between ERP and external systems.
- Monitor individual employee attendance logs.
- Leave requests and approvals of employees.

6.3.3 POS System/Sales Transaction Module:

The Selected System Integrator is required to implement a modern Point of Sale (POS) system as an integrated module of the ERP.

The POS system/billing module is designed to facilitate

- Sales transactions processing
- Inventory management
- Customer engagement for businesses

The system will act as the central hub where payments are made, receipts are generated, and real-time data is recorded to streamline operations.

Key Features & Capabilities of POS:

- This system can be cloud-based (centralized for multiple locations) or locally hosted for offline operations.
- Ensure real-time synchronization with **inventory, finance, and supplier management**.
- Provide **multi-location stock tracking** and barcode scanning support.
- This system should be accessible in smartphones, tablets or dedicated handheld POS terminals
- POS system shall be used in retail showrooms, outlets and franchises, with admin roles managing pricing, inventory and user permissions across multiple locations.

- Role-Based access for Showroom, Outlets, Franchises and Admin, managing Customer Orders, Direct Sales, Inventory Management, Price & Discount Control, Franchise Management, Report & Analytics and User Role Management, etc.,
- Integrated **GST calculations** and automated invoice generation (including capturing of product HSN Code).
- Capability to process sales in offline mode and sync data when reconnected.
- **The Core activities of POS system and the system typically handles the following tasks**
 - Intuitive touchscreen interface for quick transactions.
 - Customizable dashboard with sales statistics, inventory levels, and task monitoring.
 - Multi-language & multi-currency support.
 - Quick access to frequently sold items and categories.
 - Barcode/QR code scanning and advanced product search.
 - Multiple payment methods (cash, credit/debit card, digital wallets).
 - Split payments and partial payment handling.
 - Real-time inventory deduction after sales.
 - Receipt generation via print, email or SMS.
 - Comprehensive sales reports (by date, product, category, and employee).
 - Inventory turnover & best-selling products analysis.
 - Tender counters & exhibition-specific sales reports.
 - Customizable dashboards for tracking key performance indicators (KPIs).
 - Employee performance and sales trends tracking.
 - Automated discount management (manual and automated based)
 - Applying promotional discounts and loyalty rewards.
 - Handling customer order, invoices, and sales receipts.
 - Syncing online, in-store, outlets sales, Exhibition sales (Inside/outside) and Tender counter.
 - Managing product returns, exchanges and refunds.
 - Generating reports on revenue, sales trends, and top-selling products.

- Provision to generating reports in section-wise, category-wise.

6.3.4 Inventory Management Module

The Selected System Integrator should analyse the current inventory management system and develop features such as real-time stock tracking, automated low-stock alerts, detailed stock reports, and integration with sales and supplier modules for seamless updates. The module must ensure accurate inventory tracking by updating stock levels in real time with each sales transaction. It should enable efficient stock management, prevent over-selling, and automate the reordering of low-stock items. The key features to be included in this module are as follows:

- Provision to update the goods receiving from production unit/supplier/ Tender counter.
- Real-time synchronization of inventory across all sales channels (i.e. multiple location including e-commerce portal).
- Low-stock alerts and automatic reordering to prevent stockouts.
- Streamline the receiving process and ensure proper storage and organization of goods.
- Barcode scanning for fast stock tracking and updates.
- Manage product categories, descriptions, and prices.
- Stock movement tracking and reporting.
- Facilitate the transfer of inventory between locations and track movement (i.e., across multiple locations or warehouses) in real time.
- Support for periodic physical inventory counts and automatic reconciliation with system records.
- Track inventory value using FIFO, LIFO, or weighted average methods, integrating with the financial system for cost analysis and reporting.
- Manage stock corrections, returns, and write-offs, ensuring accurate stock levels.
- Provide detailed, customizable reports on inventory levels, turnover rates, and aging stock to inform purchasing and sales decisions.
- SKU, batch, and serial number management.
- Expiry date tracking for perishable goods.
- Stock transfer management between warehouses and outlets.

- Manage warehouse transfers and damaged goods.
- Integration with supplier portals for direct stock updates.
- Integration with finance for stock valuation and cost accounting.
- Vendor performance tracking and cost analysis.
- Generate inventory reports (e.g., stock valuation, stock turnover)
- Custom dashboards with real-time inventory analytics.

6.3.5 Customer Management Module

The Customer Management module aims to maintain detailed customer profiles, enhancing customer relationships and supporting loyalty programs. It should enable the tracking of customer purchase history, preferences, and contact details. The **key features to be included in this module are as follows:**

- Maintain Customer profiles with purchase history, personal details and preferences.
- Loyalty programs (e.g., reward points, discounts).
- Segmentation for targeted marketing.
- Customer communication tracking (SMS, email campaigns).
- Integration with CRM systems for customer engagement.
- Track customer interactions, complaints, and feedback.
- Manage customer accounts and credit limits.
- Generate reports on customer spending, segmentation, and engagement.
- Provide a customer portal for order tracking, support, and account management.
- Refunds and exchanges handling.

6.3.6 Employee Management Module

This module allows for the management of employee schedules, performance, and access permissions. It should track hours worked, commissions earned, and allow role-based access to the POS system. **The key features to be included in this module are as follows:**

- Employee time clock integration for tracking working hours.

- Role-based access control (manager, cashier, etc.).
- Commission tracking based on sales performance.
- Payroll integration and reporting.
- Sales tracking per employee, with performance reporting.
- Shift scheduling and attendance management.
- Sales commission & incentives calculations.

6.3.7 Supplier Management Module

The SI should implement this module to streamline supplier relationships, procurement, order tracking, and performance evaluation. It will serve as a centralized platform for managing supplier data, facilitating efficient order placement, tracking deliveries, ensuring compliance, and integrating with inventory and finance systems. This module will also be integrated with the POS system to ensure seamless stock replenishment and smooth supplier interactions through a dedicated supplier portal.

The Supplier may include artisan, Production Units, SAB Suppliers, exhibition Parties, tender counter Suppliers and outright Supplier.

The Supplier might provide raw materials, finished goods or components for products and can be wholesale distributors or manufacturers.

The Selected SI should study the existing workflow of various suppliers and implement the necessary functionalities accordingly. The key features of the modules are as follows:

Supplier Registration & Login:

- Suppliers can **register through a dedicated supplier portal** and submit **business details, tax documents, certifications, and product catalogues**.
- Admin reviews and approves suppliers based on predefined criteria.
- Suppliers receive **secure login credentials** with role-based access to manage their accounts.

Supplier Information & Contract Management

- Maintain supplier profiles with company details, products/services, payment terms, and tax information.
- Store and track supplier agreements, certifications, and contract expiry dates.
- Enable supplier-specific pricing, bulk discounts, and exclusive offers.
- Automate renewal reminders for contracts and compliance documents if any.

Purchase Order (PO) & Procurement Management

- Generate and manage purchase orders (POs) for supplier transactions.
- Track order status, delivery schedules, and supplier commitments.
- Automate purchase order creation based on low-stock alerts.
- Integrate inventory restocking to ensure real-time stock availability.
- Enable bulk order processing and contract-based procurement.

Supplier Order Fulfilment & Inventory Sync

- Real-time synchronization with inventory for seamless stock updates.
- Track incoming deliveries, pending orders, and expected stock replenishment.
- Generate Goods Received Notes (GRN) upon receiving shipments.
- Manage returns, refunds, and supplier-related inventory adjustments.

Supplier Performance Monitoring & Reports

- Evaluate supplier performance based on On-time delivery rates, Product quality assessment, Order accuracy and fulfilment rates.
- Generate reports on supplier costs, lead times, procurement trends, and overall performance.
- Apply penalties for non-compliance or rewards for high performance.

Supplier Login & Self-Service Portal

- Secure supplier portal with role-based access to view and manage Purchase orders, Invoices and payments, Product listings and pricing, Order history and delivery tracking

- Suppliers can raise inquiries, negotiate contracts, and discuss order-related issues directly with the admin.

Payment & Invoice Management

- Automate invoice generation, tracking, and approval workflows.
- Enable multiple payment methods with multi-currency support.
- Generate payment due alerts and supplier billing reports.

6.3.8 Production Management Module

The Selected System Integrator must analyse the current production management system and develop this module as per department requirements. This module should streamline production and manufacturing processes within the ERP system by providing tools for planning, scheduling, and tracking production workflows. It should enable efficient management of raw materials, job cards, and production efficiency metrics to enhance operational outcomes. Integrated with the Inventory Management Module, it must ensure accurate tracking of raw materials and finished products.

The Selected System Integrator must visit all handicraft production locations in person, conduct a detailed study of the processes, and develop a fully computerized solution based on the findings.

All expenses related to site visits, including travel, accommodation, logistics and any other related costs, shall be borne by the selected bidder.

The core functionalities of this module as follows:

- **Production Planning & Scheduling:**
 - Master production scheduling with capacity and lead time planning.
 - Integration with procurement for material availability.
 - Work order creation, tracking, and management.
- **Bill of Materials (BOM):**
 - Multi-level BOM management for complex products.
 - Real-time cost calculation based on material costs.
 - Version control for BOM revisions.

- **Raw Material & Inventory Management**
 - Track raw material usage and availability.
 - Automate material requests and stock replenishment.
 - Integrate with Inventory Module to update stock levels in real-time.
 - Reduce wastage and pilferage through accurate tracking.
- **Job Card & Work Order Management:**
 - Generate work order (WOs) for each production batch.
 - Real-time tracking of production status.
 - Resource allocation for labour and machinery.
 - Routing and operations management for work orders.
- **Quality Control:**
 - Inspection protocols for incoming materials and finished products.
 - Non-conformance reporting and corrective action tracking.
 - Quality documentation and compliance monitoring.
- **Production Monitoring:**
 - Real-time data collection from production lines.
 - Downtime tracking and analysis for efficiency improvements.
 - OEE (Overall Equipment Effectiveness) monitoring.
- **Reporting & Analytics:**
 - Production efficiency and performance reports.
 - Cost variance and resource utilization analysis.
 - KPI tracking for production goals and objectives.

6.3.9 Franchise Module:

The selected **System Integrator (SI)** should develop a **Franchise Management Module** to enable the Handicrafts Department to efficiently onboard, monitor, and manage its franchises. This module should support end-to-end franchise operations, ensuring real-time data synchronization with other ERP components.

The System Integrator is responsible for,

- Understanding the existing operational workflow of the Handicrafts Department.
- Conducting a requirement study by engaging with stakeholders, including franchisees.

- Developing a user-friendly and scalable module tailored to the department's needs.
- Ensuring seamless integration with Inventory, Sales, POS, Accounts & Finance, and Supplier modules.
- Enabling role-based access for Admin, Franchise Owners, and Sales Staff.
- Implementing automated reporting and real-time tracking of franchise sales, inventory, and financials.

Some of the key features of the modules are as follows:

- Manage franchisee registrations and agreements.
- Centralized stock allocation to franchises.
- Real-time inventory tracking across franchise locations.
- Stock replenishment requests and automated order generation.
- Franchise-based POS system with sales tracking
- Multi-location price and discount management.
- Automated invoice generation and GST compliance.
- Provide Sales performance reports for each franchise.
- Coordinate franchisee orders, deliveries, and payments.
- Calculation of revenue split between department and franchises.
- Automated payment settlements and commission tracking.
- Set royalty fees, license payments, and monitor compliance.
- Support franchisee training and onboarding processes.
- Audit logs for tracking all transactions and modifications

6.3.10 Procurement Management

The Selected System Integrator (SI) shall design, develop, and implement a comprehensive Procurement Management Module to automate and streamline the procurement process. The module must support supplier management, purchase order creation, tendering, invoicing, and compliance tracking. The activities of this module are as follows:

- **Procurement with Outright:**
 - Creation and management of outright purchase orders.

- Integration with inventory for automatic stock updates upon receipt.
- Payment terms management and tracking for outright purchases.
- Supplier negotiation and approval processes.
- **Tender counter Management:**
 - Management of tender counters, offers, and sales.
 - Automated commission calculation based on tender agreements.
 - Reporting on tender counter success rates and profitability.
- **Procurement Planning:**
 - Material Requirement Planning (MRP) integration for production.
 - Automated purchase requisitions based on stock levels.
 - Vendor comparison and selection tools.

6.3.11 Order/Special Project Management Module:

- Track orders from customers or special projects (e.g., custom handicrafts).
- Manage order timelines, deadlines, and deliverables.
- Provide collaboration tools for project teams.
- Allocate resources (raw materials, labour) based on project needs.
- Track project costs, profitability, and progress.
- Generate reports on order/project status and completion.

6.3.12 Logistics Management System

The **Selected System Integrator** should **analyse existing logistics operations, develop the system, integrate it with ERP modules, and ensure seamless implementation.**

Key Features:

- Automates order processing (e-commerce/showrooms), shipment scheduling, and real-time tracking.
- Enables centralized inventory tracking, stock updates, and space optimization.
- Streamlines procurement, automates purchase orders, and facilitates vendor management.

- Supports GPS tracking, route optimization, and fuel consumption monitoring for efficient transportation.
- Manages product returns, replacements, and refunds.
- Provides insights into logistics costs, delivery performance, and demand forecasting.
- Ensures regulatory compliance, role-based access control, and audit logging.

6.3.13 Human Resources and Payroll System

The **Selected System Integrator (SI)** is responsible for developing and implementing a **comprehensive Human Resources (HR) and Payroll Management System** that integrates seamlessly with the ERP system. The module should automate HR processes, ensure compliance, and provide real-time reporting while enhancing workforce management.

The SI must study the existing HR workflow, understand department-specific payroll structures, timely promotions and ensure that the system meets all statutory and operational requirements.

The SI shall design, develop, and implement the HR & Payroll module with the following key functionalities:

- Develop a centralized employee database with personal and job details.
- Implement employee onboarding and offboarding workflows.
- Integrate biometric/RFID/digital attendance tracking.
- Implement leave tracking with an approval workflow.
- Develop an automated salary calculation system based on attendance and deductions.
- Integrate with bank payment gateways for salary disbursement.
- Generate digital payslips and maintain payroll records.
- Implement automated tax deductions (TDS, PF, ESI, etc.).
- Ensure compliance with labour laws and statutory regulations.
- Enable periodic tax filings and reporting.
- Develop an employee evaluation and appraisal system based on KPIs.

- Implement training modules and certification tracking.
- Provide reports on employee performance trends and skill gaps.
- Allow employees to access payslips, EPF, ESI, TDS, and attendance records.
- Enable self-service leave requests and approvals.
- Provide internal communication tools and HR policy updates.
- Generate workforce analytics reports (attrition, payroll expenses, leave trends).
- Provide compliance and audit reports.
- Offer dashboard insights for management decision-making.
- The HR & Payroll module must integrate with the existing ERP system.
- It should support real-time synchronization with the finance module for salary and tax processing.
- Integration with biometric devices, payroll banking systems, and compliance portals must be ensured.

6.3.14 Accounting & Financial Management Module

This module is designed to integrate financial management functions with the POS and procurement systems to deliver a comprehensive view of the company's financial status. The system should provide essential features are as follows:

- Manage general ledger, accounts payable/receivable, and bank reconciliations.
- Tax Management
- Track expenses, revenues, and profitability.
- Handle multiple currencies and financial reporting standards.
- Process payroll and employee benefits.
- Manage budgeting and forecasting for financial planning.

6.3.15 Help Desk Module

- The System Integrator (SI) shall develop and deploy a Help Desk Module to handle user queries, support requests, and issue resolution efficiently.
- The module should include ticketing, SLA monitoring, knowledge base, and reporting functionalities.

- The SI shall ensure real-time tracking and automated notifications for users regarding ticket status.
- The module must be integrated with other ERP components (Inventory, Finance, HR, POS, etc.) to streamline support and troubleshooting.
- The SI should also provide a user-friendly dashboard for Help Desk staff to manage, track, and resolve requests efficiently.

6.3.16 Reporting & Analytics

This module will generate **real-time dashboards** and provide advanced reporting, analytics capabilities, enabling real-time data insights for all business functions, including sales, inventory, production, finance, and e-commerce transactions. It should also support drill-down analytics and forecasting tools for data-driven decision-making. The Key Features are as follows:

- Generate customizable dashboards that provide real-time insights into sales, inventory, production, and financial data.
- Provide detailed reports on sales trends, inventory status, procurement, production and financial performance, helping management make informed decisions.
- Enable users to drill down into specific data points, allowing for detailed analysis of business performance at a granular level.
- Include forecasting tools to predict future trends in sales, inventory, and production, supporting proactive decision-making and planning.
- Customizable reporting tools for ad-hoc analysis.
- Data export options in various formats (CSV, Excel, PDF).
- Integration with BI tools for advanced analytics.

6.3.17 User Access and Permissions Module:

- Define roles and access levels for all users.
- Restrict sensitive data based on user roles.
- Audit user activities for compliance and security.

6.3.18 Payment Gateway Integration

- Integrate multiple payment gateways for seamless customer transactions.

- Support for UPI, debit/credit cards, and net banking.

6.3.19 Data Migration

- Migrate existing data from:
 - Current POS system (.NET framework with MSSQL database).
 - Latest TALLY version for financial records.
 - WooCommerce portal for e-commerce data (MySQL database).
- Ensure data integrity and accuracy during migration.

6.3.20 E-Commerce Multi vendor & TN artisan portal Integration

The objective of this module is to facilitate seamless integration between the ERP system and the existing WooCommerce-based online shopping platform (e-commerce portal – poompuhar.com) & TN artisan portal to ensure real-time synchronization of essential business data. The integration should support automatic updates for inventory stock, track orders efficiently, and manage customer data to ensure consistency across both platforms.

The key features of the integration are as follows:

- Ensure real-time data sync between the ERP system and WooCommerce platform for accurate inventory, orders, and customer information.
- Automatically update stock levels in WooCommerce based on ERP data, ensuring that the online store reflects accurate product availability.
- Enable automatic updates on order status and shipment tracking from the ERP system to WooCommerce, ensuring transparency for both customers and staff.
- Facilitate seamless synchronization of customer information between WooCommerce and the ERP, allowing for a unified customer experience.

6.3.21 Corporation Web Portal

The portal for the Corporation to be developed for the use of the officials of the Corporation, other stake holders such as Artisans, vendors, general public etc.

6.4 Responsibilities of Officials

- **Marketing Managers:** Oversee sales, inventory, and customer management at the showroom level.
- **Inventory Managers:** Monitor stock levels and ensure timely restocking.
- **Finance Team:** Manage accounting, payroll, and financial reporting.
- **IT Team:** Ensure smooth functioning of the ERP system and integrations.
- **Production Supervisors:** Oversee manufacturing schedules and raw material usage.
- **Customer Support:** Handle customer queries and process returns/exchanges.

6.5 Roles and Responsibilities:

Developers:

- Preparation of the RFP/RFQ and follow-up with system Integrator to complete as per the Scope of Work.
- Bid Management process for selection of System Integrator.
- Project Management from initiation to completion.
- Technical Guidance and Support
- Vendor Management
- Payment sanctioned to System Integrator based on the concurrence received from department.
- Collect Project Status report from SI
- SLA monitoring and Performance reporting
- Provide technical guidance until completion of the application.
- Monitor the overall progress of ERP implementation and ensure adherence to timelines.

Handicrafts Department:

- Provide the business requirements and workflows for all the modules (Sales, Inventory, HR, Finance, Production, Franchise, Supplier Management, etc.).

- Provide existing system data, reports, and process documentation for analysis and development.
- Approve UI/UX design, workflows, and functionalities before development.
- Review and approval for SRS document.
- Provide SMS header for SMS integration.
- Validate the ERP system during User Acceptance Testing (UAT) and provide feedback.
- Monitor performance of SI, ensuring adherence to project deliverables and contractual obligations.
- Provide concurrence for each and every milestone completion as per the RFP/RFQ.
- Facilitate training and adoption of the system across all offices, showrooms and production units.
- Handle post-implementation operational monitoring and ensure smooth usage of the system.

Selected Bidder:

- Conduct a detailed requirement analysis and business process study for module development.
- SI shall be responsible for conducting detailed site visits to all relevant locations, including production units, Handicrafts Showrooms & Outlets, Franchise locations, supplier premises (as applicable), Tender counter Locations, and Exhibition venues.
- SI shall interact with key stakeholders, including artisans, store managers, procurement teams, and finance personnel, to gather requirements for each module.
- Design and develop the ERP application as per RFP specifications.
- Documentation (including SRS, design documents, and test plans) in coordination with Handicrafts Department
- Ensure the scalability, security and performance optimization of the system.
- Implement roles-based access control (RBAC), dashboards, and reports for better decision making.

- Integrate payment gateways, tax modules, e-commerce portals and supplier portals.
- Integrated to third party application if any and support up to completion of contract period.
- Develop an admin panel for centralized control over users, roles and data.
- Conduct User Acceptance Testing (UAT), bug fixes, and system refinements based on feedback.
- Providing a staging server for the security audit process and supporting the same to complete.
- Hardware sizing with specification and Bill of Material (BoM) (include Compute, Storage & Network requirements) if requested.
- Deployment and Go-live support
- Ensure post-deployment support, maintenance and continuous updates.
- Maintain the code in a version-controlled repository (GitHub, GitLab, or equivalent) and provide access to the department.
- Provide user manuals, training videos and tutorials of this application.
- Hand over the data backup/source code as per the Exit management clause.
- The source code must be fully documented and handed over at project completion, including setup instructions, database schemas, and API documentation.
- Providing live training (On-site/virtual) to Handicrafts department staff for system operations and troubleshooting.
- Responsible for the installation and configuration of SSL certificates on web servers and ensuring timely renewal before expiration.

6.6 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, Supplier, etc.)
- Module-wise Test Cases & Test Reports
- Test Cases & Bug Fixing Report
- Data Migration Report
- Training Materials (Manuals & Videos)
- Training Completion Report
- ERP 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

The entire source code, including scripts, configurations, etc., shall be delivered to TNHDC Ltd.,

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 ERP Application** – Reg.

Ref: Tender Reference _____

1. We have examined the “**Design and Development of an Integrated ERP Application**” 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 constitute 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 is 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 ERP Application"** 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 scope of work includes analysing existing workflows and implementing a modern, scalable, cloud-based ERP system that replaces the current .NET POS with an integrated, open-source solution tailored to Poompohar's operations. The project aims to unify Production, Sales, HR, Accounts, Inventory, Franchise, Procurement, Logistics, Supplier, Customer Management, and Reporting modules with real-time data sharing across all showrooms, outlets, warehouses, franchises, production units, e-commerce platforms, and tender counters. The System Integrator shall conduct requirement studies, design the ERP architecture with browser-based access and offline capability, integrate WooCommerce, multi-vendor portals, payment gateways, Tally, SMS/Email/WhatsApp APIs, GST systems, and third-party services, and ensure secure role-based access control, audit trails, and centralized management. The scope includes historical data migration from existing systems, automated reporting and analytics dashboards, UAT, training, documentation, and post-implementation support. The ERP will incorporate modules such as Artisan Registration, Admin & RBAC, POS/Billing, Inventory, Customer & Employee Management, Supplier & Procurement, Production, Franchise, Order/Project Management, Logistics, HR & Payroll, Accounts & Finance, Help Desk, Reporting & Analytics, Payment Integration, and E-commerce synchronization, ensuring full end-to-end automation, transparency, and operational efficiency with provisions for future scalability, enhanced security, and compliance with industry standards. The detailed Scope of Work as outlined in the tender document applies to all 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** – 180 from the date of issue of the work order
- **Warranty** – 2 years
- **Total Duration (Development and on go live + Warranty)** – 2 years 6 Month
- **Operation & Maintenance (O&M) Period** – 3 years (From the date of the 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.

A10. Payment Terms

1) No advance amount will be paid.

#	Milestones	Payment (%)
1	Project Kick-off & Finalisation 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.

3) Price Details:

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 ERP Application with Billing, Account & Production Modules	1			
2	Annual Support Service Contract for 3 years after completion of three year of post-deployment warranty support service period as per scope mentioned	3			
Grand Total					

A11. Taxes

The Taxes as applicable for the services within the Delivery Schedule as specified in the Contract will be paid by the awardee. The TENDERER 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 TENDERER 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 TENDERER, terminate the contract in whole or part;
 - (i) If the TENDERER 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 TENDERER fails to perform any of the obligations under the contract; or
 - (iii) If the TENDERER, 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 TENDERER shall be liable to TNHDC for any additional costs for such similar goods/services.
- 3) TNHDC reserves the absolute right to cancel the tender process at any stage, including before the issuance of the Work Order, without assigning any reason. In such cases, bidders shall not be entitled to claim any compensation, costs, or damages.

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 TENDERER, if the TENDERER becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the TENDERER, 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 TENDERER will be decided in accordance with the Terms of Payment for the milestones completed by the TENDERER 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 TENDERER agrees to extend full cooperation and support during the transition process.
- 3) In the event of termination, before expiry of Contract or otherwise, TENDERER 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 TENDERER represents and undertakes that the TENDERER has not given or promised to give directly or indirectly to any person in TNHDC, the bribes or the TENDERER involved in fraudulent practices in obtaining the Contract. Any breach of this undertaking by TENDERER or any one employed by them entitle TNHDC to terminate the Contract either wholly or in part and recover from TENDERER any loss arising from such termination without any entitlement or compensation to TENDERER. The TNHDC will blacklist the TENDERER 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 TENDERER.

A14. Co-operation

The TNHDC will provide all the necessary information, data and reports needed by the TENDERER 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 TENDERER. The TNHDC will provide replies within reasonable timeframe, on all requests and queries submitted by TENDERER to carry out the obligations.

A15. Indemnity

The TENDERER 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 TENDERER.

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 TENDERER 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 TENDERER 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.

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 VENDOR 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 VENDOR.

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 TENDERER 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 TENDERER shall make full and complete disclosure to the TNHDC including any or all information in the TENDERER's possession relating to their IPR/patentability if any.
- 3) Notwithstanding anything contrary contained herein, the TENDERER 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 TENDERER.

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 TENDERER 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 by the Managing Director of TNHDC. 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 TENDERER should ensure a complete knowledge transfer by their deployed professional to the TNHDC staff within a period of 2 weeks.
- 2) The TENDERER 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 TENDERER to TNHDC before exit of the contract. The TENDERER shall not retain any copy of programs or contents in any form and a declaration to this respect shall be given by the TENDERER to TNHDC.
- 3) The updated contents or programs created under the contract shall be the property of 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
TENDERER

For and on behalf of
TNHDC

Witness:

Witness:

Witness:

Witness:



Request for Proposal (RFP)

**Design and Development of an Integrated
ERP Application**

Tender Ref: TNHDC/1453/IT/18-19

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

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 the Letter of Authorisation or Power of Attorney to sign and submit the Tender	
6.	Permanent Account Number (PAN) details, and enclose a copy	
7.	Please furnish the GST registration no. and date, and enclose a 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 a copy self-attested by the authorized signatory	
2.	Active ISO 9001:2015 QMS certification no and enclose a copy self-attested by the authorized signatory	
3.	Active ISO 27001 or higher Information Security Certification no and enclose a copy 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 2022-2023	
2.	Year 2023-2024	
3.	Year 2024-2025	
4.	Average annual turnover for the last three audited financial years	

#	Description	Please fill up the details
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	



Request for Proposal (RFP)

**Design and Development of an
Integrated ERP Application**

Tender Ref: TNHDC/1453/IT/18-19

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 ERP Application with Billing, Account & Production Modules	1			
2	Annual Support Service Contract for 3 years after completion of two year of post-deployment warranty support service period, as per the scope mentioned	3			