GOVERNMENT OF TAMIL NADU

Request for Proposal for the Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for the
Registrar of Cooperative Societies, Tamil Nadu

Tender Ref No: 4/2025/PMU

Registrar of Cooperative Societies (RCS), Government of Tamil Nadu
Chennai- 600 010
Phone: 044-28364849

Email: arcarcs.2021@gmail.com

Website: www.rcs.tn.gov.in

Important Notice

This Tender (RFP) process is governed by The Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000 as amended from time to time.

In case of any conflict between the terms and conditions in the tender document and the Tamil Nadu Transparency in Tenders Act 1998 and The Tamil Nadu Transparency in Tenders Rules 2000, the Act and Rules shall prevail.

RFP for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS

RFP for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS

Letter of Undertaking

To
Additional Registrar of Cooperative Societies
(Consumer Activities)
Officer of the Registrar of Cooperative Societies,
NV Natarajan Maligai
No.170, Periyar E.V.R.High Road,
Kilpauk Chennai - 600 010,

Sir,

Subject: Undertaking for participating in **RFP for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for Registrar of Cooperative Societies, Tamil Nadu - Reg**

Tender Reference: 4/2025/PMU

I/We do hereby submit my/our bid for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS in accordance with the Terms and Conditions of this RFP.

I/We have examined the details of the tender and have carefully noted the conditions and specifications of contract, the stipulations of which I/We agree to comply with. I/We hereby undertake to complete the assigned tasks at the places mentioned in the specification of all the articles within as per RFP & tender schedule from the date of communication of acceptance of my/our tender.

I/We further agree that his acceptance of this tender shall result in availed and concluded contract binding on me/us the terms were of shall be taken to be those mentioned in the form of agreement hereby annexed notwithstanding the non-execution of the said agreement.

I/We hereby declare that I/We agree to do the various acts, deeds and things referred to herein including the condition relating to non-withdrawal of this tender above set out in consideration of the TN-RCS and considering this my/our tender.

RFP for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS

I/We--hereby confirm that our Company was/were not blacklisted by any State Government/Central Government/Public Sector Undertakings during the last three years.

I/We also hereby confirm that our EMD/SD was not forfeited by any State Government/ Central Government / Public Sector Undertakings during the last three years due to our non-performance, non-compliance with the tender conditions etc.

I/We -- hereby confirm that our Company has not violated / infringed on any Indian or foreign trademark, patent, registered design or other intellectual property rights any time anywhere in India.

I/We…………………………. shall not sub-contract any works to any contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

I/We -- hereby declare that I/We shall not form any consortium with any other bidder / firm/ company for this tender as well as during the period of contract if selected.

I/We……………………………. have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India, as per Government of Tamil Nadu G.O.Ms.No.343, Finance (Salaries) department, dated 18.9.2020; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I certify that this bidder fulfils all requirements in this regard and is eligible to be considered.

I/We-- hereby declare that all the particulars furnished by using this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be in corrector false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.

I/We _____ certify that we are liable and responsible for any disputes arising out of Intellectual Property Rights.

In case of violation of any of the conditions above, I/We ....understand that I/We are liable to be blacklisted by TN-RCS/Government of Tamil Nadu for a period of three years.

Name of Bidding Entity:

Signature of Signing Authority:

Name of Signing Authority

Designation of Signing Authority:

Mobile No.   & Email id:

Note:

1. Declaration as per the above format should be submitted in the entity letter head.
2. If the bidding firm / any partner in case of a bidding consortium has been blacklisted by any State Government/ Central Government/ Public Sector Undertakings earlier, then the details should be provided on entity's letter head.

RFP for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS

ABBREVIATIONS

TN-RCS - Registrar of Cooperative Societies, Tamil Nadu

CS - Cooperative Society

eRCS - e-RCS Portal

CC-ERP - Consumer Cooperatives Enterprise Resource Planning

ERP - Enterprise Resource Planning

CR - Change Request

GoI - Government of India

H/W - Hardware

IT - Information Technology

LOA - Letter of Acceptance

MIS - Management Information System

MSF - Monthly Subscription Fee

OEM - Original Equipment Manufacturer

O&M - Operation and Maintenance

RFP - Request For Proposal

SLA - Service Level Agreement

SRS - Software Requirement Specification

UAT - User Acceptance Testing

SOR - Schedule of Rates

BOM - Bill of Materials

BOQ - Bill of Quantity

SI - System Integrator

API - Application Programming Interface

RFP for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS

1 Introduction

The Registrar of Cooperative Societies, Tamil Nadu (TN-RCS), oversees a diverse network of cooperative stores engaged in the procurement and distribution of fast-moving consumer goods (FMCG) to a wide customer base, including urban and rural households. These cooperative outlets serve as a channel for ensuring equitable access to essential commodities, maintaining price stability, and supporting local producers through structured procurement mechanisms.

An integrated Enterprise Resource Planning (ERP) system is required for streamlining the functioning of cooperative stores under the purview of the Registrar of Cooperative Societies. The solution should unify all critical verticals—Procurement, Inventory and Warehouse Management, Sales including Point of Sale operations, Finance and Accounting, Human Resource Management, Price Management, and Dashboards with advanced reporting capabilities—into a single, robust, and secure platform. The system is expected to deliver seamless data flow across all modules, provide real-time visibility of operations, enforce compliance with statutory requirements, and enable data-driven decision-making.

TN-RCS invites proposals from established firms in the IT industry to RFP for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS as per the scope work, terms and conditions mentioned in this RFP.

2 Tender Schedule and Data Sheets

1.	Tender inviting Authority, Designation and Address	Additional Registrar of Cooperative Societies (Consumer Activities) Officer of the Registrar of Cooperative Societies, NV Natarajan Maligai No.170, Periyar E.V.R.High Road, Kilpauk, Chennai - 600 010,

2.	A) Name of the Work	**Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS**
	B) Tender Ref No.	**4/2025/PMU**
3.	Earnest Money Deposit	INR 1,50,000/- (Rupees One lakh Fifty thousand only)
4.	Contract Period	Customisation and deployment for first identified society in 3 months with implementation period for all remaining institutes 3 months from onboarding the first institution with overall tenure of 3-years effective from onboarding all institutions as will be decided by TN-RCS based on performance.
5.	Tender Document download hyperlinks	The Tender document can be downloaded from the URL. https://tntenders.gov.in
6.	Date of Publishing	12.09.2025 Online through TN e-Tender website https://tntenders.gov.in
7.	Date and Time of Pre-Bid meeting	On **19 .09.2025 at 11:30 hrs**. Pre-bid meeting will be conducted online through video conference and the link for the VC will be shared for requesting entities.
8.	Due Date and Time for Bid Submission	**30.09.2025** till **16:00 hrs**
9.	Date and Time of Opening of Technical Bids	**30.09.2025** at **17:00 hrs**
10	Date, Time and Place of Opening of Price Bids	Price Bid Opening Date & Time will be communicated to Technically Qualified Bidders Only
11	Tender validity period	120 days from date of Bid opening

Note: Neither the TN-RCS nor their representatives are obligated to inform any bidders who have not qualified in any of the stages of bid process management

3   General Instructions

3.1   General

a. The Bidders are requested to examine the instructions, terms and conditions and specifications given in the Request for Proposal (RFP).   Failure to furnish all required information in every respect will be at the Bidder's risk and may result in the rejection of bid.

b. It will be imperative for each Bidder(s) to familiarize itself/ themselves with the prevailing legal situations for the execution of contract.   TN-RCS shall not entertain any request for clarification from the Bidder regarding such legal aspects of submission of the Bids.

c. It will be the responsibility of the Bidder that all factors have been investigated and considered while submitting the Bids and no claim whatsoever including those of financial adjustments to the contract awarded under this tender will be entertained by TN-RCS.   Neither any time schedule nor financial adjustments arising thereof shall be permitted on account of failure by the Bidder to appraise themselves.

d. The Bidder shall be deemed to have satisfied itself fully before Bidding as to the correctness and sufficiency of its Bids for the contract and price quoted in the Bid to cover all obligations under this Tender.

e. It must be clearly understood that the Terms and Conditions and specifications are intended to be strictly enforced.   No escalation of cost in the Tender by the Bidder will be permitted throughout the period of Agreement or throughout the period of completion of contract whichever is later on account of any reasons whatsoever.

f. The Bidder should be fully and completely responsible to TN-RCS for all the deliveries and deliverables.

g. The Bidder shall submit the scanned copy bid document (in .pdf) and corrigendum (if any) as an acceptance of the bid.

h. Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.

3.2   Clarifications to the RFP

a. A prospective Bidder requiring any clarification in the RFP may notified by e-Mail to **arcarcs.2021@gmail.com**.Clarifications to the queries (if any) by the bidders and corrigendum's (if any) will be published in the websites **https://www.rcs.tn.gov.in** and **https://tntenders.gov.in**

3.3   Amendments to the Tender

a. A Pre-bid meeting will be held on premise for addressing the clarifications on the date and time mentioned in the Tender Data Sheet or any other date to be decided by TN-RCS.   The Bidders are requested to participate in the Pre-bid meeting and get the clarifications.

b. Before closing of the Tender, clarifications and corrigendum (if any) will be notified in the websites mentioned in the Tender Schedule.   The Bidders shall periodically check for the amendments or corrigendum or information in the websites till the closing date of this Tender. TN-RCS will not make any individual communication and will in no way be responsible for any information missed out by the bidders.

c. No clarifications would be offered within **48 hours** prior to the due date and time for submitting the Tender.

d. Before the closing of the Tender, TN-RCS may amend the Tender document as per requirements or wherever it feels that such amendments are absolutely necessary.

e. Amendments also may be given in response to the queries by the prospective Bidder(s). Such amendments will be notified in the websites mentioned in the tender schedule.   It is bidder responsibility to keep checking the website for any changes or clarifications or corrigendum to the tender document.

f. TN-RCS at its discretion may or may not extend the due date and time for the submission of bids on account of any amendments.

g. TN-RCS is not responsible for any misinterpretation of the provisions of this tender document on account of the Bidder failure to update the Bid documents on changes announced through the website.

3.4   Language of the Bid

a. The bid prepared by the Bidder as well as all correspondences and documents relating to the bid shall be in English only.   The supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation in English duly notarized, in which case, for all purposes of the bid, the translation shall govern.   Bids received without such translation copy are liable to be rejected.

3.5   Bid Currency

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

3.6   Contacting Tender Inviting Authority

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

b.   Notwithstanding anything mentioned above, the Tender Inviting Authority or the Tender Accepting Authority may seek bonafide clarifications from Bidders relating to the tenders submitted by them during the evaluation of tenders.

3.7   Force Majeure

a.   Neither the Purchaser / nor the Successful Bidder shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes or contingencies beyond their reasonable control such as:

i.   Natural phenomena including but not limited to earthquakes, floods and epidemics.

ii.   Acts of any Government authority domestic or foreign including but not limited to war declared or undeclared, priorities and quarantine restrictions.

iii.   Accidents or disruptions including, but not limited to fire, explosions, breakdown of essential machinery or equipment, power and water shortages.

3.8 Arbitration

a. In case of any dispute, the matter will be referred to a sole Arbitrator to be appointed by the Registrar of Cooperative Societies, Tamil Nadu under the "Arbitration and Conciliation Act 1996".   The arbitration shall be held in Chennai, Tamil Nadu, India and the language of arbitration shall be English.   The Hon'ble High Court of Madras, Chennai alone shall have jurisdiction in the matter.   Arbitration detailed in clause: 7.11.

4 Minimum Eligibility Criteria (MEC) & Technical Evaluation System (TES)

a. The Bidders should have the following MEC for participating in the Tender.   The Bidders should enclose documentary evidence for fulfilling the MEC in the Technical Bid. **If a Bidder fails to enclose the documentary proof for MEC, their bid will be summarily rejected.**

4.1 Minimum Eligibility Criteria (MEC)

S.No.	MEC	Documents to be submitted
4.1.1	The Bidder should be a Company registered in India under the Indian Companies Act 1956/2013.Bidder should have existence in India for at least 5 years.	i. Copy of the Certificate of Incorporation, PAN and GST certificate.
4.1.2	The Bidder should be software development firm and should be in operations in successful software customization with development & implementation in Tamil Nadu during the last 5 years as on date of submission of Bid	i. Work order from the client for proof of delivering services as per the scope of work order in the last 5 years.

4.1.3	The Bidder should have an average annual turnover of at least Rs. 2 crores for the last three financial years (2022-2023 and 2023-2024, 2024-25)	i. Audited and Certified Balance Sheet & Profit/Loss Account of last 3 Financial Years. In case, the audited financial results for the latest financial year 2024-25 is yet to be published, the unaudited financial results of the company may be certified by a practicing-chartered Accountant with UDIN No.
4.1.4	The bidder should have successfully developed, implemented, at least 2 End to End computerisation projects for the government of TN. Value of each project should be at least Rs 15 Lakhs	i. Work Order / Project Contract Document / Agreement with details of project value and clear scope, ii. Certificate from the client/ Implementation certificate with the details of the modules delivered.
4.1.5	The Bidder must have an office in Tamil Nadu and be capable of end-to-end application development. If the Bidder is not having any office in Tamil Nadu, then bidder should submit a letter of undertaking to open an office in Tamil Nadu within 15 days from the date of issue of work order if he is awarded the work.	1 Copy of Property tax bill/Electricity Bill/ Telephone Bill/ G.S.T.-C.S.T/ Registration/ Lease agreement should be submitted as proof. (or) i. A letter undertaking that bidder would open an office in Tamil Nadu within 15 days from the date of issue of work order if awarded.
4.1.6	The Bidder must have a ready to customise product with at least three modules of Sales, Finance and Inventory in their product.	A demo prototype link is to be provided along with user credentials.

b. The bidders who have submitted required documents and meet the MEC as mentioned above and as determined by the Tender Scrutiny Committee (TSC) shall only be eligible for further technical evaluation as per clause 4.2.

4.2 Technical Evaluation System (TES)

a. The Bidders should enclose documentary evidence for fulfilling the following TES and the Tender Scrutiny Committee will evaluate the bids as per the criteria set below:

Technical Evaluation		
S. No	**Criteria**	**Maximum Marks**
Bidders Existence		
Turnover		
4.2.1	Average annual turnover from the software development services alone during the last three financial years (2022-2023 and 2023-2024,2024-25) in INR. In case, the audited financial results for the latest financial year 2024-25 is yet to be published, the unaudited financial results of the company may be certified by a practicing-chartered Accountant with UDIN No.	5
	Rs. 2 Crores to Rs.5 Crores. = 2 Marks	
	Greater than Rs. 5 Crores to Rs.10 Crores = 4 Marks	
	Greater than Rs.10 Crores = 5 Marks	
Past Experience		

| 4.2.2 | The Bidder should be a software development firm and should be in operations in successful software development, software customization & implementation of End to End Computerisation. Value of each project should be at least Rs. 15 Lakhs.

Available application should include atleast two of the following project modules.
Sales
Inventory Management
Finance & Accounts management
HRMS
Dashboard & Reporting | Projects should include atleast two of the modules listed in the left hand side. with Go-live completed with (5 Marks)

Based on number of modules available in product as listed in the left-hand side (2 Marks per module)

Work Order / Project Contract Document / Agreement with details of project value and clear scope, and satisfactory completion certificate from the client/ Go-live certificate with the details of the modules delivered to be attached.
Project go-live document signed by the client mentioning the modules should be submitted | 15 |

4.2.3	**Scrum Master/Project Manager** **Experience in End-to-End Delivery with Mandatory speaking in Tamil language**	B.Tech/ B.E or equivalent degree in Computer Science /Information Technology/ MCA/M.Sc (CS) with Overall IT experience 15 years or more – 1 Mark Experience as project manager for 12 Years – 1 Mark Project Implementations experience with at least 1 project modules as listed in left hand side cell for Government/PSU– (2 Marks) Scrum Master certification/ Product Manager/Valid PMP /Prince2 Certification (1 Marks) Along with CV with project modules delivery experience, Certificates has to be submitted	5 Marks

4.2.4	**Solution Architect** **Experience in End to End Delivery of** one project during last 3 years	B.Tech/ B.E or equivalent degree in Computer Science /Information Technology/ MCA/M.Sc (CS) with Overall IT experience 15 years or more – 3 Marks Solution architects for more than 5 years – 2 Mark Project Implementations experience for Government / PSU (3 Marks) Along with CV with project modules delivery experience has to be submitted mentioned.	8 Marks
4.2.5	**Senior Database Engineer**	B.Tech/ B.E or equivalent degree in Computer Science /Information Technology/ Any other Engineering discipline. – 2 Mark Overall Database engineer experience more than 10 years – 2 Mark Project Implementations experience for Government/PSU – (2 Mark)	6 Marks

4.2.6	**Full-stack Application Developer – 2 nos** – 2 Resource CVs has to be submitted. Each resource will have maximum of 3 mark each.	Web Application Development experience in complex ERP projects with at least 3+ years of Experience (2 Marks) B.Tech/ B.E or equivalent degree in Computer Science /Information Technology/ Any other Engineering discipline. (1 Mark)	6 Marks
4.2.7	**Cluster wise resources details - 15 Nos. Minimum 2 years of experience in customer technical service provision on site.**	Customer requirement gathering, fixing technical issues in field projects with at least 2+ years of Experience B.Tech/ B.E or equivalent degree in Computer Science /Information Technology/ Any other Engineering discipline. Work Order / Project Contract Document / Agreement with details of project value and clear scope to indicate mutli region field level implementation experience (10 marks)	10

4.2.8	**Approach & Methodology** Approach & Methodology	Brief Presentation on current product available with modules (15 Marks) Presentation on Project Understanding, integration requirements, data migrations – (10 Marks) Proposed Solution and Integration plan – (15 Marks) Proposed resources, deployment duration and resources deliverables plan – (5 Marks)	45

The bidder shall be required to get at least 70 marks out of 100 marks to qualify for next stage i.e., opening of the financial bids.

Evaluation of technical proposal:

a. Tender Scrutiny Committee (TSC) will evaluate whether all the requirements mentioned in the RFP are understood and addressed well.

b. The bidder has to make a technical presentation to the TSC.

c. To declare a bidder as technically qualified, the bidder has to score a minimum of 70 marks as described above and financial bids of only those bidders who score 70 or above in the TES shall only be opened.

d. The bidder shall ensure that the resources proposed in Cl.4.2.4 to Cl.4.2.8 of their bid has to be deployed for this TN-RCS Project during the implementation period.

4.3 Final Evaluation of Bid

a. The Final Evaluation will be done on Quality-cum-Cost-Based-System (QCBS) with the weightage of Technical & financial bid (Price bid) score in the ratio 60:40. The final evaluation shall be done as described below,

− The marks scored in Technical Bid will be evaluated as follows:

$$T_N = T_B / T_{Max} * 100$$

T_N = Normalized technical score of the bidder under consideration

T_B = Evaluated technical score for the bidder under consideration

T_{Max} = Maximum technical score for any bidder

− For Technically Qualified Bidders, the commercial scores will be calculated as

$$F_N = F_{Min} / F_B * 100$$

Where

F_N = Normalized financial score of the bidder under consideration

F_B = Evaluated cost for the bidder under consideration

F_{Min} = Minimum evaluated cost for any bidder

− Both the Technical Bid mark & Price Bid mark will be added to arrive at the total mark as follows:

$$B_N = 0.6 * T_N + 0.4 * F_N$$

Where

B_N = overall score of bidder under consideration

T_N = Normalized technical score for the bidder under consideration

F_N = Normalized financial score of the bidder under consideration

b. The total mark will be arranged in the descending order. The Highest scorer (H1) will be declared as the Successful Bidder.

c. The Successful Bidder herein will be referred to as System Integrator

d. In the event the Final scores are 'tied', the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.

5 Bid Preparation and Submission

5.1 Cost of Bidding

a. The Bidder should bear all costs associated with the preparation and submission of Bids. TN-RCS will in no way be responsible or liable for these charges/costs incurred regardless of the conduct or outcome of the bidding process.

5.2 Earnest Money Deposit (EMD)

a. An EMD amount as specified in the tender schedule should be paid through ONLINE mode. The EMD of the unsuccessful Bidders will be auto refunded to their bank account within a reasonable time in accordance with the rules and regulations in this behalf. The EMD amount held by TN-RCS till it is refunded to the unsuccessful Bidders will not earn any interest thereof.

b. The EMD amount of the successful bidder shall be converted as part of the Security Deposit (SD) for successful execution of the work and will be returned only after the successful fulfilment of the contract.

c. The EMD shall be forfeited by TN-RCS if the bidder withdraws the bid during the validity period specified in the tender or if the successful bidder fails to sign the contract by the due date or the successful bidder fails to remit security deposit by the due date.

5.3 Letter of Authorization

a. A letter of authorization from the Board of Directors / appropriate authority authorizing the tender submitting authority or a power of attorney should be submitted in the tender; otherwise, the bids will be summarily rejected.

5.4 Two Part Bidding

a. Bidders should examine all instructions, terms, conditions and technical specifications given in the tender document. Failure to furnish information required by the bid or submission of a bid not substantially responsive in every respect will be at the bidder's risk and may result in rejection of bids. Bidders should strictly submit the bid as specified in the tender, failing which the bids will be non-responsive and will be rejected.

5.4.1 Technical Bid

a. The first part relates to technical bid submitting all the required details and documents complying with all the MEC conditions and the other tender conditions/instructions as well as the statement of compliance consisting of the following.

1) A Letter of Undertaking (as per the format specified in this RFP) in company's letter head in pdf

2) This Technical Bid documents & corrigendum if any

3) Copy of supporting documents for MEC and TES as .rar file (Zipped) have to be submitted.

5.4.2 Financial Bid

a. The price quoted in the financial bid is inclusive for all activities per clause 8 to clause 20 of this RFP. The price quoted should be inclusive of all items and no other charges will be allowed by the TN-RCS.

b. Bill of Quotation (BoQ) should not contain any conditional offers or variation clause, otherwise the bids will be summarily rejected.

c. The rates quoted shall be only in INDIAN RUPEES (INR) only. The tender is liable for rejection if BoQ contains conditional offers.

d. 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 rates firm 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 of duties / taxes payable to the Governments in India.

5.4.3 Details of the Documentary proofs to be uploaded in portal

Letter of Undertaking		Upload Format
A Letter of Undertaking (as per the format specified in this RFP) in company's letterhead	1	PDF (Max 2 MB)
Technical Bid		Upload Format

This RFP document along with corrigendum if any (Signed)		1	PDF **(Max 2 MB)**
Minimum Eligibility Criteria (4.1)			**Upload Format**
1	Copy of documentary proofs for clause 4.1.1 as merged PDF	5	RAR (WinRAR) **(Max 20 MB)**
2	Copy of documentary proofs for clause 4.1.2 as merged PDF		
3	Copy of documentary proofs for clause 4.1.3 as merged PDF		
4	Copy of documentary proof for clause 4.1.4 as PDF		
5	Copy of documentary proof for clause 4.1.5 as PDF		
Technical Evaluation System (4.2)			**Upload Format**
1	Copy of documentary proofs for clause 4.2.1 as merged PDF	9 (All these PDF have to be placed in a folder, and zipped as .rar file before submission)	RAR (WinRAR) **(Max 30 MB)**
2	Copy of documentary proofs for clause 4.2.2 as merged PDF		
3	Copy of documentary proofs for clause 4.2.3 as merged PDF		
4	Copy of documentary proofs for clause 4.2.4 as merged PDF		
5	Copy of documentary proofs for clause 4.2.5 as merged PDF		
6	Copy of documentary proofs for clause 4.2.6 as merged PDF		

7	Copy of documentary proofs for clause 4.2.7 as merged PDF		
8	Copy of documentary proofs for clause 4.2.8 as merged PDF		
9	Copy of documentary proofs for clause 4.2.9 as merged PDF		
Price Bid			**Upload Format**
Bill of Quotation (BoQ)		**1**	.XLS
Total		**17**	

Note:

Technical bid = 16 documents

Price bid = 1 document (.XLS pre-defined template)

5.5 Bid closing date and time

a. Bids cannot be submitted after the due date and time specified in the tender schedule unless a corrigendum for date extension is published. Hence bidders should be cautious to submit the bids well in advance to avoid disappointments.

5.6 Online Submission of Bids - https://tntenders.gov.in

a. Bidder should read all the terms and conditions and accept the same to proceed further to submit bids. Tendering system will give a successful bid update message after uploading all the bid documents submitted. A print out of bid submission confirmation showing the bid number, the date and time of submission of the bid with all other relevant details can be taken from the website and kept as an acknowledgement for submission of bid. This acknowledgement will act as a proof of bid submission.

b. The bidders can resubmit the bid as many times as possible till the closing time of the bid submission. Withdrawal of the bid is also possible before the closing time of the bid submission.

c. The time settings fixed in the server and displayed at the top of the tender site, will be valid for all actions of bid submission, bid opening etc., in E-Tender system.

6 Tender Opening and Evaluation

6.1 Technical Bid Opening

a. The technical bid will be opened on the date and time as specified in the tender schedule or in the corrigendum issued by TN-RCS (if any).

NOTE: **If the date fixed for opening of the tender happens to be a Government holiday**, the e-tender will be opened on the next working day at the time specified in the tender schedule.

6.2 Tender Validity

a. The offer submitted by the bidders should be valid for a minimum period of 120 days from the date of opening of the Tender.

6.3 Initial Scrutiny

a. Initial bid scrutiny will be conducted and incomplete details as given below will be treated as non-responsive.

   If Tenders are;

   1) received without the Letter of Undertaking and Letter of Authorization

   2) received without EMD amount

   3) found with suppression of details

   4) with incomplete information, subjective, conditional offers and partial offers

   5) submitted without support documents as per the MEC and TES

   6) non-compliance of any of the clauses stipulated in the Tender

   7) lesser validity period

   8) disclosure of financial bid or bid price in the technical bid

b. All responsive Bids will be considered for further evaluation. The decision of TN-RCS will be final in this regard.

6.4 Clarifications

a. When deemed necessary, TN-RCS shall seek bona-fide 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, TN-RCS may seek additional information or historical documents for verification to facilitate decision making. In case the Bidder failed to comply with the requirements of TN-RCS as stated above, such Bids may at the discretion of TN-RCS, shall be rejected as technically non-responsive.

6.5 Tender Evaluation

6.5.1 Suppression of facts and misleading information

a. During the bid evaluation, if any suppression or misrepresentation is brought to the notice of TN-RCS, TN-RCS shall have the right to reject the bid and if after selection, TN-RCS would terminate the contract, as the case may be. Termination of the contract will be without any compensation to the Bidder and the EMD / SD, as the case may be, shall be forfeited.

b. Bidders should note that any figures in the proof documents submitted by the Bidders for proving their eligibility is found suppressed or erased, TN-RCS shall have the right to seek the correct facts and figures or reject such Bids.

c. It is up to the Bidders to submit the full copies of the proof documents to meet out the MEC and TES. Otherwise, TN-RCS at its discretion may or may not consider such documents.

d. The Tender calls for full copies of documents to prove the Bidder's experience and capacity to undertake the project.

6.5.2 Technical bid evaluation

(a) Minimum Eligibility Criteria (MEC):

Tender Scrutiny Committee (TSC) will examine the technical bids as per Cl.4.1 MEC given in the Tender document. The documents which did not meet the MEC in the first stage of scrutiny will be rejected in that stage itself and further evaluation will not be carried out for such bidders. The eligible bidders satisfying all the criteria in cl. 4.1 – MEC alone will be considered for further evaluation as per TES (cl.4.2). The decision of TN-RCS will be final in this regard.

(b) Technical Evaluation System (TES):

TSC will examine the bids as per clause 4.2 TES based on the documentary evidence enclosed by bidder in the Technical Bid. The bidder shall be informed to make a presentation to TSC as per 4.2.9. If the bidder fails to demonstrate their bid will be summarily rejected. Minimum marks to be scored by the bidders in the TES is 70 (seventy) out of 100, so as to declare the bid as technically qualified. Bidders who score 70 and above marks in the TES as per cl. 4.2 above shall be deemed technically qualified and financial bids of those bidders only will be opened.

6.5.3 Financial bid evaluation

a. Bidders should fill price quote details ONLY in Bill of Quotation (BoQ).

b. All the taxes indicated in the financial bid will be taken for the financial evaluation as per the Tamil Nadu Transparency in Tender Act 1998 and Rules 2000 with latest amendments.

c. Bidders should quote for all the items. Failure to submit the rates for all the items (including price discovery items) or partial offer will be liable for rejection of the bid itself. The decision of TN-RCS will be the final.

d. Bidders who satisfy the MEC (4.1), scored 70 or more out of 100 in TES (4.2) and has highest QCBS score (H1) per Cl. 4.3 (Final evaluation of bid) would be declared as the successful bidder (H1).

6.6 Negotiations

a. Negotiations will be conducted with the successful (H1) bidder for improvement in the scope of work, specification, further reduction in bid price& price discovery and advancement of delivery schedule.

6.7 Award of Contract (through https://tntenders.gov.in)

a. Award of Contract (Letter of Acceptance) shall be issued online through https://tntenders.gov.in to the successful (H1) bidder. After acceptance of the tender and LOA issued by TN-RCS, the successful bidder shall have no right to withdraw their tender or claim higher price.

b. No dispute can be raised by any bidder whose bid has been rejected and no claims will be entertained or paid on this account.

6.8   TN-RCS reserves the right to:

a. Modify, reduce or increase the quantity requirements to an extent of tendered quantity as per the provisions of Tamil Nadu Transparency in Tenders Act 1998 and Tamil Nadu Transparency in Tenders Rules, 2000.

b. Inspect the bidders' premises/Company before or after placement of orders and based on the inspection, reserves a right to modify the quantity ordered.

c. Withhold any amount for the deficiency in Quality/Service aspect rendered during the contract period.

d. Accept or reject any or all of the tenders in full or in parts without assigning any reason whatsoever.   The Tender Accepting Authority may also reject all the tenders for reasons such as change in scope, specification, lack of anticipated financial resources, court orders, calamities or any other unforeseen circumstances.

7   Execution of Contract

7.1   Security Deposit (SD) / Bank Guarantee (BG)

a. The successful (H1) bidder shall have to furnish a 5% Security Deposit (SD) of three months expected payout on full scale implementation by way of demand draft or banker's cheque payable at Chennai or in the form of unconditional irrevocable Bank Guarantee valid for a period of 49 months from the date of acceptance of the tender on receipt of confirmation from TN-RCS.   The SD shall be paid within 10 days from the date of issue Letter of Acceptance (LOA) by TN-RCS.   The SD furnished by the Successful Bidder in respect of the tender will be returned to them after the entire scope of work is executed by the bidder as per the RFP, Contract and as per order(s) issued by TN-RCS from time to time during the execution of work and after 3 months from the completion of contract period.   The Security Deposit held by TN-RCS till it is refunded to the successful bidder will not earn any interest thereof.

b. The EMD/Security Deposit will be forfeited if the successful bidder withdraws the bid during the period of bid validity specified in the tender or if the bidder fails to sign the contract.

7.2 Execution of Contract

a. The successful bidder should execute a Contract in the INR 100 non-judicial stamp paper bought in Tamil Nadu in the name of the TN-RCS within 10 working days from the date of letter of acceptance issued by TN-RCS with such changes/modifications as may be indicated by TN-RCS at the time of execution on receipt of confirmation from TN-RCS.

b. The successful bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate for the execution of the contract or any part thereof without the prior written consent of TN-RCS. TN-RCS reserves its right to cancel the LoA either in part or full, if this condition is violated. If the Successful Bidder fails to execute the agreement within the stipulated period of 10 days, the SD of the Successful Bidder will be forfeited and their tender will be held as non-responsive.

c. The expenses incidental to the execution of the agreement should be borne by the successful bidder.

d. The conditions stipulated in the agreement should be strictly adhered to and violation of any of the conditions will entail termination of the contract without prejudice to the rights of TN-RCS and also TN-RCS have the right to recover any consequential losses from the Successful Bidder.

7.3 Release of Work Order

a. After the payment of Security Deposit and execution of the Contract by the successful bidder, TN-RCS will issue the Work Order to the successful bidder for commencement of the work.

7.4 Refund of EMD

a. The EMD amount paid by the Successful Bidder will be adjusted towards security deposit payable by them. If the Successful Bidder submits security deposit for the stipulated value, the EMD will be refunded. The EMD amount of the unsuccessful bidder(s) will be auto refunded upon finalization and issue of LoA to the successful bidder.

7.5   Forfeiture of EMD and SD

a. If the successful Bidder fails to act according to the tender conditions or backs out, after the tender has been accepted, the EMD will be forfeited.

b. If the successful bidder fails to remit the SD, the EMD remitted by him will be forfeited to TN-RCS and the tender will be held void.

c. If the successful bidder fails to act up on to the tender / contract conditions or backs out from the contract or fails to deliver the services and fails to perform any of the contractual obligations during the contract period, the SD mentioned above will also be forfeited by TN-RCS.

7.6   Termination of Contract

7.6.1   Termination for default

a. TN-RCS may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 60 days, sent to the successful bidder, terminate the contract in whole or part, (i) if the successful bidder fails to deliver any or all of the service within the time period(s) specified in the contract, or fails to supply the items as per the delivery schedule or within any extension thereof granted by TN-RCS; or (ii) if the successful bidder fails to perform any of the obligation(s) under the contract; or (iii) if the successful bidder, in the judgment of TN-RCS, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract.

b. In the event TN-RCS terminates the Contract in whole or in part, TN-RCS may procure, upon terms and in such manner as it deems appropriate, the goods and services similar to those and delivered and the successful bidder shall be liable to TN-RCS for any additional costs for such similar goods and service.   However, the successful bidder shall continue the performance of the contract to the extent not terminated.

7.6.2   Termination for Insolvency

a. TN-RCS may at any time terminate the Contract by giving written notice with a notice period of 7 days to the successful bidder, if the successful bidder becomes bankrupt or otherwise insolvent.   In this event, termination will be without compensation to the successful bidder, provided that such termination will not prejudice or affect any right of

action or remedy that has accrued or will accrue thereafter to TN-RCS.

7.6.3   Termination for Convenience

a. TN-RCS may by written notice, with a notice period of 60 days sent to the successful bidder, TN-RCS may terminate the Contract, in whole or in part, at any time for its convenience.   The notice of termination shall specify that termination is for TN-RCS's convenience, the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.   On termination, the successful bidder is not entitled to any compensation whatsoever.

7.7   Single point of contact and Project Lead

a. The successful bidder should nominate a single point of contact from their side to lead the project full-time and be available to respond to all requests from TN-RCS.   This person should be responsible for delivery of work in compliance with all the terms and conditions.

7.8   Assigning of Tender whole or in part

a. The successful bidder shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or body corporate.   The successful bidder should not under-let or sublet to any person(s) or body corporate for the execution of the contract or any part thereof, without the written consent of TN-RCS.

7.9   Liquidated Damages (LD)

a. The successful bidder must strictly adhere to the implementation schedule, specified in the RFP & Contract / Work Order and any delay attributable to the successful bidder will enable TN-RCS to resort to any or both of the following:

1. The Bidder would be provided a timeline of one month to gather requirements from date of issue of Work Order and further three months to customise and deploy the solution in the identified store(s). For any delay beyond the specified timeline, the selected bidder would be charged a penalty of 25% of the monthly payout at full scale roll out for each delayed month commencing the day after the specified timeline.

2. The Selected Bidder shall station one dedicated, full-time field resource at each Department-identified hub store on all working days, with on-demand dispatch to

mapped local stores as issues arise. The Selected Bidder shall ensure an aggregate attendance commitment of $25 \times 15 = 375$ working man-days per calendar month across the approved deployment plan (e.g., 15 Full Time Employees (FTEs) across 25 working days), achieved through named FTEs or pre-approved substitutes. Attendance shall be evidenced by daily sign-in/out records made available to the Purchaser. Any unapproved absence or shortfall against the committed man-days (including failure to provide a like-for-like substitute) shall attract liquidated damages at 0.001% per day of the monthly payout for the affected subscription units subject to a maximum of 10% of applicable payment value, for each day or part thereof of non-availability, without prejudice to other SLA-linked penalties.

3. The Selected Bidder shall operate a mutually agreed ticketing system with categorization, time-stamped logs for response and resolution, and dashboards for SLA tracking. The SLAs are as defined below based on the severity bands, response-time targets, resolution Turn Around Time (TAT), uptime targets (if any), and measurement rules. The severity bands for Technical nature and urgency would be mutually defined by the department and Selected Bidder.

(In working days)

Technical/ Urgency	Low	Medium	High
Low	1	1	1
Medium	4	3	2
High	10	8	7

4. In the event there is a delay in the issues being fixed at the user end as confirmed by the end user, the following penalties would be imposed based on technical degree factor subject to a maximum of 10% of applicable payment value

    a. Low - Rs. 10 per day of delay from SLA,

    b. Medium - Rs. 25 per day of delay from SLA

    c. High - Rs. 50 per day of delay from SLA

5. In case of the termination of the contract by TN-RCS due to non- performance of the successful bidder, the Security Deposit will be forfeited.

6. In addition, TN-RCS reserves the right to award the work to any other party / parties and the loss / expenses incurred thereafter will be recovered from the successful bidder.

b. The RFP, bid submitted by the successful bidder, negotiated offer of the successful bidder, contract and the work orders will form part of this contract. Wherever the offer conditions furnished by the successful bidder are at variance with conditions of this contract or conditions stipulated in the work order, the latter shall prevail over the offer conditions furnished by the successful bidder.

c. Notwithstanding anything contained in this clause, TN-RCS reserves the right to blacklist the successful bidder from taking part in any of the procurement operations of TN-RCS for a minimum period of three years from the date of blacklisting for their failure to execute the work as per the agreed terms and conditions of the RFP, Contract and Work Order.

7.10 Other Conditions

TN-RCS reserves the right not to accept lowest price, to reject any or all the tenders without assigning any reason, to relax or waive any of the conditions stipulated in the terms and conditions of tender as deemed necessary in the best interest of TN-RCS for good and sufficient reasons.

7.11 Arbitration and Jurisdiction

a. Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement arises between the parties hereto or their respective representatives or assignees, at any time in connection with construction, meaning, operation, effect, interpretation or out of the contract or breach thereof, the same shall be decided by Sole Arbitrator to be appointed by TN-RCS.

b. If the sole arbitrator so appointed dies, resigns, incapacitated or withdraws for any reason from the proceedings, another Sole Arbitrator shall be appointed by TN-RCS. The Sole Arbitrator so appointed shall proceed with the reference from the stage, where his predecessor had left if both parties consent for the same.

c. 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. Neither party to the contract shall be entitled to seek interest nor should the arbitrator not grant interest.

d. The Sole Arbitrator shall give reasoned award and the same shall be final, conclusive and binding on the parties.

e. The venue of the arbitration shall be Chennai and language English.   The fees of the sole arbitrator and expenses incidental to the arbitration proceedings shall be borne equally by the parties.

f. 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.

g. Subject to the above, the Hon'ble High Court of Madras, Chennai alone shall have jurisdiction in this matter.

8   Scope of Work

The Scope of Work is to customise, deploy and implement an end-to-end, web-based Enterprise Resource Planning (ERP) solution to be used by Cooperative Society Offices, Officers, Customers, and Vendors across the State. The ERP shall be designed to provide a unified digital platform covering all major functional verticals of cooperative store operations, ensuring seamless integration, transparency, and efficiency in the management of fast-moving consumer goods (FMCG).

➢ **Procurement, Inventory and Sales:**   The ERP shall feature modules that support Cooperative Store Transactions of procurement, inventory management, sales, vendor management and payments. It shall also provide Asset Management functionality for all cooperative stores with traceable workflows.

➢ **Human Resource Management (HRM):** The ERP shall include a comprehensive HRM module to maintain an Office Directory, Sanctioned Strength, Vacancy Registers, and Employee Profiles. The system will support Payroll and Pension management, Service Records maintenance, and workflows for deployment, transfer, attendance, leave, suspension, termination, and disciplinary actions. Integration of statutory benefits such as

GPF, CPF, and related employee entitlements will also be incorporated, ensuring full lifecycle management of staff under the Cooperative Societies.

➢ **Financial Accounting System:** The ERP shall feature a robust financial accounting system that supports Project Accounts (budgeting, expenditure, fund allocation, and monitoring), Establishment Accounts (employee salaries, pensions, office rent, and related overheads), and Cooperative Store Transactions (procurement, sales, and vendor payments). It shall also maintain Demand, Collection, and Balance statements for all cooperative stores, provide Asset Management functionality, and support statutory audit requirements with traceable workflows.

➢ **Dashboards and Reporting:** The ERP shall provide a configurable dashboard with real-time analytics across Procurement, Inventory, Sales, HRM, and Finance. Standard and ad-hoc reports shall be made available for management decision-making at store, district, and state levels. The system shall also support drill-down analytics for demand, sales, stock movements, price trends, and expenditure patterns. Integration with third-party APIs, such as IoT devices for automated stock/pumping quantity readings and government systems for statutory compliance, shall also be provisioned.

➢ **Integration:** The ERP shall be developed with a robust integration framework to enable bi-directional exchange of information with the core eRCS portal, mobile applications, bulk order system, central dashboards and any other portal as required by TN-RCS. Standardised APIs shall be provided to ensure seamless interoperability with existing and future systems of the Registrar of Cooperative Societies.

The solution shall support real-time synchronisation of data from mobile and web applications used for Point of Sale, inventory, vendor management, and inspections, ensuring accuracy and avoiding duplication. It shall also integrate with payment gateways, beneficiary portals, and other State-mandated platforms, with all interfaces secured through encryption and authentication.

The integration framework shall be scalable and standards-based, ensuring that the ERP functions as the interoperable backbone for cooperative retail governance.

The bidder is expected to carry out the following activities

☐ Study the requirements and in discussion with the department prepare required user stories, EPICs as applicable, application functions and sub functions, logics/Scenarios/Use cases, workflows, test cases, data types, data labels, Integration APIs for development and testing of the application.

☐ The bidder shall prepare UAT test case for the UAT testing

☐ The bidder shall deploy the development and testing environment with access to the department and TN-RCS staff

☐ Create and maintain sprint plans, prioritised product backlogs

☐ The bidder shall provide field resources to ensure all grievances and issues raised are fixed in a timely manner.

☐ The bidder shall provide a ticket system to track issues raised by user and their resolution.

8.1 Project Background

An ERP platform was developed in 2009 and is being currently used in the department. The application was developed using JAVA and is functioning. TN-RCS intends to develop a new end to end ERP applications to be used by all the stakeholders.

8.1.1 Cooperative Units - Types and Scale

- **Wholesale Stores** – 45 stores across Tamil Nadu responsible for procurement, inventory management including unbundling and packaging, distribution to primary stores, as well as direct sales to retail and bulk buyers.

- **Primary Stores** – 250 stores serving as the retail sales store, directly catering to consumers. The Primary stores would be linked to Warehouses/ Wholesale stores from where they would receive inventory. The Primary Stores would hence not have Procurement and consolidated Inventory management modules but would require Sales, POS and Finance modules along with inventory request access.

- **CMS Godowns -** 120 Godowns which procure produce from farmers with quality checks, processing or contract manufacturing (cleaning, sorting, milling/blending, packaging) or dispatch goods as-is to Cooperative stores and external customers. The Godowns would hence utilise Product Master with Unit of Measure conversions for unbundling, Inventory Management, Sales and Finance modules.

8.1.2 Regulatory Offices

In addition to the stores, the ERP solution shall cover the regulatory and supervisory offices functioning at different administrative levels under the Registrar of Cooperative Societies:

● **Block Level Offices** – for frontline supervision and transaction verification.

● **Circle Offices** – providing operational monitoring and support across multiple blocks.

● **District / Regional Offices** – overseeing cooperative activities across districts and ensuring compliance.

● **State Level Office** – responsible for financial oversight, monitoring, and overall governance.

Users' details with responsibilities at each level would be provided based on which roles and access are to be established in the system.

8.1.3 Functions of the department
The following are functions of Consumer Cooperative organisations are
● Procuring fast moving consumer goods from the local and national producers/ farmers.
● Managing Inventory at bulk or unbundled manner
● Servicing bulk and retail customers
● Quality Control and managing returns to suppliers as required

8.2 Inventory & Warehouse Management

The Inventory & Warehouse Management module will enable the Cooperative Stores to manage stock across central warehouses, district hubs, and retail stores in real-time. It will provide capabilities for item master maintenance, inward and outward transactions, stock adjustments, inter-warehouse transfers, expiry and wastage tracking, and inventory reporting. The system must integrate seamlessly with Procurement, POS Sales, Finance, and Price Management modules to ensure accurate stock valuation and financial accountability.

8.2.1 Item Master
The Item Master will form the backbone of the inventory system. Each stock keeping unit (SKU) shall be allotted a unique code and classified hierarchically to enable category-level reporting. Mandatory details such as UOM, GST %, HSN code, and shelf life must be captured. Each item

shall be mapped to approved vendors, ensuring only authorized suppliers are linked. The master must support multiple prices, including MRP, member-specific price, and promotional price. Provisions will exist to flag seasonal items and link alternate items for substitution during shortages. Barcode/QR code mapping will enable track-and-trace from procurement through sales.

- Auto-generated unique Item Code for each SKU.

- Capture of Item Description (short/long).

- Hierarchical classification: Category → Sub-category → Product → SKU.

- Barcode / QR Code mapping for every SKU.

- Unit of Measurement (UOM) with conversion factors (e.g., carton → piece).

- MRP (Maximum Retail Price).

- Standard Cost (procurement price).

- GST % and HSN Code.

- Shelf Life in days, Expiry Date tracking, Storage Conditions.

- Minimum Stock Level, Maximum Stock Level, Reorder Level, Reorder Quantity.

- Mapping of Item to Approved Vendors (from Procurement).

- Member vs. Non-member Price fields.

- Promotion Eligibility Flag.

- Alternate / Substitute Item linkage.

- Seasonal Item Flag (Yes/No).

- Active / Inactive status.

8.2.2   Stock Transactions

The ERP shall support multiple types of stock transactions. All procurement receipts will flow automatically into inventory as inward stock via GRN. Stock outflows will be recorded for both retail sales (auto-synced from POS) and transfers to other warehouses or stores. Adjustment entries will be made for wastage, damages, or expired products, with mandatory reason codes to ensure accountability. Stock returns to vendors shall be linked to rejection notes at the time of receipt. Batch management must be enforced, with FIFO/FEFO ensuring proper sale of near-

expiry items first. Barcode/QR scanning will be mandatory for all inward and outward movements, ensuring accuracy and preventing fraud.

- Stock Inward
    - Auto-capture from GRN (Procurement).
    - Manual entry for returns from stores.
- Stock Outward:
    - Sales at POS auto-reflected in stock.
    - Inter-warehouse/store transfers.
- Stock Adjustment:
    - For expiry, damage, wastage, pilferage.
    - Mandatory Reason Code selection (Expiry, Damage, Shrinkage, Others).
- Stock Return to Vendor:
    - Auto-linked to Rejection Note from GRN.
    - Debit Note raised to vendor (integrated with Finance).
- Batch Management:
    - Capture Batch No., Manufacturing Date, Expiry Date.
    - Enforcement of FIFO / FEFO logic.
- Barcode/QR Scanning:
    - Mandatory for stock movement and reconciliation.

8.2.3 Warehouse Operations

Warehouse operations will be supported through masters and rules that optimize stock placement and movement. Each warehouse will be uniquely coded, with bin-level mapping to track storage capacity and utilization. The ERP shall support putaway and picking rules based on FEFO/FIFO principles, ensuring expiry-sensitive FMCG products are prioritized. Cross-docking will enable high-velocity items to be shipped directly without long storage. Stock transfers between warehouses and retail stores will be managed through system-generated Transfer IDs with

approval workflows. Stock reservation features will allow earmarking of quantities for specific promotions or store-level demands, preventing allocation errors.

- Warehouse Master: Unique Warehouse ID, Address, Storage Capacity, Manager Details.

- Bin Management: Bin ID, Bin Type (rack, cold storage, open), Capacity, Current Occupancy %.

- Putaway Rules: Auto-suggestion of bin location based on item type, shelf life, and storage condition.

- Picking Rules: FEFO/FIFO-based picking for customer orders.

- Cross Docking: Direct transfer of inbound goods to outbound without storing.

- Inter-Warehouse Transfers:

  ○ Stock Transfer ID auto-generated.

  ○ Source Warehouse, Destination Warehouse.

  ○ Item Details, Qty, Batch, Transfer Date.

  ○ Approval workflow with digital signature.

- Stock Reservation:

  ○ Reservation of stock for seasonal promotions.

  ○ Reservation for specific cooperative store demand.

8.2.4   Inventory Rules & Controls

The ERP will enforce inventory rules to maintain stock accuracy and avoid wastage. Items falling below minimum levels will trigger auto-suggestions for replenishment, factoring in vendor lead times. Shelf life monitoring will provide alerts for near-expiry items, ensuring they are prioritized for sale. The system shall classify items into fast-moving and slow-moving categories, with management reports for liquidation of non-performing stock. Shrinkage and wastage levels will be tracked, with alerts generated if thresholds are breached. Negative stock transactions shall be prevented, and a cycle counting mechanism will enable periodic reconciliation of physical vs. system stock.

- Minimum / Maximum Stock Level enforcement.

- Reorder Quantity auto-suggestion based on sales history and lead time.

- Automatic Stock Replenishment triggers.

- Shelf Life Monitoring: Alerts for items nearing expiry.

- Slow Moving vs. Fast Moving item classification.

- Shrinkage/Wastage thresholds with alerts on breach.

- Negative Stock Prevention – disallow sale/issue without stock.

- Cycle Counting & Physical Stock Verification module.

8.2.5 Inventory Reports

The Inventory module will provide comprehensive reporting to support stock visibility and decision-making. Reports will cover stock ledgers, warehouse summaries, and batch-wise balances with expiry dates. Automated reorder level reports will highlight items requiring replenishment. Analytical reports will classify items as fast- or slow-moving, and wastage/shrinkage reports will highlight inefficiencies. Stock ageing reports will allow management to identify items held beyond acceptable durations. All stock adjustments will be logged with reasons and captured in adjustment registers. Inter-warehouse transfer registers will provide a trail of stock movement across the cooperative network. Stock valuation reports will calculate inventory values based on configurable costing methods such as FIFO, FEFO, or weighted average.

- Item-wise Stock Ledger (inward, outward, balance).

- Warehouse-wise Stock Summary.

- Batch-wise Stock Report with Expiry Dates.

- Reorder Level Report (items below reorder level).

- Fast Moving / Slow Moving Item Report.

- Wastage / Shrinkage Report.

- Stock Ageing Report.

- Inter-Warehouse Transfer Register.

- Stock Adjustment Register (damage/expiry).

- Negative Stock Attempt Report.

- Stock Valuation Report (FIFO/FEFO/Weighted Average).

8.3 Sales & Point of Sale (POS)

The Sales and Point of Sale module will provide capabilities for store-level billing, real-time stock updates, centralized sales monitoring, and integration with Finance and Price Management modules. It will ensure transparency in cooperative store operations, enable multiple payment modes, support member/non-member pricing, manage promotions, and provide consolidated sales analytics at the district and state levels.

8.3.1 Sales Masters

The Sales module will maintain master data necessary for store operations. A Customer Master will be maintained for members and customers purchasing on credit, capturing identifiers, membership details, and loyalty points. Cashier or user masters will ensure role-based control over POS terminals. POS terminals themselves will be uniquely identified, linked to specific stores, and their status tracked for operational monitoring. These masters will ensure structured access and accountability in sales operations.

- Customer Master (optional for credit/members):
    - Customer ID, Name, Contact Number, Address.
    - Member Flag (Yes/No), Membership No., Validity, Linked Society.
    - Loyalty ID / Points Balance.
- Cashier/User Master:
    - Cashier ID (auto-generated).
    - Assigned Store ID.
    - Role-based access rights (bill generation, cancellation, refunds).
- POS Terminal Master:
    - POS ID, Store ID, Location, Device Type (fixed/mobile).
    - Status: Active/Inactive.

8.3.2 POS Transactions

The ERP shall provide a Point of Sale transaction system at every cooperative store. Each bill will be auto-numbered, capturing cashier, store, and timestamp details. Item-level capture will include GST, discounts, and applicable member-specific pricing. Multiple payment modes will be supported, including cash, UPI, debit/credit card, wallets, and cooperative credit for members.

Split billing will be enabled for combinations of payment modes. Refunds and exchanges will be permitted only with reference to original bills, and may be settled as refunds or credit notes. Supervisor approval will be mandated for bill cancellations or reprints. Promotions configured in the Price Management module will be auto-applied at billing. Bills must be GST-compliant and digitally signed, with QR codes generated for traceability.

- Auto-generated unique Bill Number for every sale.
- Capture of Store ID, Date, Time, Cashier ID.
- Item-level details: Item Code, Description, Qty, Rate, Discount %, GST %, Net Amount.
- Multiple Payment Modes: Cash, UPI, Debit/Credit Card, Wallet, Cooperative Member Credit.
- Split billing (e.g., part cash, part UPI).
- Member vs. Non-member pricing auto-applied.
- Automatic stock deduction from inventory upon billing.
- Refund and Exchange facility:
  - Original Bill Reference mandatory.
  - Partial/Full Refunds permitted.
  - Credit Note issuance option.
- Cancellation/Reprint of bills with supervisor approval.
- Promotions auto-applied (Buy 1 Get 1, Bulk Discount, Festival Scheme).
- Integration with Price Management for real-time price updates.
- Digital invoice generation with QR code.
- E-invoicing and GST-compliant bill formats.

8.3.3 Consolidated Sales

All store-level sales will automatically sync with the central ERP at day-end or in real-time (depending on connectivity). The module shall generate consolidated registers of sales for district and state-level review, with breakups by payment mode, item, and store. Refunds and returns will be separately tracked. The consolidated module shall ensure integration with Finance for revenue booking and with Inventory for reconciliation of physical vs. system stock. Separate tracking will be maintained for bulk buyer or B2B sales, with distinct invoice numbering. End-of-day cash

closing reports will be generated for each store, recording cash collected vs. billed sales, enabling financial discipline.

- Daily Store-wise Sales Capture (auto-sync with central server).
- Consolidated Sales Register for Head Office and District Offices.
- Mode-wise Sales Summary (Cash, UPI, Card, Credit).
- Item-wise Sales Summary for all stores.
- Return & Refund Register.
- Linkage with Finance for revenue booking.
- Linkage with Inventory for daily stock reconciliation.
- Bulk Buyer/B2B Sales Tracking (separate series of bills).
- End-of-Day Cash Closing Report.

8.3.4 Promotions and Loyalty Integration

The POS will integrate tightly with the Price Management module for real-time application of promotions. The system shall support standard FMCG schemes such as BOGO, flat discounts, and bulk purchase offers, along with festival promotions. Special promotions may be configured exclusively for cooperative members. A loyalty program will be supported, wherein customers are assigned Loyalty IDs, accumulate points on purchases, and redeem points during billing. The system must generate promotion effectiveness reports by comparing sales uplift against baseline.

- Auto-application of promotions configured in Price Management.
- Types supported: Buy One Get One (BOGO), Flat Discount %, Bulk Purchase Discount, Seasonal Festival Pricing.
- Member-only promotions and pricing rules.
- Loyalty Program integration:
    - Loyalty ID linked to Customer ID.
    - Points accumulation per transaction.
    - Points redemption at POS.
- Tracking of promotion effectiveness.

8.3.5 Sales Rules & Controls

The ERP shall enforce robust controls to prevent malpractice in sales operations. Negative billing will be disallowed to ensure inventory integrity. Prices must flow from the central Price Management module, preventing cashier-level overrides. Refunds and cancellations will be allowed only with references and supervisor approval. High-value sales shall trigger alerts to store managers and head office. Member sales on credit will be permitted only within sanctioned limits. All POS transactions will carry audit trails, including user ID, terminal ID, and timestamp, ensuring accountability.

- Negative billing prevention (disallow sale without stock).
- Duplicate bill prevention (no bill without unique number).
- Price enforcement from central Price Management (cashier cannot override).
- Refunds allowed only with original bill reference.
- Mandatory supervisor approval for bill cancellations.
- Alerts for high-value transactions above threshold.
- Member credit sales only within credit limit.
- Audit trail for every POS transaction (user ID, terminal ID, timestamp).

8.3.6 Sales Reports

The Sales module will provide extensive reporting to support operational and strategic decision-making. Store managers will access daily and cashier-wise sales reports, while district and head office officers will view consolidated reports by store, item, and payment mode. Analytical reports will compare member vs. non-member sales, and assess the effectiveness of promotions. Item performance reports will highlight top and least selling SKUs. Refunds and exchanges will be separately tracked. Sales trend reports will provide time-based analysis for forecasting demand. A consolidated dashboard will allow senior officers to view state-level performance, drill down to districts, and further to individual stores and items.

- Daily Store-wise Sales Report.
- Item-wise Sales Summary.
- Member vs. Non-member Sales Analysis.
- Payment Mode-wise Sales Report.
- Refund and Exchange Register.

- Promotion Effectiveness Report.

- Bulk Buyer/B2B Sales Report.

- Cashier-wise Sales Report.

- Top 10 Selling Items Report.

- Least Selling Items Report.

- Sales Trend Report (day/week/month).

- Consolidated Sales Dashboard (state/district/store level)

8.4 Price Management

The Price Management module shall provide comprehensive functionality to define, monitor, and control the pricing of all products sold across cooperative stores. It will ensure centralized price-setting with the flexibility to handle regional variations, dynamic pricing based on procurement costs, and compliance with government-prescribed margins. Integration with Procurement, Sales & POS, and Finance will ensure that price changes flow seamlessly through the system.

8.4.1 Item Price Master

The Item Price Master shall act as the source for pricing data. Each item will be linked with procurement and inventory records, ensuring consistency. Base purchase price will be auto-derived from procurement transactions, while the system will calculate weighted average cost for ongoing valuation. Mark-up percentages will be defined at both category and item levels, with flexibility to override for special cases. MRP and government-notified prices will be maintained where applicable. Selling prices will be derived by the system, with permissions to alter only at authorized levels. Price versions with effective dates will be maintained for audit, ensuring full traceability of changes.

- Unique Item Code linkage with Procurement and Inventory Masters.

- Base Purchase Price (derived from procurement invoices).

- Standard Cost vs Weighted Average Cost (system-calculated).

- Mark-up percentage defined at category and item level.

- Maximum Retail Price (MRP) capture.

- Government Notified Price (for PDS-linked or regulated items).

- Selling Price (system-calculated, editable with permissions).

- Effective Date for new price applicability.

- Multiple Price Versions with audit trail.

- Active/Inactive Price Flag.

8.4.2 Price Lists & Hierarchies

The ERP shall support centralized price lists while enabling regional customization where required. Multiple price lists can be defined, such as retail, wholesale, and staff purchase lists. Stores or sales channels can be mapped to specific lists, ensuring consistency in billing. Effective and expiry dates will enable scheduled rollouts. A hierarchical rule engine will govern which price list applies, ensuring that store-level overrides are only applied where explicitly authorized.

- Centralized price list for all stores, with regional/district-level overrides.

- Multiple Price Lists: Retail, Wholesale, Staff Purchase, Special Event.

- Mapping of price lists to store clusters or sales channels.

- Effective date and expiry date of each price list.

- Hierarchical rule engine for price determination (Store → Region → State).

8.4.3 Promotions & Discounts

Promotions and discounts will be centrally configured in the ERP. The system shall support diverse discount types, including percentage discounts, flat reductions, combo offers, and vendor-sponsored schemes. Coupons and loyalty-based discounts will also be managed. Promotions will have start and end dates with applicability defined at the store or state level. At POS, eligible promotions will be auto-applied in real time. Redemption and impact will be reported for analysis of promotional effectiveness.

- Discount types: percentage, flat amount, buy-one-get-one, combo pack.

- Scheme Master for vendor-funded promotions.

- Start and End Dates for promotions.

- Store-specific or statewide promotion applicability.

- Coupon Code Management.

- Loyalty Program Discounts.

- Real-time POS integration to auto-apply promotions.

- Reports on redemption and impact.

8.4.4 Dynamic Pricing Rules

The ERP will support dynamic pricing to respond to changes in procurement costs and market conditions. Prices may be auto-recalculated when procurement costs change, while ensuring minimum margin thresholds are not breached. Seasonal pricing rules will allow adjustments during festivals or demand peaks. For perishable goods, the system will automatically trigger shelf-life based discounting as items near expiry. Configurable rounding rules will ensure consumer-friendly pricing formats.

- Price recalculation based on procurement cost fluctuations.

- Automatic margin protection (minimum gross margin threshold).

- Seasonal pricing rules (festivals, harvest periods).

- Shelf-life based discounting for perishables.

- Configurable rounding rules (nearest 0.50/1.00).

8.4.5 Price Approval Workflow

Price changes shall follow a structured approval workflow. Store, regional, or head office users may propose changes, which will be routed for approval. Authorization levels will be role-based, ensuring only designated officials can approve. All changes will be logged with user ID, timestamp, and justification. Approved prices will automatically update across Sales, POS, Inventory, and Finance modules, ensuring real-time synchronization.

- Proposal for new price submitted at Store/Regional/Head Office.

- Hierarchical approval workflow.

- Role-based authorization for price edits.

- Audit trail for all changes with user ID, timestamp, justification.

- Automatic communication of approved prices to all integrated modules.

8.4.6 Price Monitoring & Compliance

The system shall actively monitor compliance with government-notified or centrally defined prices. Alerts will be generated if any deviation occurs. Vendor scheme compliance will be cross-verified against actual sales. Sales made at negative margins will be automatically flagged.

Exception reports will highlight unauthorized changes, ensuring accountability and transparency in pricing operations.

- Alerts for deviation from government-notified prices.

- Monitoring of price adherence at POS.

- Vendor-funded scheme compliance verification.

- Automatic flagging of negative margin sales.

- Exception reports for unauthorized changes.

8.4.7 Price Management Reports

The reporting module will provide detailed insights into price history, margin analysis, and promotion effectiveness. Comparative reports will track sales trends against applied price lists. Exception reports will highlight deviations from approved rates. Specific reports will also compare actual sales prices with government-notified rates, ensuring policy compliance.

- Price History Report (per item, per store).

- Margin Analysis Report (category and item level).

- Promotion Effectiveness Report.

- Price List vs Sales Trend Comparison.

- Exception & Compliance Reports.

- Government Notified vs Actual Sale Price Report.

8.5 HRMS

8.5.1 Office

TN-RCS board consist of various levels of Office as follow

- Head Office
- Region Office
- Circle Office
- Block Office
- District Wholesale Store
- Primary cooperative store

☐ User should be able to create different office types and units

☐ The hierarchy of the office (Controlling office and Subordinate office or units) need to be configurable/Map in the system.

☐ Subordinate offices will be reporting to the control office.

☐ The office may or may not be an accounting office. If the particulars office is not an accounting office, then it should be mapped to the other accounting office for accounts purpose.

☐ Office configured as accounting office will maintain all the accounting transactions of that office and other offices attached. i.e., Offices referring to Circles, Divisions, Subdivisions, Labs, SE offices, EE offices

☐ For some division office, the administrative control office is rested with one office and work will be reported to, different higher level.

☐ Based on the nature of work, the offices are classified as combinations of

- o Wholesale
- o Primary
- o Rural
- o Urban
- o Warehouse/ Godown.

☐ Sometimes, the offices will be assigned with more than one type of work. Hence primary nature of the work of the division as well other types of work carried out by the divisions have to be captured.

8.5.2 Officials Addition

☐ In Officials addition user should be able to create an official user as well as edit, delete and validate the details of the officials created.

☐ System should generate a unique id or code on each and every creation of the official automatically.

8.5.3 Store Attachment

☐ User should be able to attach an existing Society/Newly created office to an existing Society or newly created Society

☐ In Attachment of an Society, controlling Society changed from one Society to other.

8.5.4   Society Nomenclature Change

☐ The nature of work changed from one type to another type.

☐ The Society will work from the same place.

☐ Most of the employees will continue in the same Society, except where the post is seized due to the change in sanction strength with new type of office

☐ The employees relieved and joining should be done automatically

☐ The necessary service record should be created

8.5.5   Society Closure

☐ The Society is closed, and the employees should be relieved, and their current posting status should be changed as transit and necessary service particular entries should made automatically

8.5.6   Address Update

☐ Individual Societies should update the address.

☐ Till the transactions are freezed, the changes should be visible to the local and to be reported only in the reports specifically developed to track these changes. Only on freeze, these should be visible to all offices and reported in all the reports

8.5.7   Other Features

☐ Updating feature should be provided like update the present details like address and contact details etc. user rights should be given to the Individual Society for updating the address, contract details.

8.5.8   Sanction Strength

☐ Sanction Strength is the number of posts sanctioned for each rank (designations) for that Society during the year.

☐ Sanction Strength is normally approved in the October month of financial year with validity from April to March. However, if the assessment of the workload, budget etc is takes time, then till sanction of the sanction strength for the year, month wise extension approval is given.

☐ Though the posts are sanctioned for the year, the subsequent changes of closure of Society, opening of Society, reduction / addition of posts in the office will happen.

☐ There are various designations available in Society as would be provided by TN-RCS

☐ In sanction strength, some of the posts may not be allocated to the Society and maintained as unallocated post.

☐ The post sanctioned for one office may be diverted to another office.

☐ The details of the post transfer records need to be maintained.

☐ List of Hierarchies with select option should be provided, counted against option to include for Designation for post/cadre in higher order. (Automatic and Manual change can be made).

8.5.9 Employee Details

☐ Once the employee joins the Society, an employee code should be assigned at State level.

☐ Once the employee joins the Society, the office should update the following details.

☐ Employee Name

☐ Employee Mother name

☐ Employee Father Name

☐ Gender

☐ Date of Birth

☐ Community

☐ Phone Number

☐ Email

☐ Mode of Recruitment

☐ Whether the employee is family pensioner, if the mode of recruitment of employee is compassionate ground.

☐ Nominee details

☐ Qualification

☐ Address (both present and permanent address)

☐ Native district

☐ Native Taluk

☐ Marital Status

☐ Community Certificate number if SC/ ST

☐ PDS Smart Card number

☐ PAN number

☐ Aadhar Number

☐ Physically challenged - Yes/ No

☐ Photo

☐ Retirement date (automatically displayed)

☐ The retirement date is based on the basic service / superior service. The services are based on the Designation of the employee.

☐ The current posting details of the employee to be displayed for an employee and the details are as follows:

- Society Store
- Designation
- Grade
- Employee status

☐ A unique employee code should be created automatically for the employee while joining.

☐ User should be able to map employee details such as:

- Society details
- Probation completion details

☐ User should have provision to edit, update, delete and validate the above details.

☐ Whenever the details are changed date and time logs should be recorded in database by the system.

☐ Regularisation eligibility after 1 year, Continues in Same Designation for 2 years for Probation Declaration and in Transfer of Service 1 year for Probation Declaration.

8.6 Leave

8.6.1 General

☐ Creation of Leave Calendar for the year

☐ Creation of Types of leaves

☐ Configuration of applicable leaves to an employee

☐ Employee should have provision to view the leave balance

☐ Service Record for an employee should be auto updated and should be Retrieved with the following Conditions

- Long Leave
- Loss of Pay

- Leave Credit and Debit updates

8.6.2 EL Rules:

☐ Employees under Probation period (Up to 5 years) will be provided with 15 days as EL

☐ 1/JAN provided with 15 days and 1/JULY provided with15 days. Employee can avail Leave without any LOP

☐ Recasting of EL should be provided.

☐ Configuration option should be provided to Maternity leave

8.6.3 ML Rules:

☐ Leave availed for medical reasons should be collected and entry should be made.

☐ Medical leave can be availed at stretch for months (only 6 months provided).

☐ The employees are eligible for various types of leave like EL, ML, Half pay. maternity leave etc

☐ The rules are different for each type of leave for eligibility, sanction etc.

☐ The leave taken details of employee should be updated

☐ The eligibility of leave or sanction of EL accrual to be updated

Report requirements:

☐ Individual wise number of days leave available, availed etc

8.6.4 Other leaves:

Maternity Leave , Private affair leaves etc. (all other govt leaves should be captured.).

8.7 Finance & Accounting

The Finance & Accounting module shall provide a **centralized financial management system** for the FMCG cooperative stores under the Registrar of Cooperative Societies. It will integrate seamlessly with Procurement, Inventory, Sales & POS, Price Management, and HRM modules, ensuring automated posting of financial entries from operational transactions. The module shall support statutory compliance (including GST and audit requirements), budgetary controls, multi-level approval workflows, and robust reporting for both individual stores and consolidated state-level accounts.

8.7.1 Finance Masters

Finance masters shall provide the foundational structures for accounting. The Chart of Accounts

(CoA) will be standardized across all cooperative stores, ensuring consistency in accounting practices while allowing store-level sub-ledgers. Cost centres will be defined for stores, warehouses, and higher offices, enabling financial accountability. Bank accounts for each store will be mapped in the system for seamless reconciliation. Tax masters will maintain GST rates, ITC rules, and exempted item classifications. Vendor and customer ledgers will be auto-linked to Procurement and Sales modules, ensuring transaction-driven accounting. The different aspects of the module are listed below:

- **Chart of Accounts (CoA):**
    - Configurable at Head Office, standardized across all cooperative stores.
    - Account Groups: Assets, Liabilities, Income, Expenditure.
    - Store-level sub-ledgers maintained.

- **Cost Centre Master:**
    - Cost centre codes for Store, Warehouse, District, State levels.
    - Mapping of transactions to cost centres.

- **Bank Master:**
    - Bank Name, Branch, IFSC, Account Number, UPI ID.
    - Mapping of stores to operating bank accounts.

- **Tax Master:**
    - GST Rates per Item Category.
    - Input Tax Credit (ITC) rules.
    - Exempt items list.

- **Vendor & Customer Ledger Linkage:**
    - Integration with Procurement Vendor Master and Sales Customer Master.

8.7.2 Accounts Payable (AP)

The Accounts Payable sub-module will automate vendor liability creation from Procurement transactions. Goods Receipt Notes (GRN) and Purchase Orders (PO) will auto-generate vendor invoices in the system. GST shall be automatically segregated under CGST, SGST, and IGST based on vendor state. Debit notes will be raised for rejected goods. Advance payments will be

adjusted against invoices. Vendor ageing analysis will enable tracking of outstanding dues. All payments shall be processed through multi-level approval workflows and integrated with the Bank Master for digital transfers.

- Auto-generation of vendor invoices from Procurement (PO, GRN).

- Capture of Invoice No., Date, Vendor ID, Store ID, PO Reference.

- GST segregation: CGST, SGST, IGST.

- Debit Notes for purchase returns and rejected goods.

- Advance payments adjustment against bills.

- Vendor ageing reports.

- Multi-level approval workflow for payments.

- Integration with Bank Master for direct payments (NEFT/RTGS/UPI).

8.7.3 Accounts Receivable (AR)

The Accounts Receivable sub-module shall track receivables arising from Sales & POS transactions. Bulk buyer invoices will be auto-captured, and member credit sales will link directly to their membership account. Credit limits will be enforced with alerts for breaches. Debit and credit notes will be raised for sales adjustments. Customer ageing analysis will provide visibility on pending collections. Payments received at stores will be auto-mapped to customer accounts, ensuring accurate reconciliation of receivables.

- Auto-generation of customer invoices from Sales & POS.

- Bulk Buyer (B2B) sales credit tracking.

- Member credit purchases linked to membership account.

- Credit Limit enforcement with alerts.

- Debit/Credit Note generation for adjustments.

- Customer ageing and outstanding reports.

- Auto-offset of payments received (cash, UPI, bank transfer).

8.7.4 General Ledger (GL)

The General Ledger will be the backbone of the Finance module, ensuring double-entry accounting with automated postings from other modules. Manual journal vouchers may be passed

with maker-checker approval workflows. Period-end processes such as accruals and depreciation will be supported. Standard financial statements including Trial Balance, Balance Sheet, and Profit & Loss will be generated. Each entry will carry an audit trail with user ID and timestamp to ensure accountability and transparency.

- Auto-posting of entries from Procurement, Inventory, Sales, HRM.
- Manual Journal Voucher (JV) entry with maker-checker control.
- Multi-currency support (if required).
- Period-end adjustments (depreciation, accruals).
- Trial Balance, Balance Sheet, Profit & Loss generation.
- Audit Trail for every entry with User ID and Timestamp.

8.7.5 Cash & Bank Management

The Cash & Bank Management sub-module will ensure monitoring of both physical and digital funds. Cash collection at each store will be auto-recorded from POS, while petty cash transactions will be recorded with limits. Bank reconciliation statements will be generated periodically by reconciling system transactions with bank statements. UPI and wallet settlements will be reconciled to detect delays or discrepancies. Cheque and DD management will be tracked until clearance. Alerts will notify officers in case of reconciliation mismatches.

- Daily Cash Collection Register (auto from POS).
- Petty Cash transactions with limits.
- Bank Reconciliation Statements (BRS).
- Cheque/DD Management (issue, deposit, clearance).
- UPI/Wallet settlement reconciliation.
- Automated alerts for discrepancies.

8.7.6 Budgeting & Controls

Budgeting will be supported through allocation of funds by store, district, and state levels. Head-wise classification shall allow expenditure tracking under procurement, HR, and other categories. Commitment accounting will be enforced at the time of purchase order creation to encumber budget. Budget vs. Actual reports will be generated periodically, and alerts will be triggered if

budgets are exceeded, ensuring fiscal discipline.

- Budget allocation by Store, District, State.

- Head-wise budget classification (Procurement, HR, Marketing).

- Commitment accounting (encumbrance of funds at PO stage).

- Budget vs. Actual reports.

- Alerts for budget overshoot.

8.7.7 Statutory Compliance

The system shall be fully compliant with statutory financial regulations. GST returns including GSTR-1, GSTR-2A, and GSTR-3B will be auto-prepared based on sales and purchase data. ITC shall be auto-calculated and reconciled. TDS computations and returns will be facilitated. Audit-ready reports will be generated with complete ledger extracts and transaction trails. The system shall support compliance with cooperative society audit formats mandated by government authorities.

- GST Return Preparation (GSTR-1, GSTR-2A, GSTR-3B).

- Auto-calculation of Input Tax Credit (ITC).

- TDS computation and returns.

- Audit-ready reports (Ledger extracts, transaction logs).

- Support for government audit formats.

8.7.8 Finance Reports

Comprehensive financial reports will be available at store, district, and state levels. Standard statements such as Profit & Loss and Balance Sheet will be generated both individually and consolidated. Vendor and customer ageing will be tracked. Cash flow statements will support financial planning. GST return reports and audit trails will ensure compliance. Reports will be extractable in multiple formats (Excel, PDF) for submission to oversight agencies.

- Store-wise Income & Expenditure Statement.

- Consolidated Profit & Loss Account.

- Balance Sheet (Store, District, State level).

- Vendor Ageing Report.

● Customer Ageing Report.

● Cash Flow Statement.

● Bank Reconciliation Report.

● GST Return Reports.

● Budget vs. Actual Reports.

● Audit Trail Report.

8.7.9   Vendor & Customer Financials

Vendor and customer financials shall be maintained with real-time integration to procurement and sales. Payments and receivables will be tracked with ageing reports for efficient cash flow management.

● Vendor payment tracking against POs and GRNs.

● Credit and debit note issuance.

● Customer ledger management.

● Ageing analysis for payables and receivables.

● Integration with Procurement and POS for real-time postings.

8.8   Dashboards & Reports

The ERP shall include a comprehensive dashboards and drill-down reports, to provide visibility into procurement, inventory, sales, finance, HR, and price management. Dashboards will support **role-based views**, ensuring store managers, regional officers, and Registrar-level officials each see relevant KPIs. All reports shall be exportable in multiple formats (Excel, PDF, CSV) and schedulable for auto-distribution.

8.8.1   Sales & POS Dashboards

Sales dashboards shall provide real-time visibility into retail performance across cooperative stores. Managers will track sales trends over multiple time horizons, with the ability to drill down to store, region, and item category levels. The system will highlight top-performing and slow-moving items, while also presenting insights into customer behavior through average basket size and hourly sales patterns. Promotions and discounts will be analyzed for effectiveness. Returns and refunds will be tracked to identify quality or pricing issues.

- Daily, Weekly, Monthly, and Yearly Sales Trends.
- Store-wise, Region-wise, and Consolidated Sales.
- Category-wise Contribution (groceries, vegetables, dairy, non-veg, fuel).
- Top-Selling and Slow-Moving SKUs.
- Hourly Sales Trend (POS level).
- Customer Footfall and Average Basket Size.
- Margin per Category and per Store.
- Promotion Performance (sales uplift vs base).
- Return & Refund Analysis.

8.8.2 Procurement Dashboards

Procurement dashboards shall enable officers to evaluate efficiency and compliance in sourcing. Indent fulfillment status will be tracked from requisition to delivery. Vendor performance scorecards will reflect timeliness, quality, and price compliance, feeding into vendor ratings. Spend analysis will be available at vendor and category levels. Price variance reports will monitor market competitiveness. Exceptions such as delayed or pending orders will be flagged for corrective action.

- Indent vs Purchase Order vs Delivery Comparison.
- Vendor Performance Scorecards (timeliness, quality, price adherence).
- Procurement Spend by Category and Vendor.
- Pending and Delayed Purchase Orders.
- Price Variance Reports (PO price vs market price).
- Compliance with Approved Vendor List.

8.8.3 Inventory & Warehouse Dashboards

The ERP shall provide inventory dashboards for efficient stock management across the cooperative supply chain. Real-time stock position will be visible at store and warehouse levels, with automated alerts for low stock. Stock ageing analysis will support proactive clearance of perishable items. Shrinkage due to expiry, wastage, or theft will be reported for accountability. Dead stock and overstock analysis will highlight inefficiencies. Transfer dashboards will track stock movement between stores and warehouses.

- Current Stock Position (store-level and warehouse-level).
- Ageing Analysis (perishable vs non-perishable).
- Stock Turnover Ratio (by category and store).
- Reorder Level Breach Alerts.
- Shrinkage & Wastage Reports (expiry, damage, theft).
- Dead Stock & Overstock Analysis.
- Inter-store and Warehouse Transfers.

8.8.4 Finance & Accounting Dashboards

Finance dashboards will consolidate cooperative financials, offering visibility into cash flows, receivables, and payables. Store-level collection data will sync with bank reconciliation. Profit & loss reporting will be available at store, region, and consolidated levels. Tax liability reports (GST, TDS) will support compliance. Budget vs actual reports will aid financial discipline and transparency.

- Daily Cash Flow Position (Receipts vs Payments).
- Accounts Payable vs Accounts Receivable Aging.
- Vendor-wise Outstanding Payables.
- Store-wise Collections and Bank Reconciliations.
- Profit & Loss by Store, Region, and Consolidated.
- GST and Tax Liability Reports.
- Budget vs Actual Expenditure.

8.8.5 HR & Payroll Dashboards

The HR dashboards will monitor human resource deployment across the cooperative retail network. Attendance and leave patterns will be visible, while payroll summaries will provide quick visibility into salary disbursements. Employee costs will be aggregated at store and region levels. Training dashboards will highlight completion percentages and pending programs. Attrition tracking and vacancy reports will support workforce planning.

- Employee Headcount by Store and Region.
- Attendance & Leave Reports.
- Payroll Disbursement Summaries.

- Employee Cost per Store/Region.

- Training Completion and Skill Gap Reports.

- Attrition and Vacancy Status.

8.8.6 Price Management & Compliance Dashboards

Dashboards shall support monitoring of price integrity and compliance. Price history will be tracked for audit purposes, while government-notified prices will be compared with actual sales. Gross margin monitoring will ensure cooperative stores maintain financial sustainability. Promotion dashboards will highlight sales uplift relative to discount costs. Exception reports will capture unauthorized changes, ensuring accountability.

- Price History Tracking (per item and per store).

- Government Notified vs Actual Sale Price.

- Margin Monitoring Dashboard (item and category level).

- Promotion Effectiveness (discount cost vs sales uplift).

- Exception Reporting (unauthorized price changes).

8.8.7 Executive & Governance Dashboards

Executive dashboards will serve Registrar-level and State HQ officials by providing a cooperative-wide performance view. District comparisons will highlight best practices and lagging regions. Exception indicators such as stockouts or delayed POs will be surfaced in red-flag mode. Transparency dashboards may be published for public view, showing approved prices, available stock, and promotions, ensuring cooperative accountability. Drill-downs will allow navigation from macro performance to SKU-level details.

- Consolidated Cooperative Performance Scorecard.

- District-wise Comparative Performance (Sales, Margins, Inventory Turnover).

- Key Exception Indicators (stockouts, negative margin sales, delayed POs).

- Citizen-facing Transparency Dashboard (public disclosure of prices, promotions, and stock availability).

- Drill-down from State → District → Store → SKU.

8.8.8 Reporting Features

The reporting module shall provide a library of standard reports for all functional verticals. Users may also build ad-hoc reports through a user-friendly interface. Scheduling features will allow auto-distribution via email to predefined stakeholders. Reports shall be exportable into multiple formats. For advanced analytics, integration with external BI tools like Power BI or Tableau will be supported. Role-based permissions will ensure sensitive financial or HR data is restricted.

- Standard Library of Reports covering all verticals.
- Ad-hoc Report Builder with drag-and-drop fields.
- Scheduled Reports (daily, weekly, monthly auto-email).
- Export formats: PDF, Excel, CSV, XML.
- BI Integration with third-party tools (e.g., Power BI, Tableau).
- Role-based Access to reports.

8.9 IT Infrastructure

- The vendor is expected to deploy, set up and configure the development and testing environment and provide access to the TN-RCS users.
- The vendor is expected to install, deploy, configure, and maintain the IT infrastructure to be deployed for this project.

8.10 System Administration and User Privileges

Application Administration

- The application shall Feature to create, edit, delete, archive a user.
- User privilege need to be assigned on based on the
  - Functions carried out – Create, edit, validate, delete, approve, reject, hold
  - Office deployed and office hierarchy

Login Credentials

- All the users to need have secured login process and forget password/ password reset option.
- The user login IPs need to be logged.

Applications logs/ transactions

- All the applications transitions/ logs need to be captured and stored.

Master data

The system integrator is expected to design and deliver the complete list of master's required for the projects enabling smooth integration with other project modules.   The data required need to be collected by the bidder from the department.

8.31 Integration with Other Systems

This End-to-End ERP application should be integrated with identified systems. Integration of modules with the identified platform and applications through API's and API development. All the modules and sub-modules should be integrated as per the requirements of TN-RCS.

8.11 Data Migration

The existing ERP system data has to be migrated to new proposed system for the specified period.

8.12 Mobile/ Tablet Readiness of Screens

The dashboard and reports should be accessible from the mobile/ tablet as required as well.   The mobile rendition should be developed for the same.

9   Human Resource Requirements

9.1   Resource Deployment during implementation

All the project teams are expected to be available to the TN-RCS Head Office premises in Chennai during the project duration as per the committed deployment plan approved by TN-RCS and project requirements. The qualification and experience of those resources specified in cl.4.2.4 to 4.2.8 and as proposed by the bidder in his bid has to be to be deployed at TN-RCS during the implementation period.   The roles and responsibilities of these resources are given in cl. 9.2.

It is the responsibility of the bidder to ensure the project releases are made as per the schedule and should be adding required resources without additional cost to complete the project within the schedule. The resources deployment during the implementation phase should be carried out within the time specified in the section 15-deliverables timelines and all resources have to be deployed onsite in the department premises. The vendor is expected to carry out necessary evaluation at their end and ensure the project is adequately staffed. The CVs of the resources (for those positions other than 4.2.4 to 4.2.8) has to be approved by TN-RCS before deployment.

9.2 Resources Eligibility, Roles and Responsibilities

9.2.1 Project Manager/ Scrum Master

- Act as Single point of contact with the department and TN-RCS
- Responsible for end-to-end project delivery, resource deployment, reporting to department and TN-RCS
- Responsible to identify the project delays, risks, prepare and implementation mitigation plans
- Responsible to drive day to day project implementation activities
- Coordination with the cross functional teams, department and TN-RCS
- Overall responsible for the development and test environment
- Responsible for the releases/ code migrations in development and testing environment
- Organize and lead Scrum ceremonies: daily stand-ups, backlog review, iteration planning, release planning, and retrospectives.
- Support the team in developing the necessary skills and provide guidance on how to use Agile/ Scrum practices and values.
- Assess the Scrum Maturity of the team and organization and coach the team to higher levels of maturity at a pace that is sustainable.
- Build a trusting and safe environment where problems can be raised without fear of blame, retribution, or being judged, with an emphasis on problem-solving.
- At least 12 years of experience in IT industry, out of which 5 years as a Project Manager managing large multi-year projects in Government/ PSU.
- Certified Scrum Master Certification is Mandatory

- Should have B.Tech/ B.E or equivalent degree in Computer Science / Information Technology/ Any other Engineering discipline.
- Should have strong Project Management capabilities and proven experience in delivering complex the projects for government departments
- Work closely with senior leadership to define project requirements.
- Should be able to lead, monitor and maintain the progress of project plans to ensure delivery of the key stages and goals within the agreed constraints of time, cost and quality.
- Demonstrated experience in the Scrum Master role for at least five years with a software development team that was diligently applying Scrum principles, practices.
- Demonstrated application of servant leadership, facilitation, situational awareness, conflict resolution, continual improvement, and empowerment, and success in gaining respect of team members.
- expertise in strong database design and implementation, and clear understanding of object-oriented design principles.

9.2.2 Solution Architect

- Should drive the project along with the Project Manager, Business Analysts, Senior Developers, Senior DB Engineers, BI/ Dashboard Developers, UI developers
- Responsible for the design, develop, implementation of the Application architecture inclusive of application performance and security
- Responsible for the development team adheres to design principles
- Guide the development team, UI, GIS
- Identify the Internal and External integrations
- Identify the technical risk and mitigation plan
- Identity the master data/ Meta data, table design for the project modules and sub modules
- Should be working on the project hand on coding and debugging
- Should have strong technical experience in IT industry for at least 15 years out of which atleast 5 years as Architect
- Should have B.Tech/ B.E or equivalent degree in Computer Science / Information Technology/ Any other Engineering discipline.

- Hold overall technical responsibility for the architecture, integration, transformation, and storing of data to support solutions.
- Use advanced analysis and problem-solving techniques to assess, identify, and recommend / resolve process improvements and application challenges.
- Government Business knowledge will be an added advantage

9.2.3 Senior Database Engineer

- Responsible for the data base, tables design in discussion with the solution architect
- Responsible for guiding the junior DB engineers
- Should be working on the project hand on coding and debugging
- Responsible for performing database installation, migration, upgrade and troubleshooting to maintain availability and scalability of database systems.
- Should have B.Tech/ B.E or equivalent degree in Computer Science / Information Technology/ Any other Engineering discipline.
- Minimum 6 years' experience in core database design and query writing
- Design, develop and implement database systems based on project requirements.
- Optimize database systems for performance efficiency.
- Prepare design specifications and functional documentations for assigned database projects.
- Perform space management and capacity planning for database systems.
- Develop database tables and dictionaries.
- Ensure data quality and integrity in databases.
- Identify any issues related to database performance and provide corrective measures.
- Create complex functions, scripts, stored procedures and triggers to support application development.
- Participate in database design and architecture to support application development projects.
- Perform data back-up and archival on regular basis.
- Test databases and perform bug fixes.
- Troubleshoot database related issues in a timely fashion.
- Develop security procedures to protect databases from unauthorized usage.
- Evaluate existing database and carry out the data migration

9.2.4 Full-stack Application developers – Junior developers and Senior Developers

- Should be able to take ownership of the activity
- Should be able to develop, test, debug required code for the application
- Senior developers should be able to guide the junior developers
- Develop unit cases and integration test cases
- Junior developers
- Should have B.Tech/ B.E or equivalent degree in Computer Science / Information Technology/ Any other Engineering discipline.
- Should have Demonstrable debugging skills, analytical & problem solving.
- Robust code skills using opens source tool, or the technological stack proposed by the bidder
- Development using Application Core Components with at least 2 to 4 years' experience as Application developer.

Senior developer

- Should have B.Tech/ B.E or equivalent degree in Computer Science / Information Technology/ Any other Engineering discipline.
- Expertise in updating, repairing, modifying and developing existing software and generic applications.
- Robust in designing, building and maintaining high performance complex ERP applications.
- Should be able to keep up-to-date with deadlines, and have strong analytical skills.
- Should be worked as Application Developer in complex ERP projects with at least 6+ years of Experience.

9.2.5 Full-stack Application developer (2 no's)

The developer should give support to the system for 3 years. During the free warranty support and O&M period, any system changes required due to policy changes, new requirement, change requirements, form development, workflow creation / changes and various reports have to be created.

Eligibility, Roles and Responsibilities

- Should have B.Tech/ B.E or equivalent degree in Computer Science / Information Technology/ Any other Engineering discipline.
- Expertise in updating, repairing, modifying and developing existing software and generic applications.
- Robust in designing, building and maintaining high performance complex ERP applications.
- Should be able to keep up-to-date with deadlines, and have strong analytical skills.
- Should be worked as Application Developer in complex ERP projects with at least 6+ years of Experience.
- Should be able to take ownership of the activity
- Should be able to develop, test, debug required code for the application
- Senior developers should be able to guide the junior developers
- Develop unit cases and integration test cases

9.2.6 Field Resources - Technical Support Engineer

Once implemented Technical Support manpower should be deployed at the TN-RCS identified hubs to implement the system, attend the user queries, clarifications, support, training and guidance through the helpdesk provided and phone. To handle master data management, user management, data requirements, access issues, login creation, role mapping, report generation etc. should be developed by these manpower

Eligibility, Roles and Responsibilities

- Should have B.Tech/ B.E or equivalent degree in Computer Science / Information Technology/ Any other Engineering discipline.
- Manage database objects such as table space, user, table, indexes, roles, privileges, profiles, DB Links, materialised views, partitioning, synonyms, sequences, views and other required objects.
- Should have at least 2 - 3 years of experience in the relevant field.
- Identify any issues related to performance and provide corrective measures.
- To support application and perform data back-up and archival on regular basis.
- Test databases and perform bug fixes.
- Troubleshoot Application / database related issues in a timely fashion.

9.2.7   Solution Design

a. Based on the requirements study completed, the solution design would be done by the selected System Integrator. An indicative list of documentation to be prepared as part of this phase:

    i. Detailed Day wise Project activity plan detailing the user story delivery

    ii. Required User Story and EPIC for the project

    iii. Detailed Design document detailing technical architecture (application, network, and security)

    iv. Data Architecture,   interface architecture and integration architecture, appropriate load balancing and clustering techniques should be adopted by the Successful Bidder in the Solution design for meeting the requirements of theRFP.

    v. UI/ UX design with design principles 'keep it simple', 'easy to use', 'bi-lingual', 'intuitive', 'lesser clicks' and such.

    vi. URS/ SRS document shall be prepared and validated with TN-RCS and to meet the standards specified in this RFP.   The URS/ SRS Validated and approved by the TN-RCS for all subsequent phases of application development and deployment from an application requirements perspective.

    vii. The Successful Bidder is required to keep all such documentation up to date to reflect the latest enhancements/ modifications made to the application.

9.3 Application Development

a. The Successful Bidder would be responsible for developing, testing, and implementing the end-to-end application. The application developed would be evaluated against the URS/ SRS as approved by TN-RCS.

b. The Successful Bidder would be required to deliver the overall application including the web-portal and mobile app along with all the services and documentation in line with best practices.

c. The successful Bidder should consider appropriate open-source technology stack for the development & production environment

d. The site will be best viewed with standard web browsers such as IE, Firefox, Chrome, etc.,

e. Web portal shall have single view of all contact and basic information related TN Government including departments, citizens and others related agencies.   The basic information related to TN Government shall be updated on regular basis whenever required using the content management system.

f. All interface/ pages performing similar functionality will have a consistent look and feel. Appropriate titles will be given to each page.   The titles will specify the functionality of the Page.

g. Access to the functionality of the application will be controlled based on the user type.

h. Navigation facilities will be provided to navigate from one page to another page with the minimum number of clicks.

i. The Administration module would enable the system administrator to create the users, their roles and configure the application for the business.

9.4 Application Testing & User Acceptance Testing (UAT)

a. Once the application development has been completed successful bidder will thoroughly test the application at his end.   Selected successful Bidder should carryout unit testing, integration testing, system testing and performance / load testing.   The inputs for this activity will be the design documents approved by TN-RCS.

9.5 Unit Testing

a. Unit Testing will be done in parallel to the development by successful bidder also the test cases, test matrix and the snapshots of the test results will be submitted to TN-RCS.

9.6 Integration Testing

b. The successful bidder shall thoroughly test the application at successful bidder's premises for functional testing and integrated testing as per the standards and proven methodologies.   A test report of the integration testing with snapshots shall be submitted to TN-RCS at the time of submission of UAT Test cases.

9.7 Performance Testing/ Load Testing

c. The successful bidder shall enable to conduct performance testing on many performance test parameters (industry standard parameters). At the time of requirement sign off the successful bidder may provide their study results for the

number of concurrent users and average transactions per day of the proposed system and plan the Performance & Load Testing accordingly.

9.8 UAT server Installation

a. The successful bidder shall install and make available the Web Portal along with services for the purpose of UAT. Once deployed, as the department provides input based on UAT and post go live, the solution must be fixed immediately.

9.8.1 User Acceptance Testing (UAT)

a. The Successful Bidder will design detailed procedures for User Acceptance and also develop the UAT plan.

b. UAT shall be done at TN-RCS and selected end locations/ department users/ Project location. Module wise bugs report shall be submitted to TN-RCS. The bugs shall be resolved and retested by Successful Bidder.The test cases for UAT will be given by the Successful Bidder and validated by TN-RCS and approved by TN-RCS. The Department would inform the defects identified in each round of UAT to the Successful Bidder. The Successful Bidder will be required to troubleshoot or resolve the defects and resubmit the application to Department. This process of UAT will continue in an iterative manner **till zero defects are shown by the Successful Bidder for the test cases developed.**

c. The Successful Bidder also needs to ensure that errors/ defects detected in previous round of tests do not get repeated in successive tests.

d. The changes if any at this stage shall be made in the software without any additional cost and it shall be updated in SRS. The UAT shall be completed, and signoff shall be obtained from TN-RCS.

9.9 Release Management

a. The successful bidder should maintain the source code and other artifacts in a repository system. Every release the release build along with its release note should be maintained the repository. Anytime, the production environment can be rolled back to any of its previous versions without any difficulty.

9.10 Software freezing

a. After UAT and pilot testing, the software shall be finalized for all the standardized parameters

9.11 Key application and Design principles

a. The section contains the description of the key design principles which are expected to provide indicative measures to define the functional requirements for the services.   The following architecture principles which have been considered while designing the proposed solution

Application Design Principles	Detail
Multi-Tenancy	The proposed solution should work for any other similar kind of organization without doing any change in the software
Interoperability	a) Software solutions and hardware infrastructure should conform to the defined industry standards that promote interoperability of data, applications and technology. b) Keeping in view the evolving needs of interoperability, especially the possibility that the solution would become the focal point of delivery of services and may also involve cross-functionality with the e-Government projects of other departments / businesses in future, the solution should be built on Open Standards.
Extensibility & Scalability	a) Applications must evolve to support new business requirements and make use of new technologies. The system shall be extensible and scalable to allow additional capacity/ bandwidth/ volume of users in future.
Design for performance and reliability measurement	a) Applications and technology components (processors, network, etc.) should be implemented in such a manner that Service levels required like a sub-second response to authentication is complied with. b) The application must allow efficient utilization and performance of underlying compute, network and security infrastructure. The deployment architecture must allow for fault tolerance and load balancing, and enable horizontal scaling of servers and storage upgrades without affecting solution uptime

Security	a) The System to be implemented under this project should be highly secure, considering the requirements of handling sensitive data. The overarching security considerations are described below. b) The security services used to protect the Solution shall include: Identification, Authentication, Authorization, Role-based Access Control, Administration and Audit with support for industry standard protocols. c) The solution should provide a facility for maintaining an audit trail of all the transactions. d) Tamper proof data storage system needs to be used to prevent unauthorized operations. e) The login ID, passwords any other information should be securely stored using encryption technologies.
Ease of Use	a) This is a big design consideration given that common citizens should be able to use this application. It should be intuitive, use-friendly to even the illiterate.

9.12 Proposed system Design Principles

a. The proposed application would be an internet-based application running from a centralized location. The application would follow a modular architecture where in different modules would interact and share data between themselves.

9.13 Application Accessibility

a. The solution must be accessible over the various Network platforms including Internet, Internet through Broadband and Mobile Networks, using devices such as Desktop Computers, Laptop Computers, Tablet PCs and Smart Phones for Data Entry, Download / Upload, Viewing and other applicable forms of access.

b. The Solution shall be governed and supported by the Standard Operating Procedures, which includes Security Audits, established Policies, Maintenance components such as SLA, AMC, etc., System Administration and Database Administration support, besides the infra maintenance support for the Application Server, Database Server, OS and

Middleware, Security Systems, Network Monitoring, Replication / Backup, Disaster Recovery Setup, etc.

c. The Application must interface with the external applications and systems as follows:

   i. Other Applications/ portal/ APIs

   ii. Exporting Options (Reports/ data in PDF and Excel formats)

   iii. SMS Gateway (for sending acknowledgements and alerts from the Application)

   iv. Data Warehousing Servers and Business Intelligence / Reporting Servers

   v. Any other

9.14 Data Principles

a. The data strategy needs to be founded on clear, agreed-upon principles, such as the following:

Sl. No.	Data Principle	Rationale	Implication to proposed solution
1	**Data Availability**	Data should be readily available to those with a legitimate need for it.	Data will be organized and managed so as to maximize its value.
2	**Data simplicity**	Enhance intuitiveness and minimize change management with respect to data interpretation and usage	The way of storing data in database should be simple

3	**Data Creation** All organization data should be captured once at the point of its creation	i) Processes for data capture, validation, and processing should be automated wherever possible. ii) Data should only be entered once. iii) Data should only be collected if it has known and documented use and value.	i) Minimize multiple touch points of input data and capture it at source. ii)Details are captured at the time of registration and only service transaction details are updated subsequently
4	**Data Update** Processes that update a given data item should be standard across the departments.	Ease of tracking of data update	Ensure that there is a known method of data update and tracking subsequently.
5	**Data duplication** Data should not be duplicated unless duplication is essential for practical reasons.	Data duplication leads to loss to data integrity over a period of time and must be minimized.	Data duplicated from the primary data source to be clearly identified as copies.
6	**Data Security**	Minimize losses due to inappropriate usage of sensitive data	Adequate data security standards to be adhered to.

9.15 Requirements on Adherence to Standards

a. The proposed solution should be designed based on open source and open standards, to the extent feasible and in line with overall system requirements, in order to provide

interoperability with multiple platforms and avoid any technology or technology provider lock-in

b. The list of standards is indicated for reference but may not to be treated as exhaustive:

 i. GIGW guidelines as per Government of India

 ii. W3C standards for Web pages

 iii. SOAP, HTTP/ HTTPS for information access / transfer protocol

 iv. SOA and other Open standards for Web services Interoperability

 v. RSA standards for Digital Signature

 vi. PKCS specifications for encryption

 vii. SSL protocols for secure communication

 viii. ISO 27001 for Information Security

 ix. IEEE/ ISO/ CMMI specifications of Documentation

 x. Open Source for Software Development& Deployment

c. Architecture should be built on Internet involving n-Tier and should not be based on any proprietary standards. Application should be developed using web-based technology and run independent of Operating System and web browsers. Architecture should support multi-tenancy and should be compatible to host in any environment.

d. The coding and documentation should be compliant with the standards for quality of software and services as prescribed by the State Government and Government of India.

e. The application must support standard browsers like Firefox, Chrome, IE, and also compatible with prevalent mobile browsers.

f. The solution must support complete scaling and growth without performance deterioration.

g. The response time to open / load a page should not exceed 03 seconds.

h. The time taken to complete a database transaction should not exceed 5 seconds.

i. Generation of MIS reports shall not take more than 15 to 30 seconds to display the same.

j. In addition to above, the proposed architecture must be scalable and flexible for modular expansion. It should ensure ease of integration with software / applications developed using common industry standards since the solution would be linked and connected to other sources (websites, contents, portals, systems of other Agencies).The proposed system must also adhere to any standards defined by GoI.

9.16 Compliance with Open Standards

a. The proposed solution shall be compliant with industry standards, wherever applicable. This will apply to all the aspects of solution including but not limited to design, development, security, installation and testing.

9.17 IT Infrastructure

a. The successful bidder is responsible for deploying the necessary on premise.

    i. The proposed portal solution should provide followings without compromising in the quality & performance of the services:

        1. High Reliability

        2. High Availability (24*7*365) i.e.99.9% Server Uptime during business hours

        3. High Scalability (300 concurrent users) with Load Balancing & Clustering as per the need.

        4. High Performance (The proposed solution should work even in low bandwidth like 128 Kbps using dialup connection)

        5. It should not take more than 4 seconds for responding to the users

        6. The software should be able to function offline in the event of connectivity/ power supply volatility with local data storage at an individual institution level with data synchronised to the central level on restoration of connectivity. Where there are hubs with branch units, real-time data entry should be visible across this network.

    ii. The Successful Bidder shall deploy commission and configure the Software, Servers and Networks for the staging and production environment. Also the environment should test before Go-Live by the successful Bidder. The Successful Bidder should support the content management and training activities. The bidder shall ensure that the deployment strategy and solution for portal/ mobile solutions is vendor neutral and not specific to any hardware.

    iii. The successful bidder shall size the hardware and software requirements for hosting & deployment and install the application in the production servers. The successful bidder shall finalize the architecture and server configuration and submit to TN-RCS for validation and approval. The successful bidder shall install the Operating System, Database and Web services, Web, Application, DB servers and other required components and services

and also support & install the necessary software required for the implementation of e-Sign/ Digital Signature.   The web server/ middle ware servers shall be configured for the parameters standardized during the UAT and pilot.   The application shall be replicated from staging server. Based on the TN-RCS recommendation for the production environment sizing provided by the bidder, , TN-RCS shall procure the necessary hardware and installation, operation and maintenance to be carried out by the bidder. The bidder shall take care and is fully responsible for the hardware environment, software and licenses requisites of the development, quality and testing environment.

iv. Any modification or corrections in the Web Portal and mobile application should be done in the staging server and pushed into the production server after testing.   The application should comply with all the standardized parameters.

9.18 Implementation and Support

a. The selected System Integrator's responsibilities during this phase would include:

    i. Implementation and commissioning of the application.

    ii. Provide technical support to resolve any issues logged by internal and external stakeholders through the field resources.

    iii. Engage in patch management, testing and installation of software upgrades issued by the OEM/ vendors from time to time.

9.19 Change Request

a. All change requests that may be required for any reason by the departments shall be made in accordance with the established procedures and best practices.   The bidder shall ensure nil downtime of software, prompt execution of customization and enhancement requirements,   version control mechanism and also to ensure smooth upgrades and version changes, ongoing training and feedback mechanism.

b. Change requests, wherever applicable are to be handled by the successful bidder through the resources to be stationed at TN-RCS.   Successful bidder had to continuously support these resources with necessary technical and domain specific knowledge of the company so as to enable them to perform their duties as per requirement of this RFP.   No

additional cost will be given for any change requests as the resources deployed at TN-RCS will be utilised for the same.

9.20 Software Change management

a. Making enhancements / modifications to the application including web-portal arising from changes in legislation or regulations or change in user requirements or any other factors.

b. The Successful Bidder is expected to adopt the relevant procedures, protocols and standards of a mature Software Development Life Cycle (SDLC) including (but not limited to) the following for any enhancement / amendment done to the application during the course of the Project.

    i. Feasibility study / Proposal for change

    ii. Requirement study

    iii. Design

    iv. Development

    v. Unit and Integration testing

    vi. User acceptance testing

    vii. Rollout

c. Before proceeding to the next phase, the Successful Bidder shall ensure that formal approval of TN-RCS for deliverables (including documentation) is obtained.

d. Even for enhancements/ amendments to the application, the Successful Bidder will be required to prepare all documentation applicable as otherwise done for the Application as per industry standards. This includes but not limited to

    i. Change request logs

    ii. Design documents

    iii. Test documents

e. Preparing at-least the following documentation as per industry standards at the implementations stage:

    i. Software installation guide

    ii. Application release documents

    iii. User manuals &Training manuals

iv. Detailed documentation of any changes to the application including proposed changes, impact to the system in terms of functional outcomes/ additional Feature s added to the system etc.

f. All documentation should incorporate necessary version control mechanism.

g. Change Requests, wherever applicable are to be handled by the successful bidder through resources stationed at TN-RCS.

h. If additional resources/ efforts are required to carry out the change requests, efforts required / Resource required shall be mutually agreed upon with TN-RCS.

9.21 Software Documentation

a. An indicative list of documents to be developed and maintained by the successful bidder is mentioned with various activities above. All documentation should be prepared as per latest Government standards and should incorporate necessary version control mechanism.

9.22 Security Audit

a. The security audit shall be carried out by the empanelled vendors of TN-RCS. The successful bidder should clear the issues (non-Conformity) reported by the IT security audit agency. The audit certificate to be submitted to TN-RCS before go-live. The cost of Security Audit shall be paid by the successful bidder.

b. The Security Audit compliance certificate is mandatory for every release of application deployment on the servers from the empanelled vendors of TN-RCS.

9.23 Data Security

a. Confidentiality of any data used in the proposed systems should be strictly maintained as per the terms of the RFP and agreement signed by the successful bidder. The data should not be shared in any form with any entity without the written approval of TN-RCS.

b. The TN-RCS End-to-End ERP must also comply with the Data Policy published by the Government of Tamil Nadu.

10 Review and Monitoring

a. The successful bidder should be accountable to TN-RCS successful delivery of services as per the scope of work defined in this RFP. TN-RCS will hold scheduled review

meetings and the successful bidder should report the progress to TN-RCS and adhere to the decisions made during the review meeting.

11 Exit Clause

a. At the time of expiry of contract period, as per the contract between the parties, the successful bidder should ensure a complete knowledge transfer to the new professional replacing them within a period of 4 weeks. The successful bidder at the time of exit process will furnish the following.

- All information relating to the work rendered,

- Project data and confidential information

- All other information including but not limited to documents, application source code, records and agreements relating to the services reasonably necessary to TN-RCS identified to carryout due diligence in order to transition the provision of services to TN-RCS or any other agency identified.

- All properties provided by TN-RCS.

- Before the date of exit, the successful bidder shall deliver to TN-RCS department/ TN-RCS all new and updated deliverables and shall not retain any copy thereof.

12 Implementation Timelines

The implementation timelines for End-to-End ERP are as follows. The Successful Bidder must strictly adhere to the specified timelines. (Please note that the timelines are measured from the time the contract is awarded).

S No	Milestone	Duration	Milestone timeline
0.1	Award of Contract (LOA)	-	T0
0.2	Provide performance Bank guarantee, signing of contract and issue of work order	2 weeks	T1 = T0 + 2 weeks
0.3	Team Mobilisation and Project Initiation Project Requirement gathering, Project Plan, Resource deployment Schedule, Deliverable schedule and Resource Deployment	1 Week	T2=T0+1 Week

1	**Milestone A: SRS Sign off and UI / UX Preparation**		
1.1	SRS Sign off and UI / UX preparation with process flows, Solution Architecture, Technology stack, Dev Environment setup and completion of user access	3 weeks	T3 = T2 + 3 weeks
2	**Milestone B: Development of ERP for TN-RCS**		
2.1	Complete End to End customisation and deployment	12 weeks	
2.2.1	Development to UAT	9 weeks	T4 = T3 + 2 Weeks
2.3	1) Integration testing (All Modules) 2) Final UAT 3) Security Audit	3 weeks	T7 = T6 + 3 weeks
3	**Milestone C: Launch (Pilot, Go Live)**		
l3.1	Pilot Launch	1 week	T8 = T7 + 1 week
3.2	Launch	1 week	T9 = T8 + 1 week
4	**Milestone D: Free-Warranty for 12 months**		

The deliverables list is not limited to

1. Project Charter
2. Project Plan with release schedule, Project implementation timelines with Work Breakdown Structure, Application Deployment Plan
3. Design Documents
4. Solution method and approach
5. Software Requirement Specifications (SRS)/ Blueprint
6. Customized dashboard and MIS Reports
7. User Manuals, Help files, training materials and Trainings after UAT

8. Backup, restore procedure

9. SOP (Standard Operating Procedures) for O&M

10. Source code (complete source code with versions and latest versions used in the Go-Live system)

Note: Penalty/ Liquidated damages will be levied for any delay as per clause.   7.9.

Each Deliverables list not limited to   - Feature s and sub Feature s, User stories, UI Screens, Scenarios/ Test cases and test results, Assumptions, Integrations/ APIs completed/ Pending, Priority, Test reports, Training to Users, Training Documentation, Product Backlog.   Revised Plan.   Planned Vs Actual – Resource wise – Manhours and Deliverables

Each release should be concluded by moving the Modules to the production environment and ensure the users using the application.

13 Payment Terms

1) Billing Basis & Unit: A Monthly Subscription Fee (MSF) per store shall apply. The Department will specify, store-wise, the modules to be deployed; billing shall reflect only those modules (as per the accepted commercial bid/rate card).

2) Service Commencement & First Billing: Payments commence after Month 4, upon first store go-live. From that point, billing shall be on a quarterly cycle, computed as:

3) Quarterly Amount = (MSF per store × number of deployed stores) × 3 months. Prorata payment will apply for mid-month activations/deactivations.

4) Roll-out Beyond Month 6 (Product Readiness Trigger): If rollout extends beyond six months from Effective Date, and the ERP is declared Product-Ready post-UAT sign-off by the Department, the Department shall commence periodic payments at full-scale (i.e., MSF × contracted total stores), with pro-rata reductions for any store or module expressly deferred by the Department.

5) Disbursement Cadence (within each live month): Of the applicable monthly value, 90% is released on an automated basis on Day 1 of a given financial quarter and of the the balance, 10% would be released by Day 10 subject to reconciliation of performance for the prior month (including SLA/LD set-offs, if any) on receipt of valid invoice.

6) Field Technical Support Fees: The selected bidder shall identify and submit details of field technical support resources by the end of Month 3. The Department will map resources to clusters for maintenance and handholding. From Month 4 onward, payments for field resources shall be proportionate to the number of clusters deployed/live during the period, as per the accepted commercial bid; such payments follow the same 90%/10% monthly disbursement logic and are subject to SLA/attendance deductions where applicable.

7) Any payment due to the Successful Bidder will be released within 10 days from the date of receipt of bills with initial 90% applicable released on a month-on-month automatic basis while remaining 10% would be paid based on service delivery evaluation.

8) General: All payments are subject to statutory taxes, timely submission of invoices, and the Department's right of set-off for liquidated damages, penalties, or prior over-payments.

9) The TDS amount, and penalty if any, will be deducted from the payment of the Successful Bidder.

10) The taxes as applicable during the contract period as specified in the tender will be paid by TN-RCS.   In case the taxes have been reduced retrospectively, the Successful Bidder shall be liable to return the same to TN-RCS.

11) The Successful Bidder shall have full and exclusive liability for payment of all taxes and other statutory payments payable under any or all the Statutes/ Laws/ Acts etc., now or hereafter imposed.   TN-RCS will not be responsible or liable for defaulting on payment of taxes to the statutory authorities.

12) All taxes and other levies imposed by Governments of India will be paid at actual as applicable.

13) All Payments shall be made in Indian Rupees Only.

14 Service Level Agreement

14.1 Application – Service level Agreement

a. The successful bidder shall ensure system uptime of 99.9%.   The uptime will be monitored on a Monthly basis.

b. The initial contract is for a period of **4 months** + **3 years** (4 months for customising and deployment and 3 Years for maintenance and enhancement based on the decision of TN-

RCS which would be reviewed on an annual basis. The same will be informed to the vendor by TN-RCS before expire of the contract period.   The SLA will be monitored during this period. The successful bidder will maintain logs for the entire contract period.

c. The O&M will be initiated on completion of all the releases and integrations.   Until the System integrator is expected to maintain the required infrastructure and resources.

Sl. No.	Service	Expected service Level target	Requirement
1	Application Availability	100% uptime During Business Hours and data Replication	a) 95% to 98.99%: b) Less than 95%:
3	Response Time for the Forms in Application/ Call status transitions	1 seconds	a) For less than 1.00 second: No penalty b) For 2.00 sec to 3.00 seconds: c) For more than 3.00 seconds:

15 Industrial relations and discipline

The Bidder will put in place appropriate disciplinary procedures and ensure congenial industrial relations with its employees.   TN-RCS shall not intervene in any of the industrial disputes between the Bidders employees and (Bidders) management, nor can TN-RCS be drawn in any circumstances in such industrial disputes.   The employees of the Bidder will never be considered as employees (fulltime or part-time or contractual) of the TN-RCS in any circumstances.   The employees of the Bidder will never claim any right to employment in the TN-RCS irrespective of their status of employment with Bidder.

16 Governance and Management

The Bidder will comply with all applicable TN-RCS policies, including but not limited to, the TN-RCS Privacy Policy, Information Security Policy, Code of Conduct/ Ethics, GoTN standards and Policies, GoI Standards and Policies.

17 Remuneration to employees of Bidder

TN-RCS will have NO obligation to pay any remuneration, reimbursements or incentives to employees or members of the Bidder. All the payments including statutory payments due to them shall be paid only by the Bidder.

18 Compliance to Labour Laws

The Bidder shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees, sub-contractors and Call Centre Representatives(including but not limited to Minimum Wages Act, Provident Fund Laws, Workmen's Compensation Act, Employees' State Insurance, etc) and shall establish and maintain all proper records including, but not limited to, accounting records required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.

19 Reference standards and Policies

The TN-RCS End-to-End ERP system must be designed following the Reference standards published by the Government of Tamil Nadu and in line with overall system requirements set out in this RFP, in order to provide for good quality, security and interoperability with multiple platforms.

APPENDIX – I: Bank Guarantee Format

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

To

Additional Registrar of Cooperative Societies

(Consumer Activities)

Officer of the Registrar of Cooperative Societies,

NV Natarajan Maligai

No.170, Periyar E.V.R.High Road,

Kilpauk Chennai - 600 010,

Bank Guarantee No:

Amount of Guarantee:

Guarantee covers from:

Last date for lodgment of claim:

This Deed of Guarantee executed by ………………...   (Bankers Name & Address) having our Head Office at …………………..(address) (hereinafter referred to as "the Bank") in favor of Registrar of Cooperative Societies, Government of Tamil Nadu and having its Registered office at No.170, Periyar E.V.R.High Road, Kilpauk Chennai - 600 010 (hereinafter referred to as "the Beneficiary") for an amount not exceeding Rs._____/ - (Rupees _____ Only) as per the request of M/ s.   _____having its office address at _____ (hereinafter referred to as "Successful Bidder") against Letter of Acceptance reference _____ dated __/ __/ ____ of Registrar of Cooperative Societies for the tender ref: **4 /2025/ PMU** - **Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS**

.   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 the beneficiary under the Guarantee served on the Bank before ___months from the date of Bank Guarantee.

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

AND WHEREAS we have agreed to give the Successful Bidder a Guarantee.

THEREFORE, we (Bankers address)……………., hereby affirm that we are Guarantors and responsible to you on behalf of the Successful Bidder up to a total of Rs._____/ - (Rupees _____ Only) and we undertake to pay you, upon your first written demand declaring the Successful Bidder 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. We will pay the guaranteed amount notwithstanding any objection or dispute whatsoever raised by the Successful Bidder.

This Guarantee is valid until __ months from the date of Bank Guarantee. Notwithstanding, anything contained herein, our liability under this guarantee shall not 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 authorized Officer, has set its, hand and stamp on this……………………………..at ……………………………….

Witness:

(Signature)

(Name in Block Letters)

APPENDIX – II: Model Form of Contract

(To be executed on a Rs. 100/ - Non-Judicial Stamp Paper bought in Tamil Nadu by the Successful Bidder)

(NO FIGURES IN NUMERALS OR WORDS SHALL BE FILLED UP INTHIS SAMPLE FORM AT THE TIME OF SUBMISSION OF TENDER)

This CONTRACT is made at Chennai on the.......... day of 2025

BETWEEN

Registrar of Cooperative Societies, Tamil Nadu, Government of Tamilnadu and having its Registered Office at No.170, Periyar E.V.R.High Road, Kilpauk Chennai - 600 010, being the Service recipient (hereinafter referred to as "TN-RCS" which expression shall unless repugnant to the context mean and include its successors and assigns) on Behalf of Government of Tamil Nadu of the FIRST PART.

AND

……………………., a firm represented herein by …………………., aged …. years and having its Registered office at ………………………………………. (Hereinafter referred to as "Successful Bidder" which expression shall unless repugnant to the context mean and include its successors and assigns) of the SECOND PART.

Whereas, TN-RCS invited a tender vide **Tender Ref: 4/2025/PMU for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS** as per the Scope of Work and Terms &Conditions prescribed in the RFP Tender document.

Whereas TN-RCS and the Successful Bidder in pursuance thereof have arrived at the following terms and conditions.

NOW THEREFORE

In consideration of the mutual protection of information herein by the parties hereto and such additional promises and understandings as are hereinafter set forth, the parties agree as follows:

RFP for Selection of System Integrator To Customise, Deploy and Implement Retail ERP Platform & Maintain an end-to-end ERP Application for TN-RCS

1) **Purpose**

   a. The purpose of this Agreement is to maintain in confidence the various Confidential Information, which is provided between TN-RCS and Implementation Partner to perform the considerations (hereinafter called "Purpose") set forth in below:

2) **Definition**

   a. For purposes of this Agreement, "Confidential Information" means the terms and conditions, and with respect to either party, any and all information in written, representational, electronic, verbal or other form relating directly or indirectly to the Purpose (including, but not limited to, information identified as being proprietary and/ or confidential or pertaining to, pricing, marketing plans or strategy, volumes, services rendered, customers and suppliers lists, financial or technical or service matters or data, employee/ agent/ consultant/ officer/ director related personal or sensitive data and any information which might reasonably be presumed to be proprietary or confidential in nature) excluding any such information which (i) is known to the public (through no act or omission of the Successful Bidder in violation of this Agreement)

      1) is lawfully acquired by the Successful Bidder from an independent source having no obligation to maintain the confidentiality of such information

      2) was known to the Successful Bidder prior to its disclosure under this Agreement

      3) was or is independently developed by the Successful Bidder without breach of this Agreement

      4) is required to be disclosed by governmental or judicial order, in which case Successful Bidder shall give the TN-RCS prompt written notice, where possible, and use reasonable efforts to ensure that such disclosure is accorded confidential treatment and also to enable the TN-RCS to seek a protective order or other appropriate remedy at TN-RCS's sole costs.

   b. Confidential Information disclosed orally shall only be considered Confidential Information if: (i) identified as confidential, proprietary or the like at the time of disclosure, and (ii) confirmed in writing within Seven (7) days of disclosure.

3) **No Licenses**

   a. This Agreement does not obligate either party to disclose any particular proprietary information; to purchase, sell, license, transfer, or otherwise dispose of any technology, services, or products; or to enter into any other form of business, contract or arrangement. Furthermore, nothing contained hereunder shall be construed as creating, conveying, transferring, granting or conferring by one party on the other party any rights, license or authority in or to the Confidential Information disclosed under this Agreement.

4) **Disclosure**

   a. Successful Bidder agrees and undertakes that it shall not, without first obtaining the written consent of the TN-RCS, disclose or make available to any person, reproduce or transmit in any manner, or use (directly or indirectly) for its own benefit or the benefit of others, any Confidential Information save and except both parties may disclose any Confidential Information to their Affiliates, directors, officers, employees or advisors of their own or of Affiliates on a "need to know" basis to enable them to evaluate such Confidential Information in connection with the negotiation of the possible business relationship; provided that such persons have been informed of, and agree to be bound by obligations which are at least as strict as the recipient's obligations hereunder. For the purpose of this Agreement, Affiliates shall mean, with respect to any party, any other person directly or indirectly Controlling, Controlled by, or under direct or indirect common Control with, such party. "Control", "Controlled" or "Controlling" shall mean, with respect to any person, any circumstance in which such person is controlled by another person by virtue of the latter person controlling the composition of the Board of Directors or owning the largest or controlling percentage of the voting securities of such person or by way of contractual relationship or otherwise.

   b. The Successful Bidder shall use the same degree of care and protection to protect the Confidential Information received by it from the TN-RCS as it uses to protect its own

Confidential Information of a like nature, and in no event such degree of care and protection shall be of less than a reasonable degree of care.

c. The TN-RCS shall not be in any way responsible for any decisions or commitments made by Successful Bidder in relying on the TN-RCS's Confidential Information.

5) **Return or Destruction Of Confidential Information**

a. The parties agree that upon termination/ expiry of this Agreement or at any time during its currency, at the request of the TN-RCS, the Successful Bidder shall promptly deliver to the TN-RCS the Confidential Information and copies thereof in its possession or under its direct or indirect control, and shall destroy all memoranda, notes and other writings prepared by the Successful Bidder or its Affiliates or Directors, officers, employees or advisors based on the Confidential Information and promptly certify such destruction.

6) **Independent Development and Residuals**

a. Both parties acknowledge that the Confidential Information coming to the knowledge of the other may relate to and/ or have implications regarding the future strategies, plans, business activities, methods, processes and or information of the parties, which afford them certain competitive and strategic advantage. Accordingly, nothing in this Agreement will prohibit the Successful Bidder from developing or having developed for it products, concepts, systems or techniques that are similar to or compete with the products, concepts, systems or techniques contemplated by or embodied in the Confidential Information provided that the Successful Bidder does not violate any of its obligations under this Agreement in connection with such development.

7) **Injunctive Relief**

a. The parties hereto acknowledge and agree that in the event of a breach or threatened breach by the other of the provisions of this Agreement, the party not in breach will have no adequate remedy in money or damages and accordingly the party not in breach shall be entitled to injunctive relief against such breach or threatened breach by the party in breach.

8) **Non-Waiver**

a. No failure or delay by either party in exercising or enforcing any right, remedy or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise or enforcement of any right, remedy or power preclude any further exercise or enforcement thereof or the exercise of enforcement of any other right, remedy or power.

9) This Contract shall remain in force during the Contract period of 4 months + 3 years with annual review of service as per the Deliverables and Scope of work from the date of signing of this contract or till the completion of the scope of work from the contract signed date. TN-RCS may renew/ extend the contract for a further period as may be agreed between the parties.

10) The Successful Bidder agrees to deliver the services as per the scope indicated in the Tender Scope of Work and terms & conditions of this Tender within the stipulated period prescribed by TN-RCS at the cost arrived at in the PRICE BID. This cost is firm and not subject to enhancement.

11) The Contract or any part share of interest in it shall not be transferred or assigned by the Successful Bidder directly or indirectly to any person or persons whomsoever without the prior written consent of TN-RCS.

12) Neither TN-RCS nor the Successful Bidder shall be liable to the other for any delay or failure in the performance of their respective obligations due to causes, contingencies beyond their reasonable control such as:

a) Natural phenomena including but not limited to earthquakes, floods and epidemics.

b) Acts of any Government authority domestic or foreign including but not limited to war declared or undeclared.

c) Accidents or disruptions including, but not limited to fire and explosions.

13) The tender (RFP) document in relation with this contract shall be deemed to form and be read and construed as part of this Contract. The Tender enclosures, the offer submitted by the Successful Bidder, the finalized Terms and Conditions and the LoA/ Work Order respectively will form part of this contract. Wherever the offer conditions furnished by the Successful Bidder are at variance with conditions of this contract or conditions stipulated in the RFP document, the final negotiated offer conditions shall prevail over the tender conditions furnished by the Successful Bidder.

14) Liquidated Damages (LD) – as per cl.7.9 of this RFP

15) Implementation Timeline– as per cl. 14 of this RFP

16) Service Level Agreement – as per cl. 16.1 of this RFP

17) Payment Terms – as per cl.15 of this RFP

18) Arbitration – as per cl.7.11 of RFP

19) The Successful Bidder shall be liable and / or responsible for the compliance of all Statutory Provisions, especially those relating to Labour Laws in respect of this Contract.

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

   a) Mailing the same by registered mail, postage prepaid, return receipt requested; or

   b) 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.

21) In case of breach of any of the conditions of the contract by the Successful Bidder during the contract period, TN-RCS reserves the right to recover costs/ liabilities arising directly due to such breach from the Successful Bidder.

22) Termination of Contract – as per cl.7.6 of this RFP.

IN WITNESS WHEREOF the Parties have by duly authorized Representatives set their respective hands and seal on the date first above

Signed by:

(Name and designation) For and on behalf of TN-RCS

(FIRST PARTY)

Signed by:

(Name and designation) For and on behalf of Implementation Partner

(SECOND PARTY)

WITNESSES:

1. (for FIRST PARTY)

2. (for SECOND PARTY)

20 Price Bid Format (BOQ)

20.1 Total project cost

#	Component	Basic Cost in INR (A)	GST @18% (B)	Total Cost including GST (C)=(A)+(B)
1.01	Monthly Subscription Fee per store = Rs._____ *250 (for 250 stores)			

(Approved)

#ApprovedByDesignation#