



DIRECTORATE OF INDUSTRIES & COMMERCE (DI&C) (Government of Kerala)

3rd Floor, Vikas Bhavan P.O., Thiruvananthapuram- 695033, Kerala.

RfP. No. 1003/RAMP/KBIP/04/2025-26 dated **July 07, 2025**

Letter of Invitation

Subject: Request for Proposal for appointment of a vendor for development of MSME web & mobile portal as part of RAMP implementation in the State of Kerala.

Dear Sir/ Madam,

Directorate of Industries and Commerce, Government of Kerala, **the Director, Department of Industries & Commerce, Government of Kerala**, the “**Authority**”, through the current Request for Proposal (**RfP**) intends to select, **Individual firm** for developing the MSME web & mobile portal as part of the RAMP implementation in the State of Kerala.

Purpose: To develop web & mobile portal for the Directorate of Industries and Commerce, Government of Kerala as part of the RAMP scheme implementation in the State. The portal development will be conducted in accordance with the conditions prescribed in this RFP document by selecting an Individual Firm through the e-tender process at www.etenders.kerala.gov, following the **Quality and Cost Based Selection (QCBS) through the end-to-end electronic-Bid facility** as per the timelines given in the schedule below.

The bidders responding to this RfP need to pay Tender Fee and Earnest Money Deposit according to the schedule in the Request for Proposal.

RfP process for the Authority shall be valid even if there is only one qualified bidder, provided that the bidder qualifies according to the criteria stated.

Schedule of the selection process and on-boarding of the vendor

All times are in Indian Standard Time (IST) and no exceptions will be made for late submissions. The Authority will endeavor to follow the schedule below:

| Sl. No. | Description of milestones | Latest by |
|---------|---|--|
| 1. | Date of Invitation for bids | July 07, 2025 |
| 2. | Pre-bid meeting (PBM) on the e-bid portal | 11:00 AM on July 17, 2025, at Directorate of Industries & Commerce, 3 rd Floor, Vikas Bhavan, Thiruvananthapuram Refer Annexure V for the Prebid query submission format |
| 3. | Due date & time for downloading the bid documents | One hour before BDD |

| Sl. No. | Description of milestones | Latest by |
|---------|--|--|
| 4. | Bid Due Date (BDD) & time for submission of bids | 05:00 PM on August 11, 2025 |
| 5. | Date of opening of Technical Bid | 11:00 AM on August 13, 2025 |
| 6. | Date of opening of Financial Bid | Shall be informed to the technically qualified bidders |
| 7. | Signing of agreement | 30 calendar days from opening of financial bid |
| 8. | Submission of bank guarantee | 15 calendar days from signing of Agreement |
| 9. | Period of engagement | Development Period: 7 Months, Warranty Period: 1 Year, Maintenance Period: 2 Years |
| 10. | Bid validity | Six months from the BDD |
| 11. | Tender Fee | INR 10,000 + 18% GST |
| 12. | EMD to be paid on e-bid portal | INR 2,00,000 |
| 13. | Bank Guarantee | 5% of the finally negotiated financial proposal |
| 14. | E-bid portal | www.etenders.kerala.gov.in . |

Bidders are invited to participate in the same and submit Technical Proposals (termed as the "Proposal"), in English language for the aforesaid Project in accordance with this RfP which is attached to this letter/ uploaded on the portal. The Proposals must remain valid for a period of 6 months after the proposal submission deadline or Bid Due Date. During this period, the Bidder is expected to keep available the team members proposed for the Project. The Authority will make its best effort to complete the process within this period. If the Authority wishes to extend the validity period of the Proposals, it may ask the Bidders to extend the validity of their Proposals for a stated period. Bidders, who do not agree with the extension of the validity period, have the right not to extend the validity of their Proposals and withdraw their Proposals without consequences.

Material deficiencies in providing the information requested or incomplete Applications/ Proposals may result in rejection of a Proposal. Please note that the Authority reserves the right to accept or reject all or any of the Bids without assigning any reason whatsoever.

Bidders should familiarize themselves with the Letter of Invitation and the RfP and the local conditions and take them all into account while preparing their Proposals. The Authority shall not be responsible for any lack of information or lack of clarity in the RfP in this regard. The comments and suggestions provided by the Bidder on the RfP/Terms of Reference are not binding and shall not affect the proposal unless the Authority issues a corrigendum or addendum on the e-bid platform.

Bidders must fulfil the following prerequisites:

| Sl. | Pre-Qualification (PQ) Criteria |
|-----|---|
| 1 | Bidder should be registered in India under the Companies Act/ LLP Act and should have been in existence for at least 10 years on the date of publication of tender. |
| 2 | The bidder should have a positive net worth, and bidder should have a minimum turnover of Rs. 20 Crore (audited) from IT/ITeS in each of the previous three financial years (FY 22-23, FY 23-24, FY 24-25*). <i>If the audited financials for FY 2024–25 are unavailable, a CA-certified provisional statement may be submitted.</i> |
| 3 | The bidder must have successfully developed 1 similar web portal in Agile model of project worth Rs.50 Lakhs and number of users more than 500 completed/ongoing within the last five years from the date of publication of bid. |
| 4 | The bidder must have successfully developed at least 1 similar mobile application in Agile model of worth Rs.5 Lakhs and number of users more than 500 completed /ongoing within the last five years from the date of publication of bid. |
| 5 | The bidder should have a minimum manpower strength of 50 persons (technical manpower) on the payroll of the bidder. |
| 6 | The Bidder should not have been blacklisted by Government of India/ Kerala/ other state governments in India or undertakings/ entities under/ owned by these governments as on bid submission date. |
| 7 | Tender fee should be submitted for INR 10,000 + 18% GST on the e-bid portal. <i>(Non-Refundable)</i> <i>Micro and small enterprises with a valid Udyam certificate/ and startup with a valid DPIIT certificate will be exempted from the payment of Tender Fee, however, the Udyam/DPIIT certificate shall need to be submitted along with the bid.</i> |
| 8 | EMD/ Bid Security should be submitted for INR 2,00,000 on the e-bid portal. <i>Micro and small enterprises with a valid Udyam certificate/ and startup with a valid DPIIT certificate will be exempted from the payment of EMD, however, the Udyam/DPIIT certificate shall need to be submitted along with the bid.</i> |

The bidding documents can be downloaded free of cost on the e-bid portal by bidders registered on the portal www.etenders.kerala.gov.in . The details for registering on the portal are given in Appendix I.

- Interested bidders shall submit the response to the RfP in the prescribed format on bid due date on the e-bid portal only as this is an end-to-end electronic bid.
- A pre-bid meeting is proposed online/ offline on the date(s) stated above. (Refer Annexure V for the prebid format)
- The duly filled bids in proper format shall be submitted online on the e-bid portal only as indicated below:
 - Technical Proposal, Earnest Money Deposit (EMD)/ Bid Security and Tender Fee.
 - Financial Proposal (as per the BoQ).
- Proposals received without evidence of Tender Fee and Earnest Money Deposit (EMD)/ Bid Security will not be opened and will be summarily rejected.

- The last date for submitting the bids is the Bid Due Date.
- All amendments, addenda/ corrigenda, clarifications etc., will be uploaded on the e-bid portal only and will not be published or communicated otherwise. The bidders should regularly visit the e-bid portal to keep themselves updated regarding this RfP.

Bidders are requested to submit their Proposal strictly in the formats provided as part of this RfP on the portal only in English. No proposal shall be manually or physically received. Bidders shall bear all costs associated with preparation and submission of their proposals. The Authority will evaluate only those Proposals that are complete in all respects. Any supporting documents submitted by the Bidder with its Proposal or subsequently, in response to any query/ clarification from Authority shall be in English and in case any of these documents is in another language, then it must be accompanied by an accurate translation of all the relevant passages in English, in which case, for all purposes of interpretation of the proposal, the translation in English shall prevail.

If any of the dates mentioned in this document coincide with Govt. holidays or any delays are caused on account of technical reasons (technology/ internet issues) because of which the portal is not functioning as acknowledged by the Authority in its sole and final discretion, the next working day will be considered as a scheduled date for the relevant milestones.

All bidders should be registered on the e-bid portal using a Class 3 Digital Signature Certificate (DSC) at their own cost for participation in this bid and the PBM.

The Authority also reserves right to appoint a monitoring agency to whom the entities may report to if required. Payments to the entities, acceptable cost of milestones, modules to be developed and timelines for development would be decided in consultation with the monitoring authority, as required.

The entities can sub-contract parts of the work to other parties whenever there is a marked advantage in the quality/ speed or price with the same quality agreed, only with the written consent of the Authority. Any sub-contracting without the prior consent of the Authority would not be approved for payments and shall automatically constitute grounds for termination of the work and blacklisting of the particular entity that has subcontracted the work.

Thanking you,
Yours faithfully,

Sd/-

The Director,
Department of Industries & Commerce,
Government of Kerala.

REQUEST FOR PROPOSAL

RfP No: 1003/RAMP/KBIP/04/2025-26

Request for Proposal for Appointment of a Vendor for development of MSME web & mobile portal as part of RAMP implementation in the State of Kerala

Directorate of Industries and Commerce

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Thiruvananthapuram – 695033, Kerala.
Tel: +91 471 2302722 Email: industriesdirectorategmail.com
www.industry.kerala.gov.in

Issued on: July 07, 2025

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Disclaimer

1. The information contained in this Request for Proposal (hereinafter referred to as "RfP") document provided to the Bidders, by the Authority, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RfP document and all other terms and conditions subject to which such information is provided.
2. The purpose of this RfP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RfP document does not purport to contain all the information each Bidder may require. This RfP document may not be appropriate for all persons, and it is not possible for the Authority to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RfP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RfP document and where necessary obtain independent advice from appropriate sources.
3. The Authority and its employees make no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability or completeness of the RfP document.
4. The Authority may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RfP document.
5. The Authority accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this RfP.
6. The Authority reserves the right to reject all or any of the Proposals and cancel or suspend the bid without assigning any reasons whatsoever.
7. The issue of this RfP does not imply that the Authority is bound to select a bidder or to appoint the selected bidder, as the case may be, for the consultancy.
8. The bidder shall bear all costs associated with or relating to the preparation and submission of its Proposal and attending various meetings thereof. The Authority shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by the bidder in preparation or in submission of the Proposal, regardless of the conduct or outcome of the selection process.

Section 1. Introduction

The Raising and Accelerating MSME Performance (RAMP) scheme launched by the Ministry of Micro, Small and Medium Enterprises (MoMSME), Government of India, supported by the World Bank, aims to enhance the performance and coverage of MSMEs nationwide. One of the key interventions approved under the RAMP scheme in the State is the development of the Kerala MSME online portal. This unified digital platform will provide one-stop solutions for MSMEs in the state. The portal will streamline access to various government schemes, services, and financial resources while facilitating efficient decision-making through data analytics. The project will automate administrative processes and provide real-time updates to stakeholders, empowering MSMEs to enhance their productivity and profitability.

In light of this, the Directorate of Industries & Commerce, Government of Kerala, invites proposals from eligible bidders to develop a MSME web & mobile portal as part of the RAMP implementation in the State of Kerala.

Objectives of the Project

The key objectives of the development of Kerala MSME portal are as follows:

- **Unified Access:** Provide a single platform for accessing central and state MSME schemes and services, simplifying interactions with governmental resources.
- **Centralized Data Management:** Enable seamless information flow for all state and central schemes, addressing the lack of centralized data and improving the generation of comprehensive statistics.
- **Elimination of Data Duplication:** Minimize data duplication by ensuring information is available from a single source, reducing redundant efforts.
- **Enhanced Decision-Making:** Support government decision-making with analytics and dashboards for all schemes, facilitating better governance.
- **Streamlined MSME Experience:** Simplify registration, service discovery, and application tracking for MSMEs, enhancing user satisfaction and reducing the need for multiple registrations.

The selected agency will be responsible for the development of the portal with Management Information Systems (MIS) features. The portal is expected to significantly contribute to the growth and sustainability of MSMEs in Kerala, aligning with the broader goals of the Raising and Accelerating MSME Performance (RAMP) scheme. The portal development will be conducted in accordance with the conditions prescribed in this RFP document through the e-tender process at www.etenders.kerala.gov.in. Interested bidders are encouraged to submit their proposals, demonstrating their expertise and experience in developing web portals and mobile applications with dashboards and other MIS features.

Section 2. Instructions to Bidders (ITB) and Data Sheet

A. GENERAL PROVISIONS

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| 1. Definitions | <p>(a) “Applicable Guidelines” means the policies of Govt. of Kerala governing the selection and Contract award process as set forth in this RFP.</p> <p>(b) “Applicable Law” means the laws and any other instruments having the force of law in India and specifically Kerala, as they may be issued and in force from time to time.</p> <p>(c) “Authority” means Tender inviting authority i.e., the Director, Directorate of Industries and Commerce.</p> <p>(d) “Bidder” means an Entity that submits a bid.</p> <p>(e) “Contract” means a legally binding written agreement signed between the Authority and the successful Bidder and includes all additional documents as may be specified by the Authority.</p> <p>(f) “Data Sheet” means an integral part of the Instructions to Bidders (ITB) Section 2 that is used to reflect specific assignment conditions to supplement, but not to over-write, the provisions of the ITB.</p> <p>(g) “Day” means a calendar day.</p> <p>(h) “E-bid portal” means www.etenders.kerala.gov.in.</p> <p>(i) “Entity” means a Firm/ Company with a distinct legal identity.</p> <p>(j) “Resources” means, collectively, Key Resources, Non-Key Resources, or any other personnel of the Vendor.</p> <p>(k) “Key Resource(s)” means an individual professional whose skills, qualifications, knowledge, and experience are critical to the performance of the Services under the Contract.</p> <p>(l) “Non-Key Resource(s)” means an individual professional provided by the Bidder who is assigned to perform the Services or any part thereof under the Contract.</p> <p>(m) “Government” means the Government of Kerala.</p> <p>(n) “In writing” means communicated in written form (e.g., by mail, e-mail, fax, including, if specified in the Data Sheet, distributed or received through the electronic-procurement system used by the Authority) with proof of receipt.</p> <p>(o) “ITB” (this Section 2 of the RFP) mean the Instructions to Bidders that provides the Bidders with all information needed to prepare their Proposals.</p> <p>(p) MSME means an industry defined and classified as follows:</p> <ol style="list-style-type: none"> i. A micro enterprise, where the investment in Plant and Machinery or Equipment does not exceed two and half crore rupees and turnover does not exceed ten crore rupees. |
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| | <p>ii. A small enterprise, where the investment in Plant and Machinery or Equipment does not exceed twenty-five crore rupees and turnover does not exceed hundred crore rupees.</p> <p>iii. A medium enterprise, where the investment in Plant and Machinery or Equipment does not exceed hundred and twenty-five crore rupees and turnover does not exceed five hundred crore rupees accepted to be in effect from 01-04-2025.</p> <p>(q) “Proposal” means the Technical Proposal of the bidder.</p> <p>(r) “RfP” means this Request for Proposal prepared by the Authority for the selection of Vendor.</p> <p>(s) “Services” means the work to be performed by the vendor pursuant to the Contract.</p> <p>(t) “ToR” means the Terms of Reference that explain the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Authority and the vendor, and expected outcomes.</p> <p>(u) “Vendor” means a legally established entity/ entities that may provide Services to the Authority under the Contract.</p> |
| 2. Introduction | <p>2.1 The Authority named in the Data Sheet intends to select a Bidder in accordance with the method of selection specified in the Data Sheet.</p> <p>2.2 The Bidders are invited to submit a Technical Proposal for the project named in the Data Sheet. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected/ successful Bidder.</p> <p>2.3 The Bidders should familiarize themselves with the local conditions and take them into account in preparing their Proposals, including attending a pre-bid meeting if one is specified in the Data Sheet. Attending any such pre-bid meeting is optional and is at the Bidder’s expense.</p> |
| 3. Conflict of Interest | <p>3.1 The Bidder is required to provide services, at all times holding the Authority’s interest paramount, strictly avoiding conflicts with other assignments or its own corporate interests and acting without any consideration for future work as per the Integrity and Avoidance of Conflict-of-Interest Pact as per Annexure IV to this RfP.</p> <p>3.2 The Bidder has an obligation to disclose to the Authority any situation of actual or potential conflict that impacts its capacity to serve the best interest of the Authority. Failure to disclose such situations may lead to the disqualification of the Bidder or the termination of its Contract and/or sanctions by the Authority.</p> |

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| | 3.2.1 Without limitation on the generality of the foregoing, the Bidder shall not be hired under the circumstances set forth below: |
| a. Conflicting projects | (i) <u>Conflict among projects:</u> A Bidder (including its Resources) shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Bidder for the same or for another Client. |
| b. Conflicting relationships | (iii) <u>Relationship with the Authority's staff:</u> a Bidder (including its Resources) that has a close business or family relationship with a professional staff of the Authority, who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the Authority throughout the selection process and the execution of the Contract. |
| 4. Unfair Competitive Advantage | <p>4.1 Fairness and transparency in the selection process require that the Bidders competing for a specific assignment do not derive a competitive advantage from having had past engagements with the Authority. To that end, the Authority shall indicate in the Data Sheet and make available to all Bidders together with this RfP all information that would in that respect give such Bidder any unfair competitive advantage over competing Bidders.</p> <p>In case of 3b and 4, a firm working with the Authority will not attract these provisions, if it is not the sole bidder.</p> <p>If a self-declaration to this effect is found to be false, it may lead to the disqualification of the bidder or the termination of the contract and/ to sanctions by the Authority at the sole discretion of the Authority.</p> |
| 5. Corrupt and Fraudulent Practices | <p>5.1 Govt. of Kerala requires compliance with its policy in regard to corrupt and fraudulent practices.</p> <p>5.2 In further pursuance of this policy, Bidders if necessary, shall permit and shall cause their Resources to permit the Authority to inspect all accounts, records, and other documents relating to the submission of the Proposal and contract performance (in case of an award), and to have them audited by auditors appointed by the Authority.</p> |
| 6. Eligibility | <p>6.1 The Authority permits Bidders, from India to offer services under this contract unless otherwise blacklisted/ de-barred by the Government of India/ Kerala/ other state governments in India or undertakings/ entities under/ owned by these governments.</p> <p>6.2 Government-owned enterprises or institutions in India shall be eligible only if they can establish that they (i) are legally and financially autonomous, (ii) operate under commercial law, and (iii) that they are not dependent agencies of the Authority.</p> |

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| | <p>To establish eligibility, the government-owned enterprise or institution should provide all relevant documents (including its charter) sufficient to demonstrate that it is a legal entity separate from the government; it does not currently receive any substantial subsidies or budget support; it is not obligated to pass on its surplus to the government; it can acquire rights and liabilities, borrow funds, and can be liable for repayment of debts and be declared bankrupt; and it is not competing for a contract to be awarded by the government department or agency which, under the applicable laws or regulations, is its reporting or supervisory authority or has the ability to exercise influence or control over it.</p> |
| | <p>6.3 Serving government officials and civil servants in India are not eligible to be included as Resources in the Bidder's Proposal unless such engagement does not conflict with any of the provisions of this engagement or employment or other laws, regulations, or policies of India.</p> |

B. PREPARATION OF PROPOSALS

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| 7. General Considerations | <p>7.1 In preparing the Proposal, the Bidder is expected to examine the RfP in detail. Material deficiencies in providing the information requested in the RfP may result in rejection of the Proposal.</p> |
| 8. Cost of Preparation of Proposal | <p>8.1 The Bidder shall bear all costs associated with the preparation and submission of its Proposal, and the Authority shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Authority is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the Bidder.</p> |
| 9. Language | <p>9.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Bidder and the Authority shall be written in the language specified in the Data Sheet.</p> |
| 10. Documents Comprising the Proposal | <p>10.1 The Proposal shall comprise the documents and forms listed in the Data Sheet.</p> |
| 11. Earnest Money Deposit | <p>11.1 Every bidder participating in the bidding process must furnish the required earnest money deposit as specified in the Request for Proposal.</p> <p>11.2 The EMD shall be paid only through the e-bid portal online www.etenders.kerala.gov.in .</p> <p>11.3 The EMD shall be valid for the period of Bid Validity as mentioned in the Data Sheet.</p> <p>11.4 Refund of EMD: The EMD of unsuccessful bidders shall be refunded within 60 days after final acceptance of bid and signing of contract.</p> <p>11.5 EMD of Successful Bidder: EMD of the successful bidder will be returned on submission of the PBG as mentioned in the RfP.</p> |

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| | <p>11.6 Forfeiture of EMD: The EMD submitted by the bidder shall be forfeited in the following cases:</p> <ul style="list-style-type: none"> • When the bidder withdraws or modifies their bid proposal after opening of bids. • When the bidder does not execute the agreement after placement of order within the specified time. • When the bidder does not deposit the Performance Guarantee in the form of Bank Guarantee after the work order is placed. |
| 12. Tender Fee | <p>12.1 Tender processing fee of INR 10,000 + 18% GST is to be submitted on the e-bid portal.</p> <p>12.2 Tender processing fee shall be non-refundable</p> |
| 13. Proposal Validity | <p>13.1 The Data Sheet indicates the period during which the Bidder's Proposal must remain valid after the Proposal submission deadline.</p> <p>13.2 During this period, the Bidder shall maintain its original Proposal and the financial proposal without any change.</p> <p>13.3 If it is established that any Resource nominated in the Bidder's Proposal was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation.</p> |
| a. Extension of Validity Period | <p>13.4 The Authority will make its best effort to complete the negotiations within the proposal's validity period. However, should the need arise, the Authority may request, in writing, all Bidders who submitted Proposals prior to the submission deadline to extend the Proposal's validity.</p> <p>13.5 If the Bidder agrees to extend the validity of its Proposal, it shall be done without any change in the original Proposal.</p> <p>13.6 The Bidder has the right to refuse to extend the validity of its Proposal (without forfeiture of the EMD) in which case such Proposal will not be further evaluated.</p> |
| 14. Clarification and Amendment of RfP | <p>14.1 The Bidder may request a clarification of any part of the RfP during the period indicated in the Data Sheet before the Proposal's submission deadline. Any request for clarification must be sent in writing, or by standard electronic means, to the Authority's address indicated in the Data Sheet. The Authority will respond by standard electronic means (including an explanation of the query but without identifying its source) to all Bidders wherever relevant. Should the Authority deem it necessary to amend the RfP as a result of a clarification, it shall do so following the procedure described below:</p> <p>14.1.1 At any time before the proposal submission deadline, the Authority may amend the RfP by</p> |

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| | <p>issuing an amendment by standard electronic means on the e-bid portal. The amendment will be binding on them. The Bidders need not acknowledge receipt of all amendments in writing as the submission of their bids on the portal is deemed to be such acknowledgement.</p> <p>14.1.2 If the amendment is substantial, the Authority in its sole discretion may extend the proposal submission deadline to give the Bidders reasonable time to take that amendment into account in their Proposals.</p> <p>14.2 The Bidder may submit a modified Proposal or a modification to any part of it at any time prior to the proposal submission deadline. No modifications to the Proposal shall be opened on the e-bid portal if it is received after the BDD and time.</p> |
| 15. Technical Proposal Format and Content | <p>15.1 The Technical Proposal shall be prepared using the Standard Forms provided in Section 3 of the RfP and shall comprise the documents listed in the Data Sheet. The Technical Proposal shall not include any financial information. A Technical Proposal containing material financial information shall be declared non-responsive.</p> |
| 16. Financial Proposal Format and Content | <p>16.1 The Financial Proposal shall be submitted as per the format (BoQ) given for download along with this RfP.</p> <p>16.2 It shall list all costs associated with the assignment, including (a) remuneration for Resources, (b) expenses indicated in the Data Sheet.</p> |
| 17. Price Adjustment | <p>17.1 The bidder shall agree to carry out any additional assignment during the assignment period as per instruction of the Authority, the remuneration of the additional assignment will be arrived upon by mutual agreement of the scope of work</p> |

C. SUBMISSION, OPENING AND EVALUATION

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| 18. Submission of Proposals | <p>18.1 The Bidder shall submit a signed and complete Proposal comprising the documents and forms in accordance with Clause 10 (Documents Comprising Proposal). The submission will be done on the e-bid portal only.</p> <p>18.2 An authorized representative of the Bidder shall digitally sign the original submission letter in the required format for the Technical Proposal using their Class 3 Digital Signature Certificate (DSC).</p> <p>18.2.1 Only the Proposal Submission Form (FORM TECH-1) need to be signed physically by the authorized representative. Such physically signed pages should be scanned and uploaded OR the physical signature of the authorized representative can be scanned and pasted on the forms specified above.</p> |
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| | <p>18.2.2 The authorization, authorizing the Bidder's representative to sign the bids shall be in the form of a written power of attorney attached to the Technical Proposal.</p> <p>18.3 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid as long as these are uploaded by the authorized person using the DSC.</p> <p>18.4 The Proposal or its modifications must be uploaded in the e-bid portal indicated in the Data Sheet and received by the Authority no later than the deadline indicated in the RfP, or any extension to this deadline. Any Proposal or its modification received by the Authority after the deadline shall be declared late and rejected and shall remain unopened on the e-bid portal.</p> |
| 19. Confidentiality | <p>19.1 From the time the Proposals are opened to the time the Contract is awarded, the Bidder should not contact the Authority on any matter related to its Proposal. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Bidders who submitted the Proposals or to any other party not officially concerned with the process, until the publication of the Contract award information.</p> <p>19.2 Any attempt by Bidders or anyone on behalf of the Bidder to influence improperly the Authority in the evaluation of the Proposals or Contract award decisions may result in the rejection of the relevant Proposal. Such bidders may be subject to the application of prevailing Authority's sanctions/ penal procedures.</p> <p>19.3 Notwithstanding the above provisions, from the time of the Proposals' opening to the time of Contract award publication, if any Bidder wishes to contact the Authority on any matter related to the selection process, it should do so only in writing.</p> |
| 20. Withdrawal of Bid | <p>20.1 The Bidder may modify, substitute or withdraw its Bid after submission, provided that written notice of the modification, substitution or withdrawal is received on the e-bid portal prior to the BDD and time. No Bid shall be modified, substituted or withdrawn by the Bidder on or after the BDD and time.</p> |
| 21. Opening of Technical Proposals | <p>21.1 The Authority's evaluation committee shall conduct the opening of the Technical Proposals in the presence of the Bidders' authorized representatives who choose to attend (electronically or in person). The opening date, time and the address are stated in the RfP.</p> <p>21.2 At the opening of the Technical Proposals the following shall be made known: (i) the name and the country of the Bidder and/ or the name of the lead member and the names and the countries of all members; (ii) whether there are any modifications to the Proposal submitted prior to proposal</p> |

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| | submission deadline and, (iii) any other details as maybe required. |
| 22. Proposals Evaluation | 22.1 The Bidder is not permitted to alter or modify its Proposal in any way after the BDD and time. While evaluating the Proposals, the Authority will conduct the evaluation solely on the basis of the submitted Technical Proposals, initially. |
| 23. Evaluation of Technical Proposals | <p>23.1 The Authority's evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and the RfP, applying the pre-qualifying criteria, evaluation criteria, and point system specified in the Data Sheet. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RfP.</p> <p>23.2 The bidders will be shortlisted based on their technical scores. The bidders scoring a minimum of 70% of total marks will be contacted for document verification with originals wherever required.</p> |
| 24. Financial Proposal and overall evaluation | <p>24.1 The Authority's evaluation committee shall open the financial quotations only for those bidders who are 'Technically Qualified' and are in the top five positions or in the top three positions on the basis of the scores given by the expert committee.</p> <p>24.2 The overall score of the bidders will be a weighted average of their technical and financial scores as per the criteria specified in the Data Sheet.</p> <p>24.3 The Financial Proposal shall be without any condition attached or subject to any assumption and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered nonresponsive and liable to be rejected.</p> |

D. NEGOTIATIONS AND AWARD

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| 25. Negotiations | <p>25.1 The negotiations will be held at the date and address indicated in the Data Sheet with the Bidder's representative(s) who must have written power of attorney to negotiate and sign a Contract on behalf of the Bidder. Physical presence of all concerned during negotiations is preferred.</p> <p>25.2 The Authority shall prepare the contract on the basis of these negotiations. There shall be no separate minutes for negotiations.</p> <p>25.3 The appointment will be used at the sole discretion of the Authority to minimize cost to the Authority and save time.</p> |
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| a. Technical negotiations | 25.4 The negotiations include discussions of the Terms of Reference (ToRs), the proposed methodology, the Authority's inputs, the special conditions of the Contract, and finalizing the "Description of Services" part of the Contract. These discussions shall not substantially alter the original scope of services under the ToR or the terms of the contract. |
| b. Availability of Core Resources | <p>25.5 The invited Bidder shall confirm the availability of all Core Resources (Full time and Part time) included in the Proposal as a pre-requisite to the negotiations. Failure to confirm the all-Core Resources' availability may result in the rejection of the Bidder's Proposal and the Authority proceeding to negotiate the Contract with the next-ranked Bidder.</p> <p>25.6 Notwithstanding the above, the substitution of Core Resources at the negotiations may be considered if due solely to circumstances outside the reasonable control of and not foreseeable by the Bidder, including but not limited to death or medical incapacity. In such case, the Bidder shall offer a substitute Resource within the period specified in the letter of invitation to negotiate the Contract, who shall have equivalent or better qualifications and experience than the original candidate. The Authority retains the right to accept or reject the changes proposed by the bidder.</p> <p>25.7 For any change request of Core Resources, the substitute has to be an individual with similar / better experience & qualifications and accepted in writing by Authority.</p> |
| 26. Conclusion of Negotiations | <p>26.1 The negotiations are concluded with a review of the finalized draft Contract, which then shall be initiated by the Authority and the Bidder's authorized representative.</p> <p>26.2 If the negotiations fail, the Authority shall inform the Bidder in writing of all pending issues and disagreements and provide a final opportunity to the Bidder to respond. If disagreement persists, the Authority shall terminate the negotiations informing the Bidder of the reasons for doing so. The Authority will invite the next-ranked Bidder to negotiate the Contract. Once the Authority commences negotiations with the next-ranked Bidder, the Authority shall not reopen the earlier negotiations.</p> <p>26.3 Once basic agreement is reached by the Authority and the successful bidder, the communication will be issued by the Authority to the bidder that the bidder has emerged successful or has been selected.</p> <p>26.4 Then the work order will be issued, after which work can commence. The contract may tentatively be signed with the Authority as per timelines mentioned in the Letter of Invitation.</p> |

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| 27. Award of Contract | <p>27.1 After signing of the contract with the Authority, the selected bidder shall submit Performance Bank Guarantee within 15 days.</p> <p>27.2 The Authority shall then issue the letter of award to the selected bidder and publish the award information as per the instructions in the Data Sheet; and promptly notify the other shortlisted bidders and take steps to return the EMD.</p> <p>27.3 The Vendor is expected to commence the assignment on the date of communication of the successful bidder and the issue of work order and not wait for the signing of the contract.</p> <p>27.4 In case negotiations fail after commencement of work but before signing the contract, the payment for the work done will be made pro-rata as per the payment schedule specified.</p> |
| 28. Performance Guarantee | <p>28.1 Within 15 days from the date of signing of Agreement, the successful bidder company/ firm/ lead bidder shall furnish the Performance Guarantee of an amount equal to 5% of its finalised Financial Proposal, by way of Bank Guarantee issued by one of the Nationalized Banks in India for the due performance of the Assignment in the format at Annexure-I.</p> <p>28.2 The selected bidder shall submit the Bank Guarantee for Performance Guarantee for the duration of the assignment evidenced from the date of signing of the agreement to the last payment effected.</p> <p>28.3 Refund of PG: The PG shall be refunded within six months from the date of successful completion of the assignment (After warranty period) as evidenced from the date of last payment effected.</p> <p>28.4 Forfeiture of PG: PG shall be forfeited in the following cases:</p> <ul style="list-style-type: none"> • When any terms and condition of the contract is breached. • When the selected Bidder fails to commence the services or fails to provide deliverables after partially executing the purchase/ work order. <p>28.5 Vendor has to follow the working hours, working days and Holidays of Government of Kerala. However, the resources shall be available on a holiday if so required by the Authority. No extra payments will be made for working on extended hours Saturdays/ Sundays/ Holidays to meet the committed/ required time schedules.</p> |
| 29. Liquidated Damages | <p>29.1 The time specified for delivery in the RfP shall be deemed to be the essence of the contract and the selected bidder shall arrange services within the specified period.</p> <p>29.2 The selected bidder shall request in writing to the Authority giving reasons for extending the delivery period of service, if he finds himself unable to complete the supply of service</p> |

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| | <p>within the stipulated delivery period. This request shall be submitted as soon as a hindrance in delivery of service occurs or within 15 days from such occurrence but before expiry of stipulated period of delivery of service after which such request shall not be entertained.</p> <p>29.3 The Authority shall examine the justification of causes of hindrance in the delivery of service and the period of delay occurred due to that and grant extension with or without liquidated damages. If the Authority agrees to extend the delivery period/schedule, an amendment to the contract with suitable penal clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, whatsoever beyond the contracted cost shall be paid for the delayed supply of the same service.</p> <p>29.4 It shall be at the discretion of the Authority to accept or not to accept the supply of services rendered by the Vendor after the expiry of the stipulated delivery period, if no formal extension in delivery period has been applied and granted. The Authority shall have the right to cancel the contract with respect to undelivered service. In this context, if the supply of services is not accepted, the payments may also be affected.</p> <p>29.5 If the Authority is in need of the service rendered after expiry of the stipulated delivery period, it may accept the services and issue a letter of extension in delivery period.</p> <p>29.6 Delivery period may be extended if the delay is on account of hindrances beyond the control of the bidder.</p> <p>29.7 Limitation of Liability- In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including lost profits). The selected bidder shall not be liable to the other hereunder or in relation hereto (whether in contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under this Agreement.</p> <p>29.8 Extension of time about which the Authority has not responded in the negative, may be taken as granted, if the Vendor can prove that the Authority was made aware of such extension request.</p> |
| 30. Knowledge Transfer | <p>30.1 The Vendor will initiate the knowledge transfer to the Directorate of Industries and Commerce through the government officers assigned to the project, throughout the project period. Upon full and final payment, Authority shall have a perpetual, non-transferable, non-exclusive paid-up right and license for purposes of its internal business to use, copy, publish, modify and prepare derivative works of the deliverables developed in the course of the Services hereunder, subject to any restrictions of any third-party</p> |

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| | | materials embodied in the Deliverables and disclosed to Authority. All the intellectual property rights in the Deliverables shall be the sole and exclusive property of the Authority after full and final payment for the engagement. Subject to obligations of confidentiality and written permission of the Authority, the bidder shall be free to publish in any form, the concepts, techniques and know-how used and developed on the Project after a period of ten years from the date of full and final and final payment. In any event, the Bidder shall continue to be free to perform similar services and develop Deliverables that may be similar, or which may be competitive with those produced hereunder for itself or its other clients using its general knowledge, skills and experience that are acquired or used in the course of providing the Services. |
| 31. Penalty Clause | 31.1 | <p>The successful bidder shall render services strictly adhering to the milestones in the Letter of Award and the Service Level Agreement (SLA). Any unapproved delay in achieving the milestones or failure to meet SLA-defined response and resolution times shall attract penalties as follows:</p> <p>31.1.1 Milestone Delays: 1.0% of the total value of the work order per week of delay, subject to a maximum of 10.0%.</p> <p>31.1.2 SLA Breaches: As per the penalty matrix defined in Section 6 of the Data Sheet (Service Level Agreement).</p> <p>31.1.3 If the unapproved delay in milestone completion exceeds 30 days, or if SLA breaches are persistent and unresolved, the Authority reserves the right to issue a termination notice.</p> |
| 32. Payment Procedure | 32.1 | Vendor will follow the payment procedure mentioned in Section 5. |
| | 32.2 | The consolidated invoice will be generated and submitted on completion of the milestones as per instructions mentioned in Section 5. |
| | 32.3 | Authority will process and make payment to the Vendor within 30 days of the invoice date after the Authority is satisfied with the work done. Should there be any observation to correct the invoice/progress report, same would be communicated within 14 days of invoice submission date; else it would be deemed to be accepted, and payment shall be processed. The Vendor will rectify any shortcoming in the invoice, if pointed out and resubmit within 7 days' time for its payments. |
| E. OTHER TERMS AND CONDITIONS | | |
| 33. Interpretation | 33.1 | Entire Agreement: The Contract constitutes the entire agreement between the Authority and the Selected bidder and supersedes all communications, negotiations and agreements (whether written or oral) of parties with respect thereto made prior to the date of Contract. |

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| | 33.2 | Amendment: No amendment or other variation of the Contract shall be valid unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party thereto. For this purpose, the Tender Inviting Authority is the authorised representative of the Authority. |
| | 33.3 | Severability: If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract. |
| 34. Governing Law | 34.1 | The Contract shall be governed by and interpreted in accordance with the laws of the Kerala State / the Country (India) and under the jurisdiction of Kerala High Court. |
| 35. Force Majeure | 35.1 | Definition - For the purposes of this Agreement, “Force Majeure” means an event which is beyond the reasonable control of a Party, and which makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by government agencies. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or agent’s employees thereof, nor (ii) any event which a diligent Party could reasonably have been expected to both (A) take into account at the time of the conclusion of this Agreement and (B) avoid or overcome in the carrying out of its obligations hereunder Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder. |
| | 35.2 | No breach of Agreement - The failure of a Party to fulfil any of its obligations here under shall not be considered to be a breach of, or default under, this Agreement in so far as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Agreement. The Vendor shall not be liable for forfeiture of its PG or/ and BG, if and or the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of the Force Majeure. |
| | 35.3 | Measures to be taken <ul style="list-style-type: none"> • A Party affected by an event of Force Majeure shall take all reasonable measures to remove such Party’s inability to fulfil its obligations hereunder with a minimum of delay. |

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| | <ul style="list-style-type: none"> • A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible and in any event not later than fourteen (14) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give notice of the restoration of normal conditions as soon as possible. • The Parties shall take all reasonable measures to minimize the consequences of any event of Force Majeure. <p>35.4 Extension of time - Any period within which a Party shall, pursuant to this Agreement, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>35.5 Consultation - Not later than thirty (30) days after the Vendor has, as the result of an event of Force Majeure, become unable to perform a material portion of the Services, the Parties shall consult with each other with a view to agreeing on appropriate measures to be taken in the circumstances.</p> |
| 36. Change Order and Contract Amendments | <p>36.1 The Authority may at any time order the selected bidder through Notice, to make changes within the general scope of the Contract in case of services to be provided by the selected bidder.</p> <p>36.2 If any such change causes an increase or decrease in the cost of, or the time required for, the selected bidder's performance of any provisions under the Contract, an equitable adjustment shall be made in the Contract Price or in the Delivery and Completion Schedule, or both, and the Contract shall accordingly be amended. Any claims by the selected bidder for adjustment under this clause must be asserted within thirty (30) days from the date of the selected bidder's receipt of the Authority's order. The rate-contract enclosed in the BoQ will be used to calculate the cost of the additional work/ change request. This is subject to the same overall price being applicable to the same output overall as far as possible.</p> |
| 37. Termination Clauses | <p>37.1 Termination for default - The Authority may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the selected bidder, terminate the contract in whole or in part for the following reasons (provided a cure period of not more than 20 days is given to the selected bidder to rectify the breach):</p> <ul style="list-style-type: none"> • If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by the Authority; or • If the selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or |

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| | <ul style="list-style-type: none"> • If the selected bidder, in the judgment of the Authority, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract or in breach of the Integrity and Avoidance of Conflict-of-Interest Pact. • If the selected bidder commits breach of any condition of the contract. • If the Authority terminates the contract in whole or in part, amount of Performance Guarantee shall be forfeited. |
| 37.2 | <p>Termination for Insolvency - The Authority may at any time terminate the Contract by giving a written notice of at least 30 days to the selected bidder, if the selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Authority.</p> |
| 37.3 | <p>Termination for Convenience - The Authority, by a written notice of at least 30 days sent to the selected bidder, 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 convenience, the extent to which performance of the selected bidder under the Contract is terminated, and the date upon which such termination becomes effective. In such case, the Authority will pay for all the pending invoices as well as the work done till that date by the Vendor.</p> |
| 37.4 | <p>Termination by the Authority - The Authority may, by not less than thirty (30) days written notice of termination to the Vendor, such notice to be given after the occurrence of any of the events, terminate this Agreement if:</p> <ul style="list-style-type: none"> • The Vendor fails to comply with any final decision reached as a result of arbitration proceedings or • The Vendor submits to the Authority a statement which has a material effect on the rights, obligations or interests of the Authority and which the Vendor knows to be false • Any document, information, data or statement submitted by the Vendor in its Proposals, based on which the Vendor was considered eligible or successful, is found to be false, incorrect or misleading; or • As the result of Force Majeure, the Vendor is unable to perform a material portion of the Services for a period of not less than 30 days. |
| 37.5 | <p>Termination by Vendor - The bidders may, by not less than three (03) month written notice to the Authority, such notice to be given after the occurrence of any of the events, terminate this Agreement if:</p> <ul style="list-style-type: none"> • The Authority is in material breach of its obligations pursuant to this Agreement and has not remedied the same |

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| | <p>within forty-five (45) days (or such longer period as the Vendor may have subsequently agreed in writing) following the receipt by the Authority of the Vendor's notice specifying such breach.</p> <ul style="list-style-type: none"> • If there are more than 3 un-paid invoices and the Authority fails to remedy the same within 45 days of the submission of the last un-paid invoice • As the result of Force Majeure, the Vendor is unable to perform a material portion of the Services for a period of not less than sixty (60) days • The Authority fails to comply with any final decision reached as a result of arbitration. <p>37.6 Payment upon Termination - Upon termination of this Agreement all pending and eligible payments due till the date of the termination of the contract will be made by the Authority to the Vendor within 60 days of the contract termination.</p> <p>37.7 Suspension - The Authority may, by written notice of suspension to the Vendor, without any obligation (financial or otherwise) suspend all the payments to the Vendor hereunder if the Vendor shall be in breach of this Agreement or shall fail to perform any of its obligations under this Agreement, including the carrying out of the Services; provided that such notice of suspension shall specify the nature of the breach or failure, and shall provide an opportunity to the Vendor to remedy such breach or failure within a period not exceeding thirty (30) days after receipt by the Vendor of such notice of suspension.</p> <p>37.8 Cessation of rights and obligations - Upon termination of this Agreement or upon expiration of this Agreement, all rights and obligations of the Parties hereunder shall cease, except.</p> <ul style="list-style-type: none"> • such rights and obligations as may have accrued on the date of termination or expiration. • the obligation of confidentiality set forth in RfP. |
| 38. Cessation of Services | <p>38.1 Upon termination of this Agreement by notice of either Party to the other, the Vendor shall, immediately upon dispatch or receipt of such notice, ensure knowledge transfer and take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum.</p> <p>38.2 In case of termination of agreement by the Authority, it may appoint another vendor from amongst the remaining shortlisted bidders during the proposal validity for the completion of the work.</p> |
| 39. Disputes Resolution | <p>39.1 Amicable Settlement - The parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof. In the event a dispute, differences or claim arises in connection with the interpretation or implementation of this agreement, the</p> |

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| | <p>aggrieved party shall issue a written notice setting out the Dispute/ differences or claim to the other party, parties shall first attempt to resolve such dispute through mutual consultation. If the dispute is not resolved as aforesaid within 15 days from the date of receipt of written notice, the matter will be referred to the Authority, who will take decision within 30 days after such reference. If the dispute is still not resolved the matter will be referred for Arbitration.</p> <p>39.2 Arbitration - In case the dispute is not resolved, any party may issue a notice of reference, invoking resolution of disputes through arbitration in accordance with the provisions of the Arbitration Conciliation Act, 1996. The arbitral proceedings shall be conducted by a sole arbitrator that may be appointed with the consent of Parties to such dispute. If there is no agreement among the parties to the identity or appointment of such sole arbitrator within 30 days of issue of notice of reference, then the arbitral proceedings will be conducted by a panel of three arbitrators, one arbitrator to be appointed by the Authority and other appointed by Vendor and the third arbitrator to be mutually appointed by the other two arbitrators in accordance with provisions of Arbitration and Conciliation Act, 1996. Arbitration proceedings shall be conducted in, and the award shall be made in English language. Arbitration proceedings shall be conducted in Kerala and following are agreed. The arbitration award shall be final and be binding on the Parties, and the Parties agree to be bound thereby and to act accordingly. The arbitrator may award to the Party that substantially prevails on merit, its costs and reasonable expenses (including reasonable fees for counsel). When any dispute is under arbitration, except for matters under dispute, the Parties shall continue to exercise their remaining respective rights and fulfil their remaining respective obligations under this Agreement.</p> |
| 40. Disqualification | <p>40.1 The bid is liable to be disqualified if:</p> <ul style="list-style-type: none"> • Not submitted in accordance with this document. • During validity of the bid or its extended period, if any, the bidder increases their quoted prices. • During the bid process, if a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization. • Bid received in incomplete form or not accompanied by bid security amount/all requisite documents. • Bid received after due date and time. • Bidder submits conditional bids. • Bidder indulges in canvassing in any form to win the contract and/ or breaches the Integrity and Avoidance of Conflict-of-Interest Pact. • Bidder sub-contracts any part of the project to or employs the goods or services of any of the parties having interest in the project. |

F. DATA SHEET

| A. General | |
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| ITB Clause | |
| A.1 | <p>Name of the Authority: The Director, Directorate of Industries and Commerce (DI&C) Address: DIRECTORATE OF INDUSTRIES AND COMMERCE(DI&C), 3rd Floor, Vikas Bhavan P.O., Thiruvananthapuram-695033, Kerala. Tel: +91 471 2302722, Email: industriesdirectorate@gmail.com Website: industry.kerala.gov.in</p> <p>Method of selection: Quality and Cost Based Selection (QCBS)</p> |
| A.2 | <p>The name of the assignment is: Appointment of a vendor for development of MSME web & mobile portal as part of RAMP implementation in the State of Kerala</p> |
| A.3 | <p>Pre-Bid Meeting (PBM) will take place online or offline at 11:00 AM on July 17, 2025, at the Conference Hall, Directorate of Industries & Commerce, Vikas Bhavan, Thiruvananthapuram.</p> <p>Please contact the authority (tcwingdirectorate@gmail.com) to get the online meet link.</p> <p>Refer “Annexure V: Pre-Bid Query Submission Format” for submitting the queries.</p> |
| B. Preparation of Proposals | |
| B.1 | English language. |
| B.2.a | <p>The Technical Proposal shall comprise the following:</p> <ol style="list-style-type: none"> (1) Compliance sheet to prequalification criteria (Form Pre-Qual-1) (2) Supporting documents for pre-qualification criteria if any (3) Power of Attorney to sign the Proposal (Annexure IIA) (4) FORM TECH-1 (5) FORM TECH-2 (6) FORM TECH-3 (7) FORM TECH-4 (8) FORM TECH-5 (9) Earnest Money Deposit/ Bid Security (Annexure I and Annexure IA) (10) Self-Declaration of Personnel on Payroll (Annexure VI) |

| B.2.b | The Financial Proposal shall comprise the following: (1) BoQ Note: <ul style="list-style-type: none">The Financial proposal shall list all costs associated with the assignment, including (a) remuneration of the proposed team and (b) all expenses incurred by the bidder towards the project such as software tools required, integration, testing, deployment, data migration, coordination, training, travel, boarding, food, incidental office expenses, cost of printing etc.All software and hardware requirements (except deployment related hardware) for undertaking the assignment shall be arranged by the successful Bidder. | | | | | | |
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| B.3 | Proposals must remain valid for 6 months after the Bid Due Date (BDD). | | | | | | |
| B.4 | Clarifications may be requested no later than 2 days after the pre bid meeting date. Any queries to be sent to tcwingdirectorategmail.com for clarifications. | | | | | | |
| C. Submission, Opening and Evaluation | | | | | | | |
| C.1 | The Bidder must submit: (a) Technical Proposal (b) Financial Proposal | | | | | | |
| C.2 | All timelines relevant to this bid have been mentioned in the Letter of Invitation. | | | | | | |
| C.3 | Criteria, sub-criteria, and point system for the evaluation of the Full Technical Proposals: Pre-qualification criteria: As mentioned in the Letter of Invitation. The bids submitted by the bidders who clear the pre-qualification round only will be evaluated as per the criteria provided below: Evaluation Criteria (250 Points) A. Firm Credentials (130 Points) <table><tr><th>Sl.</th><th>Criteria</th><th>Scoring</th></tr><tr><td>1</td><td>The bidder should have a positive net worth, and bidder should have a minimum turnover of Rs. 20 Crore (audited) from IT/ITeS in each of the previous three financial years (FY 22-23, FY 23-24, FY 24-25*). <i>If the audited financials for FY 2024-25 are unavailable, a CA-certified provisional statement may be submitted.</i> (Maximum 10 Points)</td><td>Annual Turnover from IT/ITeS<ul style="list-style-type: none">Rs. 20 Cr to Rs. 50 Cr: 5 points>Rs. 50 Cr to Rs. 100 Cr :7 points> Rs. 100 Cr :10 points</td></tr></table> | Sl. | Criteria | Scoring | 1 | The bidder should have a positive net worth, and bidder should have a minimum turnover of Rs. 20 Crore (audited) from IT/ITeS in each of the previous three financial years (FY 22-23, FY 23-24, FY 24-25*). <i>If the audited financials for FY 2024-25 are unavailable, a CA-certified provisional statement may be submitted.</i> (Maximum 10 Points) | Annual Turnover from IT/ITeS <ul style="list-style-type: none">Rs. 20 Cr to Rs. 50 Cr: 5 points>Rs. 50 Cr to Rs. 100 Cr :7 points> Rs. 100 Cr :10 points |
| Sl. | Criteria | Scoring | | | | | |
| 1 | The bidder should have a positive net worth, and bidder should have a minimum turnover of Rs. 20 Crore (audited) from IT/ITeS in each of the previous three financial years (FY 22-23, FY 23-24, FY 24-25*). <i>If the audited financials for FY 2024-25 are unavailable, a CA-certified provisional statement may be submitted.</i> (Maximum 10 Points) | Annual Turnover from IT/ITeS <ul style="list-style-type: none">Rs. 20 Cr to Rs. 50 Cr: 5 points>Rs. 50 Cr to Rs. 100 Cr :7 points> Rs. 100 Cr :10 points | | | | | |

| | | |
|----|--|--|
| 2. | <p>The bidder must have demonstrated expertise in Agile software development, specifically for web portal projects. The bidder should have successfully completed or be currently working on a project valued at Rs. 50 Lakhs or more, with a user base exceeding 500. All relevant projects, whether completed or ongoing, must fall within the last five years from the date of bid publication.</p> <p>(Maximum 35 points)</p> | <p>Projects of worth Rs. 50 Lakhs or more and number of users more than 500</p> <ul style="list-style-type: none">• 1-3 projects: 10 points• 4-5 projects: 15 points• >5 projects: 20 points <p>Extra points for projects cost worth more than Rs. 100 Lakhs and number of users more than 500</p> <ul style="list-style-type: none">• 1 project: 5 points• 2-3 projects: 7 points• 4 or more projects: 10 points <p>Extra points for projects with government agencies-</p> <ul style="list-style-type: none">• 1 project: 1 point• 2-3 projects: 3 points• 4 or more projects: 5 points |
| 3. | <p>The bidder must have demonstrated expertise in mobile application development. The bidder should have successfully completed or be currently working on a project valued at Rs. 5 Lakhs or more, with a user base exceeding 500. All relevant projects, whether completed or ongoing, must fall within the last five years from the date of bid publication.</p> <p>(Maximum: 20 points)</p> | <p>Projects of each worth Rs.5 Lakhs or more and number of users more than 500</p> <ul style="list-style-type: none">• 1-3 projects: 5 points• 4-5 projects: 10 points• >5 projects: 15 points <p>Extra points for projects cost worth more than Rs. 10 Lakhs and number of users more than 500</p> <ul style="list-style-type: none">• 1 project: 1 point• 2-3 projects: 3 points |

| | | |
|----|--|---|
| | | <ul style="list-style-type: none"> • 4 or more projects: 5 points |
| 4. | <p>CMMI certification of the bidder (Maximum 5 Marks)</p> <p><i>Bidder to submit the relevant certification along with the technical document</i></p> | <ul style="list-style-type: none"> • CMMI Level 3: 2 points • CMMI Level 4: 3 points • CMMI Level 5: 5 points |
| 5. | <p>ISO Certifications</p> <ul style="list-style-type: none"> • ISO 9001 • ISO 27001 • ISO 20000 <p>(Maximum 10 Marks)</p> <p><i>Bidder to submit the relevant certifications along with the technical document</i></p> | <ul style="list-style-type: none"> • Any one certification: 5 points • Any 2 certifications: 7 points • All 3 certifications :10 points |
| 6. | <p>Number of Technical Personnel on the rolls of the company as on the bid submission date (Maximum 50 points)</p> <p><i>Bidder to submit a self-declared list as per format provided in Annexure VI</i></p> | <ul style="list-style-type: none"> • 50 - 100 personnel: 5 points • 101-250 personnel: 10 points • 251 -500 personnel: 15 points • >500 personnel: 20 points <p>Extra points for the following*</p> <ul style="list-style-type: none"> • If the Technical Personnel consist of 3 Project Managers/ Scrum Masters (with minimum 5 years of experience): 5 Points • If the Technical Personnel consist of 3 Solution Architects (with minimum 5 years of experience): 5 Points |

| | | <ul style="list-style-type: none"> • If the Technical Personnel consist of 3 Business Analyst (with minimum 5 years of experience: 5 Points • If the Technical Personnel consist of 10 Team Lead (Frontend / Backend) (with minimum 5 years of experience): 5 Points • If the Technical Personnel consist of 3 Quality Assurance/ Test Engineer Lead (with minimum 5 years of experience: 5 Points • If the Technical Personnel consist of 3 Database Lead / Lead Database Engineer (with minimum 5 years of experience): 5 Points <p><i>*Extra points will be awarded on pro rata basis</i></p> |
|--|--|--|
| | | |
| B. Profile of the Proposed Team (40 Points) * | | |
| Sl. | Designation | Experience & Expertise |
| 1 | Project Manager / Scrum Master <i>(Maximum 5 points)</i> | <ul style="list-style-type: none"> • Minimum 10 years in IT project management. • Must be proficient in Malayalam and English. • Expertise in leading cross-functional teams, managing project timelines, facilitating agile ceremonies, risk management. • Certifications in Scrum Master/PMP/ Prince 2 would be desirable. |

| | | | |
|--|----------|--|--|
| | 2 | Solution Architect <i>(Maximum 5 points)</i> | <ul style="list-style-type: none"> Minimum 8 years of experience in Solution Architect role. Working knowledge in Malayalam is desirable. Expertise in designing scalable systems, creating architectural blueprints, system integration and aligning technology solutions with business goals. |
| | 3 | Product Owner <i>(Maximum 5 points)</i> | <ul style="list-style-type: none"> Minimum 5 years of experience in Product Owner role Working knowledge in Malayalam is desirable. Expertise in defining product vision, managing product backlog, prioritization, and collaborating with stakeholders Certification in Scrum Product Owner would be desirable. |
| | 4 | Business Analyst <i>(Maximum 5 points)</i> | <ul style="list-style-type: none"> Minimum 5 years of experience in Business Analyst role Must be proficient in Malayalam and English. Expertise in gathering requirements, analyzing business processes, creating documentation, and liaising between business and technical teams. |
| | 5 | Frontend Team Lead <i>(Maximum 5 points)</i> | <ul style="list-style-type: none"> Minimum 8 years of experience in Frontend Lead role Working knowledge in Malayalam is desirable. Expertise in frontend modern frameworks. Expertise in leading UI/UX focused teams. |
| | 6 | Backend Team Lead <i>(Maximum 5 points)</i> | <ul style="list-style-type: none"> Minimum 8 years of experience in Backend Lead role Working knowledge in Malayalam is desirable. |

| | | |
|---|--|--|
| | | <ul style="list-style-type: none">Expertise in backend modern frameworks. Expertise in leading backend development teams. |
| 7 | Quality Assurance / Test Engineer Lead <i>(Maximum 5 points)</i> | <ul style="list-style-type: none">Minimum 5 years of experience in Lead Quality Assurance / Test Engineer roleWorking knowledge in Malayalam is desirable.Expertise in manual and automated testing tools and leading testing teams. |
| 8 | Database Lead / Lead Database Engineer <i>(Maximum 5 points)</i> | <ul style="list-style-type: none">Minimum 5 years of experience in database management or engineering.Working knowledge in Malayalam is desirable.Expertise in leading database teams, database design administration, performance tuning and data security. |

C. Profile Presentation by the Bidder* (80 points)

| Sl. | Category | Description | Points |
|-----|--|--|-----------|
| 1 | Understanding of the Project and Scope of Work | <ul style="list-style-type: none">Understanding of the Requirement, Project Objective | 20 points |
| 2 | Implementation Plan | <ul style="list-style-type: none">Implementation strategy, Activity wise Project Plan/ Timelines | 20 points |
| 3 | Technology Stack | <ul style="list-style-type: none">Technical Approach, Technology proposed for Web and Mobile portal development (Frontend, Back end, Database), Project Management tool, Quality assurance | 30 points |

| | | | | |
|------------|---|--------------|---|-----------|
| | | | <ul style="list-style-type: none"> Justification regarding the technology stack suggested for this project | |
| | 4 | Product Demo | <ul style="list-style-type: none"> Demo of the UI/ UX design of web and mobile portal | 10 points |
| C.1 | <p>Note:</p> <ul style="list-style-type: none"> The bidders will be shortlisted based on their technical scores. The bidders scoring a minimum of 70% in Section A (Firm Credentials) & B will be contacted for the technical presentation. Only those bidders who score a minimum of 70% of the total marks in Sections A, B & C will be considered for the opening of their financial bids. However, this number can be relaxed by the Authority based on the scores obtained by the bidders on the Evaluation Criteria, A, B & C as given above. | | | |
| C.2 | <ul style="list-style-type: none"> Proposals for the “Qualified Bidder” during the process of evaluation will finally be ranked accordingly to their combined score of Technical Proposal (ST) and Financial Proposal (SF) scores. SF will be calculated based on financial proposal cost as shown in the BoQ. The weightage given to technical (Tw), and financial (Fw) proposals are as follows: Tw =70% and Fw = 30%. Combined Total Score = (ST x Tw) + (SF x Fw). The selected or successful bidder shall be having highest combined total score. If there is a difference between the self-assessed scores given in TECH 5 forms and the scores arrived at by the Authority’s Tender Evaluation Committee, the scores arrived at by the Tender Evaluation Committee will be used for shortlisting. In the event, if the combined total score is tied then bidder securing the higher technical score will be considered for award of the project. The decision to assign work after appointment is solely at the discretion of the Tender Accepting Authority. Normally such decisions are based on quality as known only to the Tender Accepting Authority. | | | |

Section 3. Technical Proposal – Standard Forms

| FORM | DESCRIPTION |
|--------------|---|
| PRE-QUAL-1 | Compliance sheet to Prequalification Criteria |
| TECH-1 | Technical Proposal Submission Form. |
| TECH-2A | Bidder's Organization |
| TECH-2B | Bidder's Experience |
| TECH-3 | Self-assessment by bidder for firm credentials |
| TECH-4 | Profile Summary and CV Format |
| TECH-5 | Approach & Methodology and Presentation by the Bidder |
| Annexure-I | EMD and Performance Bank Guarantee Format |
| Annexure-IA | Details of EMD |
| Annexure-IIA | Power of Attorney Format for Authorized Signatory |
| Annexure-III | Standard Form of Contract for Vendor |
| Annexure-IV | Integrity and Avoidance of Conflict-of-Interest Pact |
| Annexure-VI | Self-declaration of Personnel on Payroll |

The bidders may note that their submissions should be arranged appropriately, and pages numbered continuously by hand or electronically before it is uploaded as one document. The accuracy and non-repetitive page numbering are crucial in helping the Authority to navigate through the documents easily.

If the pages are not numbered and noted correctly in the forms in the submissions, the Authority is not responsible if some detail of relevance is missed while evaluating the submission.

FORM PRE-QUAL-1
COMPLIANCE SHEET FORMAT

| Sl. No. | Eligibility Criteria | Documentary Evidence | | Evidence at Page No. |
|---------|--|---|---|----------------------|
| 1 | Bidder should be registered in India under the Companies Act/ LLP Act and should have been in existence for at least 10 years on the date of publication of tender. | Certificates of Registration/ Incorporation | | |
| 2 | The bidder should have a positive net worth, and bidder should have a minimum turnover of Rs. 20 Crore (audited) from IT/ITeS in each of the previous three financial years FY 22-23, FY 23-24, FY 24-25*). <i>If the audited financials for FY 2024-25 are unavailable, a CA-certified provisional statement may be submitted.</i> | Please mention. Annual turnover (INR crores) | Certificate from Statutory Auditor for the last three years / financial statements for the three years. (Refer FORM TECH-3) | |
| | | 2022-23 | | |
| | | 2023-24 | | |
| | | 2024-25 | | |
| 3 | The bidder must have successfully developed 1 similar web portal in Agile model of project worth Rs.50 Lakhs and number of users more than 500 completed/ongoing within the last five years from the date of publication of bid | Project 1 <i>(Please specify the firm name where the project is implemented)</i> | Work order/ Agreement Copy | |
| | | | Evidence of value of project (INR) | |
| | | | Evidence of Number of Users (Certified by client or Screenshot of the application to be provided) | |
| | | | Evidence of Technologies Used (Frontend, Back end, Database, Tools | |

| Sl. No. | Eligibility Criteria | Documentary Evidence | | Evidence at Page No. |
|---------|---|---|---|----------------------|
| | | | etc.), Duration of the project | |
| | | | Evidence of work completion if any | |
| 4 | The bidder must have successfully developed at least 1 similar mobile application in Agile model of each worth Rs.5 Lakhs and number of users more than 500 completed /ongoing within the last five years from the date of publication of bid | Project 1 <i>(Please specify the firm name where the project is implemented)</i> | Work order/ Agreement Copy | |
| | | | Evidence of value of project (INR) | |
| | | | Evidence of Number of Users (Certified by client or Screenshot of the application to be provided) | |
| | | | Evidence of Technologies Used (Frontend, Back end, Database, Tools etc.), Duration of the project | |
| | | | Evidence of work completion if any | |
| 5 | The bidder should have a minimum manpower strength of 50 persons (technical manpower) on the payroll of the bidder | | Declaration in company letterhead certified by HR mentioning the 50 numbers of full-time technical employee in the specified format (Annexure VI) | |
| 6 | The Bidder should not have been blacklisted by Government of India/ Kerala/ other state governments in India or undertakings/ entities under/ owned by these | | Self-certification by authorized signatory. | |

| Sl. No. | Eligibility Criteria | Documentary Evidence | | Evidence at Page No. |
|---------|---|----------------------|---|----------------------|
| | governments as on bid submission date. | | | |
| 7 | <p>The bidder should have submitted EMD.</p> <p><i>Note: For availing EMD exemption, micro and small enterprises are required to submit Udyam Certificate.</i></p> <p><i>For availing EMD exemption, startups are required to submit DPIIT Registration Certificate.</i></p> | | <p>Proof for EMD submission: Appendix-IA</p> <p><i>Documentary proof for EMD exemption:</i></p> <ul style="list-style-type: none"> <i>In case of micro and small enterprises: Udyam Registration Certificate</i> <i>In case of Startups: DPIIT Registration Certificate</i> | |
| 8 | <p>The bidder should have submitted Tender Fee.</p> <p><i>Note: For availing Tender fee exemption, micro and small enterprises are required to submit Udyam Certificate.</i></p> <p><i>For availing Tender fee exemption, startups are required to submit DPIIT Registration Certificate.</i></p> | | <p>Proof for Tender Fee submission: Online payment receipt of Tender fee submission</p> <p><i>Documentary proof for Tender fee exemption:</i></p> <ul style="list-style-type: none"> <i>In case of micro and small enterprises: Udyam Registration Certificate</i> <i>In case of Startups: DPIIT Registration Certificate</i> | |

FORM TECH-1
TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To,

Director,
The Directorate of Industries and Commerce (DI&C), Government of Kerala,
Vikas Bhavan P.O.,
Thiruvananthapuram-695033,
Kerala

Dear Sir/ Madam,

We, the undersigned, intend to participate as a Bidder for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal.

We are hereby submitting our Proposal, which includes the Technical Proposal.

We hereby declare that we have read the Instructions to Bidders included in the RfP and abide by the same. We hereby declare that all the information and statements made in this Proposal are true and we accept that any misleading information contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to sign the Agreement and initiate the project as per the timelines prescribed.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

FORM TECH-2
BIDDER'S ORGANIZATION AND EXPERIENCE

Form TECH-2: a brief description of the Bidder's organization and an outline of the recent experience of the Bidder that is most relevant to the assignment. For each assignment, the outline should indicate the names of the Bidder's Key personnel who participated, the duration of the assignment, the contract amount (total and, if it was done in a form of a joint venture or a sub-consultancy, the amount paid to the Bidder), and the Bidder's role/ involvement.

A - Bidder's Organization

1. Provide here a brief description of the background and organization of your company.
2. Attach the organization's Certificate of Incorporation as proof of existence in case of Company/organization's Certificate of Registration as proof of existence in case of LLP

B - Bidder's Experience

1. List only previous similar assignments successfully completed (as per requirements specified in **Data Sheet**).
2. List only those assignments for which the Bidder was legally contracted by the Client as an entity. The Bidder should substantiate the claimed experience by presenting copies of work orders as an annexure to the proposal.

| Sl. | Start and Finish Date | Project name/ & brief description of main deliverables/ outputs | Name of Client & Country of Assignment | Approx. Contract value (in INR) | Description of work carried out | Is this project submitted to meet the Pre – Qual criteria (Yes/ No) | Is this project submitted to meet Evaluation Criteria as per Clause C3 of Data Sheet Evaluation Criteria (A) (Yes/No) | Reference to the documentary proof submitted for the assignment (mention ref. page no.) |
|-----|-----------------------|---|--|---------------------------------|---------------------------------|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

FORM TECH-3**SELF-ASSESSMENT BY BIDDER FOR FIRM CREDENTIALS (AS PER EVALUATION CRITERIA POINT C3. A1)**

| Sl. | Financial Year | Audited Annual Turnover of the Company | Net worth of the Company | Reference to the proof submitted (page no. in the document) | Self-Assessed Total Score |
|-----|----------------|--|--------------------------|---|---------------------------|
| | 2024-25 | | | | |
| | 2023-24 | | | | |
| | 2022-23 | | | | |

SELF-ASSESSMENT BY BIDDER FOR FIRM CREDENTIALS (AS PER EVALUATION CRITERIA POINT C3. A2)

| Sl. | Name & category (Govt. / Private) of the Client | Name of the project along with the description of work carried out | Technology stack used | No. of users of the web portal | Year of Engagement of the Project ¹ | Approx. Contract value (in INR) | Areas of work done in the project in alignment with the evaluation criteria C3. A.2 | Reference to the proof submitted (page no. in the document) * | Self-Assessed Total Score |
|-----|---|--|-----------------------|--------------------------------|--|---------------------------------|---|---|---------------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

¹ Col. No. 6: Please arrange in reverse chronology so that the latest projects are on the top.

* Copy of Work order, Client certified letter or Screenshot of the application to be provided for the proof for number of users

SELF-ASSESSMENT BY BIDDER FOR FIRM CREDENTIALS (AS PER EVALUATION CRITERIA POINT C3. A3)

| Sl. | Name & category (Govt. / Private) of the Client | Name of the project along with the description of work carried out | Technology stack used | No. of users of the web portal | Year of Engagement of the Project¹ | Approx. Contract value (in INR) | Areas of work done in the project in alignment with the evaluation criteria C3. A.3 | Reference to the proof submitted (page no. in the document) * | Self-Assessed Total Score |
|------------|--|---|------------------------------|---------------------------------------|--|--|--|--|----------------------------------|
| (1) | (2) | (3) | (4) | (5) | (6) | (7) | (8) | (9) | (10) |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

¹ Col. No. 6: Please arrange in reverse chronology so that the latest projects are on the top.

* Copy of Work order, Client certified letter or Screenshot of the application to be provided for the proof for number of users

SELF-ASSESSMENT BY BIDDER FOR FIRM CREDENTIALS (AS PER EVALUATION CRITERIA POINT C3. A4)

| Sl. | Specify the CMMI Level of the Organization | Reference to the proof submitted (page no. in the document)* | Self-Assessed Total Score |
|------------|---|---|----------------------------------|
| (1) | (2) | (3) | (4) |
| | | | |

SELF-ASSESSMENT BY BIDDER FOR FIRM CREDENTIALS (AS PER EVALUATION CRITERIA POINT C3. A5)

| ISO Certification | Specify(Yes/No) | Reference to the proof submitted (page no. in the document) | Self-Assessed Total Score |
|--------------------------|-------------------------|--|----------------------------------|
| (1) | (2) | (3) | (4) |
| ISO 9001 | | | |
| ISO 27001 | | | |
| ISO 20000 | | | |

FORM TECH-4**Profiles of the proposed core team members, their expertise, experience & certification details****PROFILE SUMMARY**

| SI | Designation | Name of the Personnel | Experience | Expertise | Technical Certifications | Reference to the CV submitted in the prescribed format (page no. in the document) |
|-----------|---|------------------------------|-------------------|------------------|---------------------------------|--|
| 1 | Project Manager / Scrum Master | | | | | |
| 2 | Solution Architect | | | | | |
| 3 | Product Owner | | | | | |
| 4 | Business Analyst | | | | | |
| 5 | Frontend Team Lead | | | | | |
| 6 | Backend Team Lead | | | | | |
| 7 | Quality Assurance / Test Engineer Lead | | | | | |
| 8 | Database Lead / Lead Database Engineer | | | | | |

CURRICULUM VITAE (CV) FORMAT

| | | | | |
|--|--|----------------------------------|-------------------------|----------------|
| Proposed Position | | | | |
| Name of Firm | | | | |
| Name of Resource | | | | |
| Date of Birth | | Citizenship | | |
| Education | Institute, Location | Year of Passing | Degree / Diploma | |
| | | | | |
| | | | | |
| Other Technical Certifications | | | | |
| Years of Experience | | | | |
| Tools & Technologies | | | | |
| Languages | Language | Speaking | Reading | Writing |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Brief Profile | | | | |
| Employment Record | | | | |
| | From: | | To: | |
| | Employer: | | | |
| | Position Held: | | | |
| | Key Responsibilities: | | | |
| Detailed Tasks Assigned | Work undertaken that best illustrates capability to handle the tasks assigned | | | |
| 1. Add more rows as required and also add a Project Number that will be cross referenced in FORM TECH 5. | Name of assignment: | | | |
| | Duration: | | | |
| | Location: | | | |
| | Main project features: | | | |
| | Positions held: | | | |
| | Tools & Technologies Used: | | | |
| | Activities performed: | | | |
| | | | | |
| CERTIFICATION | | | | |
| I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged. | | | | |
| Signature of Resource or authorized representative of the firm: | | Date: (Day/Month/Year) | | |

FORM TECH-5**METHODOLOGY & APPROACH**

PROVIDE THE BRIEF DETAILS OF THE FOLLOWING

| Category | Reference to the details submitted (page no. in the document) * |
|---|--|
| Your Understanding of the Project Objective & Requirement | |
| Details of the technical approach, Technology proposed for Web and Mobile portal development (Frontend, Back end, Database), Project Management tool, Quality assurance | |
| Justification regarding the technology stack suggested for this project. | |
| Implementation strategy, Activity wise Project Plan/ Timelines | |

PRESENTATION BY THE BIDDER

| Sl. | Category | Description | Points Awarded |
|------------|--|---|-----------------------|
| 1 | Understanding of the Project and Scope of Work | <ul style="list-style-type: none"> Understanding of the Requirement, Project Objective | |
| 2 | Implementation Plan | <ul style="list-style-type: none"> Implementation strategy, Activity wise Project Plan/ Timelines | |
| 3 | Technology Stack | <ul style="list-style-type: none"> Technical Approach, Technology proposed for Web and Mobile portal development (Frontend, Back end, Database), Project Management tool, Quality assurance Justification regarding the technology stack suggested for this project | |
| 4 | Product Demo | <ul style="list-style-type: none"> Demo of the UI/ UX design of web and mobile portal | |

Section 4. Financial Proposal

(To be submitted online only)

a. Web & Mobile Portal development Cost

| Cost Head | Cost in Rs. (Excluding GST) | Cost in Rs. (Including GST) |
|--|--------------------------------|--------------------------------|
| a. Cost for development of Web Portal | | |
| One time Cost for the platform development including the design, customization, integration, testing, deployment, data migration and training | | |
| b. Cost for development of Mobile Application | | |
| One time Cost for the mobile application development including the design, customization, integration, testing, deployment, data migration and training. | | |
| Total cost of Web & Mobile Portal Development (a) + (b) | | |

Points to be noted by the bidder

- The Bidder will have to submit their financial Bid, excluding all indirect local taxes as per the above format in the BOQ available in the tender portal.
- The stated cost in the BoQ shall be inclusive of all expenses incurred by the bidder towards the project such as design, development, testing, integration, deployment, CERT Certification, coordination, training, software tools, license cost, data migration, resource cost, travel, boarding, food, incidental office expenses etc.
- The annual maintenance cost shall be 10% of the one-time software development cost. The bidder shall not include the Annual Maintenance Charges in the total cost.
- Hosting charges not required to include under the financial bid. The server shall be provided by State Data Centre(SDC).
- The charges for Bulk SMS, WhatsApp, and email services shall be reimbursed on actuals, subject to submission of valid supporting invoices.

The Financial Proposal shall be valid and remain binding upon the bidder, subject to the modifications resulting from Contract negotiations, for the period of time specified in the **Data Sheet**.

The Tender Accepting Authority may reject a tender, if it has determined that the financial bid in combination with other constituent elements of the tender is abnormally low or abnormally high in relation to the subject matter of the procurement and raises concerns with such authority as to the ability of the tenderer to perform the contract.

However, if it is determined that the financial bid in combination with other constituent Elements of the tender is abnormally high, such bidders may be contacted and provided an opportunity to negotiate and lower the project costs, before being rejected, at the sole discretion of the Tender Authority.

NOTE FOR THE BIDDERS: DETAILS CAPTURED AS PART OF THE FINANCIAL PROPOSAL IN THE BOQ IS FOR THE PURPOSE OF FINANCIAL COMPARISON OF THE BIDDERS ON SIMILAR GROUNDS. THE GRAND TOTAL AS SHOWN IN THE BOQ, WILL BE THE FINANCIAL PROPOSAL COST. THIS COST WILL BE USED FOR DETERMINING THE FINANCIAL SCORE MENTIONED IN CLAUSE C.2 IN THE DATASHEET.

THE TECHNICAL PROPOSAL SHALL NOT INCLUDE ANY FINANCIAL INFORMATION. A TECHNICAL PROPOSAL CONTAINING MATERIAL FINANCIAL INFORMATION SHALL BE DECLARED NON-RESPONSIVE.

Section 5. Terms of Reference

1. Introduction

The Directorate of Industries & Commerce in Kerala, as the operational arm of the state's Industries & Commerce Department, plays a pivotal role in promoting Micro, Small, and Medium Enterprises (MSMEs). The Directorate of Industries & Commerce Department is headed by the Director of Industries & Commerce. The district level machinery of the directorate is situated at District Industries Centres (DIC), headed by the General Manager, DIC. There are taluk industries offices headed by Assistant District Industries Officers. Industries Extension Officers are deployed in all block panchayaths, municipalities and corporations.

The Department of Industries, Government of Kerala, manages numerous state support schemes for MSMEs. However, these initiatives are currently administered through multiple scheme portals (20+ micro portals), resulting in a fragmented and complex data management landscape. As the Directorate's operations expand and diversify, the complexity and volume of data also increase, highlighting the need for a more streamlined and integrated approach to data management.

The absence of a unified Management Information System (MIS) presents a significant bottleneck, hindering strategic decision-making at the state level. Additionally, field personnel face challenges with data consumption and are prone to errors. These issues underscore the critical need for a centralized, robust, and scalable MIS that can enhance the Directorate's capabilities by providing a consolidated view for governance across all District Industries Centres (DICs).

The Raising and Accelerating MSME Performance (RAMP) scheme, a central sector scheme launched by the Ministry of Micro, Small and Medium Enterprises (MoMSME) in India and supported by the World Bank, aims to enhance the performance and coverage of MSMEs nationwide. Out of the 24 approved RAMP components, one of the key interventions, under the Kerala RAMP scheme is the development of the Kerala MSME online portal. This unified digital platform will provide one-stop solutions for MSMEs in the state. The portal will streamline access to various government schemes, services, and financial resources while facilitating efficient decision-making through data analytics. The project will automate administrative processes and provide real-time updates to stakeholders, empowering MSMEs to enhance their productivity and profitability.

In the view of this, the Directorate of Industries & Commerce, Government of Kerala, invites proposals from eligible bidders for the development of Kerala MSME Web and Mobile portal.

2. Objectives

The project is envisioned as a multi-phase development, with the following objectives to be achieved by the completion of all the phases.

- **Unified Access:** Provide a single platform for accessing central and state MSME schemes and services. To create a cohesive and centralized digital ecosystem that empowers MSMEs by simplifying their interactions with various governmental services and resources.

- **Centralized and efficient Data Management:** To create a unified platform that enables the seamless flow of information of all the state and central schemes for MSMEs, addressing the lack of centralized data that previously hindered the generation of comprehensive statistics.
- **Elimination of Data Duplication:** The new platform will minimize duplication of data, ensuring that information is available at a single source and reducing redundant efforts.
- **Enhanced Decision-Making:** Support government decision-making with analytics and dashboards of all the schemes.
- **Streamlined MSME Experience:** The common profile will serve as a gateway for MSMEs, providing a single point of access to all services, schemes. This will eliminate the need for multiple registrations and enhance user satisfaction. Simplify registration, service discovery, and application tracking for MSMEs.
- **Improved Communication:** Facilitate real-time notifications and updates.
- **MSME Performance Tracking and Profiling of MSMEs in the state:** Help department to track the performance of the MSME and impact of various schemes and initiatives of the government.

3. Scope of Work

| Sl. No. | Scope | Description |
|---------|--|--|
| 1 | Design, Development, Testing and Deployment of Portal (Web and Mobile version) | <ul style="list-style-type: none"> • Requirement Analysis: Finalize the Functional and Non-Functional Requirement Specifications and obtain sign-off from the Directorate of Industries & Commerce. • Development of detailed project road map and project plan and obtain sign-off from the Directorate of Industries & Commerce. • Sprint Activities: Conduct Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospective meetings. • Backlog Creation and Backlog Refinement Process. • Design: Create wireframes and prototypes for web and mobile platforms and obtain UI/UX design approval from the Directorate of Industries & Commerce. • Project Monitoring: Configure and provide access to project monitoring tools. • Development: Develop software using agile methodology. • Integration: Integrate with third-party applications, state, and central portals. • Testing: Unit, Integration, System, User Acceptance, Security, and Performance testing. |

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| | | <ul style="list-style-type: none"> • Security Audit: Support application security audit by a Cert-IN certified agency and address any necessary rectifications. • Implementation: Prepare the implementation and release plan. • Deployment: Deploy the application in the State Data Centre and the mobile application in the Play Store and Apple Store. • Go Live: Execute the go-live process. • Post-Deployment Support: Provide post-deployment support. • Preparation and submission of all documents related to requirement Analysis, design, database design, development, testing, deployment, data migration, risk mitigation, issue and bugs etc. |
| 2 | System Requirements (Web and Mobile version) | <ul style="list-style-type: none"> • Hardware sizing and coordination with State Data Centre and Directorate of Industries for the deployment of the software. The software to be deployed at State Data Centre as per their norms. Coordination with Playstore and apple store for the necessary mobile app deployment approvals and reviews. • Coordination for the DUNS registration for the mobile app deployment in App store. |
| 3 | Data Migration | <ul style="list-style-type: none"> • Data migration from existing systems/ data bases to new application after the data mapping, data cleansing and validation. |
| 4 | Security and Compliance Portal (Web and Mobile version) | <ul style="list-style-type: none"> • Data Encryption • Access Control • Effective Password Management Controls • Security Audits • Regulatory Compliance |
| 5 | User Manual & Training Portal (Web and Mobile version) | <ul style="list-style-type: none"> • User Manuals of all the modules. • Training to department officials. |
| 6 | Operation & Maintenance Portal (Web and Mobile version) | <ul style="list-style-type: none"> • Software support and maintenance. • Issue tracking and resolution. |

3.1. Key Features and Functionalities

The project is designed to be developed in multiple phases. The initial phase will focus on the development of key features and functionalities as outlined in the scope of this RFP, prioritizing the immediate needs of the Directorate of Industries and Commerce. Future phases will be developed based on the evolving needs and requirements of the Directorate of Industries and Commerce. During the development phase, the vendor must ensure that the portal remains flexible and adaptable, allowing for enhancements and additional functionalities to be incorporated as necessary.

| Sl. No. | Module | Features |
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| 1. | Centralized Data Management of MSMEs of Kerala | <ul style="list-style-type: none"> • Create a centralized database of MSMEs by compiling information from Udyam Portal (Central Portal), Vyavasaya Jalakam portal (State Portal), via API integration. MSME profiles will be periodically updated using data from Udyam number. • Auto login creation for the MSMEs and provision for MSMEs to activate the logins. • To create a unique permanent registration number for the active MSMEs. Profile section will have all the basis and advanced details of the MSMEs. Functionality for QR code generation of the profile and this will act as a MSME passport for the users. Provision for geo tagging the location of the units. |
| 2. | Centralized Scheme Management for MSMEs | <ul style="list-style-type: none"> • Functionality for dynamically creating various schemes from backend by setting the eligibility criteria and conditions, benefits, and application procedures. Auto publishing of the schemes to Kerala MSME portal using a standard template feature. • Scheme Discovery: Suggest eligible schemes, services to active MSME profiles. • Common Application Form (CAF) for the schemes integrated to Kerala MSME portal: Auto fill capabilities using data from government portals and external APIs. CAF will have different sections and provisions for saving and completing the profile on later stages. |

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| | | <ul style="list-style-type: none"> • Functionality for creating various dynamic, interactive and drill down reports regarding the scheme wise application status, approval status etc. |
| 3. | RAMP Module | <ul style="list-style-type: none"> • Functionality for creating interventions and subcomponents via admin login with provision for assigning tags/labels. • Provision for monitoring and tracking the physical and financial targets and KPIs of all the interventions and subcomponents of the Kerala RAMP scheme. • Functionality for intervention wise and component wise dynamic and interactive drill down report generation and dashboards. Dynamic and interactive drill down dashboards provision using different data points selected by the end user. Provision for creating various dynamic graphical standard charts using the data points selected by the end user. • Functionality for creating scheme wise and intervention wise event / workshop and seminar. Event approval workflow, dynamic display of events /workshop schedule details on website after approval, registration of events by MSMEs, QR/backend-based attendance marking provision, expense management. • Functionality for monitoring the different training programs and events attended by the officials. Provision for creating the training schedule, registration of trainings by Officials, QR/backend-based attendance marking provision. • Functionality for onboarding The Directorate of Industries & Commerce officials. Assigning scheme wise and subcomponent wise targets and tasks. Provision for updating the time sheets, milestones, and activities for necessary approvals. • Functionality for onboarding implementation agencies, Training Service Providers, experts |

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| | | <p>and the services offered by them. Provision for updating timelines, tasks, supporting documents, progress.</p> <ul style="list-style-type: none"> • Functionality for identifying MSMEs for the nomination for different awards. Provision for setting award categories, scores, and approval workflows. • Functionality for collecting various feedback from different stakeholders (Interventions wise, Subcomponent wise) and creating dynamic drill down reports. • Functionality for tracking intervention wise and subcomponent wise budget and fund allotment, disbursement & expenditure tracking. |
| 4. | Development of Scheme Portals and integrating to Kerala MSME Online Portal | <ul style="list-style-type: none"> • Development of the micro scheme portal: <ol style="list-style-type: none"> 1. Mission 1000 2. Kerala Brand 3. Entrepreneur Support Scheme (ESS) 4. MSME Awards |
| 5. | Integration with Central and State portals | <ul style="list-style-type: none"> • Udyami Bharat Portal, Udyam, Vyavasaya Jalakam, KSwift, via API integration. |
| 6. | Chatbot-Based Helpdesk | <ul style="list-style-type: none"> • 24/7 AI based virtual assistance for inquiries and guidance. • Multilingual feature. • Implement a continuous learning system where the chatbot improves its understanding of queries over time. |
| 7. | Communication, Notifications & Marketing Collateral Management | <p>Real-time notifications for:</p> <ul style="list-style-type: none"> • Application updates, scheme-related announcements, compliance deadlines and alerts etc. <p>Multi-channel delivery:</p> <ul style="list-style-type: none"> • SMS, WhatsApp, and Email integration. • Bulk messaging capabilities: SMS/ WhatsApp and Email. |

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| | | <ul style="list-style-type: none"> • Provision for dynamic email template creation for sharing individual and bulk messaging. <p>Marketing Collateral Management</p> <ul style="list-style-type: none"> • Provision for managing and searching various marketing collaterals documents. • Easy search and retrieval of the documents and version controls for tracking the changes. • Provision for announcement management /alerts • Provision for Gallery / News / Tenders/ • Provision for creating communities and channels |
| 8. | Analytics and Reporting | <ul style="list-style-type: none"> • Provision for monitoring and tracking the physical and financial targets and KPIs of all the modules. Intervention wise and component wise dynamic and interactive drill down report generation and dashboards. Dynamic and interactive drill down dashboards provision using different data points selected by the end user. Provision for creating various dynamic graphical standard charts using the data points selected by the end user. • Implement data export functionality to allow users to download reports in various formats (PDF, Excel, CSV, JSON). • Customized dashboards for web and mobile view. |
| 9. | User Level and Office Location Creation of Officials | <ul style="list-style-type: none"> • Statewide, region wise and district wise office and user creation. • Hierarchy settings for various users as per their rankings. • A single portal for accessing all the scheme details, beneficiary details, MSME details, scheme availed details, Events etc. • Role based access control for different types of users. |

3.2. Detailed Features and Functionalities

3.2.1. Centralized Data Management of MSMEs of Kerala

- a. MSME Registration:
 - i. Create MSME database by compiling information from multiple databases of Govt of Kerala and GoI – Udyam Portal and Vyavasaya Jalakam to create comprehensive profiles via 2-way API integration.
 - ii. Data migration from existing portals/ data bases after the data mapping, data cleansing and validation.
 - iii. Assigning logins for migrated units and provision for activating the logins.
 - iv. Functionality for new MSME registration in case of MSMEs not registered in Udyam portal.
 - v. Functionality for creating a unique ID for MSMEs that can be used across government services of Directorate of Industries and Commerce.
 - vi. Functionality for 2 factor authentication for enhanced security.
 - vii. Functionality for user management (Account activation, blocking, password management etc.) from admin login.
 - viii. Functionality for session timeouts and automatic logout for enhanced security and provision for admin to modify the timeout details.
 - ix. Functionality for setting reminders via SMS/ WhatsApp / Email for activating the logins.
- b. Generation of Permanent Registration Number and Single Profile: During the MSME account creation process, generate a unique permanent registration number for MSMEs. All the schemes availed, and the status of the scheme applied will be available on the profile.
 - i. Profile section will have all the basic and advanced details of the MSMEs. The profile will have multiple sections, and basic details will be captured from new applicants. In the case of advanced profile there should be option for approval of the profile by the competent authority. Provision for understanding the labels that have been verified and approved.
 - ii. Functionality for QR code generation of the profile and this will act as a MSME Passport for the users.
 - iii. Provisions for uploading various certificates like PAN, GST, ZED, LEAN, etc. Certificate validity details shall also be captured upon expiry of the certificate if not updated by the user, notifications about expiry to be pushed to the user logins prior to expiry date.
 - iv. Functionality for Diglocker/Entity Locker/API Setu integration for verification of various certificates.
 - v. Provision for updating annual financial documents and setting reminders during the expiry date and corresponding approval by the competent authority.
 - vi. Units may also be provided with the provision to update their products details in the portal.

- vii. In the case of already registered MSMEs the data to be migrated from existing database after the data mapping, data cleansing and validation process.
- viii. Functionality for verifying the profile details and in case of discrepancy, provision for notifying the users regarding the discrepancy. Functionality for label level flagging by the competent authority in case of noticing the discrepancy.
- c. Profile Management: MSME profiles will be periodically updated using data from Udyam ID, Vyavasaya Jalakam etc., ensuring accuracy and completeness using 2-way API.
- d. Public profile Creation
 - i. The basic details (like sector, location, products details, contact details etc.) of each MSME units shall be made available in the public portal.
 - ii. Search and filter option shall also be provided so that anyone can search and connect with the units.
- e. Master Data Creation: Functionality for creating Master data fields from the admin side for the effective data management.

3.2.2. Centralized Scheme Management for MSMEs

- a. Scheme Management
 - i. Functionality for dynamically creating various schemes from backend by setting the eligibility criteria and conditions, benefits, and application procedures. Auto publishing of the schemes to Kerala MSME portal using a standard template feature.
 - ii. Functionality for setting the registration timeline for the applicable schemes.
 - iii. Provision for storing various scheme related documents and guidelines against each scheme.
- b. Service Discovery: Suggest eligible schemes, services to active MSME profiles.
 - i. All the eligible schemes will be notified to users on real time basis via SMS/ Email/ WhatsApp etc.
 - ii. Search and filter functionality to help users find relevant schemes. Natural Language Processing techniques features to be incorporated to improve the search result relevancy.
 - iii. Functionality for users to categorize and set their favorite and relevant schemes.
 - iv. Functionality for department users to search the details of the different schemes availed and applied by the MSMEs.
- c. Common Application Form (CAF): This form will auto-populate data from various sources, simplifying the application process for multiple schemes and services.
 - i. CAF will have different sections and provisions for saving and completing the profile on later stages. The common documents to be fetched from the profile section of the MSME.
 - ii. Reduce the complexity and time required for MSMEs to apply for multiple schemes and services through a unified form.
 - iii. Progress bar to track the application completion percentage.

- d. Application Tracking: Allow users to track the status of their applications.
 - i. Send notifications to users via email and SMS /WhatsApp about application status updates.
 - ii. Applicant can flag any delays (more than a specific time period) in application processing so that the same is escalated to the next level in the approval hierarchy.
- e. Document Management:
 - i. Implement a secure document management system to store and retrieve documents.
 - ii. Allow users to upload, download, and view documents.
 - iii. Implement a secure document management system to store and retrieve documents. Optical character recognition (OCR) to validate and extract information from uploaded documents. Auto indexing documents and tagging them with relevant keywords.
 - iv. Integration with Entity Locker portal for the issuance of documents.
 - v. Functionality for e-sign facility.
- f. Payment Gateway Integration: For the scheme requires payment, there should be provision to collect the same.
 - i. There should be provision in admin login to configure the payments, setting for collecting the payments via instalments, provision for setting the end date and provision for changing the amount of the schemes.
 - ii. Functionality for auto generating the invoices and invoice template will vary based on the scheme and type of MSME.
 - iii. Provision for multiple payment gateway integration
- g. Scheme Related Applicant Report Details
 - i. Functionality for various dynamic, interactive and drill down reports and dashboards regarding the scheme wise application status, approval status etc.
- h. Master Data Creation: Functionality for creating Master data fields from the admin side for the effective data management.

3.2.3. RAMP Module

There are different interventions and subcomponents approved under the RAMP scheme. Each component is having physical target (Number of Programs/ Number of Participants /Number of agencies onboarding etc.) and financial (fund utilization) targets and Key performance indicators. All the physical, financial, KPIs of the interventions and subcomponents of the RAMP scheme to be monitored and tracked using this module.

- a. Intervention and Subcomponent Master Creation
 - i. Functionality for creating intervention and subcomponent master records from the admin login.
 - ii. Functionality for creating tags/labels for the intervention and subcomponent masters.

- iii. Functionality for creating overall physical and financial targets for each subcomponent (Overall/ Month wise/ Quarter wise/ Year wise).
- iv. Functionality for creating data collection forms (Provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.) from the backend: Intervention wise and subcomponent wise.

b. Event/Workshop / Seminar/ Training Creation

Several events/ workshops/ Seminars/trainings to be conducted at State level/district level/ Taluk level under the different interventions of RAMP scheme. Each Event/workshop/seminar category is having physical and fund utilization targets and Key performance indicators.

- i. Functionality for creating scheme wise and intervention wise different event / workshop, seminars /training categories.
- ii. Functionality for setting targets of number of events/ workshops/ Seminars/trainings and number of participants required for each events/ workshops/ Seminars/trainings category. There should be provision for setting Statewide and district wise physical and financial targets. Physical and financial targets should be able to track month wise, quarter wise and year wise.
- iii. Functionality for creating the calendar for the events/ workshops/ Seminars/trainings: District wise / Month wise/ Quarter wise/ Year wise.
- iv. Functionality for creating various events/ workshops/ Seminars/trainings from official logins (District wide and Statewide) and once the events/ workshops/ Seminars/trainings is approved there should be provision for publishing the event details on the website. Against each event there should be provision for uploading different marketing collaterals.
- v. After publishing the events/ workshops/ Seminars/trainings, MSMEs can register for different event based on the registration timeline set.
- vi. Provision to recommend relevant workshops, skill-building seminars, or networking events to MSMEs based on participation history and profile data.
- vii. Functionality for marking the attendance details of the MSMEs via QRCode and backend attendance marking via upload option. There should be option for bulk uploading of participation details via template also.
- viii. In the MSME profile section, the details of the events, workshops, training etc. should be auto reflected on completion of the event/workshop/training.
- ix. Functionality for creating different forms from admin login for collecting participant /event various details and provision for sharing the forms with the participants. There should be provision for uploading the details via template also. While creating forms there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.
- x. Functionality for collecting feedback and survey from different stakeholders. Feedback and survey form creation provision should be enabled for admin login and there should

be provision to create different types of feedback and survey question types. Provision for analysing the feedback using different dynamic reports and graphical representations.

- xi. Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision).
- xii. There should be provision for uploading different reports and other documents against each events/ workshops/ Seminars/training from the official side.
- c. Provision for monitoring the different Training Programs and Events attended by the internal officials.

Several training Programs/ Seminars to be attended by the different internal officials under the different interventions of RAMP scheme. Each training Programs/ Seminars is having physical and fund utilization targets and Key performance indicators.

- i. Functionality for creating scheme wise and intervention wise different Training Programs / Seminar categories. There should be provision to set the duration and other details.
- ii. Functionality for setting targets of number of trainings and number of officials need to attend for each training/workshops category. Target should be set: Statewide, District wide. Physical and financial targets should be able to track month wise, quarter wise and year wise.
- iii. Functionality for creating the calendar for the trainings: District wise / Month wise/ Quarter wise/ Year wise.
- iv. Provision for scheduling the training programs and allocating training programs / workshops schedules to officials.
- v. Eligible Officials should have provision to register for the training programs as per the timeline. There should be provision for bulk uploading the official details against each training/workshop.
- vi. Functionality for the training program attendance marking via QR code scanning and manual attendance marking via template upload provision.
- vii. Functionality for sharing the certificates to officials after the completion of the training program.
- viii. Functionality for collecting feedback and survey from different stakeholders. Feedback and survey form creation provision should be enabled for admin login and there should be provision to create different types of feedback and survey question types. Provision for analysing the feedback using different dynamic reports and graphical representations.
- ix. Functionality for creating different forms from admin login for collecting various details and provision for sharing the forms with the participants. There should be provision for uploading the details via template also. While creating forms there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.

- x. Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision) and notification and reminder provision.

d. Officials (Internal Users) Timesheet Management & Task Allocation

- i. Functionality for onboarding Officials and assigning location and hierarchy.
- ii. Functionality for creating work calendar (A common calendar to be assigned and provision for adding holidays to employee level/office level. By default, all the Second Saturdays, Sundays and other Kerala Govt declared holidays will be holidays in the default calendar)
- iii. Functionality for creating Parent category and child categories for assigning various tasks.
- iv. Functionality for assigning tasks, targets- Weekly/Monthly/ Yearly/ Quarterly.
- v. Provision for monitoring the targets from the Directorate and as per the hierarchy of department users / Departments.
- vi. Functionality for marking attendance of contract category staff with geo-tagging support.
- vii. Provision for updating the tasks milestones, attendance, and other activities.
- viii. Functionality for planning daily and weekly activities
- ix. Functionality for updating the activities carried over and submitting timesheet submission based on the task assigned.
- x. Functionality for setting necessary approval workflows based on Parent / child category.
- xi. Functionality for collecting feedback and survey from different stakeholders. Feedback and survey form creation provision should be enabled for admin login and there should be provision to create different types of feedback and survey question types. Provision for analysing the feedback using different dynamic reports and graphical representations.
- xii. Functionality for creating different forms from admin login for collecting various details and provision for sharing with the stakeholders There should be provision for uploading the details via template also. While creating forms there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.
- xiii. Provision for auto notification to different users.
- xiv. Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision).

e. Scheme Wise / Intervention wise– Agency Assignment Provision

- i. Functionality for third party agency onboarding: Scheme Wise / Intervention wise
- ii. Provision for Sector wise / Product wise / Unit Wise / District wise assignments.
- iii. Provision for profile creation of the onboarded agency and uploading supporting documents.

- iv. Functionality for reminders regarding the expiry of the contract/agreement
- v. Functionality for setting the timelines for the tasks (Parent and Child Category) to agencies.
- vi. Functionality for assigning logins for agency to update the progress and relevant documents / Assigning department users for updating the details.
- vii. Functionality for setting timelines to agencies regarding the progress of the tasks/ intervention.
- viii. Functionality for collecting feedback and survey from different stakeholders. Feedback and survey form creation provision should be enabled for admin login and there should be provision to create different types of feedback and survey question types. Provision for analysing the feedback using different dynamic reports and graphical representations.
- ix. Functionality for auto notification to different users.
- x. Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision).
- xi. Provision for updating the commercials regarding the services rendered by the agencies and uploading a copy of the invoices against the services rendered.
- xii. Functionality for settling the invoices at the official logins at appropriate levels and generating utilization certificate against the intervention in the prescribed format.

f. Onboarding Technical Service Providers (TSP)/ Individual Experts: Scheme wise / Intervention wise

- Functionality for Onboarding Technical Service Providers/ Individual experts: Scheme Wise / Intervention wise.
 - i. Provision for Sector wise / Product wise / Unit Wise / District wise assignments.
- Functionality for profile creation and uploading supporting documents.
- Provision for mapping MSMEs to Technical Service Providers / Individual.
- Provision for MSMEs to request the service of the Technical Service Providers / Individual experts.
 - i. Provision for listing various services and associated charges of the Technical Service Providers
 - ii. Provision for allocating the requests and approvals.
 - iii. Provision for acknowledging Service availed and providing feedback regarding the service.
 - iv. Provision for generating monthly/quarterly/ yearly report regarding the services provides and completed details.
- Provision for setting the timelines for the tasks to Training Service Providers.
- Provision for assigning logins for TSPs to update the progress and relevant documents.

- Functionality for setting timelines to TSPs regarding the progress of the tasks/ intervention.
- Functionality for collecting feedback and survey from different stakeholders. Feedback and survey form creation provision should be enabled for admin login and there should be provision to create different types of feedback and survey question types. Provision for analysing the feedback using different dynamic reports and graphical representations.
- Functionality for creating different forms from admin login for collecting various details and provision for sharing with the stakeholders There should be provision for uploading the details via template also. While creating forms there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.
- Functionality for auto notification to different users.
- Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision).

g. Allotment, Disbursement & Expenditure Tracking

There are different interventions and subcomponents approved under the RAMP scheme. Each intervention and subcomponent is having a fixed allotted budget comprising of central and state share. As per the implementation guidelines, the funds must be effectively utilized, and the expenditure must be tracked.

- i. Functionality for creating financial targets for each intervention and subcomponents (Overall/ Month wise/ Quarter wise/ Year wise / District wise)
- ii. Functionality for officials to request fund and necessary approval hierarchies.
- iii. Functionality for tracking the details of the funds allotted and disbursed to district offices. (Fund actual disbursement will be done via outside portal, only the details to be tracked).
- iv. Functionality for adding expenditure incurred against different intervention and subcomponents.
- v. Functionality for tracking the fund expenditure details against the allotted fund: Intervention wise and subcomponent wise (Fund actual expenditure will be done via outside portal, only the expenditure details to be tracked).
- vi. Provision for tracking the balance fund details at district level and directorate level.
- vii. Functionality for district offices to submit the expenditure details along with the invoice details for the necessary approval.
- viii. Provision for understanding the overall fund utilization details of all the interventions and subcomponents (Month wise, Quarter wise, Year wise)
- ix. Functionality for generating Utilization Certificate and Expenditure Certificate (Overall, Intervention wise and component wise): District level and Directorate level.
- x. Functionality for creating different forms from admin login for collecting various details and provision for sharing with the stakeholders. There should be provision for uploading the details via template also. While creating forms there should be provision for adding different

kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.

- xi. Functionality for auto notification to different users.
- xii. Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision).

h. Reports & Dashboard

A separate RAMP scheme dashboard is required for tracking all the interventions and subcomponents of the RAMP scheme. This module should be able to generate reports on all physical, financial, and key performance indicators (KPIs) for all interventions and subcomponents. There should be separate dashboard view for public and internal users.

- i. Functionality for intervention-wise and component-wise dynamic, interactive, and drill-down reports and dashboards.
- ii. Functionality for generating dynamic, interactive, drill down reports based on different data points, MSME participation details, MSME types, User hierarchy, Office hierarchy etc.
- iii. Users should be able to select, filter different data points to generate customized drill down reports and drill down dashboards.
- iv. Functionality for creating various dynamic graphical standard charts using the data points selected by the end user. Users should have provision to customize the user dashboards.
- v. Customized dashboards for web and mobile view.
- vi. Customized dashboards for internal and public view.
- vii. Functionality for scheduling auto-report generation. Reports should be automatically generated and shared with internal users at specified intervals and users should be able to customize the schedule and format of the reports.
- viii. Implement data export functionality to allow users to download reports in various formats (PDF, Excel, CSV, JSON etc.).

3.2.4. Development of Scheme portal / Micro sites

The following scheme portals to be developed and to be linked with the Centralized scheme management module.

- Mission 1000
- Entrepreneur Support Scheme (ESS)
- MSME Awards
- Kerala Brand

a. Mission 1000

The Mission 1000 initiative by Government of Kerala is aimed at scaling up 1000 Micro, Small and Medium Enterprises (MSMEs) in the State into businesses with average annual turnover

Rs. 100 Crore in a span of four years. MSMEs eligible for enrolling under the initiative are selected through an objective and transparent process.

The assistances offered to the selected enterprises include:

- i. Assistance of up to Rs. 1 Lakh to prepare scale up Detailed Project Report (DPR).
- ii. Fixed capital assistance up to 40% limited to Rs. 200 lakhs for the cost of expansion/ scaling up.
- iii. Reimbursement of 50% of interest paid for Working Capital loan limited to Rs. 50 lakhs.
- iv. One to one handholding by assigning an officer from the Industries Department to each selected enterprise to assist them in their various scaling-up related activities.

For being eligible for applying to the Mission 1000 scheme, the MSMEs are required to satisfy the following pre-requisite criteria:

- i. MSME should be registered in Kerala with valid UDYAM registration.
- ii. MSME unit must be in operation for at least three years as on the date of application, and
- iii. MSME must be engaged in manufacturing or service activities (units engaged in trade activities are not eligible)

MSME units satisfying the pre-requisites are eligible to register. The applications submitted are verified and scrutinized at the concerned Block, Taluk, District level and the final recommended application by the district level will be forwarded to the Headquarters (Directorate level). The verified applications are scored and ranked based on the pre-defined criteria set on the system and placed before the Committee for the approval by generating a brief report of Unit along with the score generated from the system. The Committee will scrutinize the applications, and approval will be awarded for the eligible units and the Unit will be part of the Mission 1000 scheme. For the Mission 1000 approved units, next module (Detailed Project Report) will be enabled, and guidance will be given for the Detailed Project Report preparation (DPR). The MSME have to submit the DPR via their login and it will be scrutinized at different levels for the approval. Once the DPR is approved by the selection committee, the unit will be eligible for applying the reimbursement for the DPR and the same will be verified at different levels and the eligible amount within the limit will be disbursed to the MSMEs after the approval. Similarly, the DPR approved units will have the option to apply for other assistance (Fixed Capital and Working Capital) after satisfying the required conditions. The assistance applications will be scrutinized at different levels and the amount will be sanctioned as per the eligible limit.

- i. Functionality for setting application and assistance approval hierarchies and the timelines.
- ii. Creation of different forms with multi fields and multi tabs: Application, Reimbursement etc.
- iii. Functionality for adding fields from the admin login to different forms. While creating forms there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.

- iv. Application scoring rules and condition creation and the provision for modifying the rules from backend.
- v. In the case of active MSME users, the general details should be auto populated from the Centralized database and only the scheme specific details to be collected during the application process. In the case of new users, after portal registration and completing the basic profile, application process to be initiated.
- vi. Different levels of application scrutiny, revision, recommendation, approval, and rejection mechanism.
- vii. Auto report generation of applicant profile with the scores for different Committee approval.
- viii. Functionality for collecting different fees and receipt generation wherever applicable.
- ix. Functionality for analysing and tracking the various assistance requested details and disbursement details.
- x. Functionality for the applicant to track the stages of the application and assistance requested.
- xi. Functionality for setting targets (Physical and Financial targets). Target should be set: Statewide, District wide. Physical and financial targets should be able to track month wise, quarter wise and year wise.
- xii. Functionality for collecting feedback and survey from different stakeholders. Feedback and survey form creation provision should be enabled for admin login and there should be provision to create different types of feedback and survey question types.
- xiii. Functionality for creating different forms from admin login for collecting various details and provision for sharing with the stakeholders There should be provision for uploading the details via template also. While creating forms there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.
- xiv. Functionality for uploading various scheme related documents, guidelines, marketing collaterals etc. and sharing with public.
- xv. Functionality for auto notification to different users.
- xvi. Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision).
- xvii. Functionality for generating various dynamic, interactive and drill down reports of registration, application scrutiny and approval stages, various assistance stages, fund request and disbursement, target achievements, Office hierarchy etc. Users should be able to select, filter different data points to generate customized drill down reports and drill down dashboards.
- xviii. Department /User hierarchy wise dynamic and drill down dashboard of all the stages of application and assistance process

- xix. Functionality for creating various dynamic graphical standard charts using the data points selected by the end user. Users should have provision to customize the user dashboards.
- xx. Separate dashboards for public and internal view.
- xxi. Functionality for linking the dashboard to the RAMP dashboard module.
- xxii. Functionality for scheduling auto-report generation. Reports should be automatically generated and shared with internal users at specified intervals and users should be able to customize the schedule and format of the reports.
- xxiii. Implement data export functionality to allow users to download reports in various formats (PDF, Excel, CSV, JSON etc.).
- xxiv. Data migration from existing portals/ data bases after the data mapping, data cleansing and validation.

b. Entrepreneur Support Scheme (ESS)

Entrepreneur Support Scheme (ESS) aims to provide financial assistance to Micro, Small, and Medium Enterprises engaged in manufacturing activities in the State, proportional to the capital investment made depending upon the category of the investor, sector, and the district in which investment is done and other parameters.

The assistance under the Entrepreneur Support Scheme is released to the eligible entrepreneur (s)/unit in 3 stages.

Start-up Support: The Start-up support is provided for those enterprises that have availed at least a term loan from a financial institution and wish to avail of a part of the total eligible support prior to the commencement of commercial production. A unit that does not avail of Start-up Support can directly apply for investment support, after the commencement of commercial production.

Investment Support: Investment Support is provided after the commencement of commercial production. To apply for Investment Support, a loan from a financial institution is not mandatory. The entrepreneurs shall apply within one year from the date of commencement of production. Enterprises undertaking Expansion, Diversification, or Modernization are also eligible for investment support for the additional investment made.

Technology Support: Technology Support is provided after commencement of production, on acquiring new technology from authorized institutions. The unit shall apply for technology support within 6 months from the date of commencement after installing the new technology from authorized agencies. Assistance will be provided for the new technology and for the plant and machinery installed in connection with the new technology.

For more details refer: https://industry.kerala.gov.in/images/pdf/ESSGuidelines_1.pdf

MSME units satisfying the pre-requisites are eligible to apply for the different supports under the ESS. Several assistance level auto calculations to be done as per the scheme guideline during the application process. The assistance applications submitted are verified and

scrutinized at the concerned Block, Taluk, District level. The final recommended application by the district level will be submitted to the committee for the approval by generating a brief report of assistance requested and various other parameters. The Committee will scrutinize the report and assistance approval will be awarded for the eligible units and the eligible amount within the limit will be sanctioned and disbursed to the MSMEs after the approval.

- i. Functionality for setting application and assistance approval hierarchies.
- ii. Creation of different assistance forms with multi fields and multi tabs
- iii. Functionality for adding fields from the admin login to different forms.
- iv. Application eligible rules and condition creation and the provision for modifying the rules from backend.
- v. In the case of active MSME users, the general details should be auto populated from the Centralized database and only the scheme specific details to be collected during the application process. In the case of new users, after portal registration and completing the basic profile, application process to be initiated.
- vi. Different levels of assistance scrutiny, revision, recommendation, approval, and rejection mechanism.
- vii. Auto generation of applicant profile with the scores for different Committee approval.
- viii. Functionality for collecting different fees and receipt generation wherever applicable.
- ix. Functionality for analysing and tracking the various assistance requested details and disbursement details.
- x. Functionality for the applicant to track the stages of the assistance requested.
- xi. Functionality for the applicant to file appeals for the assistance requested and corresponding appeal approval and rejection hierarchy setting management.
- xii. Functionality for collecting feedback and survey from different stakeholders. Feedback and survey form creation provision should be enabled for admin login and there should be provision to create different types of feedback and survey question types.
- xiii. Functionality for creating different forms from admin login for collecting various details and provision for sharing with the stakeholders There should be provision for uploading the details via template also. While creating forms there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.
- xiv. Functionality for uploading various scheme related documents, guidelines, marketing collaterals etc. and sharing with public.
- xv. Functionality for auto notification to different users.
- xvi. Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision).
- xvii. Functionality for generating various dynamic, interactive and drill down reports of application scrutiny and approval stages, various assistance stages, fund request and disbursement, target achievements, Office hierarchy etc. Users should be able to select,

filter different data points to generate customized drill down reports and drill down dashboards.

- xviii. Department /User hierarchy wise dynamic and drill down dashboard of all the stages of application and assistance process
- xix. Functionality for creating various dynamic graphical standard charts using the data points selected by the end user. Users should have provision to customize the user dashboards.
- xx. Separate dashboards for public and internal view.
- xxi. Functionality for scheduling auto-report generation. Reports should be automatically generated and shared with internal users at specified intervals and users should be able to customize the schedule and format of the reports.
- xxii. Implement data export functionality to allow users to download reports in various formats (PDF, Excel, CSV, JSON etc.).
- xxiii. Data migration from existing portals/ data bases after the data mapping, data cleansing and validation

c. MSME AWARD

The primary goal of the micro portal is to promote and recognize MSMEs (Micro, Small, and Medium Enterprises) based on their performance initiatives and other relevant criteria. This portal will serve multiple functions to ensure a comprehensive and efficient award process:

- i. Application Invitation: Applications will be from invited from MSMEs for various award categories.
- ii. Application Scrutiny: Each application will be scrutinized based on predefined criteria to ensure fairness and transparency in the evaluation process.
- iii. Automated Scoring: The portal will automatically generate scores for each application based on different conditions and criteria.
- iv. Ranking Identification: Based on the generated scores, the portal will identify and rank the MSMEs in each award category, highlighting the top performers.
 - Functionality for setting award categories, eligibility conditions for each category, category wise award budget etc.
 - Registration forms for different award categories. Option for customizing and adding new fields from admin login and option for setting the registration timeline from the admin login.
 - In the case of active MSME users, the general details should be auto populated from the Centralized database and only the award category specific details to be collected during the application process. In the case of new users, after portal registration and completing the basic profile, application process to be initiated.
 - In the case of MSMEs applying for multiple award categories, if there are any common fields in the award categories, duplication of data collection to be avoided from the applicants.

- Provisions for notifying MSMEs via SMS/ Email/ WhatsApp etc.
- Auto score calculation based on the application data and generation of award category wise ranks.
- Award Certificate template upload provision and generation of certificates from admin login.
- Functionality for the calculating the category wise utilization budget details.
- Functionality for collecting feedback and survey from different stakeholders. Feedback and survey form creation provision should be enabled for admin login and there should be provision to create different types of feedback and survey question types.
- Functionality for auto notification to different users.
- Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision).
- Functionality for generating various dynamic, interactive and drill down reports of award category wise details, applicant profile details etc. Users should be able to select, filter different data points to generate customized drill down reports and drill down dashboards.
- Functionality for creating various dynamic graphical standard charts using the data points selected by the end user. Users should have provision to customize the user dashboards.
- Separate dashboards for public and internal view.
- Functionality for linking the dashboard to RAMP module.
- Functionality for scheduling auto-report generation. Reports should be automatically generated and shared with internal users at specified intervals and users should be able to customize the schedule and format of the reports.
- Implement data export functionality to allow users to download reports in various formats (PDF, Excel, CSV, JSON etc.).
- Data migration from existing portals/ data bases after the data mapping, data cleansing and validation

d. KERALA BRAND

Kerala Brand is envisaged to deliver an appealing image of Kerala's products/ services to the global customer. It will project Kerala's commitment to quality, ethical and responsible industrial practices and enable Kerala's enterprises in tapping into the global market potential by creating a unique identity for the indigenous products "Made in Kerala". Products/ services which are being produced/offered in an environmentally sustainable way, following ethical practices and conform to specific quality standards and certifications, will be selected from selected sectors for identifying under the Kerala Brand.

a) Product Onboarding / Identification

- Product identification procedure may be done by department users/ users from other departments. Provision to be enabled for admin users to add external users for the product onboarding procedure.
- Functionality for adding product onboarding tasks and updating the completion details (with respective document upload provision).
- Functionality for creating different forms from backend. While creating forms, there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.
- Functionality for sharing forms to different stakeholders.

b) Application Process

- Creation of application form: Application form will vary based on product type. Provision for creating different product wise application forms from backend. While creating forms, there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.
- Functionality for publishing the registration form on the portal by setting the registration timelines.
- The already available data from the central database to be prefetched while applicant is filling the form.

c) Applicant Scrutiny & Approval Process

The application submitted through the portal will be available at the respective district officer – L1 level where the unit is functioning. The L1 officer will conduct a physical inspection of the unit based on the checklist provided in their login for evaluation of quality, ethical and responsible industrial practices followed in the manufacturing of the products. The L1 officer will submit the inspection report to the L2 level and L2 level officer will submit the details to the taluk level committee for awarding the Kerala Brand. Taluk Level Selection Committee will consider the applications for Kerala Brand, evaluate the applications based on the general criteria/conditions and sector specific criteria and will award the Kerala Brand based on the Selection Criteria for each department concerned. The committee shall also decide on the date of issue and expiry of the Kerala Brand certification based on the predefined criteria. The L2 officer will upload the minutes of the taluk level committee meeting and other relevant documents and approve the application in the portal. Once the application is approved in the portal, certificate will be generated with the customized logo/QR code and the applicant will receive notification about the same.

- Functionality for setting the application-level hierarchy including recommendation, rejection, and approval process.
- Functionality for creating Inspection form. Inspection form will vary based on product type.
- Functionality for generating system generated reports regarding the applicant details including the inspection details for placing before the committee.
- Functionality for creating meeting schedule details and uploading the respective documents.

- Functionality for generating certificates to the approved unit along with the customized logo/QR code.
- Functionality for setting the certificate expiry details and provision for sending reminder options before the expiry period.

d) Product Display

- Product Category wise approved Unit details to be displayed on the portal. The public users will have the provision to view the product along with the QR code.
- Functionality for searching the Kerala brand products / Units.

e) Renewal Process

The Kerala Brand Certification is initially awarded for a period of two years or until the expiration of the required quality certifications whichever comes first. To renew the certification, the entity must apply to the relevant department one month in advance of the expiration date of the Kerala Brand Certification. Along with the application form, the entity needs to submit supporting documents such as valid (renewed) quality certifications and a self-declaration checklist. The renewal process ensures that the entity continues to meet the required quality standards and maintains the reputation associated with the Kerala Brand Certification. Once the renewal process is approved, renewal certification to be issued to the units.

- Creation of application renewal form: Application renewal form will vary based on product type. Provision for creating different product wise application renewal forms from backend. While creating forms, there should be provision for adding different kinds of fields, setting conditions, adding multiple sections, section wise looping based on inputs etc.
- Functionality for auto notifying the MSMEs regarding the expiry details before the expiry of the certificate. (Provision for admin to set the number of days prior to which notifications to be send).
- Functionality for setting the renewal procedure application-level hierarchy including recommendation, rejection, and approval process.
- Functionality for creating Renewal Inspection form. Inspection form will vary based on product type.
- Functionality for generating system generated reports regarding the applicant details including the renewal inspection details for placing before the committee.
- Functionality for creating meeting schedule details and uploading the respective documents.
- Functionality for generating Renewal certificates to the approved unit along with the customized logo/QR code.
- Functionality for setting the renewal certificate expiry details.

f) Marketing Management

- Functionality for announcement management/scrolls.
- Functionality for managing and publishing various marketing collaterals, Govt Orders, Minutes, Tenders etc.

e. Feedback, Report & Dashboards

- i. Functionality for collecting feedback and survey from different stakeholders. Feedback and survey form creation provision should be enabled for admin login and there should be provision to create different types of feedback and survey question types.
- ii. Functionality for auto notification to different users.
- iii. Functionality for sending communications via SMS/ Email / WhatsApp (Single / Bulk provision).
- iv. Functionality for generating various dynamic, interactive and drill down reports of award category wise details, applicant profile details etc. Users should be able to select, filter different data points to generate customized drill down reports and drill down dashboards.
- v. Functionality for creating various dynamic graphical standard charts using the data points selected by the end user. Users should have provision to customize the user dashboards.
- vi. Separate dashboards for public and internal view.
- vii. Functionality for linking the dashboard to RAMP module.
- viii. Functionality for scheduling auto-report generation. Reports should be automatically generated and shared with internal users at specified intervals and users should be able to customize the schedule and format of the reports.
- ix. Implement data export functionality to allow users to download reports in various formats (PDF, Excel, CSV, JSON etc.).
- x. Data migration from existing portals/ data bases after the data mapping, data cleansing and validation

3.2.5. Integration with Central and State Portals

- i. 2-way integration with Udyami Bharat Portal, Udyam, Vyavasaya Jalakam, KSwift, GST portal via API integration.
- ii. Functionality for integrating other micro scheme portals on need basis

3.2.6. Chatbot-Based Helpdesk:

- i. 24/7 Virtual Assistance for Enquiries and Guidance: Implement a chatbot to provide real-time assistance to MSMEs, answering common questions and guiding users through processes.
- ii. Automated Responses to Common Queries: Use predefined responses to address frequently asked questions, improving efficiency and user satisfaction.
- iii. Multilingual Support: Provide support for English and Malayalam

- iv. Step-by-step Guidance: Provide guided assistance for key tasks like profile creation, application filing, tracking etc
- v. Machine Learning -based Analytics: Integrate a learning system that continuously improves chatbot responses based on user interaction data. Include analytics to monitor query patterns, resolution rates for ongoing refinement.

3.2.7. Communication, Notifications & Marketing Collateral Management:

a. Real-time notifications for:

- i. Various events in all the modules
- ii. Scheme-related announcements.
- iii. Compliance deadlines and alerts etc.

b. Multi-channel delivery:

- i. SMS, WhatsApp, and Email integration.
- ii. Bulk messaging (SMS/WhatsApp/ Email) capabilities for announcements and other events

c. SMS / WhatsApp Notifications:

- i. Send SMS alerts for critical updates, reminders, and notifications.
- ii. Implement SMS templates for different notification types.

d. Email Notifications / Template Creation:

- i. Send email notifications for detailed information and updates.
- ii. Functionality for creating various email templates and pushing to stakeholder (one to one and bulk)

e. Push Notifications:

- i. Send push notifications to mobile app users for timely alerts.
- ii. Implement targeted push notifications based on user preferences and behavior.

f. Marketing Collateral Management / Media Management

- i. Functionality for managing and searching various marketing collaterals documents.
- ii. Easy search and retrieval of the documents and version controls for tracking the changes.
- iii. Functionality for announcement Management /alerts
- iv. Functionality for creating Gallery module.
- v. Functionality for managing various marketing collaterals, Govt Orders, Minutes, Tenders etc.
- vi. Functionality for creating various communities and channels.
- vii. Networking Opportunities and Resource Sharing: Provision for MSMEs to exchange resources and knowledge.

3.2.8. Analytics and Reporting:**a. Report Generation:**

- i. Functionality for generating dynamic, interactive, drill down reports based on different data points for all the modules.
- ii. Users should be able to select, filter different data points to generate customized drill down reports.
- iii. Functionality for scheduling auto-report generation. Reports should be automatically generated and shared with internal users at specified intervals and users should be able to customize the schedule and format of the reports.
- iv. Implement data export functionality to allow users to download reports in various formats (PDF, Excel, CSV, JSON etc.).

b. Dashboard:

- i. Dynamic, interactive and drill dashboards for all the modules.
- ii. Functionality for creating various dynamic graphical standard charts using the data points selected by the end user. Users should have provision to customize the user dashboards.
- iii. Customized dashboards for public and internal users.
- iv. Customized dashboards for web and mobile view.
- v. Dashboards should be in line with the SBRAP + requirement and the details to be finalized during the requirement gathering phase.

3.2.9. User Level and Office Location Creation of Officials**a) User Level and Office Location Creation of Officials**

- i. Functionality for mapping different office locations and user mappings
- ii. Statewide, region wise and district wise office and user creation.
- iii. Hierarchy settings for various users as per their rankings.
- iv. Module wise access creation based on user type and office type.
- v. Single sign on login for department users.
- vi. All the user level addition provision from admin login.

b) Role Based Access Control:

- i. Admins: Full access to configure modules, manage users, and generate reports.
- ii. MSME Users: Limited access to schemes, applications, and dashboards.
- iii. Department Users: Manage services and access detailed analytics.
- iv. Admin should have privileges to set the various roles and privileges.

3.2.10. Mobile Application(Android & iOS Version)**a) Features required Department Officials**

- i. Data entry provision of all the forms to be done via the mobile application. Provision for updating the details in offline mode and syncing the details on later stages.
- ii. Functionality for providing approvals of schemes and tasks from the official login.
- iii. Functionality for capturing the attendance details, participation details of event/workshop / seminar/ MSME training /official trainings.
- iv. Functionality for updating the milestones, targets achieved and timesheets.
- v. Functionality for pushing important messages and documents. (One to one and bulk option) Admin should have option to set the expiry date as per the different category.
- vi. Functionality for receiving various notifications and alerts.
- vii. Functionality for knowing internal official details (department wise and district wise).
- viii. Functionality for generating various reports.
- ix. Functionality for customized hierarchy wise dashboards.

b) Features required for MSMEs

- i. Functionality for registration to MSME Kerala portal. After the registration/ login, provision for updating the profile (basic and advanced details).
- ii. For the registered users, functionality for viewing all the scheme details, checking the eligibility and option for viewing and downloading various scheme related documents and guidelines and checking the status of the different application submitted.
- iii. Functionality for registering to various event/workshop/ Seminar/ MSME training and marking the attendance and participation details.
- iv. Provision for completing the various feedback and surveys.
- v. Provision for receiving various notifications and alerts.
- vi. Provision for viewing the latest news and updates of the Kerala MSME portal.
- vii. Provision for knowing internal official details (Department wise and district wise).
- viii. Provision for generating various reports.
- ix. Provision for customized dashboards for various modules.

3.3. Non- Functional Requirements

The portal must be developed using a microservice architecture to ensure scalability, flexibility, and maintainability.

a) Performance Requirements

- i. Web portal must handle up to 5000 concurrent users.
- ii. API response time should not exceed 5 seconds for any request.
- iii. Implement load balancing and caching techniques to optimize performance.

- iv. Conduct performance testing regularly to identify and address bottlenecks.

b) Security Requirements

- i. Implement end-to-end encryption for data transmission.
- ii. Enforce multi-factor authentication (MFA) for sensitive operations.
- iii. Compliance with General Data Protection Regulation and the IT Act of India for data protection.
- iv. Securing access through SSL and encryption to service APIs.
- v. Conduct regular security audits and vulnerability assessments.
- vi. Implement intrusion detection and prevention systems.

c) Usability Requirements

- i. Intuitive UI/UX for users with minimal technical expertise.
- ii. Multilingual support for at least two languages (English, Malayalam).
- iii. Ensure the interface is consistent and easy to navigate.

d) Availability Requirements

- i. Ensure 98% uptime for the web and mobile platforms.
- ii. Implement disaster recovery and business continuity plans.
- iii. Monitor system performance and proactively address issues.

e) Compatibility Requirements

- i. Support for desktop browsers (Chrome, Firefox, Safari, Edge, Mozilla, and all other popular browsers).
- ii. Mobile apps must be compatible with Android and iOS versions.
- iii. The application should be responsive application that must be accessible through mobile and other handheld devices like iPad, tablets etc and the pages shall adjust suitably as per the devices and be responsive.

f) Scalability

- i. The architecture chosen for the system should be easily scalable both horizontally and vertically.

g) Accessibility:

- i. Adhere to accessibility standards (WCAG 2.1) to ensure the portal is usable by people with disabilities.

h) Reliability

- i. Implement robust error handling and logging mechanisms to ensure issues are detected and resolved promptly.

i) Maintainability

- i. Ensure the codebase is clean, well-documented, and follows best practices to facilitate easy maintenance and updates.
- ii. The system should be developed in a modular way to allow for easy updates and enhancement.

j) Backup

- i. Implement regular data backups and define clear recovery procedures to prevent data loss.
- ii. Ensure data backups are taken regularly, and proper steps are implemented for data recovery in case of data loss or corruption.

3.4. Software Development Model & Testing & Quality Assurance

- i. Software Development Model: Agile (Scrum Methodology).
- ii. Platform Type: Responsive web application and native mobile apps.
- iii. Modern and latest technology stack for web and mobile portal development.
- iv. APIs and Integrations: Integrations with Central and State Portals, SMS, Email, WhatsApp, Vimeo, Payment gateways, Analytics & Data Visualization API, Social media APIs etc.
- v. Project Monitoring Tools: Jira / Azure.

Testing

- i. Unit Testing: Test individual components of the system in isolation.
- ii. Integration Testing: Test the interaction between different components.
- iii. System Testing: Test the entire system.
- iv. User Acceptance Testing (UAT): Involve end-users to test the system and provide feedback.
- v. Security Testing: Conduct penetration testing and vulnerability scanning.
- vi. Performance Testing: Test the system's performance under load.

3.5. Other Requirements

- i. The platform should be developed using open source technologies. However, the vendor may utilize proprietary tools for specific functionalities – such as reporting and dashboard (eg: Power BI / Tableau, etc.), or Project management tool (e.g.: Jira/ Azure Devops, etc.), etc. if required.
- ii. Search Engine Optimization (SEO) must be considered during the development phase to ensure the portal is designed and implemented following best practices for search engine visibility, indexing and performance. This includes, but not limited to, implementing SEO friendly URL structures, meta tags, mobile responsiveness, page speed optimization, structured data etc. and integrating with search engine tools. The developed solution should be technically optimized to support future content and marketing SEO strategies.

- iii. The vendor must ensure that the web portal and mobile application are designed with granular control over modules, sub-modules, and individual functionalities. This granularity should allow the application administrator to enable or disable specific functionalities as needed.
- iv. The software development vendor shall provide regular project status reports to the client, outlining the achieved milestones, deliverables, and any significant project updates. The frequency and format of the reports shall be defined and agreed upon by the Directorate of Industries & Commerce.
- v. Data migration from existing portals/ data bases after the data mapping, data cleansing and validation
- vi. The software must be CERT certified. The vendor is responsible for identifying a Cert-IN certified agency to conduct the CERT audit and for addressing all vulnerabilities identified by the auditor.
- vii. Vendor should coordinate with the State Data Centre and Directorate of Industries for the hardware sizing and the deployment of the software. The software to be deployed at State Data Centre as per their norms and conditions. (Server will be provided by the State Data Centre for the deployment).
- viii. Coordination with Play store and apple store for the necessary mobile app deployment approvals and reviews.
- ix. Dedicated staging environment to be provided for the testing and validating the entire modules.
- x. The portal should maintain a uniform style and colour theme throughout to ensure a cohesive user experience. The portal's navigation scheme and features must be designed to enable users to find and access information both effectively and efficiently.
- xi. The entire source code should be transferred to the Directorate of Industries & Commerce. A detailed documentation explaining the structure of code, technical documents, functional manuals should be submitted along with the source code. The possibility of hosting the code details and related documents in the Openforge platform to be explored by the vendor.
- xii. The training manual should be updated each time a new module/functionality/upgrade happens on the system.
- xiii. **A Project Manager, well-versed in English and Malayalam, should be assigned from the requirement analysis phase until the project's Go-Live in the client location. Additionally, a dedicated team should be assigned for the entire software application development.**
- xiv. One year of warranty must be duly pledged and vendor should provide annual maintenance support for a period of 2 years after the warranty period. Warranty for software will start from the date of final signoff (Go-live) by the Directorate of Industries & Commerce.

- xv. The annual maintenance cost shall be 10% of the one-time software development cost. The Directorate of Industries & Commerce reserves the right to modify this rate in consultation with the vendor.
- xvi. 98% of Software availability (Uptime) to be ensured by the vendor. All major maintenance shall be carried out in a planned manner after updating the Directorate of Industries & Commerce in advance. Any planned shutdown will be done only between 10 PM and 6 AM.
- xvii. The deployment of application to the production server through automated method only. Before Release/Deployment/update of the application software prior concurrence to be taken from the Directorate of Industries & Commerce.
- xviii. The service provider shall ensure the confidentiality of all information and take reasonable measures to safeguard any confidential information in its possession, preventing unauthorized access or use. The service provider shall not disclose any confidential information of Directorate of Industries & Commerce to any third party without prior written consent from Directorate of Industries & Commerce.
- xix. The functional and non-functional details provided in this RFP are indicative and not final. It is the responsibility of the successful bidder to conduct a comprehensive requirement gathering in consultation with the Directorate of Industries and Commerce. During the requirement gathering phase, the successful bidder must validate, refine, and finalize the requirements to ensure alignment.
- xx. The core team members assigned to the project must be specified in the FORM TECH-4 format. The successful bidder is required to deploy an adequate number of non-core resources to meet the project requirements and timeline.
- xxi. A separate and open tendering process shall be undertaken for subsequent phases of development , in accordance with the applicable procurement guideline. Therefore, under the current scope of development, the vendor must consider the long-term vision of the product roadmap when selecting the technology stack and system architecture.

4. Project Timelines

| Sl. No. | Item | Timeline |
|---------|---|-----------------|
| 1 | Date of Signing the agreement | T |
| 2 | Performance Guarantee: Submission of Performance bank guarantee for 10% of total contract value | T+14 days |
| 3 | Planning and Requirement Gathering | T+45 Days |
| 4 | Beta Version | T+160 Days |
| 5 | Go Live | T+180 Days (T1) |

| | | |
|---|--|-----------------|
| 6 | Training to Officials & Submission of User Manuals | T+200 Days |
| 7 | Warranty Period | T1+ 1 year (T2) |
| 8 | Maintenance Period | T2+ 2 Years |

5. Payment Terms

- Payment will be released on the milestone achievement.
- No advance payment will be made.

| Sl. No. | Milestone | Milestone Details | Payment % |
|---------|---|--|-----------|
| 1 | Design Phase | <ul style="list-style-type: none"> • Upon approval of Requirement Analysis Document | 10 % |
| 2 | Completion of Development of beta version | <ul style="list-style-type: none"> • Beta Version • Upon UAT approval | 20 % |
| 3 | Deployment, Go Live & Operational Acceptance | <ul style="list-style-type: none"> • Go Live • Upon GO Live approval • Submission of CERT-IN certification • Data Migration | 40 % |
| 4 | Training & Manual Submission | <ul style="list-style-type: none"> • Training to officials • Submission of User Manuals • Submission of Source code, structure of code, technical documents, functional manuals | 20 % |
| 5 | Upon Confirmation of stability and performance of Software solution * | <ul style="list-style-type: none"> • Upon approval stability and performance of Software solution | 10 % |

* Last tranche shall be released upon completion of the warranty period, i.e., 1 year after the Go Live

6. Service Level Agreement(SLA)

i. Support Hours:

The vendor shall provide support services from Monday to Saturday 9:30 AM to 6:00 PM IST

ii. Escalation Matrix

The selected vendor shall provide a comprehensive escalation matrix during the Project Kick-off meeting. This matrix must include contact details for key personnel, including but not limited to the Project Manager, Technical Leads, and Account Manager. The escalation matrix shall be maintained throughout the project lifecycle and updated as necessary to ensure timely resolution of issues

iii. SLA Review Frequency

The Service Level Agreement shall be reviewed and revised on a half yearly basis to ensure it meets the evolving needs of the project and stakeholders.

iv. SLA for Error Resolution

| Support Category | Criteria | Max Response Time | Max Resolution Time | Penalties |
|------------------|--|-------------------|---------------------|---|
| Showstopper | There is a problem with the system and hence is unable to be used for normal business activities | 15 Minutes | 2 Hours | 0.1% of one-time development cost for each 6 hours delay beyond maximum resolution time and each hour delay beyond response time |
| Critical | There is a problem with part of the system, which impacts on normal business activity and decision making. No viable workaround is available | 1 Hour | 12 Hours | 0.1% of one-time development cost for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time |

| Support Category | Criteria | Max Response Time | Max Resolution Time | Penalties |
|-------------------------|---|--------------------------|----------------------------|---|
| High | There is a problem with part of the system and efficiency of users is being impacted but has a viable workaround. | 2 Hours | 1 Day | 0.1% of one-time development cost for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time |
| Low | A low impact problem that may affect the process or efficiency of users but has a simple workaround. | 6 Hours | 4 Days | 0.1% of one-time development cost for each 12 hours delay beyond maximum resolution time and each hour delay beyond response time |

The Vendor shall adhere to the Service Level Agreement as detailed above. This SLA is an integral part of the contract as outlined in Annexure III

Annexure-I: EMD and Performance Bank Guarantee Format

To,

The Director,
The Directorate of Industries and Commerce (DI&C), Government of Kerala,
Vikas Bhavan P.O.,
Thiruvananthapuram-695033,
Kerala.

WHEREAS _____ [Name and address of Vendor] (hereinafter called “the Vendors”) has undertaken, in pursuance of your Letter No. dated _____ to provide software development services to DI&C, Government of Kerala on terms and conditions set forth in the said letter.

AND WHEREAS it has been stipulated by you in the said letter that the Vendors shall furnish you with a Bank Guarantee by a Nationalized Bank for the sum specified therein as security for compliance with their obligations in accordance with the terms and conditions set forth in the said letter.

AND WHEREAS we have agreed to give the Vendors such a Bank Guarantee.

NOW THEREOF whereby affirm that we are the Guarantor and responsible to you on behalf of the Vendors up to a total of _____ [amount of Guarantee][in words], such sum being payable in the types and proportions of currencies in which the Contract Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of [amount of Guarantee] as aforesaid without your needing to prove or to show ground so reasons for your demand for the sum specified therein.

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

We further agree that no change or addition to or other modification of the terms of the Contractor of the services to be performed there under or of any of the Contract documents which may be made between you and the Vendors shall in any way release us from any liability under this guarantee, and whereby waive notice of any such change, addition or modification.

The liability of the Bank under this Guarantee shall not be affected by any change in the constitution of the Vendors or of the Bank.

Notwithstanding anything contained herein before, our liability under this guarantee restricted to INR (Rupee _____) and the guarantee shall remain valid till _____ unless a claim or a demand or a request for extension in writing is made upon us on or before _____ all our liability under this guarantee shall cease.

This guarantee shall be valid for 24 months from the date of aforesaid letter and may be extendable, if required.

| Signature and Seal of the Guarantor | In presence of |
|-------------------------------------|----------------------------------|
| | 1. |
| Name and Designation: _____ | (Name, Signature and Occupation) |
| Name of Bank | |
| Address: | 2. |
| Date: | (Name, Signature and Occupation) |

Annexure-IA: Details of EMD

To,

The Director,
The Directorate of Industries and Commerce (DI&C), Government of Kerala,
Vikas Bhavan P.O.,
Thiruvananthapuram-695033,
Kerala.

Dear Sir/ Madam,

We, the undersigned, intend to participate as a Bidder for “Appointment of a vendor for development of MSME web & mobile portal as part of RAMP implementation in the State of Kerala” in accordance with your Request for Proposal dated [Insert Date].

We have paid the EMD through the e-bid portal www.etenders.kerala.gov.in.

The following are our bank details with reference to this EMD.

Bank name:

IFSC code:

Bank Account Name:

Bank Account number:

Transaction Reference No.:

If the EMD has to be returned after the procurement process, would the bidder like the EMD to be returned to the bank A/c from which the transfer was made: Yes/ No.

We have read and agree to the terms as mentioned in Clause 11, Instructions to Bidders and Data Sheet regarding EMD.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Annexure-II A: Power of Attorney Format for Authorised Signatory

Know all men by these presents, _____ (Name of Company with registration number) do hereby irrevocably constitute, nominate, appoint and authorize _____ (Name of the person) and presently residing at _____ (Complete Address) who is presently employed with us and holding the position of _____ (Title/Designation), as our true and lawful attorney _____ (hereinafter referred to as the "Attorney") to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental to submission of our Proposals[s] for providing _____ (Title of the project) including but not limited to signing and submission of all applications, Proposals and other documents and writings, participate in Pre-Applications and other conferences and providing information/responses to DI&C, Govt of Kerala, representing us in all matters before DI&C, Govt of Kerala, including negotiations, signing and execution of all Agreements and undertakings consequent to acceptance of our Proposal, and generally dealing with to DI&C, Govt of Kerala, in all matters in connection with or relating to or arising out of our Proposal for the said tender and/ or upon award thereof to us and/or till the entering into Agreements with Directorate of Industries and Commerce, Govt of Kerala.

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

IN WITNESS WHERE OF WE, _____ (NAME OF THE COMPANY) THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DD/MM/YYYY

This Power of Attorney shall be effective, binding, and operative till DD/MM/YYYY (for 1 year) if not revoked earlier or as long as the said Attorney is in the service of the Company, whichever is earlier.

I accept,

Name:

Title:

Date:

Place:

Witness:

Annexure-III: Standard Form of Contract for Vendor

Project Name: Appointment of a vendor for development of MSME web & mobile portal as part of RAMP implementation in the State of Kerala

DIRECTORATE OF INDUSTRIES AND COMMERCE, GOVT. OF KERALA

CONTRACT FILE NO. _____

BETWEEN

The Director,

The Directorate of Industries and Commerce (DI&C), Government of Kerala,

Vikas Bhavan P.O.,

Thiruvananthapuram-695033,

Kerala.

AND

(Name of the Vendor)

Dated:

Form of Contract

This CONTRACT (hereinafter called the “Contract for Vendor”) is made the *[number]* day of the month of *[month]*, *[year]*, between, on the one hand, the Director, The Directorate of Industries and Commerce (DI&C), Government of Kerala. (Hereinafter called the “Client”) and, on the other hand, *[name of Vendor]* (hereinafter called the “Vendor”).

WHEREAS

- (a) The Client has requested the Vendor to provide certain services as defined in this Contract (hereinafter called the “Services”).
- (b) The Vendor, having represented to the Client that it has the required professional skills, expertise and technical resources, has agreed to provide the Services on the terms and conditions set forth in this Contract and in the RfP document.

NOW THEREFORE the parties hereto hereby agree as follows:

1. The following documents attached hereto shall be deemed to form an integral part of this Contract:
 - a. The Instructions to Bidders (As per the Section 2 of RfP)
 - b. Terms of Reference (As per Section 5 of RfP)
2. The mutual rights and obligations of the Client and the Vendor shall be as set forth in the Contract, in particular:
 - a. The Vendor shall carry out the Services in accordance with the provisions of the Contract; and
 - b. The Client shall make payments to the Agency in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be Signed in their respective names as of the day and year first above written.

| | |
|--|--|
| For and on behalf of the Director, Industries and Commerce- Name: Signature: | For and behalf of the Vendor- Name: Signature: (Only authorized representative of Vendor should sign) |
| For and on behalf of the Director, Industries and Commerce- Name: | For and behalf of the Vendor- Name: |

| | |
|------------|--|
| Signature: | Signature: (Only authorized representative of Vendor should sign) |
|------------|--|

Annexure-IV: Integrity and Avoidance of Conflict-of-Interest Pact

A bidder and/ or selected bidder must at all times abide by the terms and conditions of this “Integrity and Avoidance of Conflict-of-Interest Pact”.

- 1) The Authority requires that the bidder / selected bidder/ Consultant (hereafter called “the relevant parties” which is defined in detail below) provides professional, objective and impartial advice and at all times hold the Authority's and the State Government's interests' paramount, avoid conflicts with other assignments or its own interests and acts with integrity and without any consideration for future work. “The relevant parties” shall not accept or engage in any assignment that may place it/ them in a position of not being able to carry out the assignment in the best interests of the Authority and the Project.

Definition of “Relevant Parties” and Applicability of this Pact.

The principles for the determinants of Conflict of Interest and breach of integrity shall apply to the following “relevant parties” and the following work/ decisions/ issues:

- 2) Relevant parties:
 - (a) every individual functioning under the banner of the bidder and its constituent entities irrespective of whether salaried/ paid by them or working pro bono and
 - (b) every funder/ promoter/ partner of the bidder and its constituent entities.
 - (c) In particular, these principles apply to everyone who works at or with the bidder/ and its constituent entities and associates, including staff and managers (regardless of appointment type), short and extended term consultants and all temporary, casual, contractual, special and coterminous appointments such as research assistants and professionals etc., affiliates, associates, officers, employers or consultants who are working with the bidder and its constituent entities either in their individual capacity or from other organizations for the purpose of this RfP, even though they do not belong to (a) or (b) above.

Provided that for (a), (b), (c) above, legal/ natural persons will be affiliates if either one party effectively controls (has more than 25% shareholding in) the other or both effectively control (have more than 25% shareholding in) each other or who are being effectively controlled by a common third legal person/ natural person (having more than 25% shareholding in both or either).

Provided further that for (a), (b), (c) above, legal/ Natural persons will be associates if either one party directly or indirectly employs the other or both are being directly or indirectly employed by a common third legal person/ natural person.

- 3) Work/decisions/issues
 - (d) All types of evaluative work done related to the RfP and project by the bidder and its constituent entities and all such work done by the government to which the bidder and its constituent entities is privy to during the process.

- (e) All decisions which pertain to current and future functioning of the Authority, records and related projects drawn out of work done under the RfP and this Project by the bidder and its constituent entities. Any conflict of interest found to be of substance and materiality raised by persons with respect to (a) to (e) above or by other stakeholders, civil society organizations or other external stakeholders.

4) Definition of **Conflict of Interest**

“The relevant parties” shall be deemed to have a Conflict of Interest affecting the Selection Process or execution of Contract, if:

- (f) The bidder, its consortium member (the "Member") or Associate (or any constituent thereof) and any other bidder, its consortium member or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of a bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 percent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its consortium member or Associate is less than 5 percent of the subscribed and paid up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank, insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act, 1956. For the purposes of this clause, indirect shareholding held through one or more intermediate persons shall be computed as follows:
 - (aa) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the "Subject Person") shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (bb) subject always to sub-clause (aa) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (bb) if the shareholding of such person in the intermediary is less than 26 percent of the subscribed and paid up equity shareholding of such intermediary; or
- (g) a constituent of such Bidder is also a constituent of another Bidder; or
- (h) such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
- (i) such Bidder has the same legal representative for purposes of this Application as any other Bidder; or
- (j) such Bidder has a relationship with another Bidder, directly or through common third parties that puts them in a position to have access to each other's information about or to influence the Application of either or each of the other Bidders; or
- (k) there is a conflict among this and other consulting assignments of the Bidder (including its personnel and their sub-consultants) and any Associates/ Affiliates.

While providing consultancy services to the Authority for this particular assignment, the Vendor shall not take up any assignment that by its nature will result in conflict with the present assignment; or

- (l) a firm which has been engaged by the Authority to provide goods or works or services for a project, and its Affiliates/ Associates, will be disqualified from providing consulting services for the same project save and except as per provisions of this RfP, conversely, a firm hired to provide consulting services for the preparation or implementation of a project, and its Members or Associates, will be disqualified from subsequently providing goods or works or services related to the same project, save and except as per provisions of this or the relevant RfP; or the Bidder, its Member or Associate (or any constituent thereof), and the Bidder or Concessionaire, if any, for the Project, its contractor or sub-contractor(s) (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of a Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 percent of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be,) in the Bidder or Concessionaire, if any, or its contractor(s) or sub-contractor(s) is less than 5 percent of the paid up and subscribed share capital of such concessionaire or its contractors or sub-contractor(s); provided further that this disqualification shall not apply to ownership by a bank, insurance company, pension fund or a Public Financial Institution referred to in section 4A of the Companies Act, 1956. For the purposes of this sub-clause, indirect shareholding shall be computed in accordance with the provisions of sub-clause (i) above.
- (m) during the execution of the Terms of Reference/ Contract, a situation arises in which interests other than those associated with the duty of providing balanced advice, conducting an objective evaluation of data and other material available or taking related decisions, materially interfere with the fulfilment of the Bidder/ Selected Bidder's duty or may give the appearance of interfering materially with this fulfilment.

Such interest may, *inter alia*, include a personal interest OR an existing/ past professional engagement of any nature/ in any capacity, with direct/ indirect financial/ professional gains; OR employment currently or in future directly or indirectly OR receipt of a full briefing of the merits or procedural aspect of the advice/ decision/ evaluation from an interested party or/ and indulgence in any activity in bad faith in this regard or otherwise, after the execution of the Contract OR publishing of a paper or speech or otherwise advocating publicly a specific position regarding a decision adverse to the interests of the Authority or Government of Kerala/ India, manifestly beyond the purview of general academic/ professional opinions concerning the issue; OR actions/ advice leading to unfair advantage to any party during the procurement of these services or its related programs and deliverables at any level of government.

Provided that materiality refers to the risk that the identified conflict is of such a magnitude that it is likely to affect the process, findings, conclusions or recommendations of an advice or evaluation/ a decision or a procedure thereof.

5) Integrity Aspects

For the purposes of this RfP and Project, any of the following practices will be considered as practices which go against the integrity pact.

- (n) corrupt practice means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with the Selection Process or the Project or has dealt with matters concerning the Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Selection Process; or (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the Letter of Award (LoA) or after the execution of the contract Agreement, as the case may be, with any person in respect of any matter relating to the Project or the LoA or the contract Agreement, who at any time has been or is a legal, financial or technical consultant/ adviser of the Authority in relation to any matter concerning the Project;
- (o) fraudulent practice means a misrepresentation or omission or incomplete disclosure of facts in order to influence the selection process or the execution of a contract in a way which is detrimental to the Authority and includes collusive practices among consultants/bidders (prior to or after submission of proposals) designed to establish prices at artificial, non-competitive levels and to deprive the Authority of the benefits of free and open competition.
- (p) coercive practice means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Selection Process;
- (q) undesirable practice means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- (r) restrictive practice means (i) forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or (ii) manipulating a full and fair competition in the Selection Process.

Any of the above practices may be singularly referred to as a "Prohibitive Practice" or collectively referred to as "Prohibited Practices"

6) The Policy and its Operation:

It is the Authority's policy to require that the Vendors observe the highest standard of ethics during the Selection Process and execute such contracts. In pursuance of this policy, the Authority:

- (s) will reject the Proposal for award if it determines that the Bidder has engaged in prohibited practices in competing for the contract in question;
- (t) will declare a Bidder ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at any time determines that the Bidder has engaged in prohibited practices in competing for and in executing the contract.

The Bidders and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process and the Project execution. Notwithstanding anything to the contrary contained in this RfP, the Authority will reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in prohibited practices in the Selection Process and the Project execution. In such an event, the Authority will, without prejudice to its any other rights or remedies, blacklist the relevant party for a time period decided by the competent Authority.

Operation of the policy shall be as follows:

- (u) every entity or entities in a consortium shall be impartial, independent and free of any actual or potential conflict of interest and shall desist from any activity impeding the integrity pact. "The relevant parties" shall disclose at the earliest any actual/ potential adverse matter related to the conflict of interest or integrity to the Authority. (S)he may recuse herself/ himself from the proceedings voluntarily after such disclosure, if required, according to the decision of the Authority.
- (v) Any party may challenge any person(s) under the applicability section in this Annexure to the RfP on account of breach/ non-disclosure/ non-recusal after disclosure related to matters of conflict of interest and integrity within 3 weeks of such party gaining such knowledge OR of joining duty/ service by the challenged person(s) for providing advice in the context of this RfP, whichever is later. The challenged person may voluntarily withdraw from the assignment under this RfP, if (s)he agrees to the challenge.
- (w) A final and binding decision on such breach/ non-recusal/ non-withdrawal/ non-resignation following a relevant disclosure/ revelation of relevant fact or challenge shall be taken by the Authority. An adverse decision in this regard by the Authority, shall result in the dismissal of the challenged person and the relevant entity/ bidder from the bid process and the project, debarment for 5 years of the relevant entities from engagements with any governments with the territory of Kerala and debarment of any related party from participating in any of the related government procurement procedure or if such information is received late, invalidation of the related party's such proposal as void ab initio; as decided by the authority. If otherwise, the person shall continue with his/her duties/ assignment.
- (x) The advice/ decisions/ evaluations done by the Authority till such date of decision regarding breach/ recusal/ withdrawal/ dismissal shall be valid except for the fact that the advice/ decision/ evaluations or contribution towards advice/ decisions/ evaluations and the preparations and the interventions during the preparation of the decisions/ evaluations of such recused/ withdrawn/ challenged person shall not be valid.

7) Competent Authority

The Authority is competent to determine materiality and arrive a decision on whether a conflict of interest and the breach of integrity is proved or not.

8) Certification

We hereby certify that our Entity/ Entities have been funded from money earned through legitimate means from known sources and such funding has been verified for compliance with the applicable laws of India at all times and also that our international funding, if any, has been FCRA compliant. We shall continue with our due diligence regarding funding in a similar manner for this Project and all other Projects that we are and will be executing currently and in the future. We shall submit to any verification as required by the Authority or the Government of Kerala/ India or its representatives in this regard.

We hereby certify that all relevant parties related to this Application do not attract the provisions of this pact and all of us shall abide by all the terms and conditions as listed in this “Integrity and Avoidance of Conflict of Interest Pact” at all times.

IN WITNESS WHEREOF THE ENTITIES NAMED BELOW HAVE EXECUTED AND DELIVERED THIS PACT AND CERTIFICATION AS OF THE DATE GIVEN BELOW.

| | | |
|--|-----------------|-----------------|
| SIGNED, SEALED AND DELIVERED For and on behalf of: | | |
| ENTITY 1's NAME | ENTITY 2's NAME | ENTITY 3's NAME |
| Signature | Signature | Signature |
| Name | Name | Name |
| Designation | Designation | Designation |
| Address | Address | Address |
| In Presence of: | | |

1.

2.

Dated on _____ day of _____, _____ *[insert date of signing]*

Place:

Annexure V: Pre-Bid Query Submission Format

Mail to be sent to tcwingdirector@gmail.com.

| Sl. | Page No. | Section RFP Clause / Provision no. | Existing text of clause /provision in the tender | Remarks/Query |
|-----|----------|---|---|---------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Annexure VI: Self declaration of Personnel on payroll

To,

The Director,
The Directorate of Industries and Commerce (DI&C), Government of Kerala,
Vikas Bhavan P.O.,
Thiruvananthapuram-695033,
Kerala

Dear Sir/ Madam,

This is to confirm that M/s _____ (*Name of the Bidder*) has _____ (*No. of Technical employees*) employees on its payroll as of the bid submission date.

We also declare the following details for C3.6 Evaluation.

| Sl | Designation | Minimum Experience | Number of Personnel on payroll |
|-----------|--|---------------------------|---------------------------------------|
| 1 | Project Manager / Scrum Master | 5 | |
| 2 | Solution Architect | 5 | |
| 3 | Business Analyst | 5 | |
| 4 | Team Lead (Frontend / Backend) | 5 | |
| 5 | Quality Assurance/ Test Engineer | 5 | |
| 6 | Database Lead / Lead Database Engineer | 5 | |

Date:

Place:

Name of HR head:

Sign and Seal of HR head:

Appendix I: Guidelines to Bidders for using e- bid portal

Special instructions to Bidders for e-Tendering

General

The Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as given in this Tender Document. Submission of Online Bids is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, **the Authority** shall use the portal **<https://etenders.kerala.gov.in/>** through Kerala Government's e-Procurement system.

Benefits to Suppliers are outlined on the Homepage of the portal.

Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user or the lead bidder to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class-III, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

Instructions

Tender Bidding Methodology:

The following information helps bidders in overcoming last minute hassles and guide towards successful bid submission.

- 1 System readiness:
 - 1.1 Bidders are advised to keep ready well in advance, their computer system in order like Original Operating System having sufficient RAM, high speed internet connectivity like broad band, with network providing static IP (avoid using mobile data/network), right internet browser, right Java Runtime Environment, un restricted access to the eProcurement portal from the bidder computer system. Bidders are also advised to procure and keep ready well in advance valid Digital Signature Certificate (Signing) of Class III issued by CA under CCA India.
 - 1.2 To know about prevalent system requirements, portal enrollment and online bidding and other procedures, bidders can avail Help Desk facility. Bidders are also advised to refer FAQs, Bidder Manual Kit, System Malfunction Procedure available on the portal in addition to the instructions provided in the Tender.
- 2 Portal Enrolment/ registration: Bidders are advised to complete well in advance online enrollment / registration in the portal by following due process prevalent at that time.
- 3 Bid Submission:

- 3.1 The server time (which is displayed on the bidders' dash board) shall be considered as the standard time for referencing the deadlines for submission of the document by the bidders.
- 3.2 Bidder, in advance, should go through the notice inviting tender / advertisement, tender & its related document(s) carefully to understand the requirements of the tender and various documents that are required to be submitted as part of the bid.
- 3.3 In case of any clarifications pertaining to the tender, bidders are advised to check with concerned procuring authority in advance so that they can participate in the tender well within scheduled due date/time. Regarding any clarifications on the technical related matter in using the portal, same may kindly be get clarified from help desk facility or any other established technical support mechanism prevalent at that time.
- 3.4 Bidder, in advance should get ready with the required bid document(s) having correct file format / acceptable file name / optimal file size that are acceptable for online bid submission.
- 3.5 Generally, the permitted file format in the portal are pdf / xls / rar/ dwf/ jpg formats. File name should not contain special characters like &,comma etc. File size of the bid documents can be reduced by scanning of bid documents with 100 dpi with black and white option and also some time it may require to increase local Java Runtime Environment memory at bidder end computer, while uploading bid document having huge size.
- 3.6 Mail/ SMSs alerts are in-built in the eProcurement portal as an additional feature to inform procuring entities as well as bidders on various events that are happening in the portal. However, delivery of such mail/sms to concerned individual will always depends on the configuration of individual account in the portal, receiver's mail / sms server, mail box / mobile capacity and other factors. Hence, bidders are also advised to visit the website/portal regularly till bid submission due date/time to keep themselves updated and to act upon with respect to changes/modification deemed fit in any manner carried out in the tender by concerned procuring authority.
- 3.7 As bidder have been provided with the facility to submit bid documents at any time and also resubmit any number of times till bid submission due date/time, bidders are advised to submit their bid complete in all respect (free from virus/uncorrupted file/ correct file format/ right file size capable enough to upload from the bidder system) well in advance before the last date/time of the bid submission to avoid the last minute hassles.
- 3.8 Most importantly bidders are advised to get an acknowledgement containing Bid ID along with other vital information indicating successful submission of bids from the portal by following due process (like Freezing of Bid)
- 3.9 If a bidder withdraws their already submitted bid against a tender in the portal, then the bidder will not be allowed to participate in the same tender once again.
- 3.10 The bid documents submitted by the bidders are encrypted using PKI Technology involving digital signature certificates of pre-designated bid openers of the procuring entity to ensure the secrecy of the data. The encrypted bids are stored safely and securely in the server. Only designated bid openers shall be able to decrypt and open the bid on or after the pre-defined bid opening date/time. These assure bidders that their bids are kept confidential, safe and secure.

- 3.11 Bidders are advised to complete the online payment (if applicable) for Tender Fee, EMD and other fees well in advance at least one day in advance prior to the bid submission due date/time.
- 3.12 In case exemption is claimed on account of Tender Fee/EMD/others, then the bidders are advised to doubly check all entries and ensure exemption details are correctly entered. The exemption details cannot be changed once it is confirmed by clicking on “Confirm” button or any process prevalent at that time and leaving that page.
- 3.13 As the banker of the bidder will take their own time for payment processing / clearing, the bidder can use the “Payment Verification” button or any other process prevalent at that time to check the completion of the online payment process from the bank to the eProcurement portal. Only upon successful receipt of online payment, bidder can able to freeze / finally submit their bid to the procuring entity and get bid acknowledgment regarding successful bid submission.
- 3.14 All users have to note that after logging into the portal, if the user is not doing anything in the portal i.e idle for more than 20 minutes continuously then the system will automatically logout the user and they will have to login again to carry out any activity in the portal.

| NIC Helpdesk for e-procurement system | |
|---------------------------------------|--|
| Telephone/ Mobile | <i>Customer Support: 0120-4001 002, 0120-4001 005, 0120-4493 395</i> [available 24X7 on all days] |
| E-mail ID | eproc(at)nic(dot)in |