

Bid Corrigendum

GEM/2025/B/6312540-C3

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration
2. Provisions for workmen compensation, insurance, public liability, property damage, insurance etc. to be ensured by the contractor. Also, safety measures prescribed for working in Extra High Voltage & use of personnel protective equipment must be adhered to.
3. Buyer uploaded ATC document [Click here to view the file.](#)

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.

14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)

Corrigendum for the
Request for Proposal (RFP)
Selection of Implementing Agency
for
Implementation, Customization and Maintenance of Open-
Source Enterprise Resource Planning (ERP) Solution for
NAFED

SI	Section of the RFP	Clause as per RFP	Amended Clause
1.	Bidding Data Sheet	Last date for submission of Bids	17th July 2025; 15:00 Hours
2.	RFP Vol– I, 7.3.2 Pre-Qualification Criteria for Implementing Agency, Serial 3 Turnover	The bidder must have a minimum annual average turnover of Rs. 100 Crore from Government/ Public/ Private/ Cooperative sector in Software/Application/ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023- 24.	The bidder must have a minimum annual average turnover of Rs. 75 Crore from Government/ Public/ Private/ Cooperative sector in IT/ ITES (except Hardware installation, Infrastructure related, Advisory/ consulting, manpower supply) / Software/Application/ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24.
3.	RFP Vol– I, 7.3.2 Pre-Qualification Criteria for Implementing Agency, Serial 5 (a)- Project Experience	<p>The bidder must have successfully executed at least three projects, each with a minimum value of INR 10 Crore involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date.</p> <p>Note: Out of these three projects, at least one project must specifically involve the end-to-end implementation and support of the proposed (same solution/ product as proposed in the bid) open-source ERP solution.</p>	<p>The bidder must have successfully executed at least three projects, each with a minimum value of INR 10 Crore involving end-to-end implementation and support of ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date.</p> <p>Note: One project must specifically involve the end-to-end implementation and support of the proposed (same solution/ product as proposed in the bid) open-source ERP solution.</p>
4.	RFP Vol - I, Section 7.3.2, Serial 5(b) Project Experience – Open-source ERP Implementation:	The bidder must have successfully executed at least one projects involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where: At least 5 modules out of following	<p>The bidder must have successfully executed at least one projects involving end-to-end implementation and support of ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where:</p> <p>At least 3 modules out of following functions / modules must have been implemented in all the projects mentioned above –</p>

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		<p>functions / modules must have been implemented in all the projects mentioned above –</p> <ul style="list-style-type: none"> Order Management System Procurement Finance and Accounting Payroll & Human Resource Management Vendor Management Asset/Inventory Management Project Management and ITSM 	<ul style="list-style-type: none"> Order Management System Procurement Finance and Accounting Payroll & Human Resource Management Vendor Management Asset/Inventory Management Project Management and ITSM
5.	RFP Vol – I, 7.3.2 Pre-Qualification Criteria for Implementing Agency, Serial 5(a), 5(b)-Documents Required	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client OR Self-certificate or declaration by the bidder, on bidder letterhead (which may be verified by NAFED).</p>
6.	RFP Vol - I, 7.3.2 Pre-Qualification Criteria for Implementing Agency, Serial 7 Certificate:	The Bidder should have a minimum CMMi Level 5 valid certification as on bid submission date for Service or Development	The Bidder should have a minimum CMMi Level 3 valid certification as on bid submission date for Service or Development
7.	RFP Vol - I, 7.3.2 Pre-Qualification Criteria for Implementing Agency, Serial 6 Manpower:	The bidder should have a minimum workforce of 200 IT professionals (B.E./B. Tech/MCA) out of which at least 50 professionals having experience of working in the proposed ERP framework. The resources should be on its payroll as on bid submission date.	The bidder should have a minimum workforce of 150 IT professionals (B.E./B. Tech/MCA) out of which at least 50 professionals having experience of working in ERP framework. The resources should be on its payroll as on bid submission date.
8.	RFP Vol – I, 7.3.3 Pre-Qualification Criteria for ERP Platform/Product Provider and CSP: Serial 3 Turnover	The ERP Solution/Platform Provider must have a minimum average annual turnover of Rs. 25 Crore from ERP-related business in the Government, Public, Private, or Cooperative sectors during the last three financial years, i.e., FY 2021-22, 2022-23, and 2023-24.	The ERP Solution/Platform Provider must have a minimum average annual turnover of Rs. 15 Crore from ERP-related business in the Government, Public, Private, or Cooperative sectors during the last three financial years, i.e., FY 2021-22, 2022-23, and 2023-24.

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9.	RFP Vol – I, 7.3.3 Pre-Qualification Criteria for ERP Platform/ Product Provider and CSP, Serial 5- Project Experience	<p>The proposed ERP solution should have been implemented and “Gone Live” at minimum three (3) clients for Government/ Public/ Private/ Cooperative Sector in India encompassing at least 5 modules out of following functions / modules in last five (5) years from date of bid submission.</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM 	<p>The proposed ERP solution should have been implemented and “Gone Live” at minimum three (3) clients for Government/ Public/ Private/ Cooperative Sector in India encompassing at least 3 modules out of following functions / modules in last five (5) years from date of bid submission.</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM
10	RFP Vol – I, 7.3.3 Pre-Qualification Criteria for ERP Platform/ Product Provider and CSP, Serial 5- Documents Required	<p>Work order or Purchase Order (PO) or ‘Letter of Intent (LoI) or with extract from signed contract showcasing the modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client showcasing the implemented modules of the ERP solution.</p>	<p>Work order or Purchase Order (PO) or ‘Letter of Intent (LoI) or with extract from signed contract showcasing the modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client showcasing the implemented modules of the ERP solution</p> <p>OR</p> <p>Self-certificate or declaration by the ERP Platform/ Product Provider, on its letterhead (which may be verified by NAFED).</p>
11	RFP Vol - I, 7.3.5 Technical Evaluation Criteria, Serial 1- Turnover:	<p>Annual average turnover from Government/ Public/ Private/ Cooperative sector in Software/ Application/ ERP development in the last three financial years i.e. FY 2021- 22, 2022-23 & 2023-24</p> <ul style="list-style-type: none"> • =100 Cr to <= 120 Cr = 2 marks • >120 Cr to <= 140 Cr = 3 marks • >140 Cr = 5 marks 	<p>Annual average turnover from Government/ Public/ Private/ Cooperative sector in IT/ ITES (except Hardware installation, Infrastructure related, Advisory/ consulting, manpower supply) / Software/Application/ERP development and services in the last three financial years i.e. FY 2021- 22, 2022-23 & 2023-24</p> <ul style="list-style-type: none"> • =75 Cr to <= 95 Cr = 2 marks • >95 Cr to <= 115 Cr = 3 marks • >115 Cr = 5 marks
12	RFP Vol - I, 7.3.5 Technical Evaluation Criteria, Serial 2- Technical Evaluation Criteria	<p>Criteria:</p> <p>Experience in successfully executing at least three projects, each with a minimum value of INR 10 Crore, involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date.</p> <p>Document:</p> <p>Work order or Purchase Order (PO) or ‘Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work</p>	<p>Experience in successfully executing at least three projects, each with a minimum value of INR 10 Crore, involving end-to-end implementation and support of ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date.</p> <p>Document:</p> <p>Work order or Purchase Order (PO) or ‘Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution.</p> <p>AND</p>

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		regarding the implemented modules of the ERP solution. AND Completion Certificates/Go-Live certificate from the client.	Completion Certificates/Go-Live certificate from the client OR Self-certificate or declaration by the bidder, on bidder letterhead (which may be verified by NAFED).
13	RFP Vol - I, 7.3.5 Technical Evaluation Criteria, Serial 3- Technical Evaluation Criteria	<p>Experience in successfully executing at least one projects involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where: At least 5 modules out of following functions / modules must have been implemented in all the projects mentioned above –</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM <p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution. AND Completion Certificates/Go-Live certificate from the client.</p>	<p>Experience in successfully executing at least one projects involving end-to-end implementation and support of ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where: At least 3 modules out of following functions / modules must have been implemented in all the projects mentioned above –</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM <p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution. AND Completion Certificates/Go-Live certificate from the client OR Self-certificate or declaration by the bidder, on bidder letterhead (which may be verified by NAFED).</p>
14	RFP Vol – I, 7.3.5 Technical Evaluation Criteria - Technical Evaluation Criteria for the Bidder: Serial 3	<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing the project value and scope of work regarding the proposed ERP solution. AND Completion Certificates/Go-Live certificate from the client.</p>	<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing the project value and scope of work regarding the proposed ERP solution. AND Completion Certificates/Go-Live certificate from the client. OR Self-certificate or declaration by the bidder, on bidder letterhead (which may be verified by NAFED).</p>
15	7.3.5 Technical Evaluation Criteria - Technical Evaluation	<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work</p>	<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work related to ERP implementation and O&M.</p>

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	Criteria for the Bidder: Serial 4- Documents Required	related to ERP implementation and O&M. AND Completion Certificates/Go-Live certificate from the client.	AND Completion Certificates/Go-Live certificate from the client. OR Self-certificate or declaration by the bidder, on bidder letterhead (which may be verified by NAFED).
16	RFP Vol - I, 7.3.5 Technical Evaluation Criteria, Serial 5 - Technical Evaluation Criteria	Criteria: Experience of end-to-end implementation and support of open-source ERP solution/ modules for concurrent users in a single project for Government/ Public/ Private/ Cooperative sector in India during last 5 years as on date of bid submission. Document: Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work regarding the ERP user count details. AND/OR Completion Certificates/Go-Live certificate from the client showcasing the ERP user count.	Experience of end-to-end implementation and support of ERP solution/ modules for concurrent users in a single project for Government/ Public/ Private/ Cooperative sector in India during last 5 years as on date of bid submission Document: Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work regarding the ERP user count details. AND Completion Certificates/Go-Live certificate from the client showcasing the ERP user count. OR Self-certificate or declaration by the bidder on user count, on bidder letterhead (which may be verified by NAFED).
17	RFP Vol – I, Scope of Work page 40 - 8.1.3 System Design and Architecture	Note: The cost of the development and testing environments shall be borne by the selected bidder, whereas the cost of the production environment shall be borne by NAFED.	The bidder will be responsible for arrangement of Development, testing as well as production environment. Bidder shall factor in the cost of the environments in their financial bid.
18	RFP Vol -I, Annexure-III (A): Compliance Sheet for Pre-Qualification Proposal – 3 Turnover – Criteria Details	The bidder must have a minimum annual average turnover of Rs. 100 Crore from Government/ Public/ Private/ Cooperative sector in Software/Application/ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24	The bidder must have a minimum annual average turnover of Rs. 75 Crore from Government/ Public/ Private/ Cooperative sector in IT/ ITES (except Hardware installation, Infrastructure related, Advisory/ consulting, manpower supply) / Software/Application/ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24.

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19	RFP Vol -I, Annexure-III (A): Compliance Sheet for Pre-Qualification Proposal – 5(a) Bidder Project Experience – Open-source ERP implementation- Criteria and Documents Requirement	<p>Criteria:</p> <p>The bidder must have successfully executed at least three projects, each with a minimum value of INR 10 Crore involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date.</p> <p>Note: Out of these three projects, at least one project must specifically involve the end-to-end implementation and support of the proposed (same solution/ product as proposed in the bid) open-source ERP solution.</p> <p>Documents:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>	<p>The bidder must have successfully executed at least three projects, each with a minimum value of INR 10 Crore involving end-to-end implementation and support of ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date.</p> <p>Note: One project must specifically involve the end-to-end implementation and support of the proposed (same solution/ product as proposed in the bid) open-source ERP solution.</p> <p>Documents:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client OR Self-certificate or declaration by the bidder, on bidder letterhead (which may be verified by NAFED)</p>
20	RFP Vol -I, Annexure-III (A): Compliance Sheet for Pre-Qualification Proposal – 5(b) Bidder Project Experience – Open-source ERP implementation	<p>The bidder must have successfully executed at least one projects involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where:</p> <p>At least 5 modules out of following functions / modules must have been implemented in all the projects mentioned above –</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM 	<p>The bidder must have successfully executed at least one projects involving end-to-end implementation and support of ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where:</p> <p>At least 3 modules out of following functions / modules must have been implemented in all the projects mentioned above –</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM <p>Documents:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP</p>

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		<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>	<p>solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client</p> <p>OR</p> <p>Self-certificate or declaration by the bidder, on bidder letterhead (which may be verified by NAFED)</p>
21	RFP Vol -I, Annexure-III (A): Compliance Sheet for Pre-Qualification Proposal – Serial 6 Manpower - Criteria	The bidder should have a minimum workforce of 200 IT professionals (B.E./B. Tech/MCA) out of which at least 50 professionals having experience of working in ERP framework. The resources should be on its payroll as on bid submission date.	The bidder should have a minimum workforce of 150 IT professionals (B.E./B. Tech/MCA) out of which at least 50 professionals having experience of working in ERP framework. The resources should be on its payroll as on bid submission date.
22	RFP Vol -I, Annexure-III (A): Compliance Sheet for Pre-Qualification Proposal – Serial 7 Certificate	The Bidder should have a minimum CMMi Level 5 valid certification as on bid submission date for Service or Development	The Bidder should have a minimum CMMi Level 3 valid certification as on bid submission date for Service or Development
23	RFP Vol -I, Annexure-III (B): Compliance Sheet for Pre-Qualification Proposal – Serial 3 Turnover	The ERP Solution/Platform Provider must have a minimum average annual turnover of Rs. 25 Crore from ERP-related business in the Government, Public, Private, or Cooperative sectors during the last three financial years, i.e., FY 2021-22, 2022-23, and 2023-24.	The ERP Solution/Platform Provider must have a minimum average annual turnover of Rs. 15 Crore from ERP-related business in the Government, Public, Private, or Cooperative sectors during the last three financial years, i.e., FY 2021-22, 2022-23, and 2023-24.
24	RFP Vol -I, Annexure-III (B): Compliance Sheet for Pre-Qualification Proposal – Serial 5 Project Experience	<p>Criteria:</p> <p>The proposed ERP solution should have been implemented and "Gone Live" at minimum three (3) clients for Government/ Public/ Private/ Cooperative Sector in India encompassing At least 5 modules out of following functions / modules in last five (5) years from date of bid submission.</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource 	<p>Criteria:</p> <p>The proposed ERP solution should have been implemented and "Gone Live" at minimum three (3) clients for Government/ Public/ Private/ Cooperative Sector in India encompassing At least 3 modules out of following functions / modules in last five (5) years from date of bid submission.</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM

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		<p>Management</p> <ul style="list-style-type: none"> • Vendor Management • Asset/Inventory Management • Project Management and ITSM <p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client showcasing the implemented modules of the ERP solution.</p>	<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client showcasing the implemented modules of the ERP solution</p> <p>OR</p> <p>Self-certificate or declaration by the ERP Platform/ Product Provider, on its letterhead (which may be verified by NAFED).</p>
25	RFP Vol -I, Annexure-IV (A): Compliance Sheet for Technical Qualification Proposal – Bidder: Serial 1	<p>Criteria:</p> <p>Annual average turnover from Government/ Public/ Private/ Cooperative sector in Software/Application/ERP development in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24</p> <p>Description:</p> <ul style="list-style-type: none"> • =100 Cr to <= 120 Cr = 2 marks • >120 Cr to <= 140 Cr = 3 marks • >140 Cr = 5 marks 	<p>Criteria:</p> <p>Annual average turnover from Government/ Public/ Private/ Cooperative sector in IT/ ITES (except Hardware installation, Infrastructure related, Advisory/ consulting, manpower supply) / Software/Application/ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24.</p> <p>Description:</p> <ul style="list-style-type: none"> • =75 Cr to <= 95 Cr = 2 marks • >95 Cr to <= 115 Cr = 3 marks • >115 Cr = 5 marks
26	RFP Vol -I, Annexure-IV (A): Compliance Sheet for Technical Qualification Proposal – Bidder: Serial 2	<p>Experience in successfully executing at least three projects, each with a minimum value of INR 10 Crore, involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the</p> <ul style="list-style-type: none"> • 3 projects = 4 marks • 4 to 6 projects = 6 marks • 6 projects = 8 marks 	<p>Experience in successfully executing at least three projects, each with a minimum value of INR 10 Crore, involving end-to-end implementation and support of ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the</p> <ul style="list-style-type: none"> • 3 projects = 4 marks • 4 to 6 projects = 6 marks • > 6 projects = 8 marks
27	RFP Vol -I, Annexure-IV (A): Compliance Sheet for Technical Qualification Proposal – Bidder: Serial 3	<p>Experience in successfully executing at least one projects involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where:</p> <p>At least 5 modules out of following functions / modules must have been implemented in all the projects</p>	<p>Experience in successfully executing at least one projects involving end-to-end implementation and support of ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where:</p> <p>At least 3 modules out of following functions / modules must have been implemented in all the projects mentioned above –</p> <ul style="list-style-type: none"> • Order Management System • Procurement

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		<p>mentioned above –</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM 	<ul style="list-style-type: none"> • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM
28	RFP Vol -I, Annexure-IV (A): Compliance Sheet for Technical Qualification Proposal – Bidder: Serial 3	<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing the project value and scope of work regarding the proposed ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>	<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing the project value and scope of work regarding the proposed ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p> <p>OR</p> <p>Self-certificate or declaration by the ERP Platform/ Product Provider, on its letterhead (which may be verified by NAFED).</p>
29	RFP Vol -I, Annexure-IV (A): Compliance Sheet for Technical Qualification Proposal – Bidder: Serial 4	<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work related to ERP implementation and O&M.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>	<p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing the project value and scope of work regarding the proposed ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p> <p>OR</p> <p>Self-certificate or declaration by the ERP Platform/ Product Provider, on its letterhead (which may be verified by NAFED).</p>
30	RFP Vol -I, Annexure-IV (A): Compliance Sheet for Technical Qualification Proposal – Bidder: Serial 5	<p>Criteria:</p> <p>Experience of end-to-end implementation and support of open-source ERP solution/ modules for concurrent users in a single project for Government/ Public/ Private/ Cooperative sector in India during last 5 years as on date of bid submission.</p> <p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work regarding the ERP user count details.</p> <p>AND/OR</p> <p>Completion Certificates/Go-Live certificate from the client showcasing the ERP user count.</p>	<p>Criteria:</p> <p>Experience of end-to-end implementation and support of ERP solution/ modules for concurrent users in a single project for Government/ Public/ Private/ Cooperative sector in India during last 5 years as on date of bid submission</p> <p>Document:</p> <p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work regarding the ERP user count details.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client showcasing the ERP user count.</p> <p>OR</p> <p>Self-certificate or declaration by the bidder on user count, on bidder letterhead (which may be</p>

SI	Section of the RFP	Clause as per RFP	Amended Clause
			verified by NAFED)
31	RFP Vol- I, Section 13.5.2, Serial 1	Measurement: Availability of ERP + Non-ERP Solutions : Target : <85% quarterly average Penalty : No QGR payment	Target: <85% quarterly average, Penalty: No QGR Payment - Clause stands deleted.
32	RFP Vol -I, 13.5.4 Other SLA	SLA Audit finding	Target - 100% implementation of audit recommendation within 2 weeks timeline
33	RFP Vol -I, 8.5 Infrastructure (Hosting) Requirement	New Clause	The DC and DR of the proposed CSP should be in different seismic zone.
34	RFP Vol -I, 8.5 Infrastructure (Hosting) Requirement	RPO should be near zero and RTO should be less than 2 hours.	RPO should be near zero and RTO should be less than 4 hours .
35	RFP Vol-II, Page no 474, NFR_056	The solution should have provisions for back up and disaster recovery. Recovery Point Objective (RPO): 1440 minutes (1 day) Recovery Time Objective (RTO): 360 minutes	The solution should have provisions for back up and disaster recovery. Recovery Point Objective (RPO): near zero Recovery Time Objective (RTO): less than 4 hours

Request for Proposal (RFP)

**Selection of Implementing Agency
for**

**Implementation, Customization and Maintenance of Open-
Source Enterprise Resource Planning (ERP) Solution for
NAFED**

Volume - I

Issued By



**National Agricultural Cooperative Marketing Federation of
India Ltd. (NAFED)**

**NAFED House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014**

Disclaimer

This Request for Proposal (RFP) contains brief information about the project, qualification requirements and the selection process for the successful applicant (Bidder). The purpose of this NIT document is to provide applicants (Bidders) with information to assist the formulation of their bid application (the "application").

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither National Agricultural Cooperative Marketing Federation of India Ltd.(NAFED), nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information ('Information') contained in this RFP document or subsequently provided to interested parties (the "applicant(s)), in writing by or on behalf of NAFED is provided to applicant(s) on the terms and conditions set out in this RFP documents and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by NAFED to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements contained herein. NAFED reserves the right to accept or reject any or all applications without giving any reasons thereof. NAFED will not entertain any claim for expenses in relation to the preparation of RFP submissions.

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1. Bidding Data Sheet

Particulars	Details
Tender Inviting Authority	National Agricultural Cooperative Marketing Federation of India Ltd. (NAFED)
Tender/RFP number	As per GeM
Project name/ Name of the Engagement	Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED
Period of Contract	28 weeks implementation + 5 years of Maintenance (O&M)
Release Date of RFP	As per GeM
Availability of RFP Documents	GeM
Last date for Submission of Pre-Bid Queries	As per GeM
Pre-Bid Conference Date, Time & Venue	As per GeM
Publish Response to Pre-bid queries	As per GeM
Last Date for Purchase of RFP Documents	As per GeM
Last Date and Time for Submission of Bids	As per GeM
Opening of Pre-Qualification Bid	As per GeM
Opening of Technical –Qualification Bid	As per GeM
Demonstration/ Presentation by Bidders	As per GeM
Opening of Commercial Bids	As per GeM
Validity of Proposal	Must be valid for 180 days post-date of submission of bid
Address of Communication	National Agricultural Cooperative Marketing Federation of India Ltd. (NAFED), NAFED House, Siddhartha Enclave Ring Road, Ashram Chowk, New Delhi-110014
Method of Selection	The method of selection is Quality and Cost Base Selection (QCBS). The weightage given to the Technical and Commercial Bids are: Technical = 80% and Commercial = 20%
Bid System	Three-Stage Bid System 1. Pre-qualification Bid 2. Technical Bid 3. Financial / Commercial Bid
Earnest Money Deposit / Bid Security	INR 30 Lacs
Earnest Money Deposit / Bid Security Validity Period	180 days from the last date of submission of Bids
Performance Bank Guarantee	Total PBG* - 10% of Contract Value (inclusive of Tax) The performance bank guarantee may be discharged/ returned by the Authority upon being satisfied that there has been due performance of the obligations of the Successful Bidder under the contract. However, no interest shall be payable on any of the performance bank

Particulars	Details
	guarantees.
Period for furnishing Performance Bank Guarantee	Within 21 days from the date of issuance of Letter of Intent
Currency	Currency in which the bidders may quote the price and will receive payment is INR only

Note:

- The above dates, time and venue may be altered by the Department at its sole discretion after giving prior notice to the Bidders. The information provided in the above Bidding Data Sheet is further elaborated in the subsequent sections of this RFP. Information provided in the Bidding Data Sheet, and subsequent sections of this RFP are to be read in conjunction and are to be interpreted harmoniously.
- The Bidding process shall be conducted in an online (e-tendering) manner. Please visit GeM for further details regarding the e-Tendering process.
- All the notification & detailed terms and conditions regarding this tender notice hereafter shall be published online on GeM portal.

2. Glossary

#	Term	Definition
1.	Agreement/ Contract	Agreement entered between Authority and the Implementing Agency including all attachments, schedules, annexure there to and all documents incorporated by reference therein and all amendments, corrigendum /corrigenda, changes thereto
2.	Authority/ Department/ Tender Inviting Authority	National Agricultural Cooperative Marketing Federation of India Ltd. (NAFED)
3.	Authorized Representative	Shall mean any person authorized by either of the parties.
4.	Bid / Proposal	Offer submitted by the Bidder to fulfil the requirement of the Client/ Authority against this RFP. It shall be a comprehensive technical and commercial response to this RFP.
5.	Breach	A breach by Bidder of any of its obligations under this RFP and resultant Agreement
6.	Client/ Department	Refers to National Agricultural Cooperative Marketing Federation of India Ltd. (NAFED)
7.	Confidential Information	All information including NAFED Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, dealers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how, plans, budgets and personnel of each department and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with this Agreement (including without limitation such information received during negotiations, location visits and meetings in connection with this Agreement)
8.	Deliverables	Products, ERP development, infrastructure, and services agreed to be delivered by the Bidder in pursuance of the agreement as defined more elaborately in this RFP Implementation and the Maintenance phases and includes all documents related to the user manual, technical manual, design, process and operating manuals, service mechanisms, policies, and guidelines (such as security related, data migration related), inter alia payment and/or process related etc., source code and all its modifications
9.	Notification of Award (NoA)/ Letter of Intent (LoI)	Department notification to the successful bidder in writing by way of Letter or by fax or email, that their proposal has been accepted.
10.	Letter of Acceptance (LoA)	Successful bidder's response in writing by way of letter to Department acknowledging the receipt and acceptance of the of NoA/ LoI along with confirmation that bidder is willing to enter into a

#	Term	Definition
		Contract by fulfilling the pre-requisites mentioned in this RFP
11.	Project Go Live	Configuration, development, customization, deployment, UAT, change management & user training of the ERP solution
12.	Maintenance Phase	The commencement of Maintenance phase from the date of declaration of successful project Go-Live by NAFED.
13.	Intellectual Property Rights	All rights in written designs and copyrights, moral rights, rights in databases and Bespoke Software / Pre-existing work including its up-gradation systems and compilation rights (whether any of these are registered and including application for registration)
14.	Month / Week	The month shall mean calendar month & week shall mean calendar week
15.	Operating Cost	Operating Cost is the cost incurred by Authority after the Project Commissioning of each Phase
16.	Parties	Authority and Bidder for the purposes of this Agreement and “Party” shall be interpreted; accordingly,
17.	Penalty/ Liquidated Damages	The amount deducted from the payment of the Bidder owing to non- completion of defined tasks within the defined timelines as per the project timelines or deduction as per SLA during the maintenance phase of the project
18.	Performance Security	Unconditional guarantee provided by the Bidder from a Nationalized Bank or Scheduled Banks in favor of the Authority
19.	Service Level Agreement (SLA)	Performance and Maintenance SLA executed as part of the Master Service Agreement.
20.	Successful Bidder / Implementing Agency (IA)	The Bidder with whom the MSA/ Agreement shall be signed by the Authority shall be referred to as Successful Bidder / Implementing Agency (IA)
21.	User Acceptance Test (UAT) Document	Mutually agreed document, which defines procedures for Acceptance testing against requirements laid down in the Agreement including test procedures agreed prior to the testing phase.

3. About NAFED

3.1 Overview of NAFED and Business Processes

National Agricultural Cooperative Marketing Federation of India Limited (NAFED) is an apex organization for marketing cooperatives in India and a Central Nodal Agency for procurement of notified agricultural commodities under the Price Support Scheme (PSS), pulses for buffer stocking under the Price Stabilization Fund (PSF) and support various government welfare programs. It works with the objective of farmers' welfare by promoting cooperative marketing, processing, and storage of agricultural produce thereby making farming viable and food affordable for the public. It is primarily involved in the Implementation of PSS, PSF & MIS schemes of GOI, procurement of Agri commodities through cooperative networks & marketing societies at the APMC level, providing marketing assistance to farmers by arranging disposal for their farm produce and ensuring adequate supply of essential food items in the market during times of scarcity and ensuring food security.

Below are the key businesses in which NAFED is involved –

1. Procurement & Price Support Operations:
 - NAFED is a key agency for implementing the Price Support Scheme (PSS) and Price Stabilization Fund (PSF) on behalf of the government of India.
 - It procures crops like pulses, oilseeds, and onions to stabilize market prices and protect farmers from distress sales.
2. Marketing & Distribution:
 - Facilitates marketing of agricultural commodities by providing direct market access to farmers.
 - Supports the export and import of agricultural produce to manage supply and demand.
3. Agri-Inputs & Supplies:
 - Distributes fertilizers, seeds, agrochemicals, and other farm inputs through cooperative networks.
4. Food Processing & Value Addition:
 - Involved in the processing of pulses, oilseeds, and other commodities for value addition.
 - Markets processed products like mustard oil, spices, and pulses under the NAFED brand.
 - Supply Chain & Logistics:
 - Manages a nationwide network for procurement, warehousing, and distribution of agricultural goods.
 - Partners with state governments and cooperatives for warehousing and marketing initiatives.
5. Retail Operations:
 - NAFED has ventured into retail, offering processed and packaged food products through its own stores and online channels.
 - Expanding its presence in the e-commerce space and collaborating with retail chains to reach consumers directly.
6. International Trade:
 - Supports export of agricultural products like pulses, and spices etc.
 - Engages in the import of commodities during domestic shortages to stabilize prices.

3.2 Business Divisions/ Departments

#	Location	Division/Branch Name
1	Head Office	Admin Division
2		Board Division
3		Climate Resilient Innovations (CRI) Division

#	Location	Division/Branch Name
4		Commercial Business of Agri-commodities in outright accounts Division
5		Consumer Marketing Division
6		Cooperative Development Division
7		Coordination Division
8		Cotton Division
9		Farmers Outreach and Facilitation (FOF) Division
10		Fertilizer Division
11		Finance & Accounts Division
12		Food Grain Division
13		Hindi Division
14		Horticulture Division
15		HRD, Training & Library Division
16		Information Technology (IT)
17		Institutional Supply Division
18		International Coordination
19		International Trade Division
20		IU and Projects
21		Jute Division
22		Legal and Tie-Up Division
23		Maize Division
24		Organic Farming Division
25		Personnel Division
26		PR Division
27		Property & Industrial Units
28		Pulses & Oilseeds Division
29		Retail Business Division
30		Seed Division
31		Storage Infrastructure including Projects
32		Strategy, Policy and Business Development Division
33		Tie up & Legal Division
34		Vigilance Division
35	Branch	Delhi - Azadpur Branch
36		Jaipur
37		Chandigarh
38		Lucknow
39		Retail Business Branch
40		Bangalore
41		Kochi
42		Hyderabad
43		Chennai
44		Kolkata
45		Patna

#	Location	Division/Branch Name
46		Guwahati
47		Bhubaneswar
48		Mumbai
49		Bhopal
50		Nashik
51		Ahmedabad
52		Raipur
53	Sub Office	Shimla, Rudrapur, Vijayawada, Rajkot, Nagpur
54	Unit	Unit Bio Fertilizer Unit at Indore
55		Multiple Units / Godowns

4. Project Background

The project aims to implement an Enterprise Resource Planning (ERP) solution for NAFED to streamline and modernize both internal and operational processes. Currently, NAFED relies on multiple portals and fragmented systems, making it challenging for top management to access accurate, real-time data for informed decision-making. This lack of integration results in inefficiencies, delays, and missed opportunities for operational and strategic improvements.

The proposed ERP system shall serve as a unified platform, consolidating key functions such as procurement, inventory management, finance, supply chain, and human resources. By enabling seamless data flow and better coordination across divisions, the system shall enhance efficiency, reduce redundancies, and improve overall decision-making.

Furthermore, the ERP solution is expected to provide advanced analytics and reporting capabilities, allowing NAFED to gain deeper insights into its operations. This shall facilitate more strategic planning and forecasting, enabling the organization to respond swiftly to market changes and optimize resource allocation. The system's scalability shall also support NAFED's future growth, ensuring that the organization can adapt to evolving business needs without significant disruptions.

In addition to operational benefits, the ERP system shall improve transparency and accountability within NAFED. By centralizing data and processes, the system shall reduce the risk of errors ensuring that all transactions are accurately recorded and monitored. This shall foster a culture of trust and collaboration, empowering employees to work more effectively towards common goals. Overall, the implementation of the ERP solution represents a significant step forward for NAFED, positioning the organization for sustained success in a competitive landscape. By enabling seamless data flow and better coordination across divisions, the system shall enhance efficiency, reduce redundancies, and improve overall decision-making.

5. Objectives of the ERP Implementation

The key objectives of the implementing the ERP solution for NAFED are as follows:

- **Streamline Business Processes:** NAFED acts as a multi-disciplinary organization which effectively works with many ministries and state governments. The business processes are spread across multiple divisions which work seamlessly and have their own functionalities. The ERP solution is supposed to integrate and automate core business functions, reducing redundancy and improving efficiency across departments/divisions of NAFED.
- **Enhance Data Accuracy and Consistency:** NAFED collects, stores and utilizes data for millions of farmers, processors, millers etc. for their day-to-day operations related to procurement, storage and disposal of agricultural commodities. NAFED intends to centralize data management in a single system, ensuring real-time updates and reducing manual data entry or siloed systems.
- **Improve Decision-Making:** An ERP system shall provide timely, accurate, and comprehensive data analytics and reporting, enabling better-informed business decisions related to procurement, storage, disposal and entire supply chain management of agriculture as well as retail products.
- **Increase Operational Efficiency:** A centralized ERP system shall optimize the workflows, reduce operational bottlenecks, and improve productivity through system automation making the operations easy to work at ground level as well as HQ levels.
- **Optimize Operational Costs:** NAFED spends huge amounts due to wastage, spoilage and operational inefficiencies. An ERP system is critical to eliminate inefficiencies, minimize manual work and increase digital intervention, and streamline resource management, ultimately lowering operational costs.
- **Boost Collaboration and Communication:** An integrated ERP system shall support to enhance cross-functional / cross-divisions collaboration by enabling seamless communication and information sharing across different departments.
- **Better Commodities/Asset Management:** An ERP system shall provide increased transparency along with deeper information regarding the management of commodity quantities stored across various warehouses located in different regions of the country.
- **Enable Real-time Reporting:** An ERP system is needed to provide access to real-time financial, operational, storage disposal, and performance data, facilitating better operational planning.

6. Instruction to Bidders

6.1 General Instructions

While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders are free to assess and propose the solution needed to meet the requirements and project objective. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the NAFED on the basis of this RFP.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the NAFED. Any notification of preferred Bidder status by the NAFED shall not give rise to any enforceable rights by the Bidder. The NAFED may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the NAFED without giving any reason.

6.2 RFP Issuing Authority

This Request for Proposal (RFP) is issued by the National Agricultural Cooperative Marketing Federation of India Ltd. (NAFED). The NAFED shall be the final authority with respect to qualifying a Bidder through this RFP. Their decision about the selection of the IA who qualifies through this RFP shall remain final. NAFED reserves the right to reject any or all the bids without assigning any reason. NAFED further reserves the right to negotiate with the selected agency to enhance the value through this project and to create a more amicable environment for the smooth execution of the project.

6.3 Online Bid Submission

As per GeM.

6.4 Joint Venture, Consortium and Sub-contracting

The Bidder would not be allowed any joint venture, consortium or to sub-contract work.

However, for providing the cloud related services bidder can engage CSP/MSP.

6.5 Compliant Bids/Completeness of Response

- Bidders are advised to study all instructions, forms, terms, requirements, and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of the terms and conditions mentioned in all volumes of the RFP and its implications.
- The bids should be submitted in three parts as mentioned hereunder on or before last date and time of submission mentioned in this RFP or through any corrigendum.
 - Pre-qualification bid as per eligibility criteria specified
 - Technical Bid
 - Cost Bid
- Failure to comply with the requirements of this paragraph may render the bid non-compliant and the Bid may be disqualified. Bidders must:
 - Include all documentation specified in this RFP, in the bid.
 - Follow the format of this RFP while developing the bid and respond to each element in the order as set out in this RFP.
 - Comply with all requirements as set out within this RFP.

6.6 Bid Preparation Cost

The Bidder shall bear all costs associated with the preparation and submission of its Bid and The NAFED shall in no event be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

6.7 Pre-bid Conference & Clarifications

NAFED may hold a physical pre-bid meeting with the prospective Bidders. The date for the meeting will be communicated accordingly. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to the Nodal officer as per the schedule of bids by email only in editable excel format. The responses shall be shared with the prospective Bidders through appropriate means. However, it shall be Bidder's responsibility that they collect all responses. Non-attendance at the Pre-Bid Conference shall not be a cause for disqualification of a Bidder. The queries should necessarily be submitted in the following format in editable excels.

For each Bidder, maximum of 2 representatives shall be allowed. The representatives should be employees of the Bidding Company.

Bidders needs to send the pre-bid queries in excel format as given below to the email id - itsection@nafed-india.com one day before (by 3:00 PM) the pre-bid meeting date.

#	RFP Document Reference(s)	Section & Page Number(s)	Content of RFP requiring Clarification(s)	Points of clarification
1.				
2.				
3.				
4.				

NAFED shall not be responsible for ensuring that the Bidders' queries have been received and / or addressed by them. Any requests for clarifications after the indicated date and time may not be entertained by the NAFED.

6.8 Responses to Pre-Bid Queries and Issue of Corrigendum

NAFED reserves the right not to respond to any/all queries or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it. The corrigendum shall be uploaded on the GeM portal.

NAFED shall endeavour to provide timely response to all queries. However, NAFED makes no representation or warranty as to the completeness or accuracy of any response; nor does NAFED undertake to answer all the queries that have been posed by the Bidders.

At any time prior to the last date for receipt of bids, NAFED may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document through a corrigendum. The Corrigendum (if any) & clarifications to the queries from all Bidders shall be posted on the GeM portal.

Any such corrigendum shall be deemed to be incorporated into this RFP. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, NAFED may, at its discretion, extend the last date for the receipt of Proposals.

6.9 Earnest Money Deposit

Bid must be accompanied with an Earnest Money Deposit (EMD) of INR 30,00,000/- (Rupees Thirty Lakhs only) by way of RTGS / NEFT/ ELECTRONIC MODE/ Bank Guarantee to the NAFED as per following bank details and a proof of payment must be provided along with the technical bid.

Bidder has to upload the soft copy of BG in GeM portal at the time of bid submission; however bidder should mandatorily submit the hard copy of the BG at NAFED Head Office within 3 working days of the last bid submission date.

BANK ACCOUNT DETAILS FOR EMD

NAFED

IDFC FIRST BANK, NEW FRIENDS COLONY, NEW DELHI

A/C No. 10060654277

IFSC Code: IDFB0020102

NAFED shall not pay any interest on the EMD. **Bids not accompanied by EMD shall be summarily rejected.** In case the bid submitted is nonresponsive, the Earnest Money Deposited by the bidder shall stand forfeited. Any kind of exemption in EMD is not allowed.

The Earnest Money (without interest) shall be returned to all unsuccessful Bidders as early as possible within a period of 45 days from the date of announcement of the successful bidder. No interest shall be payable on Earnest Money, in any case.

6.10 Integrity Pact

The Successful bidder will be required to sign Integrity Pact. It will be assumed that successful bidder have gone through the Integrity Pact and have no objections whatsoever in signing the contract. (attached at Annexure XVI)

6.11 Declarations and Undertaking

Bidders has to sign the Declaration and Undertaking given in Annexure XVII and submit the same **with their proposal.**

6.12 Holiday Listing

The Agencies are expected to adopt the ethics of highest standards and a very high degree of integrity, safety and quality consciousness, commitment and sincerity towards the work undertaken and dealing with NAFED in such matters. Also, while participating in the RFP and performing the contracts, Agencies are required to meet certain performance criteria and adherence to the terms and conditions of the RFP / contract. NAFED shall have the right to remove from the list of approved / empanelled Agencies or to ban business dealings, if any agency has been found to have committed misconduct or fraud or poor performance or anything unethical not expected from a reputed agency. The guidelines and procedures for Holiday Listing as adopted by NAFED and available separately in NAFED website shall be applicable in the context of all RFP floated and consequently, all Orders / Contracts / Purchase Orders placed, by NAFED.

Please refer Annexure XVI for holiday listing.

6.13 Bid Validity Period

All bids should remain valid for a period of 180 days (i.e. 6 months) from the Last date (deadline) for submission of bids and NAFED reserves the right to reject a bid valid shorter than 6 months considering as non-responsive without any correspondence.

Under special circumstances, NAFED may request an extension of the bid validity period from the Bidder. Such a request, along with the Bidder's response, shall be made in writing. The extension granted by the Bidder shall be unconditional, and the Bid Security (EMD) must be extended accordingly. Bidders agreeing to extend the validity period shall not be allowed to alter their technical or financial bids in any manner.

6.14 Pre-Qualification and Technical Bid Format

Bidders are required to submit the Pre-qualification bid and Technical Bid as per the requirements/documents listed in at Section 7.3.2, 7.3.3 and 7.3.5. Bidders to note that all documents mentioned in the table are mandatory and bids shall be disqualified in case of non-submission of any such documents.

6.15 Commercial/ Financial Bid Format

The Bidder must submit the Commercial Bid as per the formats specified in Annexure XXIII. The Bidders shall give the required details of Goods and Services Tax (GST) in respect of provision of services under this RFP.

Bidders shall quote for the entire scope of work on an "overall responsibility" basis, ensuring that the total quoted price includes all obligations explicitly stated or reasonably implied in this RFP, pertaining to the delivery of the required products and services.

Prices quoted by the Bidder will remain firm during the entire contract period and shall not be subject to variation on any account except change in GST rates and laws. A Bid submitted with an adjustable price quotation will be treated as non-responsive and shall be disqualified.

If there is any discrepancy in the commercial bid, it shall be dealt as per the following:

- If, in the price structure quoted for the required goods/services/works, there is discrepancy between the unit price and total price (which is obtained by multiplying the unit price by the quantity), the unit price shall prevail and the total price shall be corrected accordingly.
- If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail, and the total shall be corrected accordingly.
- If there is a discrepancy between words and figures, the amount in words shall prevail.
- If there is such discrepancy in an offer, the same shall be conveyed to the Bidder with target date up to which the Bidder has to send his acceptance on the above lines and if the Bidder does not agree to the decision of the Authority, the bid is liable to be disqualified and EMD will be forfeited.
- Total Implementation Cost quoted in the project should not exceed 60% of total project cost quoted in the Financial Bid. In case the bidder quotes higher figures towards Implementation Cost, the same shall be restricted to 60% while providing LoI, signing off agreement as well as making payments towards Implementation Cost. Any value quoted towards Implementation Cost over and above 60% limit will be paid in equal quarterly instalments during O&M phase along with quarterly payment for each quarter.

6.16 Language

The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders.

6.17 Authentication of Bids

An authorized representative (or representatives) of the Bidder shall initial all pages of the Pre-Qualification, Technical and Commercial Bids.

Bid should be accompanied by an authorization in the name of the signatory (or signatories) of the Bid. The authorization shall be in the form of a written power of attorney accompanying the Bid or in any other form demonstrating that the representative has been duly authorized to sign all the bid documents.

6.18 Undertaking of Total Responsibility

Bidder should issue a statement undertaking total responsibility for the defect free operation of the proposed solution as per the format mentioned in Annexure-VII.

6.19 Right to Terminate the Process

Authority may terminate the RFP process at any time and without assigning any reason. Authority makes no commitments, express or implied, that this process will result in a business transaction with anyone. This RFP does not constitute an offer by the Authority.

6.20 Non-Conforming bids

A bid may be construed as a non-conforming bids and ineligible for consideration:

- If it does not comply with the requirements of this RFP.
- If a bid does not follow the format requested in this RFP or does not appear to address the particular requirements of the solution.

6.21 Rejection Criteria

Besides other conditions and terms highlighted in the Tender Document, bids may be rejected under following circumstances:

6.21.1 General Rejection Criteria

- Conditional Bids.
- If the information provided by the Bidder is found to be incorrect / misleading / fraudulent at any stage / time during the Tendering Process.
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids without signature of person (s) duly authorized on required pages of the bid.
- Bids without power of attorney/ board resolution.

6.21.2 Pre-Qualification rejection criteria

- Bidders not complying with the Eligibility Criteria given in this Tender.
- Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive or clarification sought by NAFED is not adequately addressed and complied by the Bidder.

6.21.3 Technical rejection criteria

- Technical Bid containing commercial details.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the Tender Document or submission of a bid not substantially responsive to the Tender Document in every respect.
- Bidders not quoting for the complete scope of Work as indicated in the Tender Documents, addendum (if any) and any subsequent information given to the Bidder.
- Bidders not complying with the Technical and General Terms and conditions as stated in the Tender Documents.
- The Bidder not confirming unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this tender.
- Each Bidder should offer/ quote single make and models against each item. Bidder quoting multiple make and models in their technical bid shall lead to rejection at the discretion of NAFED.

6.21.4 Commercial Rejection Criteria

- Incomplete Price Bid.
- Price Bids that do not conform to the Tender's price bid format.
- If there is an arithmetic discrepancy in the commercial Bid calculations the Technical Committee shall rectify the same. If the Bidder does not accept the correction of the errors, its bid may be rejected.

6.21.5 Inspections and Tests/POC

- As per the necessity, NAFED shall have the right to inspect and test the solution to confirm their conformity to the Technical Specifications, in which the bidder will have to provide necessary support.
- Conducting Inspection/Tests/POC is solely on NAFED's discretion.

6.22 Replacement of Resources

In case any proposed resource resigns, absconding/ missing or in the event of untimely demise, then the successful Bidder must inform the Authority within one week of date of resignation/ such event.

Successful Bidder shall promptly initiate a search for a replacement to ensure that the position of any member within the team is not vacant at any point in time during the contract period, subject to reasonable extensions requested by Successful Bidder to the Authority.

Before assigning any replacement member of the Key Personnel prior to deployment, Successful Bidder shall provide the Authority with:

- A resume, curriculum vitae and any other information about the candidate that is reasonably requested by the Authority; and
- An opportunity to interview the candidate.

The successful Bidder must provide replacement resource of equal or better qualification and experience as per the requirements of this RFP.

If the Authority objects to the appointment, Successful Bidder shall not assign the individual to that position and shall provide an alternative candidate in accordance with the resource requirements of this RFP.

The successful Bidder needs to ensure at least 4 weeks of overlap period in such replacements. The Authority shall not be responsible for any knowledge transition to the replacement resource and any impact/escalation of cost incurred by the successful Bidder due to resource replacement.

6.23 Fraud and Corrupt Practices

- The Bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, Authority shall reject a Bid 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 corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively the "Prohibited Practices") in the Selection Process. In such an event, Authority shall, without prejudice to its any other rights or remedies, forfeit and appropriate the EMD or PBG, as the case may be, as mutually agreed genuine pre-estimated compensation and damages payable to Authority for, inter alia, time, cost, and effort of Authority, in regard to the RFP, including consideration and evaluation of such Bidder's Bid.
- Without prejudice to the rights of Authority under Clause above and the rights and remedies which Authority may have under the LOI or the Agreement, if a Bidder is found by Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issuance of the LOI or the execution of the Agreement, such Bidder shall not be eligible to participate in any tender or RFP issued by Authority during a period of 3 years from the date such Bidder is found by Authority to have directly or through an agent, engaged or indulged in any Prohibited Practices.
- For the purposes of this section, the following terms shall have the meaning hereinafter respectively assigned to them:
- "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 Authority who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOI 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 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 LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the Award or the Agreement, who at any time has been or is a legal, financial or technical consultant/ advisory of Authority in relation to any matter concerning the Project;
- "Fraudulent practice" means a misrepresentation or omission of facts or disclosure of

incomplete facts, in order to influence the Selection Process.

- “Coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the Selection Process.
- “Undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by 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
- “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

6.24 Conflict of Interest

- A Bidder shall not have a conflict of interest that may affect the Selection Process or the Solution delivery (the “Conflict of Interest”). Any Bidder found to have a Conflict of Interest shall be disqualified/ rejected. In the event of disqualification, the Authority shall forfeit and appropriate the EMD, if available, as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, the time, cost and effort of the Authority including consideration of such Bidder’s Bid, without prejudice to any other right or remedy that may be available to Authority hereunder or otherwise.
- The Authority requires that the Bidder provides solutions which at all times hold the Authority’s interest’s paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The Bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Authority.

6.25 Applicable Law Jurisdiction and Dispute Resolution

- The RFP document shall be constituted and the legal relation between the parties hereto shall be determined and governed according to the laws of Republic of India and only courts at Delhi and the High Court at Delhi shall have the jurisdiction in all matters arising out of/ touching and/or concerning this agreement and parties to this agreement agree to irrevocably submit to the exclusive jurisdiction of those courts for purposes of any such proceeding. The aforementioned exclusive and irrevocable jurisdictions of aforesaid courts are irrespective of place of occurrence of any cause of action pertaining to any dispute between the parties.
- All or any disputes arising out or touching upon or in relation to the terms of this tender document and process thereof including the interpretation and validity of the terms thereof and the respective rights and obligations of the parties shall be settled amicably by mutual discussion failing which the same shall be settled through arbitration. The arbitration proceedings shall be governed by the Arbitration and Conciliation Act of 1996 (as amended up to date) or any statutory amendments/ modifications thereof for the time being in force. The seat and venue of the arbitration shall be at New Delhi, India and language of arbitration shall be English.
- Nothing contained in this clause shall prevent the Nafed from seeking interim injunctive relief against the intending bidders in the courts having jurisdiction over the parties.

6.26 Right to vary quantity/functionalities/services

At the time of award of contract, the quantity of modules, functionalities, works or services originally specified in the bidding documents may be increased or decreased by 25% of the total contract value. All **changes in the scope up to 25% of the total contract value** during the implementation phase and

after the Go-Live of the ERP solution must be done without raising any change request and without any additional cost.

6.27 Change Request and Control


6.27.1 Definition of Change and Criteria

- A Change Request (CR) is a formal proposal initiated either by the client (NAFED) or the Implementing Agency to alter, improve, or correct any aspect of the proposed Enterprise Resource Planning (ERP) system during its implementation, customization, maintenance phases.

Change Requests may be triggered by the following:

- ✓ Emerging or revised business needs
- ✓ Process optimization or re-engineering.
- ✓ Compliance with new or amended statutory/regulatory requirements.
- ✓ Rectification of system issues not covered under routine maintenance.
- ✓ Adoption of technological advancements or upgrades
- ✓ User feedback received after implementation.
- NAFED reserves its right to make changes to the scope of the work at the time of execution of the resultant Agreement, during the implementation phase and after Go-Live. All **changes in the scope up to 25% of the total contract value** during the implementation phase and after the Go-Live of the ERP solution must be done without raising any change request and without any additional cost.

6.27.2 Change Request Form

 CHANGE REQUEST (CR) FORM (Project Name)	
CR Reference Number: (To be filled by PMO/Change Control Board)	Date of Request: (DD/MM/YYYY)
Requested By: (Name, Designation, Department/Organization)	Change Type:
	<input type="checkbox"/> Enhancement, <input type="checkbox"/> Bug Fix, <input type="checkbox"/> Process Change <input type="checkbox"/> Regulatory Compliance, <input type="checkbox"/> Technical Upgrade <input type="checkbox"/> Other (please specify): _____
Description of the Change Request: (Provide a detailed description of the change being requested, including the current process / functionality and the proposed change)	
Reason/Justification for Change: (Why is this change needed? Include business, technical, legal, or operational rationale)	

Impact Assessment (to be filled by Implementation Partner/Technical Team)				
Functional Impact		Modules/Systems Affected		Estimated Effort (Person-Days)
Estimated Cost (if applicable)		Estimated Timeline		Risk Assessment & Mitigation Plan
Approval Section (To be filled by Client/Project Authority)				
Approver Name		Designation		Signature
Implementation Details (to be filled post-approval)				
Start Date	End Date	Responsible Team	UAT Completion Date	Final Deployment Date
Remarks:				
Closure Confirmation (Post-Implementation Review):				
<input type="checkbox"/> Change implemented successfully,		<input type="checkbox"/> No adverse impact on other modules		
<input type="checkbox"/> Documentation updated,		<input type="checkbox"/> User Acceptance Received		
Verified By				
Name, Designation, Date		Name, Designation, Date		Name, Designation, Date

6.27.3 CR Approval Process

1. Initiation of CR

- Who initiates: NAFED or Implementing Agency.
- Action: A formal Change Request form is submitted with detailed justification, scope, impact, and expected outcome.
- Deliverable: Completed CR Form with supporting documents.

2. Impact Assessment

- By: Implementing Agency.
- Action: Evaluate technical feasibility, cost estimation, effort estimation, time impact, and risks.
- Deliverable: Impact Analysis Report (Technical + Commercial), CR Form.

3. CR Review and Action of CR

- By: NAFED (Change Request Committee)
- Action: Review the CR and Impact Analysis Report in terms of business justification and

cost-benefit analysis.

- Decision: Accept/Reject/Modification in the CR.
- Deliverable: Review note and CR reference number.

4. Change Implementation

- By: Implementing Agency.
- Action: Develop, customize, test, and deploy the approved change in coordination with NAFED.
- Deliverable: Change Implementation Plan, Test Reports, User Acceptance Test (UAT) sign-off.

5. Post-Implementation Review & Closure

- By: NAFED
- Action: Verify successful implementation, validate functionality, and obtain user feedback.
- Deliverable: CR Closure Report and update to Change Log Register.

6.28 Single Bidder

In the event only a single bidder applies or qualifies for the tender, NAFED may accept the same subject to approval of the Competent Authority.

6.29 Bid Preparation Cost

The Bidder shall bear all costs associated with the preparation and submission of its bid.

6.30 Abnormally Low Quote

- NAFED reserves the right to ask for the detailed clarification from the Bidder, including detailed price analyses of its Bid price in relation to scope, schedule, allocation of risks and responsibilities, and any other requirements of the bid document, in case the quoted price is observed to be abnormally low.
- If, after evaluating the price analyses, NAFED determines that the Bidder has substantially failed to demonstrate its capability to deliver the contract at the offered price, the Procuring Entity may reject the Bid/Proposal.

6.31 Payment of Taxes

Taxes shall be shown extra by the selected bidder in their invoice for the applicable items. The same shall be paid by NAFED as per actual after verification. Similarly, if there is any tax saving, the same shall be reduced from the payable amount.

In case of any new incident of tax or increase in existing tax rates taking place during the agreement period, that shall be borne and payable by NAFED over and above the agreed price for each item as may be applicable as per the invoice raised by the selected bidder. Similarly, any reduction in taxes shall be paid to NAFED.

7. Selection Process and Criteria for Bidder

7.1 Opening of Bids

The Bids shall be opened by the Authority in presence of those Bidders or their representatives who may be present at the time of opening.

The representatives of the Bidders should be advised to carry the identity card or a letter of the Authority from the Bidder firms to identify that they are bona fide representatives of the Bidder firm, for attending the opening of bid.

There shall be three bid-opening events.

- Set 1 (Bid Security/EMD and Pre-Qualification bid)
- Set 2 (Technical bid)
- Set 3 (Commercial bid)

The venue, date, and time for opening the Pre-qualification bid are mentioned in the Bidding Data sheet.

The date and time for opening of Technical & Commercial bid would be communicated to the qualified Bidders.

The Technical Bids of only those Bidders will be opened who clears the Pre-qualification stage. The Technical Bid will be included in technical presentation document.

The Commercial Bids will be opened of only those Bidders who will be qualified in Pre-Qualification criteria and Score minimum of 70 Marks in technical bid.

7.2 Clarification on Bids

During the bid evaluation, the Authority may, at its discretion, ask the Bidder for any clarification(s) of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

7.3 Evaluation Process and Selection of Bidder

The Authority shall constitute a Tender Evaluation Committee to evaluate the responses of the Bidders. The Tender Evaluation Committee shall evaluate the responses to this RFP and all supporting documents/documentary evidence. Inability to submit requisite supporting documents/documentary evidence by Bidders may lead to rejection of their bids.

The decision of the Tender Evaluation Committee in the evaluation of bids will be final. No correspondence shall be entertained outside the process of evaluation with the Committee. The Tender Evaluation Committee may ask for meetings or presentation with the Bidders to seek clarifications or conformations on their bids.

The Tender Evaluation Committee reserves the right to reject any or all bids. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

The steps for evaluation are as follows:

7.3.1 Stage 1: Pre-Qualification

- Authority shall validate the Bid Security/Earnest Money Deposit (EMD) and Tender document fee.

- If the contents of the above are as per requirements, Authority shall open the "Pre-Qualification Bid". Each of the Pre-Qualification condition mentioned in this section is MANDATORY. In case, the Bidder does not meet any one of the conditions, the Bidder shall be disqualified.
- Bidder has to bid with the ERP Solution/ Platform Provider and Cloud Service Provider.
- Bidders would be informed of their qualification/ disqualification based on the Pre-Qualification criteria through email or any other communication channel and subsequently, the Bid Security amount shall be returned to the respective/ all disqualified Bidders.
- Technical bids of only those Bidders, who have qualified in the Pre-qualification stage, will be opened.

7.3.2 Pre-Qualification Criteria for Implementing Agency

The Bidder must meet the following pre-qualification requirements to become eligible for the Technical & Commercial Evaluation.

#	Criteria	Criteria Details	Documents Required
1.	Legal Entity	The company should be registered under the provisions of the Indian Companies Act, 1956 or 2013, or Multi State Cooperative Society act 2002 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008.	Certificate of incorporation or Registration certificate / Partnership deed, Copy of all documents listed above should be attested by authorized signatory and must be submitted along with the response.
2.	Legal Entity	The company should be registered with Income Tax and GST	Copy of PAN Card and GST certification. Copy of all documents listed above should be attested by authorized signatory and must be submitted along with the response.
3.	Turn Over	The bidder must have a minimum annual average turnover of Rs. 100 Crore from Government/ Public/ Private/ Cooperative sector in Software/Application/ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24	Audited Financial Statement including Balance sheet and Profit and Loss Statement Certificate from the Statutory auditor / CA clearly specifying the average annual turnover for the specified years
4.	Net Worth	The Net Worth of the Bidder must be positive for the last 3 audited financial years i.e. FY 2021-22, 2022-23 & 2023-24	Chartered Accountant Certificate for positive Net worth of the Bidder
5 (a).	Project Experience – Open-source	The bidder must have successfully executed at least three projects, each with a minimum value of INR 10 Crore,	Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract

#	Criteria	Criteria Details	Documents Required
	ERP implementation	<p>involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date.</p> <p>Note: Out of these three projects, at least one project must specifically involve the end-to-end implementation and support of the proposed (same solution/ product as proposed in the bid) open-source ERP solution.</p>	<p>showcasing the project value and scope of work regarding the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>
5 (b).		<p>The bidder must have successfully executed at least one projects involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where:</p> <p>At least 5 modules out of following functions / modules must have been implemented in all the projects mentioned above –</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>
6.	Manpower	<p>The bidder should have a minimum workforce of 200 IT professionals (B.E./B. Tech/MCA) out of which at least 50 professionals having experience of working in the proposed ERP framework.</p> <p>The resources should be on its payroll as on bid submission date.</p>	<p>Certificate from HR Department/CEO/MD for number of technically qualified professionals employed by the company.</p>
7.	Certificate	<p>The Bidder should have a minimum CMMi Level 5 valid certification as on bid submission date for Service or Development</p>	<p>Copy of the valid certificate(s) signed and stamped by the authorized signatory of the Bidder</p>
8.	Non-blacklisting	<p>The bidder should not have been blacklisted by any Government/ Public/</p>	<p>Self-declaration duly signed by authorized RFP signatory</p>

#	Criteria	Criteria Details	Documents Required
		Private/ Cooperative in India as on date of submission of bid	
9.	EMD	EMD of INR 30 Lacs	Bidders need to deposit the EMD as per the section 7.9
10.	MAF	The Bidder should have direct authorization from the ERP Solution/ Platform Provider for selling and supporting the equipment/Solution offered.	Refer: Annexure XXII: - "Manufacturers'/Producers' Authorization Form" for the MAF and complete the associated table provided with the form.
11	Authorized signing authority	Copy of Board resolution" or Power of Attorney	Refer Annexure-XI- Separate "Copy of Board resolution" or POA for the Bidder authorizing the person to sign on behalf of the company or Power of Attorney for the designated person to be provided as per the format prescribed in Form "Bidder's Authorization Certificate". (Must be on a Non-Judicial INR 100/- Stamp Paper or higher)"

Note: -

- ERP implementation projects carried out by the implementing agency within its own organization or within any group companies under the same legal entity as the Bidder shall not be considered.
- ERP implemented by bidder's parent / 100% subsidiary /sister concern company/ Group companies will not be considered.
- Authority (or a nominated party) reserves the right to check/ validate the authenticity of the information provided in the Pre-qualification criteria and the requisite support must be provided by the Bidder during this process.
- Bidders who will qualify with all the above-mentioned prequalification criteria would be considered for the subsequent technical evaluation process.
- Bidders are advised to upload all relevant documents at relevant sections to substantiate the qualification criteria mentioned in the above table.

7.3.3 Pre-Qualification Criteria for ERP Platform/ Product Provider and CSP

#	Criteria	Criteria Details	Documents Required
ERP Platform/ Product Provider			
1.	Legal Entity	The ERP Solution/ Platform Provider company should be registered under the provisions of the Indian Companies Act, 1956 or 2013, or Multi State Cooperative Society act 2002 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008.	Certificate of incorporation or Registration certificate / Partnership deed Copy of all documents listed above should be attested by authorized signatory and must be submitted along with the response.
2.	Legal Entity	The ERP Solution/ Platform Provider company should be registered with Income Tax and GST	Copy of PAN Card and GST certification. Copy of all documents listed above should be attested by authorized signatory and must be submitted along with the response.
3.	Turn Over	The ERP Solution/Platform Provider must have a minimum average annual turnover of Rs. 25 Crore from ERP-related business in the Government, Public, Private, or Cooperative sectors during the last three financial years, i.e., FY 2021-22, 2022-23, and 2023-24.	Audited Financial Statement including Balance sheet and Profit and Loss Statement Certificate from the Statutory auditor / CA clearly specifying the average annual turnover for the specified years
4.	Net Worth	The Net Worth of the ERP Solution/ Platform Provider must be positive for the last 3 audited financial years i.e. FY 2021-22, 2022-23 & 2023-24	Chartered Accountant Certificate for positive Net worth of the Bidder
5.	Project Experience	The proposed ERP solution should have been implemented and "Gone Live" at minimum three (3) clients for Government/ Public/ Private/ Cooperative Sector in India encompassing At least 5 modules out of following functions / modules in last five (5) years from date of bid submission. <ul style="list-style-type: none"> Order Management System Procurement Finance and Accounting Payroll & Human Resource Management Vendor Management Asset/Inventory Management Project Management and ITSM 	Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the modules of the ERP solution. AND Completion Certificates/Go-Live certificate from the client showcasing the implemented modules of the ERP solution.

#	Criteria	Criteria Details	Documents Required
6.	Non-blacklisting	The ERP Solution/ Platform Provider should not have been blacklisted by any Government/ Public/ Private/ Cooperative in India as on date of submission of bid	Self-declaration duly signed by authorized RFP signatory
Cloud Service Provider			
7.	Empanelled Certificate	The CSP should be MeitY empanelled, GCC empanelled (Govt. Community Cloud) with STQC audited and DC & DR.	Copy of the MeitY empanelled certificate, GCC empanelled certificate, STQC certificate
8.	Certificates	Cloud Service Provider should have PCI-DSS certificates:	Copy of the PCI-DSS certificates:

Note: In case there is no separate ERP Solution/ Platform Provider, then the bidder shall comply to both mentioned pre-qualification.

7.3.4 Stage 2: Technical Evaluation

- Technical bid shall be evaluated only for the Bidders who succeed in Stage 1.
- The Authority shall review the technical bids of the short-listed Bidders to determine whether the technical bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at the Authority's discretion.
- Each Technical Bid shall be assigned a Technical Score out of a maximum of 100 points. Only the Bidders who get Technical Score of **more than or equal to 70** in Technical Evaluation shall qualify for Commercial Evaluation stage.
- Financial bid of only those Bidders, who have qualified in the technical evaluation stage, shall be opened.

7.3.5 Technical Evaluation Criteria

A detailed evaluation of the bids shall be carried out in order to determine whether the Bidders are competent enough and whether the technical aspects are substantially responsive to the requirements set forth in the RFP. Bids received would be assigned scores based on the parameters defined in table below.

Technical Evaluation Criteria for the Bidder:

#	Technical Evaluation Criteria	Description	Documents Required	Max. Marks
1.	Annual average turnover from Government/ Public/ Private/ Cooperative sector in Software/Application/ERP development in the last three	<ul style="list-style-type: none"> • =100 Cr to <= 120 Cr = 2 marks • >120 Cr to <= 140 Cr = 3 marks • >140 Cr = 5 marks 	<p>Audited Financial Statement including Balance sheet and Profit and Loss Statement</p> <p>Certificate from the Statutory auditor / CA clearly specifying the</p>	5

#	Technical Evaluation Criteria	Description	Documents Required	Max. Marks
	financial years i.e. FY 2021-22, 2022-23 & 2023-24		average annual turnover for the specified years.	
2.	Experience in successfully executing at least three projects, each with a minimum value of INR 10 Crore, involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date	<ul style="list-style-type: none"> • 3 projects = 4 marks • 4 to 6 projects = 6 marks • > 6 projects = 8 marks 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>	8
3	<p>Experience in successfully executing at least one projects involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where:</p> <p>At least 5 modules out of following functions / modules must have been implemented in all the projects mentioned above –</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM 	<ul style="list-style-type: none"> • 1 project = 2 marks • 2 projects = 3 marks • > 2 projects = 5 marks 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>	5

#	Technical Evaluation Criteria	Description	Documents Required	Max. Marks
3.	Experience in successfully executing at least one project for Government/ Public/ Private/ Cooperative sector, each with a minimum value of INR 10 Crore, involving end-to-end implementation and support of proposed (same solution/ product as proposed in the bid) open-source ERP solutions for Government, Public Sector, or Private Sector organizations in India within the last five years from the bid submission date.	<ul style="list-style-type: none"> • 1 projects = 3 marks • 2 to 3 projects = 5 marks • > 3 projects = 7 marks 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing the project value and scope of work regarding the proposed ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>	7
4.	Should have experience in providing post Go-Live support (operation & maintenance) of the ERP solution in Government/ Public/ Private/ Cooperative sector.	<ul style="list-style-type: none"> • 1 projects = 2 marks • 2 to 3 projects = 4 marks • > 3 projects = 5 marks 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work related to ERP implementation and O&M.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>	5
5.	Experience of end-to-end implementation and support of open-source ERP solution/ modules for concurrent users in a single project for Government/ Public/ Private/ Cooperative sector in India during last 5 years as on date of bid submission	<ul style="list-style-type: none"> • =50 to <=200 users = 1 marks • >200 to <=400 users = 2 marks • >400 to <=600 users = 3 marks • >600 to <=800 users = 4 marks • >800 users = 5 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work regarding the ERP user count details.</p> <p>AND/OR</p> <p>Completion Certificates/Go-Live certificate from the client showcasing the ERP user count.</p>	5
6.	Overall Approach & Methodology and Technical Presentation	<p>To be evaluated from the technical proposal documentation and technical presentation to NAFED.</p> <p>Department shall evaluate the Approach and Methodology for the Implementation & Post-Implementation support for proposed ERP solution by</p>	<p>Technical proposal documentation and technical presentation</p>	30

#	Technical Evaluation Criteria	Description	Documents Required	Max. Marks
		<p>Bidder and evaluate the same on the following parameters:</p> <ul style="list-style-type: none"> • Understanding of the Scope of Work – 5 marks • Work Plan with approach & methodology for implementation & Go-Live of the whole project in 7 months with priority Modules (Procure to Pay, Order to Cash, Hire to Retire, Record to Report) in 5 months – 8 marks. • Solution Architecture, Network/Cloud Architecture, Deployment Architecture, IT security – 7 marks • Technical Presentation and Demonstration of proposed modules – 10 marks 		

Note: -

- ERP implementation projects carried out by the implementing agency within its own organization or within any group companies under the same legal entity as the Bidder shall not be considered.
- ERP implemented by bidder's parent / 100% subsidiary /sister concern company/ Group companies will not be considered.
- Authority (or a nominated party) reserves the right to check/validate the authenticity of the information/ documents provided in the Technical Evaluation criteria and the requisite support must be provided by the Bidder during this process.
- Bidders are advised to upload all relevant documents at relevant sections to substantiate the qualification criteria mentioned in the above table.
- Bidders who obtain minimum 70 marks in technical score will be termed as technically qualified and would be considered for subsequent evaluation process.

Technical Evaluation Criteria on Functional Requirements Specification of the ERP:

#	Technical Evaluation Criteria	Description	Document Required	Max. Marks
1.	<p>Compliance to Functional Requirements Specification (FRS) of the ERP.</p> <p>(Detailed FRS is given in Vol-II of this RFP)</p>	<p>The marking for the FRS shall be based on the percentage scores as per the FRS evaluation criteria in Vol- II.</p> <p><i>Note: Criteria for scoring percentage is detailed below at 'A'.</i></p>	Compliance Sheet of the Functional Requirements Specification (FRS) in Vol – II of this RFP	25
2.	Compliance to Non-Functional	The marking for the NFR shall be based on the percentage scores as per the FRS evaluation criteria in Vol- II.	Compliance Sheet of the Non-Functional	10

#	Technical Evaluation Criteria	Description	Document Required	Max. Marks
	Requirements (NFR) of the ERP (Detailed NFR is given in Vol-II of this RFP)	<i>Note: Criteria for scoring percentage is detailed below at 'B'.</i>	Requirements Specification (NFR) in Vol – II of this RFP	

A. Scoring criterial for FRS:

The bidders shall be required to indicate 'Y' under one of the four (4) options, i.e., RA/ CU/ CD/ TP for each of the functional requirements across all functional areas/ FRS modules in the response sheet provided separately.

Depending on the response type, the response to each of the functional requirement shall score from a **maximum score of 5 points**, across all functional areas/ FRS modules, where –

Response Type (FRS)	Score
RA	05
CU	03
CD	02
TP	01

i.e., each

- Readily available (out of the box) feature “**RA**” shall score full 5 out of 5 points.
- Customizable feature available through customization/minor development effort “**CU**” shall score 3 out of 5 points.
- Feature to be custom developed with major development effort “**CD**” shall score 2 out of 5 points; whereas.
- Feature requiring 3rd party/ integrated not-ERP solution “**TP**” shall score 1 out of 5 points.

Accordingly, **the percentage of total score of the bidder out of the maximum score** (cumulative of all 11 functional areas/ FRS modules) shall equate to the ‘percentage of total marks’ as “**marks obtained**” for FRS in the overall technical bid/proposal evaluation.

For example.

*If a bidder scores 7398 points out of the total 7870 points (maximum points for overall 1574 functional requirements) then the **percentage FRS score of the Bidder shall be 94%.***

*Accordingly, the bidder shall **score 94% of the total 25 marks, i.e., 23.5 marks for FRS in the overall technical evaluation of the technical proposal/bid.***

Remarks:

1. Bidders shall be required to indicate only one response as “Y” out of the four choices, i.e. RA/CU/CD/TP against each functional requirement.
2. More than one response shall be treated as invalid response and the bidder shall score ‘Zero’ (0) for that response.
3. No response against any requirement shall also be treated as invalid and shall score ‘Zero’ (0) for that response.

Invalid responses to more than 5% FRS requirements shall lead to 'Zero' (0) FRS score and 'Zero' (0) marks for FRS in technical evaluation/ or may lead to disqualification of the bidder.

B. Scoring criteria for NFR:

The bidders shall be required to indicate 'Y' under one of the three (3) options, i.e., CF/CI/CE for each of the functional requirements across all functional areas/ FRS modules in the response sheet provided separately.

Depending on the response type, the response to each of the functional requirement shall score from a **maximum score of 5 points**, across all functional areas/ FRS modules, where –

Response Type (NFR)	Score
CF	05
CI	03
CE	01

i.e., each

- Compliant Feature “**CF**” shall score full 5 out of 5 points.
- Compliant – With Enhancement/ Integration “**CI**” shall score 3 out of 5 points.
- Compliant – With Significant Effort “**CE**” shall score 1 out of 5 points; whereas,

Accordingly, **the percentage of total score of the bidder response to NFR out of the maximum score (i.e., total number of requirements * 5) shall equate to the 'percentage of total marks' as "marks obtained" for NFR** in the overall technical bid/proposal evaluation.

For example,

*If a bidder scores 800 points out of the total 860 points (maximum points for total 172 non-functional requirements) then the **%age NFR score of the bidder shall be 93%.***

*Accordingly, the bidder shall **score 93% of the total 10 marks, i.e., 9.3 marks for NFR** in the overall technical evaluation of the technical proposal/bid.*

Remarks:

1. Bidders shall be required to indicate only one response as “Y” out of the three choices, i.e. CE/CI/CE against each non-functional requirement.
2. More than one response shall be treated as invalid response and the bidder shall score 'Zero' (0) for that response.
3. No response against any requirement shall also be treated as invalid and shall score 'Zero' (0) for that response.
4. Invalid responses to more than 5% FRS requirements shall lead to 'Zero' (0) NFR score and 'Zero' (0) technical marks for NFR in technical evaluation/ or may also lead to disqualification of the bidder.

7.3.6 Stage 3: Commercial Evaluation

- All the Technically qualified Bidders will be notified to participate in Commercial Bid opening process.
- The Commercial Bids for the Technically qualified Bidders shall then be opened on the notified date and time and reviewed to determine whether the commercial bids are substantially responsive. Bids that are not substantially responsive are liable to be disqualified at the Authority's discretion.

- The bid price shall include all taxes and levies; and shall be in Indian Rupees; and must be mentioned separately.
- **Total Implementation Cost quoted in the project should not exceed 60% of total project cost quoted in the Financial Bid. In case the bidder quotes higher figures towards Implementation Cost, the same shall be restricted to 60% while providing Lol, signing off agreement as well as making payments towards Implementation Cost. Any value quoted towards Implementation Cost over and above 60% limit will be paid in equal quarterly instalments during O&M phase along with quarterly payment for each quarter.**

7.3.7 Final Selection

- The Total Score will be calculated based on Quality and Cost Based Selection (QCBS) process. Technical Score shall have 80% weightage and Commercial Score shall have 20% weightage.
- Commercial Score will be as follows:
$$\text{Commercial Score of the Bidder} = (\text{Lowest Total Price from all Commercial Bids} / \text{Total Price quoted in Commercial bid by the Bidder under consideration}) \times 100$$
- The Total Score of the Bidder will be calculated as $0.8 \times (\text{Technical Score}) + 0.2 \times (\text{Commercial Score})$
- The Bidder achieving the highest Total Score shall be invited for negotiations for awarding the contract. In case of a tie where two or more Bidders achieve the same highest Total Score, the Bidder with the higher Technical Score will be invited first for negotiations for awarding the contract.

8. Detailed Scope of Work

This scope of work outlines the tasks, deliverables, and responsibilities of the selected bidder regarding the implementation of an ERP solution and its hosting on a platform. The project shall cover ERP module development, customization, configuration, data migration, integration with external/internal application or tools or any other systems, deployment of the ERP solution, providing required user licences (approx. 500 to 600 users across all divisions and branches as per details mentioned at section 4.2) and Go-Live with Maintenance.

8.1 Detailed Scope of work in Implementation phase

Key Phases of the Scope of Implementation of ERP Solution

- *Project Initiation and Planning*
- *ERP Requirements Gathering & Analysis*
- *System Design and Architecture*
- *ERP Development, Data Migration, UAT, Deployment and Go-Live*
- *Capacity Building and User Training*

The Selected Bidder/Implementing Agency (IA) has to perform the following activities (but not limited to):

8.1.1 Project Initiation and Planning

The activities for the IA under this phase would be –

- Interact with Project Monitoring Unit and the key officials of NAFED.
- Identify the stakeholders, their roles, communication protocol, escalation matrix, risks, assumption & dependencies.
- Assess and understand the overall scope of work of this project and develop a robust project plan.
- Prepare and present a Project Charter for discussion, feedback and finalization.
- Prepare Integrated Project Implementation Plan (IPMP).

Deliverable(s):

- *Project Charter*
- *Integrated Project Implementation Plan*

8.1.2 ERP Requirements Gathering & Analysis

The prime focus of this phase is to interact with the potential stakeholders to understand the broad user needs and develop a work plan with list of activities and timelines associated for each activity. It is presumed that IA will interact with stakeholders and associated agencies. IA will be responsible for conducting the detailed system study to gather the requirements for the envisaged ERP system, for which IA needs to submit the meeting plan with stakeholders in advance. IA will submit Minutes of the Meetings (MoM) mentioning the discussion details and requirements gathered and ensure acceptance from the concerned stakeholder on the same.

The activity breakdown for this segment for the IA would be –

- **Business Requirements Collection:**
 - Work with key stakeholders to gather detailed business processes, functional requirements, and challenges & pain points within the functions and processes.

- Define the scope for each module of the ERP (e.g., Procurement, Finance, Personnel, Supply Chain Management etc.) and map them to the business needs.
- Identify integration points with existing systems and external/internal applications or tools.
- **ERP Functional & Non-Functional Specifications:**
 - Develop a comprehensive document detailing the required functionality, customizations, and workflows for the ERP system.
 - To analyse the requirements gathered and submit the Functional Requirement Specification documents as per the defined timeline in signed agreement/ RFP.

Deliverable(s):

- *Functional Requirements Specification and Non-functional requirement*

8.1.3 System Design and Architecture

The IA needs to design the ERP solution and its different modules on the basis of the FRS and requirement document prepared, requirement analysis with NAFEDs. The selected IA has to perform the following activities (but not limited to):

- **Customization & Configuration Strategy:**
 - Plan the necessary modules of the ERP and its functionalities, configurations and customizations within the ERP solution to meet the identified business needs.
 - Define any additional features or modules that will be developed to complement the standard ERP.
 - Analyse the requirements gathered and submit the System Requirement Specification documents as per the defined timeline.
- **ERP Architecture Design:**
 - Define the system architecture, including cloud infrastructure and network requirements for hosting the ERP solution.
 - Create an ERP deployment plan with detailed specifications for each module, including dependencies, integrations, and data flow.
 - Develop cloud hosting strategy that classifies application modules based on data sensitivity and aligns each with the most suitable cloud deployment model - public, private, or hybrid - to ensure optimal security, performance, and compliance.

Deliverable(s):

- *Software Requirements Specification*
- *Final System Architecture Document.*
- *High Level Design and Low Level Design*
- *Strategy for cloud hosting*

Note:

The cost of the development and testing environments shall be borne by the selected bidder, whereas the cost of the production environment shall be borne by NAFED.

8.1.4 Implementation/ Configuration/ Development of ERP (module wise), Data Migration, UAT, Deployment and Go-Live

The selected IA has to perform the following activities (but not limited to):

- **ERP Software Development/Customization for web and mobile application:**
 - Develop and customize the ERP solution to meet the specific business requirements as per the requirement analysis conducted, including:
 - Workflow modifications.
 - Custom reports and dashboards.

- User interface changes.
- Custom fields, data structures, and business logic etc.
- Provide 100% module-wise user licenses for the ERP solution, based on the requirement analysis conducted by the Implementing Agency (IA) during the requirement phase.
- **Integration with Other Systems:**
 - Integrate the ERP system with internal/external systems (e.g., legacy systems, third-party applications, payment gateways, warehouses).
 - Implement Application Programming Interfaces (APIs) for seamless integration.
 - Bank and payment gateway integration wherever application.
 - Any other integration required.
- **Data Migration**
 - Define a data migration plan to transfer data from legacy systems to the ERP system.
 - Map data from legacy databases to the new ERP system format.
 - Perform data cleaning to ensure data accuracy, consistency, and completeness.
 - Select and configure tools or scripts for data migration, including extracting, transforming, and loading data.
 - Perform trial data migration to ensure data integrity and resolve any issues before the final migration.
 - Test data flows and system integrations across all modules to ensure data consistency and correctness.
 - Verify ERP system integration with other systems (e.g., financial software, HR systems).
- **Testing and UAT:**
 - Unit Testing: Testing individual components/modules of the ERP solution to ensure they are functioning as expected.
 - Integration Testing: Ensuring that different system components (e.g., frontend and backend) work together seamlessly.
 - System Testing: Testing the ERP solution as a whole in an environment that closely resembles the production environment.
 - Performance Testing: Testing for speed, scalability, and the ability to handle expected traffic and load.
 - User Acceptance Testing (UAT): A final round of testing involving real users or stakeholders to confirm the ERP solution meets business needs.
- **Deployment and Go-Live of the ERP solution:**
 - Deployment Planning: Finalizing the production environment and scheduling the deployment.
 - Deployment Execution and Go-Live: Moving the ERP solution to the production environment, configuring the live infrastructure, and ensuring proper integration.

Deliverable(s):

- *ERP Development – The fully developed ERP solution (web + mobile application) with all agreed-upon features, functionalities, and user interfaces.*
- *Test Cases and Test Results – Documentation of all testing activities, including test cases, test scripts, and results.*
- *User Acceptance Testing (UAT) Results – Feedback and validation from stakeholders confirming the ERP solution meets business requirements.*
- *Deployment of the ERP – Successful migration of the ERP solution to the production server.*

8.1.5 Change Management and User Training

The change management and user training phase is essential for ensuring that all stakeholders, including end-users, administrators, and support teams, are adequately equipped to use and manage the ERP solution effectively. This phase aims to build internal expertise, support ERP adoption, and ensure smooth operations.

There shall be 500 to 600 users (approx.) across all divisions and branches of NAFED. The users in branches generally ranges from 8 to 10 people whereas majority of users are in NAFED HO divided among 35 divisions.

The Implementing Agency has to conduct change management and user training for HO and BO users as per the requirement of NAFED.

The Implementing Agency should arrange for visiting 5 major branches of NAFED (as decided by NAFED) at own cost for the training of users at NAFED branch offices across India. For any additional visits to branches travel & lodging reimbursement will be provided by NAFED, as per the entitlement of Assistant Manager in NAFED.

The scope includes:

- Prepare training and capacity building plan including (but not limited to) number of batches, batch size, number of trips to be done, training method, etc.
- Developing training materials,
- Conducting training sessions for various user groups, providing ongoing support, and assessing training effectiveness through feedback. It ensures that users can confidently navigate the ERP, administrators can manage it, and support teams can resolve issues promptly.

Deliverables:

- *Training Needs Assessment: Identifying specific requirements for different user groups.*
- *Training approach and plan*
- *Training Materials in format such as pdf, word etc. including videos (in regional language also if required), brochures, case studies.*
- *User and Administrator Training and attendance document.*
- *User manuals, SOPs.*
- *Post-Training Evaluation: Collecting feedback to assess the effectiveness of the training.*

8.2 Scope of Work for Warranty & Support Phase (Inclusive of O&M Phase)

This warranty & support phase will be the first 6 months of the O&M phase.

Major scope of warranty & support phase is:

- Any enhancement of functionalities in the ERP solution required by NAFED after Go-live.
- Any bugs resolution identified after Go-live.

8.3 Scope of Work for Maintenance Phase

The Maintenance phase of an ERP solution project focuses on ensuring the system's stability, performance, and continuous improvement after the Go-Live stage. This phase is crucial for maintaining business continuity and addressing any issues that arise during day-to-day operations. The following are key activities to be carried out during the O&M phase, but are not limited to:

8.3.1 System Monitoring and Performance Management

- Regular monitoring of ERP system performance, including uptime, response time, and server/cloud performance.
- Reports detailing the health of various system components, such as databases, modules, and integrations.

- Proactive system monitoring to detect and resolve performance bottlenecks.
- Continuous review of system logs and error reports to identify potential issues early.
- Optimization of system performance to ensure the solution operates at peak efficiency.

8.3.2 Issue and Incident Management

- A documented record of issues and incidents that users encounter post Go-Live, along with their resolutions.
- Prompt resolution of any system errors, bugs, or functionality issues.
- Providing troubleshooting support for users and resolving problems in a timely manner.
- Categorizing and prioritizing incidents based on severity and business impact.

8.3.3 Bug Fixes and Patches

- Deployment of critical software patches, bug fixes, and updates to address vulnerabilities or malfunctions.
- Regular application of vendor-released patches and updates.
- Ensuring compatibility with third-party integrations and customizations.
- Testing patches in a sandbox or test environment before deployment to the live system.

8.3.4 System Enhancements and Minor Customizations

- Documentation of any requested enhancements or minor customizations to the ERP system.
- Implementing changes based on user feedback, evolving business needs, or system limitations.
- Reviewing and prioritizing change requests and system improvements.
- Testing and deploying customizations to align the system with business requirements.

8.3.5 User Support and Training

- Organizing refresher training for new employees or for existing users facing difficulties.
- Managing user access and permissions as per business needs.

8.3.6 Data Integrity and Backup Management

- Ensuring the ERP system's data is regularly backed up and can be restored in case of a failure.
- Regular backups of critical system data and ensuring they are stored securely.
- Performing data validation and integrity checks to ensure no corruption occurs during operations.
- Regularly testing backup and restore processes to confirm disaster recovery capabilities.

8.3.7 Compliance and Security Management

- Periodic reviews of the system's security posture to safeguard sensitive business data and comply with regulatory standards.
- **Conducting Third party audit (security audits and VA PT) in every 6 months to identify vulnerabilities and apply corrective actions.**
- Ensuring that the ERP system complies with Digital Personal Data Protection Act (DPDPA) of 2023.
- Managing user roles, permissions, and access controls to prevent unauthorized access.

8.3.8 System Scalability and Capacity Planning

- Analysis of system usage trends and forecasting future needs to ensure the ERP system can scale as business grows.
- Monitoring system performance to identify resource utilization trends (CPU, memory, storage etc.).
- Making necessary adjustments to system configurations to maintain optimal performance and efficiency as the system scales.

8.3.9 Service Level Agreement (SLA) Monitoring and Reporting

- Regular reporting for the agreed-upon service level agreements (SLAs) regarding uptime, response times, and support.
- Monitoring adherence to SLA metrics.
- Reporting any deviations from SLAs and providing the solution for the same.
- Continuous improvement of SLA-based performance standards based on feedback.

8.4 UI/UX Requirements

- The bidder shall ensure UI/UX should have state of the art features by developing a deep understanding of the ERP solution desired and considering end customers requirement. The solution developed shall be highly intuitive & responsive, easy to navigate and user friendly. There should be quick tips and help available at relevant places to serve as easy customer guides. Include mobile app related too.
- The bidder has to perform design work (UI/UX) for the ERP solution. The bidder shall be capable of implementing any UI/UX based changes during the period of contract as per the design theme/template finalized.
- The copyright of the UI/UX design template for the solution shall lie with NAFED. Bidder shall ensure that the copyright of the UI/UX design template proposed by the bidder shall not belong to any other individual/organization/company etc.
- Deliver user frames, wireframes, mock-ups/ or prototypes for user interfaces and interactions to NAFED and work closely with NAFED team to ensure designs are implemented in the best possible way.
- Validate design solutions through user feedback and usability testing, consolidate findings and iterate feedback into design solutions. Create interaction models, user task flows, screen designs and UI details that promote ease of use and optimize task flows.
- Create custom graphics for end-to-end UX. The solution should provide information to users with minimum number of clicks.
- The solution should support the Web browsers viz. Internet Explorer 8 & above, Chrome, Firefox, Safari and Android web. The solution will be tested and upgraded for newer versions of browsers to ensure compatibility and smooth functioning.
- The solution will have to cover UI and UX across the entire application and all templates will have to be created by the bidder. The bidder may have to provide multiple template designs to choose from. Design iterations shall be to the satisfaction of NAFED.

8.5 Infrastructure (Hosting) Requirement

The following cloud service requirements are indicative in nature; however, bidders are encouraged to propose additional relevant features or services they can comply with and provide as part of their solution.

- The ERP solution must be hosted at MeitY empaneled cloud service provider (CSP).
- The CSP should be GCC empaneled.
- The CSP should have PCI-DSS and STQC certificate.
- The CSP should be ISO 27001, ISO/IEC 27017:2015, ISO 27018, ISO 20000:1 certified.
- The CSP should be SOC 1 and SOC 2 compliant.
- Cloud Infrastructure Provider should have presence in at least two cities in India.
- The bidder should be a certified partner of a Cloud Service Provider or the bidder should have an agreement with CSP to host services on Cloud and should have back-to-back support service agreement with the CSP.
- The cloud infrastructure shall be procured under NAFED credentials and NAFED will be account owner of cloud.
- The cloud service needs to have 24x7x365 availability.
- RPO should be near zero and RTO should be less than 2 hours.
- Scalability: The cloud service should be scalable as per business requirement.
- Resource Management: Adequately size the necessary compute, storage and other cloud services required, building the redundancy into the architecture and load balancing to meet the service levels. Based on the growth in the user load (peak and non-peak periods; year-on-year increase), will scale up or scale down the compute and storage as per the performance requirements of the solution. The scaling up / scaling down (beyond the auto-scaling limits or whenever the auto-scaling limits have to be changed) has to be carried out with prior approval by NAFED.
- Identity and Access Management (IAM) that properly separates users by their identified roles and responsibilities, thereby establishing least privilege and ensuring that users have only the permissions necessary to perform their assigned tasks. Implement multi-factor authentication (MFA).
- Security measures must include anti-malware, IDS/IPS, and DDOS protection etc. Regular vulnerability assessments and penetration testing must be conducted. Security and audit logs must be maintained and accessible.
- Disaster Recovery (DR) and Data Center (DC) must be located in different physical locations within India. DR must be scalable immediately in case of failure of the primary site.
- There must be DC DR drill at least twice in a year.
- The Cloud Service provider shall have public Services in the DMZ zone and High security services in the MZ Zone.
- Cloud platform should allow dynamic resource allocation and usage-based billing.
- Manage and maintain network components, and set up and configure VMs, storage, network, and databases at the DR site as per RPO and RTO requirements, with access to logs for analysis.

8.6 Security Requirements

- Successful bidder/ IA needs to ensure the ERP solution is secure, with proper user authentication, data encryption, and protection against vulnerabilities. IA needs to keep in mind the OWASP top 10 vulnerabilities while developing/customizing the ERP solution to block hacking attempts such as brute force attack, ransom ware, malware, SQL injection, cookie stealing, session hijacking etc.
- The system shall include all necessary security features as per the latest Government of India directives and comply with the amended Indian IT Act 2000, CVC guidelines, STQC standards, and the Digital Personal Data Protection Act (DPDPA) 2023.
- A safe-to-host certificate from CERT-In/ STQC empaneled agency must be obtained before Go-Live.
- The bidder has to obtain STQC certificate of the solution after Go-Live.
- User profile details needs to be stored in encrypted format (MD5 algorithm, password hash or any other).
- All data of ERP solution will be confidential, and the selected bidder will not share to any third party or use this data for his own benefit. Any data usage or sharing requirements must be approved by NAFED in advance.
- The selected bidder needs to conduct VA PT assessment of the solution in every 6 months for detecting any kind of vulnerabilities (during O&M phase). In case of any security vulnerability detected on application framework or backend programming languages used, the selected bidder will patch or upgrade the application to support new version of programming language/tool as soon as possible.
- Configure, schedule, monitor and manage backups of all the data including but not limited to files, images and databases.
- All data including events, transactions, activities, actions etc. related to electronic records of the system shall be retained by system for a period of 5 years, subsequently the data shall be archived and a back-up of same shall be given to NAFED.
- The IA will be responsible for ensuring that the security features in the ERP are always up to date with the latest technology and best practices.
- The IA will be responsible for ensuring that the system software is always updated with the latest patches and configured in a manner to prevent unauthorized intrusion. Ensure that any patch update is first tested on pre- production environment for resolving any conflict with the live ERP.

8.7 Functional Requirement Specification and Non-Functional Requirement for ERP Solution

Please refer Vol – II of this RFP for functional requirement specification and non-functional requirement of the envisaged ERP solution.

9. Resource Requirement

9.1 Implementation Phase

During the implementation phase below key resources are required on-site.

#	Position	Qualification and Experience & Skills
1	Project Manager	<p>a) Educational Qualification:</p> <ul style="list-style-type: none"> •BE / B. Tech / MCA •MBA <p>b) Certification:</p> <ul style="list-style-type: none"> •PMP or Prince 2 <p>c) Minimum 10 years of experience of ERP implementation and project management.</p> <p>d) Payroll of the System Integrator</p> <p>Skills required:</p> <ul style="list-style-type: none"> • Experience in ERP implementation and project management. • Strong communication and leadership skills. • Familiarity with service level agreements (SLAs) and KPI tracking.
2	Subject Matter Expert	<p>a) Educational Qualification:</p> <ul style="list-style-type: none"> •MBA Agriculture/ Agribusiness/Allied <p>b) Minimum of 7 years of experience in Agriculture sector</p> <p>c) Payroll of the System Integrator</p> <p>Skills required:</p> <ul style="list-style-type: none"> • Understanding of Agri commodities, supply chain, procurement • Experience of working with FPOs/ PACs • In depth market analysis of Agri commodities with focus on price strength and demand supply dynamics
3	Business Analyst (SMEs from the mentioned modules of the ERP solution such as Procurement, Finance, HRMS etc.)	<p>a) Educational Qualification:</p> <ul style="list-style-type: none"> •BE / B. Tech / MCA •MBA <p>b) Minimum 5 years of experience as business analyst.</p> <p>c) Payroll of the System Integrator</p> <p>Skills required:</p> <ul style="list-style-type: none"> • Experience as business analyst for the mentioned modules of the ERP solution. • Strong communication and leadership skills. • Ability to manage multiple tasks and deadlines.

Note:

The above roles are mandatory to be deployed on-site, however NAFED may ask for additional resources as and when required. The above-mentioned qualification are mandatory.

9.2 Maintenance Phase (Includes Warranty Phase)

The maintenance phase of this project requires a dedicated team to ensure the system's smooth operation, user support, continuous improvement, and timely resolution of issues. Below is the indicative manpower requirement for the project (bidder may propose any other resources if necessary):

#	Position Name	Qty
1	Support Manager (Project manager + Business Analyst)	1
2	Technical Support Engineer (Backend, Frontend, Tester, Mobile developer)	6
3	Cloud Engineer	1

Note:

- NAFED reserves the right to ask for CVs of the proposed or deployed resources as and when required.

10. Project Timeline and Payment Terms

The project shall be implemented in two phases, which are as below:

- Implementation phase: 28 Weeks from the date of signing of the contract. The Go-Live shall be declared post implementation phase of the project as per the relevant scope of work detailed in this RFP.
- Warranty Phase and Maintenance Phase: 6 months of warranty phase post Go-live of the ERP solution (Within the Maintenance Phase only) and remaining 4 years and 6 months of Maintenance phase.

10.1 Stage 1- Project Implementation & Rollout

#	Phases	Timeline (in weeks)	Major Deliverables/Activities	Payment Terms
1.	Signing of contract	T	<ul style="list-style-type: none"> Master Service Agreement 	NA
2.	Initiation and Planning	T+1	<ul style="list-style-type: none"> Project Charter Integrated Project Implementation Plan 	NA
3.	Requirements Gathering & Analysis, ERP Design	T+4	<ul style="list-style-type: none"> Functional Requirements Specification and Non-functional requirement Software Requirements Specification Final System Architecture Document. High Level Design and Low Level Design Strategy for cloud hosting 	10% of the implementation phase cost
4.	Implementation of Priority Modules (Phase-I) <i>Rollout of priority modules such as Procure to Pay, Order Management, Finance & Accounts, Hire to Retire, Record to Report.</i>	T+12	<ul style="list-style-type: none"> Data Migration Mapping of business process Configuration/ customization / development of modules Provisioning of required user licenses Integration with legacy/ external systems/ portals Unit and integration testing with reports 	15% of the implementation phase cost
5.		T+20	<ul style="list-style-type: none"> Data migration UAT with acceptance reports Test cases and test reports Training need assessment Training approach and plan Training material, user manual, SOPs Change management and training of users on the implemented 	25% of the implementation phase cost

#	Phases	Timeline (in weeks)	Major Deliverables/Activities	Payment Terms
			modules <ul style="list-style-type: none"> ▪ Training Attendance ▪ Deployment and Go-Live 	
6.	Implementation of Remaining Modules (Phase-II) and roll out	T+24	<ul style="list-style-type: none"> ▪ Data Migration ▪ Mapping of business process ▪ Configuration/ customization / development of modules. ▪ Provisioning of required user licenses, if required. ▪ Integration with legacy/ external systems/ portals ▪ Unit and integration testing with reports 	15% of the implementation phase cost
7.		T+28	<ul style="list-style-type: none"> ▪ Data migration completion ▪ UAT with acceptance reports ▪ Test cases and test reports ▪ Training need assessment ▪ Training approach and plan ▪ Training material, user manual, SOPs ▪ Change management and training of users on the implemented modules ▪ Training Attendance ▪ Deployment and Go-Live 	25% of the implementation phase cost
8.				Remaining 10% after 3 months of successful operation of the ERP solution

Acceptance Criteria for Go-Live

The successful completion of the project requires completion of minimum following items:

- *Design, Development, Delivery and hosting of the ERP solution.*
- *Change management and training of the users after hosting in production environment.*
- *Any other activities and deliverables mentioned in the timeline.*

10.2 Stage 2 – Maintenance Phase (Includes Warranty & Support)

#	Activities/Milestones	Timeline	Major Deliverables	Payment Terms
1.	Deployment of Manpower	5 years from date of System Go-Live	Timesheet (as per format agreed and approval by the nodal officer from NAFED)	In equal QGRs, after deduction of applicable penalties as per SLA parameters.
2.	Maintenance Phase	5 years from date of System Go-Live	Quarterly SLA reports	In equal QGRs, after deduction of applicable penalties as per SLA parameters.

Note:

- *No advance payment shall be made by NAFED.*
- *The selected bidder shall obtain clearance from NAFED before raising invoices.*
- ***All expenses (such as travelling, lodging etc) related to the timely completion of the project have to be included in the financial bid itself by the bidder.***

11. Award of Contract

11.1 Notification of Award/ Letter of Intent (LoI)

Authority shall notify the successful Bidder through e-mail and letter and issue a Letter of Intent.

The Bidder achieving the highest Total Score in QCBS evaluation as per section 8.3.6 and section 8.3.7 shall be invited for negotiations for awarding the contract. In case of a tie where two or more Bidders achieve the same highest Total Score, the Bidder with the higher Technical Score shall be invited first for negotiations for awarding the contract.

The Department shall issue a Letter of Intent (LOI) to the successful Bidder as per the evaluation process detailed above.

The successful Bidder should submit the Letter of Acceptance (LOA) within 7 days from the date of LOI. In case the LOA submission exceeds 7 days from the date of LOI, the department shall levy a penalty of 0.10% of the first milestone value, for each week of delay, from the first milestone payment of the Bidder. In case the delay of submission of LOA exceeds 21 days from date of LOI the department reserves the right to forfeit the EMD and decide the future course of action accordingly.

11.2 Signing of Contract

After the notification of award/ LoI, the Bidder will submit a Letter of Acceptance (LoA) to the Department within 7 days from the date of LoI. Subsequently, an agreement shall be signed between Successful Bidder and Authority subsequent to submission of a Performance Bank Guarantee (PBG) within 21 working days from the date of issuance of LoI.

11.3 Performance Bank Guarantee

Within Twenty-One (21) working days from the date of issuance of LoI, the successful Bidder shall at his own expense submit an unconditional and irrevocable Performance Bank Guarantee (PBG) to the Department. This Performance Bank Guarantee shall be for an amount equivalent to 10% of the total contract value (inclusive of Tax). PBG shall be invoked by the Department, in the event the Bidder:

- Fails to meet the overall condition as mentioned in RFP or any changes mutually agreed between the parties.
- Fails to perform the responsibilities and obligations as set out in the RFP to the complete satisfaction of the Department as per conditions and scope mentioned in the RFP.
- Misrepresents facts/information submitted to the Department.

In the event of the Bidder being unable to service the contract for whatever reason(s), Department shall have the right to invoke the PBG. Notwithstanding and without prejudice to any rights whatsoever of Department under the contract in the matter, the proceeds of the PBG shall be payable to the department as compensation for any loss resulting from the bidder's failure to perform/comply with its obligations under the contract.

In case the project is extended beyond the project schedule as mentioned in RFP, the performance bank guarantee shall be accordingly extended by the Bidder till the completion of the scope of work as mentioned in the RFP.

This Performance Bank Guarantee shall be valid for 90 days beyond the actual Contract period. The performance bank guarantee may be discharged /returned by the department upon being satisfied

that there has been the due performance of the obligations of the bidder under the contract. However, no interest shall be payable on the performance bank guarantee.

11.4 Failure to agree with the Terms & Conditions of this RFP

Failure of the successful Bidder to agree with the Terms & Conditions of this RFP shall constitute sufficient grounds for the annulment of the award, in which event Authority may award the contract to the next best value Bidder or call for new bids.

In such a case, Authority shall invoke the PBG and/or forfeit the EMD as applicable.

12. Terms and Condition

12.1 General

While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders are free to assess and propose the solution needed to meet the requirements and project objective. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the NAFED on the basis of this RFP.

No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of NAFED. Any notification of preferred Bidder status by the NAFED shall not give rise to any enforceable rights by the Bidder. The NAFED may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of NAFED without giving any reason.

12.2 Force Majeure

- The Implementing Agency shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- For purposes of this clause, "Force Majeure" means an event beyond the control of the Agency and not involving the Supplier's fault or negligence and not foreseeable mentioned as below-
 - War, Hostilities or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy and civil war.
 - Rebellion, revolution, insurrection, mutiny, usurpation of civil or military, government, conspiracy, riot, civil commotion and terrorist area.
 - Confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de facto authority or ruler, or any other act or failure to act of any local state or national government authority.
 - Strike, sabotage, lockout, lockdown, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage of power supply epidemics, pandemics, quarantine and plague.
 - Earthquake, landslide, volcanic activity, fire flood or inundation, tidal wave, typhoon or cyclone, hurricane, nuclear and pressure waves or other natural or physical disaster.
- If a Force Majeure situation arises, the Agency shall promptly notify the NAFED in writing of such condition and the cause thereof. Unless otherwise directed by the NAFED in writing, the Agency shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

12.3 Liquidated Damage

Subject to clause for Force Majeure if the Bidder fails to complete the project before the scheduled completion date or the extended date or if any.

- The Implementing Agency repudiates the contract before completion of the work, NAFED at its

sole discretion may without prejudice to any other right or available remedy, may recover 0.5% of the IMPLEMENTATION COST of the contract value per week for first 4 weeks and 1% per week for 4 subsequent weeks and 2% per week for subsequent 2 weeks as Liquidity Damages (LD) If the penalty reaches 10% of the total contract value, NAFED may invoke termination clause. LD shall be addition to the any other penalty applicable during the contract period.

- In the case it leads to termination, NAFED shall give 30 days' notice to the Agency of its intention to terminate the contract and shall so terminate the contract unless during the 30 days' notice period the Agency initiates remedial action acceptable to the NAFED.
- The NAFED may without prejudice to its right to affect recovery by any other method deduct the amount of liquidated damages from any money belonging to the Agency in its hands (which includes the NAFED right to claim such amount against Agency's Performance Bank Guarantee) or which may become due to the Agency. Any such recovery or liquidated damages shall not in any way relieve the Agency from any of its obligations to complete the works or from any other obligations and liabilities under the Contract.

12.4 Patents & Copyright

If a third-party claim that a product delivered by the Implementing Agency to NAFED under this project, infringes that party's patent or copyright, the Agency shall defend NAFED against that claim at Agency's expense and pay all costs, damages, attorney's fees and other expenses including award amount that a court finally awards or that are included in a settlement approved by the Agency.

12.5 Intellectual Property Rights

The Selected Bidder agrees that all intellectual property rights, including but not limited to copyrights, patents, trademarks, source code, designs, and all other related materials developed for or as part of the ERP, will be transferred to NAFED upon final payment and acceptance of the Deliverables. The Selected Bidder will assign to NAFED all rights, title, and interest in the ERP, and grants NAFED a perpetual, worldwide, royalty-free, and exclusive license to use, modify, and create derivative works from the ERP. The Selected Bidder will also provide all necessary documentation and materials required for NAFED to fully operate, maintain, and modify the ERP as needed.

The agreement that will be made with the selected bidder does not allow NAFED to a) reproduce and/ or provide copies of the customized and updated ERP solution to any third party entity/ authority/ organization b) reproduce and/ or provide copies of any material related to design of the customized and updated ERP solution or any of its internal systems given to it by IA c) adapt, arrange, modify, reverse engineer or otherwise transform the ERP solution or any material related to design of the ERP solution or any of its internal system.

12.6 Indemnity and Limitation of Liability

- The Implementing Agency hereby agrees to defend, indemnify and hold harmless NAFED against any liability, losses, damages or costs (including any legal costs) incurred or suffered by NAFED as a result of any breach, gross negligent act or omission or wilful default on the part of The Agency, or its Representatives arising either directly or indirectly from the performance (or non-performance) by The Agency or any of its Representatives of any obligations under this Agreement.
- NAFED shall not be liable to the Agency for any special, indirect, consequential, punitive or exemplary damages, including for greater certainty any damages on account of the loss of prospective profits on anticipated sales or on account of expenditures, investments, leases or commitments in connection with the business.
- Notwithstanding anything mentioned anywhere, total aggregate liability of the Agency including

for third party damage/claims, on account of outcome of the services provided by The Agency, within the scope of this agreement is limited to the extent of fees paid/to be paid for the work under this agreement. The Agency's liability, if any, shall expire one year after the expiry of this agreement.

12.7 Governing Laws

This contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Delhi, India shall have exclusive jurisdiction in all matters arising under the contract. The Implementing Agency shall keep himself fully informed of all current center, state and municipal law and ordinances. The Agency shall at their own expense, obtain all necessary permits and licenses and pay all fees and taxes required by law. These will be Agency's entire obligation regarding any claim of infringement.

12.8 Termination of Default

NAFED may, without prejudice to any other remedy or right for breach of contract, terminate the order in whole or in part by giving the Implementing Agency not less than thirty (30) days' written notice of default.

Termination may occur if the Agency materially fails to deliver any or all of the services within the time period specified in the contract, or within any extension granted by NAFED in writing, and fails to remedy such failure within thirty (30) days after receiving a written notice of default from NAFED.

In such cases, if the project delivery, commissioning, or maintenance support is not carried out as per the terms of the contract, NAFED shall have the right to invoke the Performance Bank Guarantee (PBG) held against the Agency.

Further, the next responsive bidder from this tendering process may be invited to undertake the remaining scope of the assignment at the same quoted price, for the remaining period of the contract, and so on.

12.9 Bankruptcy

If the Implementing Agency becomes bankrupt or have a receiving order made against him or compound with his creditors or being a corporation commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, NAFED shall be at liberty to terminate the engagement forthwith without any notice in writing to the Agency or to the liquidator or receiver or to any person in whom the Agency may become vested and without any compensation to give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by NAFED.

12.10 Travel & Lodging

Department will not pay any allowance for any visit to any outstation centre/location by bidder to fulfil his duties as per the contract. All such expenses will be borne by. Selected Bidder. However, if such requests are made by the Department, travel and lodging reimbursement shall be provided by Department, as per the entitlement of Assistant Manager in the Department.

12.11 Applicable Law Jurisdiction and Dispute Resolution

- The RFP shall be governed by the laws and procedures prescribed by the Laws prevailing and in force in India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. All legal disputes are subject to the

jurisdiction of New Delhi courts only.

- The dispute between the parties post award of work shall be governed as per Service Level Agreement executed thereafter and terms and conditions written in the RFP as well as Service Level Agreement shall be read in tandem with each other.

12.12 Contract Extension

- NAFED reserves the right to extend the contract at its sole discretion, for a duration of 2 years (one year at a time), beyond the 05 years of O&M period. **It will be mandatory for the Implementing Agency to take up the maintenance for the extendable up to 2 years subject to the approval by the Department.**
- The NAFED may, at its sole discretion, provide an annual increment of maximum 15% on the average of cumulative yearly maintenance cost quoted by the Bidder in the price bid/ contract for 05 years of Maintenance phase. Such an extension would be necessitated if the handover of the project to the next Systems Integrator, post completion of the project duration of the Implementing Agency, is delayed. All other T&C of the original contract shall remain applicable during the extension period.
- During any such extension period, the Bidder shall submit a revised PBG worth 5% of the contract value during each such extension period and the same shall be valid for a period of 12 months (or the extended period) from the date of expiry of such contract.

12.13 Additional Terms & Conditions

The contract/agreement between successful bidder and NAFED shall be as per GeM as well as clauses mentioned in this RFP. However, any addition T&C can be added in the contract agreement after mutual discussion and agreement between successful bidder and NAFED.

There may be separate legal clauses (apart from the GeM standard contractual term and condition) pursuant to award of work and same shall be incorporated in Service Level Agreement. A draft reference agreement document is provided as Annexure to this document, which may be changed in due course, if necessary. Post award of work, the relationship between NAFED and successful bidder shall governed as per terms and conditions of this RFP and Service level Agreement executed post award of work.

13. Service Level Agreement

Service Level Agreement shall become the part of contract between NAFED and the Successful Bidder. SLA defines the terms of the successful Bidder's responsibility in ensuring the timely delivery of the deliverables, availability of the services and the correctness of the same based on the agreed Performance Indicators as detailed in this section. The successful Bidder has to comply with Service Levels requirements to ensure adherence to project timelines, quality and availability of services.

The successful Bidder has to supply software / automated tools to monitor all the SLAs mentioned in this RFP.

Note:

Penalties shall not be levied on the successful Bidder in the following cases:

- There is a force majeure event effecting the SLA which is beyond the control of the IA.
- The non-compliance to the SLA has been due to reasons beyond the control of the IA.

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Implementing Agency to NAFED for the duration of this contract.

13.1 Planned Downtime

Any planned application / server downtime would not be included in the calculation of application availability or any other SLA parameters. However, the Successful Bidder should take at least 07 days prior approval from Department in writing for the planned outage, which should not be for more than 30 minutes, would be in a lean period and limited to max. 2 outages in a year.

13.2 SLA Reporting

Other than the typically standard SLA reports/deliverables, the IA has to submit any other customized report (based on defined SLA parameters) as may be required by the Department.

13.3 Service Level Parameters

The payments to the Implementing Agency will be linked to the compliance with the SLA specified in this document. Mechanism (uptime/ downtime reports and any other reports) for monitoring the SLA parameters will be provisioned by the IA.

There will be instances that a breach in the SLA takes place because of no fault of the IA. The Department may, in its sole discretion, in writing, relax any penalties imposed on the IA.

Note:

- *The SLA parameters defined in this RFP may be reviewed and recalibrated on an annual basis. The Implementing Agency is required to submit proper justification for any revision in SLA parameters. **NAFED's decision on recalibration of any SLA parameters will be final.***
- *Total penalty to be levied on the IA shall be capped at 10% of the QGR value of the quarter.*
- *NAFED would have right to invoke termination of the contract if the overall penalty applicable in any 2 consecutive quarters during the contract period is 10% in each quarter.*

13.4 Implementation Stage SLA

Applicable on defined milestones/ Stages	Successful UAT, deployment/hosting and Go-Live of the ERP solution.
Service Level Requirement	All the deliverables defined in the contract has to be submitted On-time on the date as mentioned in the contract with no delay.
Measurement of Service Level Parameter	To be measured in Number of weeks of delay from the timelines mentioned in the section "Project Timelines"
Penalty for non-achievement of SLA Requirement non-achievement of SLA Requirement	Penalty for non-achievement of SLA requirement for "UAT and Go-Live" - Any delay in the delivery of the project deliverables would attract a penalty of 1% of the Implementation Cost per week for first 4 weeks, 4 weeks onwards 2% of the Implementation Cost per week subject to maximum of 10% of the total Contract value. If the penalty reaches 10% of the total Contract value, NAFED may invoke termination clause. The penalty is applicable if the delay to achieve the milestone is solely attributable to IA.

13.5 Post-Implementation Stage SLA

13.5.1 SLA for Security breach

Note – This SLA for Security Breach is applicable over and above the SLAs mentioned in above table.

Definition	Security of the report /data and the overall ERP system is important and successful Bidder shall be required to ensure no compromise is done on the same. Security Breach types considered for this SLA are– <ul style="list-style-type: none"> Availability of any report /data to any other user than those authorized by the NAFED and provided passwords. Any incidence that violates security policy resulting in, unauthorized access to system/data, denial of service/disruption, etc. Hacking on by any unauthorized user or any other privacy rule is broken as per Govt. of India guidelines.
Service Requirement Level	Security compliance of the system should be 100%
Measurement Service Parameter of Level	Any reported security breach shall be logged into the SLA Management solution as a security breach
Penalty for non-achievement of SLA Requirement	For every security breach reported and proved, there shall be a penalty of INR 2,00,000/.

13.5.2 ERP and non-ERP Solutions related SLA Parameters

#	Measurement	Definition	Target	Penalty
1.	Availability of ERP + Non-ERP Solutions	The definition and criteria for this SLA is mentioned in the NOTE below the table.	≥ 99.0 quarterly Average	No Penalty
		SLA Assessment: To be measured Quarterly from MIS report generated by Implementing	$<99.0\%$ and $\geq 98.0\%$ quarterly average	1% of the QGR

#	Measurement	Definition	Target	Penalty
		Agency. The provision for generating the reports will IA's responsibility	<98.0 % and >= 97.0% quarterly average	3% of the QGR
			<97.0 % and >= 96.0% quarterly average	5% of the QGR
			<96% and >=85% quarterly Average	10% of the QGR
			<85% quarterly average	No QGR payment
2.	ERP solution Average Response Time	The average response time of ERP solution for users (time taken for loading of a web page) should not exceed 5 Sec.	<= 5 Seconds	No Penalty
			<= 10 Seconds to > 5 Seconds	1% of the QGR
			<= 15 Seconds to > 10 Seconds	3% of the QGR
			<= 20 Seconds to > 15 Seconds	5% of the QGR
			<= 25 Seconds to > 20 Seconds	10% of the QGR

NOTE:

- **Non-ERP Solutions – ITSM, Meeting and Coordination, Hall Booking,**
- **Solution availability is defined as: $\{(Scheduled\ operation\ time - Solution\ downtime) / (scheduled\ operation\ time)\} * 100\%$.**

Where:

- "Scheduled operation time" means the scheduled operating hours of ERP for the quarter decide by NAFED. All planned downtime on the system would be deducted from the total operation time for the quarter to give the scheduled operation time.
- "ERP downtime" subject to the SLA, means accumulated time during which the ERP solution is not available to NAFED's users or customers due to any reason, and measured from the time NAFED and/or its personnel log call with the bidder help desk of the failure or the failure is known to the bidder from the availability measurement tools to the time when the Application is returned to proper operation.
- Uptime shall be computed based on the availability of the ERP solution to the NAFED's users.

13.5.3 Resource Availability

#	Measurement	Definition	Target	Penalty
1.	Resource Availability	No. of shift days for which resource present at the designated location / Total no. of shift days Number of shifts days per resource shall be calculated based on its attendance report provided by IA and adjustments of leaves approved by designated authority of the CLIENT.	>99% averaged over all resources designated for IA services and calculated on a Quarterly basis	No Penalty
			>=98.5 % to < 99%	1% of the QGR
			>=97 % to < 98.5%	2% of the QGR
			>=95.5 % to < 97%	3% of the QGR
			< 95.5 %	5% of the QGR

13.5.4 Other SLA

#	Measurement	Definition	Target	Penalty
1.	Implementation of Audit Recommendation	Implementation of audit recommendations/findings/any vulnerabilities found by conducting security audit by the IA or its auditor which have been agreed by the IA & NAFED to be implemented.	100% implementation of audit recommendation within 1 week timeline	0.1% of the QGR for delay of each day with maximum cap of 5% of QGR

14. Annexures

Annexure-I: Covering letter for submission of RFP

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Sub: Cover letter for Request for Proposal (RFP) for Selection of Implementing Agency for Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED.

Dear Sir/Madam,

We have examined the RFP document, we, the undersigned, herewith submit our RFP in response to your RFP no. dated for "Request for Proposal (RFP) for Selection of Implementing Agency for Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED." in full conformity with the said RFP document.

1. We have read the provisions of the RFP document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our RFP shall not be given effect to.
2. We agree to abide by this RFP, consisting of this letter, the detailed response to the RFP and all attachments, for a period of 180 days from the date of submission of the bid.
3. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.
4. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.
5. We hereby declare that all the information and statements made in this RFP are true and accept that any misrepresentation contained in it may lead to our disqualification.
6. We understand you are not bound to shortlist / accept any RFP you receive.

Sincerely,

Signature of Authorized Signatory and Seal of the Bidder Name:

Designation:

Date:

Annexure-II: Bidder's Information

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Bidder information Format

Details of the Bidder		
1	Name of the Bidder	
2	Address of the Bidder	
3	Status of the Company (Public Ltd/ Pvt. Ltd)	
4	Details of Incorporation/Registration Certificate of the Company	Date: Ref. No
5	Details of Commencement of Business	Date: Ref. No
6	Permanent Account Number (PAN)	
7	GST registration No.	
8	Name & Designation of the contact person to whom all references shall be made regarding this tender	
9	Telephone No. (with STD Code)	
10	Fax No. (with STD Code)	
11	E-Mail of the contact person	
12	Website	

Contact Details of officials for future correspondence regarding the bid process:

Details	Authorized Signatory	Secondary Contact
Name		
Title		
Company Address		
Mobile		
Fax		
Email Id		

Yours Sincerely,

Signature of Authorized Signatory (with official seal)

Signature of Authorized Signatory and Seal of the Bidder Name:
Designation:

Date

Annexure-III: Compliance Sheet for Pre-Qualification Proposal

Annexure-III (A): Compliance Sheet for Pre-Qualification Proposal - Bidder

#	Criteria	Criteria Details	Documents Required	Compliance (Yes/No)	Doc Name & Pg No
1.	Legal Entity	The company should be registered under the provisions of the Indian Companies Act, 1956 or 2013, or Multi State Cooperative Society act 2002 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008.	Certificate of incorporation or Registration certificate / Partnership deed, Copy of all documents listed above should be attested by authorized signatory and must be submitted along with the response.		
2.	Legal Entity	The company should be registered with Income Tax and GST	Copy of PAN Card and GST certification. Copy of all documents listed above should be attested by authorized signatory and must be submitted along with the response.		
3.	Turn Over	The bidder must have a minimum annual average turnover of Rs. 100 Crore from Government/ Public/ Private/ Cooperative sector in Software/Application/ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24	Audited Financial Statement including Balance sheet and Profit and Loss Statement Certificate from the Statutory auditor / CA clearly specifying the average annual turnover for the specified years		
4.	Net Worth	The Net Worth of the Bidder must be positive for the last 3 audited financial years i.e. FY 2021-22, 2022-23 & 2023-24	Chartered Accountant Certificate for positive Net worth of the Bidder		
5 (a).	Project Experience – Open-source ERP implement	The bidder must have successfully executed at least three projects, each with a minimum value of INR 10 Crore, involving end-to-end implementation and support of open-source ERP solutions for	Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope		

#	Criteria	Criteria Details	Documents Required	Compliance (Yes/No)	Doc Name & Pg No
	entation	Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date. Note: Out of these three projects, at least one project must specifically involve the end-to-end implementation and support of the proposed (same solution/ product as proposed in the bid) open-source ERP solution.	of work regarding the ERP solution. AND Completion Certificates/Go-Live certificate from the client.		
5 (b).		The bidder must have successfully executed at least one projects involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where: At least 5 modules out of following functions / modules must have been implemented in all the projects mentioned above – <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM 	Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution. AND Completion Certificates/Go-Live certificate from the client.		
6.	Manpower	The bidder should have a minimum workforce of 200 IT professionals (B.E./B. Tech/MCA) out of which at least 50 professionals having	Certificate from HR Department/CEO/MD for number of technically qualified professionals employed by the company.		

#	Criteria	Criteria Details	Documents Required	Compliance (Yes/No)	Doc Name & Pg No
		experience of working in the proposed ERP framework. The resources should be on its payroll as on bid submission date.			
7.	Certificate	The Bidder should have a minimum CMMi Level 5 valid certification as on bid submission date for Service or Development	Copy of the valid certificate(s) signed and stamped by the authorized signatory of the Bidder		
8.	Non-blacklisting	The bidder should not have been blacklisted by any Government/ Public/ Private/ Cooperative in India as on date of submission of bid	Self-declaration duly signed by authorized RFP signatory		
9.	EMD	EMD of INR 30 Lacs	Bidders need to deposit the EMD as per the section 7.9		
10.	MAF	The Bidder should have direct authorization from the ERP Solution/ Platform Provider for selling and supporting the equipment/Solution offered.	Refer: Annexure XXII: - "Manufacturers'/Producers' Authorization Form" for the MAF and complete the associated table provided with the form.		
11	Authorized signing authority	Copy of Board resolution" or Power of Attorney	Refer Annexure-XI- Separate "Copy of Board resolution" or POA for the Bidder authorizing the person to sign on behalf of the company or Power of Attorney for the designated person to be provided as per the format prescribed in Form "Bidder's Authorization Certificate". (Must be on a Non-Judicial INR 100/- Stamp Paper or higher)"		

Annexure-III (B): Compliance Sheet for Pre-Qualification Proposal for ERP and CSP Provider

#	Criteria	Criteria Details	Documents Required	Compliance (Yes/No)	Doc Name & Pg No
ERP Platform/ Product Provider					
1.	Legal Entity	The ERP Solution/ Platform Provider company should be registered under the provisions of the Indian Companies Act, 1956 or 2013, or Multi State Cooperative Society act 2002 or a partnership firm registered under the Indian Partnership Act, 1936 or the Limited Liability Partnerships Act, 2008.	Certificate of incorporation or Registration certificate / Partnership deed Copy of all documents listed above should be attested by authorized signatory and must be submitted along with the response.		
2.	Legal Entity	The ERP Solution/ Platform Provider company should be registered with Income Tax and GST	Copy of PAN Card and GST certification. Copy of all documents listed above should be attested by authorized signatory and must be submitted along with the response.		
3.	Turn Over	The ERP Solution/Platform Provider must have a minimum average annual turnover of Rs. 25 Crore from ERP-related business in the Government, Public, Private, or Cooperative sectors during the last three financial years, i.e., FY 2021-22, 2022-23, and 2023-24.	Audited Financial Statement including Balance sheet and Profit and Loss Statement Certificate from the Statutory auditor / CA clearly specifying the average annual turnover for the specified years		
4.	Net Worth	The Net Worth of the ERP Solution/ Platform Provider must be positive for the last 3 audited financial years i.e. FY 2021-22, 2022-23 & 2023-24	Chartered Accountant Certificate for positive Net worth of the Bidder		

#	Criteria	Criteria Details	Documents Required	Compliance (Yes/No)	Doc Name & Pg No
5.	Project Experience	<p>The proposed ERP solution should have been implemented and "Gone Live" at minimum three (3) clients for Government/ Public/ Private/ Cooperative Sector in India encompassing At least 5 modules out of following functions / modules in last five (5) years from date of bid submission.</p> <ul style="list-style-type: none"> • Order Management System • Procurement • Finance and Accounting • Payroll & Human Resource Management • Vendor Management • Asset/Inventory Management • Project Management and ITSM 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client showcasing the implemented modules of the ERP solution.</p>		
6.	Non-blacklisting	The ERP Solution/ Platform Provider should not have been blacklisted by any Government/ Public/ Private/ Cooperative in India as on date of submission of bid	Self-declaration duly signed by authorized RFP signatory		
Cloud Service Provider					
7.	Empanelled Certificate	The CSP should be MeitY empanelled, GCC empanelled (Govt. Community Cloud) with STQC audited and DC & DR.	Copy of the MeitY empanelled certificate, GCC empanelled certificate, STQC certificate		
8.	Certificates	Cloud Service Provider should have PCI-DSS certificates:	Copy of the PCI-DSS certificates:		

Annexure-IV: Compliance Sheet for Technical-Qualification Proposal

Annexure-IV (A): Compliance Sheet for Technical Qualification Proposal — Bidder

#	Technical Evaluation Criteria	Description	Documents Required	Compliance (Y/N)	Doc Name & Pg. No.
1.	Annual average turnover from Government/ Public/ Private/ Cooperative sector in Software/Application/ERP development in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24	<ul style="list-style-type: none"> • =100 Cr to <= 120 Cr = 2 marks • >120 Cr to <= 140 Cr = 3 marks • >140 Cr = 5 marks 	<p>Audited Financial Statement including Balance sheet and Profit and Loss Statement</p> <p>Certificate from the Statutory auditor / CA clearly specifying the average annual turnover for the specified years.</p>		
2.	Experience in successfully executing at least three projects, each with a minimum value of INR 10 Crore, involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date	<ul style="list-style-type: none"> • 3 projects = 4 marks • 4 to 6 projects = 6 marks • > 6 projects = 8 marks 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>		
3	Experience in successfully executing at least one projects involving end-to-end implementation and support of open-source ERP solutions for Government/ Public/ Private/ Cooperative sector organizations in India within the last five years from the bid submission date, where: At least 5 modules out of following functions / modules must have been implemented in all the projects mentioned above –	<ul style="list-style-type: none"> • 1 project = 2 marks • 2 projects = 3 marks • > 2 projects = 5 marks 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or with extract from signed contract showcasing the project value and scope of work regarding the implemented modules of the ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>		

#	Technical Evaluation Criteria	Description	Documents Required	Compliance (Y/N)	Doc Name & Pg. No.
	<ul style="list-style-type: none"> Order Management System Procurement Finance and Accounting Payroll & Human Resource Management Vendor Management Asset/Inventory Management Project Management and ITSM 				
3.	Experience in successfully executing at least one project for Government/ Public/ Private/ Cooperative sector, each with a minimum value of INR 10 Crore, involving end-to-end implementation and support of proposed (same solution/ product as proposed in the bid) open-source ERP solutions for Government, Public Sector, or Private Sector organizations in India within the last five years from the bid submission date.	<ul style="list-style-type: none"> 1 projects = 3 marks 2 to 3 projects = 5 marks > 3 projects = 7 marks 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing the project value and scope of work regarding the proposed ERP solution.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>		
4.	Should have experience in providing post Go-Live support (operation & maintenance) of the ERP solution in Government/ Public/ Private/ Cooperative sector.	<ul style="list-style-type: none"> 1 projects = 2 marks 2 to 3 projects = 4 marks > 3 projects = 5 marks 	<p>Work order or Purchase Order (PO) or 'Letter of Intent (LoI) or signed contract showcasing scope of work related to ERP implementation and O&M.</p> <p>AND</p> <p>Completion Certificates/Go-Live certificate from the client.</p>		
5.	Experience of end-to-end implementation and	<ul style="list-style-type: none"> =50 to <=200 users = 1 marks 	Work order or Purchase Order (PO) or 'Letter of		

#	Technical Evaluation Criteria	Description	Documents Required	Compliance (Y/N)	Doc Name & Pg. No.
	support of open-source ERP solution/ modules for concurrent users in a single project for Government/ Public/ Private/ Cooperative sector in India during last 5 years as on date of bid submission	<ul style="list-style-type: none"> • >200 to <=400 users = 2 marks • >400 to <=600 users = 3 marks • >600 to <=800 users = 4 marks • >800 users = 5 	<p>Intent (LoI) or signed contract showcasing scope of work regarding the ERP user count details.</p> <p>AND/OR</p> <p>Completion Certificates/Go-Live certificate from the client showcasing the ERP user count.</p>		
6.	Overall Approach & Methodology and Technical Presentation	<p>To be evaluated from the technical proposal documentation and technical presentation to NAFED.</p> <p>Department shall evaluate the Approach and Methodology for the Implementation & Post-Implementation support for proposed ERP solution by Bidder and evaluate the same on the following parameters:</p> <ul style="list-style-type: none"> • Understanding of the Scope of Work – 5 marks • Work Plan with approach & methodology for implementation & Go-Live of the whole project in 7 months with priority Modules (<i>Procure to Pay, Order to Cash, Hire to Retire, Record to Report</i>) in 5 months – 8 marks. 	Technical proposal documentation and technical presentation		

#	Technical Evaluation Criteria	Description	Documents Required	Compliance (Y/N)	Doc Name & Pg. No.
		<ul style="list-style-type: none"> • Solution Architecture, Network/Cloud Architecture, Deployment Architecture, IT security – 7 marks • Technical Presentation and Demonstration of proposed modules – 10 marks 			

Annexure-IV (B):

Compliance Sheet for FRS of the ERP Solution and NFR Refer Vol – II for this RFP for Full FRS and NFR

Annexure–V: Average Annual Turnover

Annexure-V (A): Average Annual Turnover for Bidder

(To be printed on CA's letterhead and signed by CA with UDIN details)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document. I hereby declare that below are the details regarding net worth and annual average turnover from Government/Public/Private Sector in Software/Application/ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24 for our organization.

#	Details	FY 2021- '22 (In Crores) (a)	FY 2022- '23 (In Crores) (b)	FY 2023- '24 (In Crores) (c)	Average Turnover [(a+b+c)/3]
1	Annual average turnover from Government/Public/Private Sector in Software/Application/ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24				
2	Net worth				NA

Yours Sincerely,

Signature of Statutory Auditor (with official seal) Name :
Signature of Authorized Signatory and Seal of the Bidder Name:
Designation:
Date:
Unique Document Identification Number (UDIN):

Annexure-V (B): Average Annual Turnover for ERP Solution/ Platform Provider

(To be printed on CA's letterhead and signed by CA with UDIN details)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document. I hereby declare that below are the details regarding net worth and annual average turnover from Government/Public/Private Sector in ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24 for our organization.

#	Details	FY 2021- '22 (In Crores) (a)	FY 2022- '23 (In Crores) (b)	FY 2023- '24 (In Crores) (c)	Average Turnover [(a+b+c)/3]
1	Annual average turnover from Government/Public/Private Sector in ERP development and services in the last three financial years i.e. FY 2021-22, 2022-23 & 2023-24				
2	Net Worth				NA

Yours Sincerely,

Signature of Statutory Auditor (with official seal) Name :
Signature of Authorized Signatory and Seal of the Bidder Name:

Designation:

Date:

Unique Document Identification Number (UDIN):

Annexure-VI: Project Citation Format

Relevant project experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client (email, Phone no.)	
Project Details	
Description of the project	
Scope of services	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other Relevant Information	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order/Purchase Order (PO)/Letter of Intent (LoI) 'Letter of Intent (LoI) with extract from signed contract showcasing the project value and scope of work'/Go-Live/PAT/FAT/Experience Certificate etc.	

Submit Customer Order Copy details of the order indicating the project value, customer contact details, project completion certificate or partial completion certificate, customer satisfaction certificate etc.

Annexure-VII: Undertaking on Total Responsibility

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Sub: Self Declaration for Total Responsibility in response to the RFP

Dear Sir,

This is to certify that we undertake total responsibility for Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED without any breach of terms & conditions and as per the requirements of the RFP.

Thanking you,
Yours faithfully

(Signature of the Authorized signatory of the Bidding Organization) Name:

Designation :

Date :

Time :

Seal :

Business Address:

Annexure-VIII: Declaration for not being blacklisted.

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Dear Sir/Madam,

We confirm that our company,, is not blacklisted in any manner whatsoever. We, hereby declare that we are having unblemished past record and are not declared blacklisted or ineligible to participate for bidding by any State/Central Government, Semi-Government or PSU.

Sincerely,

Signature of Authorized Signatory and Seal of the Bidder Name:

Designation:

Annexure-IX: Format for Performance Bank Guarantee

PERFORMANCE GUARANTEE

Ref:

Bank Guarantee No:

Date:

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

1. Against contract vide Advance Acceptance of the Tender No..... Dated..... covering "Request for Proposal (RFP) for Selection of Implementing Agency for Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED" (hereinafter called "the Bid"). e" (hereinafter called the said 'contract') entered into between NAFED, (hereinafter called the Purchaser) and M/s....., a Company incorporated under the Companies Act, 1956 and having its Registered Office at (hereinafter called the Bidder) this is to certify that at the request of the Bidder we (name of the Bank / Branch.) a body corporate constituted under the Banking Companies [Acquisition and Transfer of Undertakings] Act, 1970 and having its, Registered Office at..... and branch office at..... are holding in trust in favor of the Purchaser, an amount of Rs (Rupees.....only) to indemnify and keep indemnified the Purchaser against any loss or damage that may be caused to or suffered by the Purchaser by reason of any breach by the Bidder of any of the terms and conditions of the said contract and/or in the performance thereof. We agree that the decision of the Purchaser, whether by any breach of any of the terms and conditions of the said contract and/or in the performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by the Purchaser shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to the Purchaser.
2. We (Name of the Bank /Branch) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for satisfactory performance and fulfilment in all respects of the said contract by the Bidder i.e. till hereinafter called the said date and that if any claim accrues or arises against us (Name of the Bank /Branch) by virtue of this guarantee before the said date, the same shall be enforceable against us..... (Name of the Bank/Branch) notwithstanding the fact that the same is enforced within six months after the said date, provided that notice of any such claim has been given to us(Name of the Bank/Branch) by the Purchaser before the said date. Payment under this guarantee shall be made promptly upon our receipt of notice to that effect from the Purchaser.
3. It is fully understood that this guarantee is effective from the date of the said contract and that we(Name of the Bank /Branch) undertake not to revoke this guarantee during its currency without the consent in writing of the Purchaser.
4. We undertake to pay to the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the Bidder in any suit or proceeding pending before any court or Tribunal relating thereto our liability under this present bond being absolute and unequivocal.
5. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

6. We..... (Name of the Bank / Branch) further agree that the Purchaser shall have the fullest liberty, without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by the Purchaser against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said contract and we,(Name of the Bank / Branch) shall not be released from our liability under this guarantee by reason of any such variation or extension being granted to the said Bidder or for any forbearance by the Purchaser to the said Bidder or for any forbearance and or omission on the part of the Purchaser or any other matter or thing whatsoever, which under the law relating to sureties, would, but for this provision have the effect of so releasing us from our liability under this guarantee.
7. This guarantee will not be discharged due to the change in the constitution of the Bank or the bidder. Notwithstanding anything contained herein:
- a) Our liability under this Bank Guarantee shall not exceed of Rs.(Rupees in words only).
 - b) The Bank Guarantee shall be valid up to; and;
 - c) We..... (Name of the Bank / Branch) are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before ##.....

Authorized Signatory of the Bank Signature

Full name/designation/ Address of the official and date WITNESS NO. 1

Signature

Full name/designation/ Address WITNESS NO. 2

Signature

Full name/designation/ Address

Annexure–X: Bank Guarantee for Earnest Money Deposit

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Whereas <Name of the bidder> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP

<RFP Number> dated <Date> for <Name of the assignment> (hereinafter called "the Bid") to NAFED

Know all Men by these presents that we < > having our office at <Address> (hereinafter called "the Bank") are bound unto NAFED (hereinafter called "the Purchaser") in the sum of Rs. <Amount in figures> (Rupees

<Amount in words> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <Date>

The conditions of this obligation are:

If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or

If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid.

Withdraws his participation from the bid during the period of validity of bid document; or

Fails or refuses to participate in the subsequent Tender process after having been short listed.

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <insert date> and including <extra time over and above mandated in the RFP> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

Notwithstanding Anything Contained Herein:

- a) Our liability under this Bank Guarantee shall not exceed Rs. <Amount in figures> (Rupees <Amount in words> only)
- b) This Bank Guarantee shall be valid up to <insert date>)
- c) It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <insert date>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date:

Annexure–XI: Power of Attorney

(On Stamp Paper of relevant value)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Subject: Power of Attorney in response to the Request for Proposal (RFP) Selection of Implementing Agency for Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED.

Dear Sir,

Know all men by these presents, we (name of the company and address of the registered office) do hereby appoint and authorize Mr. / Ms. (full name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid document for 'Selection of Implementing Agency for Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED, in response to the tenders invited by National Agricultural Cooperative Marketing Federation of India Ltd.(NAFED), including signing and submission of all documents and providing information / responses to NAFED in all matters in connection with our bid.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

Dated this ____ day of _
2025 For _____

(Signature)
(Name, Designation and Address) Accepted
(Signature) (Name, Title and Address of the Attorney)
Date:

Note:

The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants and when it is so required the same should be under common seal affixed in accordance with the required procedure. Also, wherever required, the Bidder should submit for verification the extract of the charter documents and documents such as a resolution /power of attorney in favor of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder. In case the bid is signed by an authorized Director / Partner or Proprietor of the Bidder, a certified copy of the appropriate resolution / document conveying such authority may be enclosed in lieu of the Power of Attorney.

Annexure- XII: Statement of No Deviation

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Dear Sir,

There are no deviations (null deviations) from the terms and conditions of the tender. All the terms and conditions of the tender are acceptable to us.

Authorized Signatory:

Name:

Designation:

Seal:

Annexure–XIII: Curriculum Vitae (CV) of Key Personnel

General Information	
Name of the person & Photograph	
Current Designation/Job Title	
Current job responsibilities	
Proposed Role in the Project	
Whether resource is engaged by the firm in its own payrolls	Yes / No
Proposed Responsibilities in the Project	
Academic Qualifications: <ul style="list-style-type: none"> Degree Academic institution graduated from Year of graduation Specialization (if any) Key achievements and other relevant information (if any) 	
Professional Certifications	
Total number of years of experience	
Number of years with the current company	
Summary of the Professional / Domain Experience	
Summary of Projects undertaken/worked on (Only project name, client name, client contact details)	
Details of Past assignment details (For each assignment provide details regarding name of organizations worked for, designation, responsibilities, tenure)	
Prior Professional Experience covering: <ul style="list-style-type: none"> Organizations worked for in the past <ul style="list-style-type: none"> Organization name Duration and dates of entry and exit Designation Location(s) Key responsibilities Prior project experience <ul style="list-style-type: none"> Project name Client Key project features in brief Location of the project Designation Role Responsibilities and activities Duration of the project 	
Please provide only relevant projects.	
Proficient in languages (Against each language listed indicate if speak/read/write)	

Annexure–XIV: Letter for Technical Proposal

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Sub: Submission of the Technical bid for <Name of the Systems Implementation assignment>

Dear Sir/Madam,

We, the undersigned, offer to provide ERP solution to NAFED on <Name of the Systems Implementation engagement> with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this technical bid and the Financial Bid separately as per the e-forms.

We hereby declare that all the information and statements made in this technical bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

We undertake, if our Proposal is accepted, to initiate the Implementation services related to the assignment not later than the date indicated in Data sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 180 days as stipulated in the RFP document.

We hereby declare that we are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended and we are not the subject of legal proceedings for any of the foregoing.

We understand you are not bound to accept any Proposal you receive. Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Date:

Annexure – XV: Resource Strength - Certificate from HR Department/CEO/MD

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Subject: - Undertaking for Resource strength on Company's Payroll

Dear Sir,

We have carefully gone through the Terms & Conditions contained in the RFP document for "Selection of Implementing Agency for Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED. We hereby declare that our company <company's name> has below mentioned Resource strength as on date of bid submission date.

#	Resources	Quantity
1	Total IT professionals (B.E./B. Tech/MCA) in payroll	
2	Total professionals having experience of working in the proposed ERP framework in payroll	

I further certify that I am competent officer in my company to make this declaration.

Yours sincerely,

Signature of Authorized Signatory (with official seal) Name :
Designation :
Address :
Telephone & Fax:
E-mail Address:

Annexure – XVI: Integrity Pact and Holiday Listing

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ANNEXURE-I

INTEGRITY PACT

National Agricultural Cooperative Marketing Federation of India Ltd. (NAFED), an apex level Co-operative Marketing Federation, registered under the provisions of Multi State Cooperative Societies Act, 2002 (as amended up to date), having its Head Office at Nafed House, Siddhartha Enclave, Ashram Chowk, New Delhi-110014 through (hereinafter referred to as the "The Principal", as the context may require or admit, which expression shall, unless excluded by or repugnant to the subject or context or meaning thereof, be deemed to mean and include its representatives, nominees, affiliates, successors and permitted assigns) of the ONE PART And

And

.....a company incorporated under the Companies Act, 1956 or 2013 or Partnership Firm duly registered vide Deed of Partnership dated..... or Proprietorship Firm, through its Director/Partner/Proprietor Mr./Mrs. and having its registered office at (hereinafter referred to as "Vendor/Bidder/Contractor") which expression shall, unless repugnant or contrary to the context or meaning thereof, be deemed to mean and include its successors, authorized signatories and permitted assigns) of the OTHER PART.....,

PREAMBLE

A. The Principal intends to award, under laid down organizational procedures, contract/s for The Principal values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relations with its Bidder(s) and/or Contractor (s).

B. In order to achieve these goals, the Principal will appoint Independent External Monitors (IEMs) to monitor the tender process and the execution of the contract with the bidders/contractors/vendors for compliance with the principles mentioned in this Integrity Pact.

Article: 1- Commitments of the Principal

1. The Principal commits itself to take all measures necessary to prevent corruption and to observe the following principles:-

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- a) No employee of the Principal, personally or through family members, will in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal will, during the tender process treat all Bidder (s) with equity and reason. The Principal will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an unfair advantage in relation to the tender process or the contract execution.
 - c) The Principal will exclude from the process all known prejudiced persons.
2. If the Principal obtains information on the conduct of any of its employees which is a criminal offence under the IPC/PC Act, or if there be a substantive suspicion in this regard, the Principal will inform the Chief Vigilance Officer and in addition can initiate disciplinary actions.

Article: 2 – Commitments of the Bidders(s)/Contractor(s)

1. The Bidder(s)/Contractor(s)/Vendor(s) commit themselves to take all measures necessary to prevent corruption. The Bidder(s)/Contractor(s) /Vendor(s) commit themselves to observe the following principles while participating in the tender process and during the contract execution.
 - a) The Bidder(s)/Contractor(s)/Vendor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
 - b) The Bidder(s)/Contractor(s)/Vendor(s) will not enter with other Bidders into any undisclosed agreements or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to



14(5)

restrict competitiveness or to introduce cartelisation in the bidding process.

- c) The Bidder(s)/Contractor(s)/Vendor(s) will not commit any offence under the relevant IPC/PC Act; further the Bidder(s)/Contractor(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
 - d) The Bidder(s)/Contractor(s)/Vendor(s) of foreign origin shall disclose the name and address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of the foreign principals, if any. **Further details of Indian Agents of Foreign Suppliers shall be disclosed by the Bidder(s)/Contractor(s)/Vendors. Further, all the payments made to the Indian agent/representative have to be in Indian Rupees only.**
 - e) The Bidder(s)/Contractor(s)/Vendor(s) while presenting their bid, will disclose any and all payments made, are committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the contract.
 - f) Bidder(s)/Contractor(s)/ Vendor(s) who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
2. The Bidder(s)/Contractor(s)/Vendor(s) will not instigate their persons to commit offences outlined above or be an accessory to such offences.

Article: 3 - Disqualification from tender process and exclusion from future contracts

If the Bidder(s)/Contractor(s)/Vendor(s), before award or during execution has committed a transgression through a violation of Article 2, above or in any other form such as to put their reliability or credibility in question, the **Principal is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per the laid down procedure.**

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Article: 4- Compensation for Damages

1. If the Principal has disqualified the Bidder(s) from the tender process prior to the award according to Article 3, the Principal is entitled to demand and recover the damages equivalent to Earnest Money Deposit/Bid Security.
2. If the Principal has terminated the contract according to Article 3, or if the Principal is entitled to terminate the contract according to Article 3, the Principal shall be entitled to demand and recover from the Contractor/vendor liquidated damages of the Contract value or the amount equivalent to Performance Bank Guarantee.

Article: 5 - Previous transgression

1. The Bidder declares that no previous transgressions occurred in the last three years with any other firm/Company/organization in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify its exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken as per the procedure mentioned in "Guidelines on Banking of business dealings".

Article: 6-Equal treatment of all Bidders / Contractors /Subcontractors

1. In case of Sub-contracting, the Principal Contractor shall take the responsibility of the adoption of Integrity Pact by the Subcontractor.
2. The principal will enter into agreements with identical conditions as this one with all Bidders and Contractors.
3. The Principal will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Article: 7 - Criminal charges against violating Bidder(s) / Contractor(s) / Subcontractor(s) If the Principal obtains knowledge of conduct of a Bidder, Contractor or subcontractor, or if an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal will inform the same to the Chief Vigilance Officer.

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Article: 8 - Independent External Monitor

1. The Principal appoints competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this Integrity Pact.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all Contract documents, whenever required. It will be obligatory to him /her to treat the information and documents of the Bidders / Contractors as confidential. He /she will report to the Managing Director, Nafed.
3. The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal including that provided by the Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is also applicable to Sub- contractors.
4. The Monitor is under contractual obligation to treat the information and documents of the Bidder(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of confidential Information' and of 'Absence of Conflict of interest'. In case of any conflict of interest arising out at a later date, IEM shall inform the Managing Director, Nafed and recues himself/herself from that case.
5. The Principal will provide to the Monitor sufficient information about all the meetings among the parties related to the Project provided such meetings could have any impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
5. As soon as the Monitor notices, or believes to notice, violation of this agreement, he/she will so inform the management to discontinue or take corrective action, or to take relevant action. The monitor can in this regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.

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7. The Monitor will submit a written report to the Managing Director, Nafed within 8 to 10 weeks from the date of reference or intimations to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Managing Director, Nafed, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Managing Director, Nafed has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioners.
9. The word "Monitor" would include both singular and plural.

Article: 9 – Pact Duration

1. This pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the contract, and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
2. If any claim is made/lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged/determined by the Managing Director, Nafed.

Article: 10 – Other provisions

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the Registered Office of the Principal, i.e. New Delhi.
2. Changes and supplements as well as termination notices need to be made in writing.
3. If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this Integrity Pact turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like Warranty/Guarantee etc. shall be outside the purview of IEMs.



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6. In the event of any contradiction between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

<p>_____ (For & on behalf of the Principal) Bidder/Contractor</p> <p>_____ (Office Seal)</p> <p>Place: _____ Date _____</p> <p>Witness 1: (Name & Address) _____ _____ _____ _____</p> <p>Witness 2: (Name & Address) _____ _____ _____ _____</p>	<p>_____ (For & on behalf of _____)</p> <p>_____ (Office Seal)</p>
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NATIONAL AGRICULTURAL COOPERATIVE MARKETING FEDERATION OF INDIA LTD.

Nafed House, Siddhartha Enclave, Ashram Chowk, Ring Road, New Delhi – 110014 (India)

NAFED'S POLICY OF HOLIDAY LISTING/BANNING

**GUIDELINES FOR APPROPRIATE ACTION AGAINST ERRING AND DEFAULTING BIDDERS,
CONTRACTORS, SUPPLIERS, VENDORS, AND SERVICE PROVIDERS**

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- 9) ANNEXURE -B PERFORMA FOR INTIMATION OF HOLIDAY LISTING
- 10) ANNEXURE -C PERFORMA FOR COMMUNICATION OF APPELLATE DECISION ON HOLIDAY LISTING ORDER

ARTICLE-1: INTRODUCTION:

- 1.1. NATIONAL AGRICULTURAL COOPERATIVE MARKETING FEDERATION OF INDIA LTD (hereinafter referred to as "Nafed") deals with various Agencies, in the course of various procurement, works and service contracts, who are expected to adopt ethics of highest standard and a very high degree of integrity, transparency, commitments and sincerity towards the work undertaken by them. It is not in the interest of Nafed to deal with any agency who commits deception, fraud or other misconduct of whatsoever nature in the tendering process and/or contract execution processes.
- 1.2. While participating in the tender and performing under a Contract/Order, the Agencies are required to meet certain standard of integrity and adherence to the terms and conditions of the tender/contract. In case any agency fails to meet the standard benchmark of integrity, it is prudent to put the agency on holiday/banning list for specific periods in order to deter the Agencies from committing such defaults. Such decisions shall be taken after following a laid down process.
- 1.3. Since holiday listing or banning from business dealings involves civil consequences for the agency concerned, it is incumbent that adequate opportunity of hearing is provided and the explanation, if submitted by agency, is considered before passing any order in this regard keeping in view the facts and circumstances of the case.
- 1.4. The meaning of "Black listing", "Holiday Listing" and "Banning" is considered one and the same and shall hereafter be referred to only as "Holiday Listing".

ARTICLE-2: SCOPE

- 2.1. The information for Bidders/Instruction to Bidders and even the General Conditions of Contract generally provide that NAFED shall have the rights to remove from list of approved suppliers / contractors or to ban business dealings if any Agency has been found to have committed misconduct or fraud or poor performance or anything unethical not expected from a reputed agency.
- 2.2. The procedure of Holiday Listing of Agencies from Business Dealings with NAFED has been laid down in these guidelines.

2.3. These guidelines are applicable across NAFED including all its Branches, sub-offices, etc and shall form part of all the tenders. These guidelines shall be published as a separate document in NAFED website and the General Conditions of Contract shall have a clause expressly stating that the Guidelines and Procedures for Holiday Listing as adopted by NAFED and available separately in NAFED website shall be applicable in the context of all tenders floated and consequently all orders/ contracts / purchase orders placed by NAFED.

2.4. The Holiday Listing shall be with prospective effect, i.e. for future business dealings.

ARTICLE-3: DEFINITIONS.

In these Guidelines, unless the context otherwise requires

- 3.1. **Agency:** Party/Contractor/Supplier/Vendor/Bidder/Licensor" in the context of these guidelines is indicated as 'Agency'.
- 3.2. **Competent Authority:** "Competent Authority" shall mean the authority, which is competent to take final decision for Banning of business dealings with Agencies, in accordance with these guidelines.
- 3.3. **Appellate Authority:** The Appellate authority shall be higher than the "Competent Authority".
- 3.4. **Corrupt Practice:** "Corrupt Practice" means the offering, giving, receiving or soliciting, directly or indirectly, anything of value to improperly influence the actions in selection process or in contract execution. "Corrupt Practice" also includes any omission for misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
- 3.5. **Fraudulent Practice:** "Fraudulent Practice" means and include any act or omission committed by a agency or with his connivance or by his agent by misrepresenting/ submitting false documents and/ or false information or concealment of facts or to deceive in order to influence a selection process or during execution of contract/ order.
- 3.6. **Collusive Practice :** "Collusive Practice" amongst bidders (prior to or after bid submission)" means a scheme or arrangement designed to establish bid prices at artificial non-competitive levels and to deprive the Employer of the benefits of free and open competition.

- 3.7. **Coercive Practice:** "Coercive practice" means impairing or harming or threatening to impair or harm directly or indirectly, any agency or its property to influence the improper actions of an agency, obstruction of any investigation or auditing of a procurement process.
- 3.8. **Contract:** "Contract" shall mean all or any contract awarded to an Agency and shall include Purchase Orders/Works Contract/Service Contract.
- 3.9. **Malpractice :** Malpractice means any Corrupt Practice, Fraudulent Practice, Collusive Practice or Coercive practice as defined herein;
- 3.10. **Mis-Conduct :** "Mis-conduct" means any act or omission by the Agency, making it liable for action for Holiday Listing as per these guidelines.
- 3.11. **Nodal Division:** "Nodal Division" means the Division primarily assigned with the role of overseeing the Holiday Listing Process to ensure adherence to guidelines, maintaining, updating and publishing the list of Agencies with whom NAFED has decided to ban business dealings.
- 3.12. **"Tender:** "Tender" shall mean all or any tender and shall include Enquiry, Request for Quotation, Request for Proposal, Notice Inviting Tender, etc.
- 3.13. **Vendor De-listment Committee:** "Vendor De-listment Committee" relevant to the concerned Division/Branch which initiates the holiday listing process would be the same as the vendor enlistment Committee.

ARTICLE-4: HOLIDAY LISTING

- 4.1. **Reasons for Holiday Listing:** An Agency may be placed in Holiday List for any one or more of the following circumstances:
 - 4.1.1. If the Agency, in the context of its dealings with the Federation:
 - a) Has indulged in malpractices ;
 - b) Has submitted fake, false or forged documents / certificates;
 - c) Has substituted materials in lieu of materials supplied by NAFED or has not returned or has unauthorized disposed off materials;
 - d) Has deliberately violated and circumvented the provisions of labor laws/ regulations / rules, safety norms, environmental norms or other statutory requirements;
 - e) Has deliberately indulged in construction and erection of defective works or supply of substandard materials/commodities;
 - f) Has not cleared previous dues to NAFED if applicable;
 - g) Has committed breach of contract or has abandoned the contract;
 - h) Poor performance of the Agency in one or several contracts;

- i) Has not honoured the fax of award / letter of award / Contract / Purchase order after the same is issued by NAFED;
- j) Withdraws/ revises the bid upwards after becoming the L1 bidder;
- k) Has parted with, leaked or provided confidential / proprietary information of NAFED to any third party without the prior consent of NAFED.
- l) Has violated Non-Disclosure Agreement.

4.1.2. The following additional grounds can also be reasons for Holiday listing of an agency:

- a) If the Agency is or has become bankrupt , OR is being dissolved OR has resolved to be wound up OR if proceedings for winding up or dissolution has been instituted against the Agency;
- b) Any other ground, including transgression of Integrity Pact, which, in the opinion of the Federation, makes it undesirable to deal with the Agency; In the case of transgression of Integrity Pact, the same should be substantiated by the verdict of the Independent External Monitor.

4.2. Procedure:

4.2.1. Proceedings for Holiday Listing shall be initiated against an Agency when a prima facie case for Holiday Listing comes up, under any of the above mentioned circumstances; before taking a decision, a fair opportunity of hearing the party should be given by means of a Show Cause notice. The show cause notice should indicate clearly and precisely the charges/misconduct which should be based on facts as can be proved as distinct from mere allegations. Statement containing the imputation of misconduct or misbehaviour may be appended to the show-cause notice and the "Agency" should be asked to submit within 15 days a written statement in its defence. A perform of Show Cause notice is attached at Annexure-A.

4.2.2. The proceedings shall start with a proposal for initiating action against the Agency, to be raised by the concerned Branch/Division which, in the first instance, is to be cleared by the relevant Vendor De-listment Committee.

4.2.3. The proposal shall state a brief background of the case, the action proposed and all supporting documents, including a note from the concerned Branch/Division responsible for execution of a work, in the case the proposal is related to the performance of a contract. A draft show cause notice is also to be attached to the proposal.

4.2.4. On preliminary examination of the proposal with attached documents, if the vendor de listment committee is of the opinion that action is to be initiated against the Agency, the committee will approve the proposal along with the proposed Show Cause Notice.

4.2.5. Thereupon the Show Cause Notice, as approved, will be issued by the concerned Division. Before issuing the Show Cause Notice, concerned

Division should give intimation to the Nodal Division regarding the proposed action against the Agency, along with a copy of the Show Cause notice for record. The Nodal Division, shall in turn publish this information in NAFED website for information and reference of all business divisions/all branches across the Federation.

- 4.2.6. On receipt of the explanation from the Agency, the concerned Division/Branch will put up the proposal for holiday listing, to the competent authority, through the vendor de-listment committee & the Nodal Department. This proposal would consist of a background of the case, copy of initiation proposal approved by vendor de-listment committee, copy of the Show Cause Notice issued and Agency's reply received and the concerned branch/division's comments on the same. The period for which holiday listing is recommended should also be clearly mentioned in the proposal. All relevant supporting documents should also be attached; In case no explanation is received from the Agency within the stipulated time, the case shall be proceeded with ex-parte.
- 4.2.7. The proposal along with the reply from the Agency would be examined by the Vendor delistment Committee; thereafter, with the recommendation from the vendor de-listment Committee, the proposal would be put up through the Nodal Division to the Competent Authority for final decision on banning or otherwise.
- 4.2.8. The competent authority, after examining all the materials on record, including the explanation from the Agency, will give their decision on the proposal. Competent Authority in its decision may :
- a) Approve the proposal for Holiday Listing as such; OR
 - b) Approval the proposal for holiday listing for a period higher than that was recommended, in case the Competent Authority is of the opinion that banning for a longer period is required in view of the gravity of the case, OR
 - c) Approve the proposal for holiday listing for a period lesser than that was recommended, in case the Competent Authority is of the opinion that lesser period would meet the requirement, considering the gravity of the case: OR
 - d) Reject the proposal, in case, based on explanation furnished by the Agency, the Competent Authority is of opinion that the alleged misconduct / malpractice was either not substantiated or has happened on account of circumstances on which Agency had no control.
- 4.2.9. The decision of the Competent Authority regarding Holiday Listing of business dealings should be communicated to the 'Agency' concerned, by the concerned Branch/Division. A draft performa for intimation of Holiday Listing to Agency is at Annexure B.

4.2.10. The Holiday Listing process should be completed at the earliest and in any case within 45 days from initiation of case by concerned Branch/Division responsible for invitation of bids.

4.2.11. The Competent Authority shall decide on the period of holiday listing, on case to case basis, depending on the gravity of the case and considering the implications for NAFED on account of the Act/Omission on the part of the Agency, intentions of the Agency as established from the circumstances of the case, frequency of tendering for work of similar nature etc.

4.2.12. Ordinarily, the period for which an Agency is Holiday listed should not be less than 01 year and should not exceed 03 years. However, in extraordinary circumstances as mentioned below, banning of 15 years can be done. The broad guidelines for the period of holiday listing based on the circumstances under which they were put on holiday listing is as under :

S.No.	Reasons for holiday listing	Period of holiday listing
1.	Indulged in malpractices resulting in financial loss to the Nafed	15 years
2.	Submitted fake, false or forged documents / certificates	3 years
3.	Has substituted materials in lieu of materials supplied by NAFED or has not returned or has unauthorizedly disposed off materials / documents or equipments supplied by NAFED.	15 years
4.	Has deliberately violated and circumvented the provisions of labour laws/ regulations / rules , safety norms, environmental norms or other statutory requirements	3 years
5.	Has deliberately indulged in construction and erection of defective works or supply of substandard materials	3 years
6.	has not cleared NAFEDs previous dues, if applicable	1 year
7.	Has committed breach of contract or has abandoned the contract	3 years
8.	Poor performance of the Agency in one or several contracts	1 year
9.	Has not honoured the fax of award / letter of award / Contract / Purchase order after the same is issued by NAFED.	1 year
10.	Withdraws/ revises the bid upwards after becoming the L1 bidder	1 year
11.	Has parted with, leaked or provided confidential / proprietary information of NAFED to any third party without the prior consent of NAFED.	15 years
12.	If the Agency is or has become bankrupt , OR is being dissolved OR has resolved to be wound up OR if proceedings for winding up or dissolution has been instituted against the Agency	3 years
13.	Transgression of Integrity Pact of Nafed, which, in the opinion of the Nafed, makes it undesirable to deal with the Agency;	3 years

4.2.13. Provision for Appeal

- i. An agency aggrieved with the decision of the Competent Authority shall have the option of filing an appeal against the decision of the Competent Authority i.e. Managing Director to the Appellate Authority i.e. Business Committee of NAFED within a maximum of 15 days from the date of receipt of intimation of holiday listing.
- ii. Any appeal filed after expiry of the above period shall not be considered by the Appellate Authority.
- iii. On receipt of the Appeal from the Agency, the Appellate Authority, if it so desires, may call for comments from the Competent Authority;
- iv. After receipt of the comments from the Competent Authority, the Appellate Authority, if it so desires, may also give an opportunity for personal hearing, to the Appellant Agency.
- v. After examining the facts of the case and documents available on record and considering the submissions of the Appellant Agency, the Appellate Authority may pass appropriate order by which the Appellate Authority may either: (a) Uphold the decision of Competent authority with or without any variation / lesser period of Holiday Listing; OR (b) Annul the order of the Competent Authority.
- vi. Appellate Authority shall pass its order within a maximum period of 45 days from the date of receipt of Appeal.
- vii. Order of the Appellate Authority shall be communicated to the Agency by the concerned Branch/Division copy of which shall be given to the Nodal Division. A draft performa for communicating the decision of the Appellate Authority is at Annexure C.

4.2.15. Effect of Holiday Listing

- i. No enquiry / bid / tender shall be entertained with an Agency as long as the 'Agency' name appears in the Holiday list.
- ii. If an 'Agency' is put on the Holiday list during tendering :
 - a) If an 'Agency' is put on Holiday List after issue of the enquiry / bid / tender but before opening of the un-priced bid, the un-priced bid of the 'Agency' shall not be opened and BG/EMD, if submitted by the 'Agency' shall be returned. If an 'Agency' is put on Holiday List after un-priced bid opening but before price bid opening, the price bid of the 'Agency' shall not be opened and BG/EMD submitted by the 'Agency' shall be returned.
 - b) If an 'Agency' is put on Holiday List after opening of price bid but before finalization of the tender, the offer of the 'Agency' shall be ignored and will not be further evaluated and the BG/EMD if any

submitted by the 'Agency' shall be returned, The 'Agency' will not be considered for issue of order even if the 'Agency' is the lowest (L1). In such situation next lowest shall be considered as L1.

c) If contract with the 'Agency' concerned is in operation, (including cases where contract has already been awarded before decision of holiday listing) normally order for Holiday Listing from business dealings cannot affect the contract, because contract is a legal document and unless the same is terminated in terms of the contract, unilateral termination will amount to breach and will have civil consequences.

iii. In cases where holiday listing proposal has been initiated by some Branches/Divisions in the Federation, but the process is yet to be completed and order of Competent Authority is awaited, the tendering process may be taken forward till price bid opening and after price bid opening, decision on the tender may be kept on hold till such time order of Competent Authority is issued.

ARTICLE-5: DECLARATION BY BIDDERS REGARDING HOLIDAY LISTING STATUS:

Tenders invited for purchase of Goods and Services for both Open Tenders as well as Limited Tenders, should have the provision that the bidder should submit a declaration to the effect that they are not currently serving any Holiday Listing orders issued by NAFED debarring them from carrying on business dealings with the NAFED or serving a banning order by another Department/Federations. Offers not accompanied with a declaration should be incorporated in rejection criteria. Any wrong declaration in this context shall make the Agency liable for action under this Holiday Listing procedure.

ARTICLE-6. REVOCATION OF HOLIDAY LISTING:

6.1. An order for Holiday Listing once passed for a certain specified period shall be revoked as under :

6.1.1. An order for Holiday Listing passed for a certain specified period shall be revoked on the expiry of that specified period, subject to the Agency giving a request in writing clearly mentioning the corrective action which has already been taken / proposed to be taken, to avoid recurrence Specific order of revocation shall be issued by the concerned Branch/Division Vendor Enlistment Committee, which had recommended the Holiday Listing, after considering the Vendor's request, with copy to the Nodal Division.

6.1.2. A Holiday Listing order may, on a review during its currency of operation, be revoked by the Competent Authority if it is of the opinion that the disability already suffered is adequate in the circumstances of the case, and the Agency has taken appropriate action to avoid recurrence.

ARTICLE-7: PUBLISHING OF HOLIDAY LISTING INFORMATION IN NAFED WEB-SITE:

- 7.1. Once an order of Holiday Listing of an Agency is passed by the Competent Authority, the said information shall be published in the NAFED web-site, by the Nodal Division/Branch.
 - 7.2. All Agencies, should before issue of tender in limited tender cases and before opening of price bids in all cases, verify with this published information that the bidder concerned is not currently serving any Holiday Listing orders issued by NAFED.
 - 7.3. All orders of revocation of holiday listing shall, immediately on revocation, be made available to the Nodal Division, who in turn shall update the information in the web-site accordingly.
 - 7.4. To take cognizance of the holiday listing process in the initiation stage itself, the Nodal Division should update the information in the NAFED web site, as soon as they get intimation from the concerned Branch/Division, along with copy of proposed show cause notice.
 - 7.5. Nodal Division shall intimate each Instance of Holiday Listing and Revocation to other Department/Federation. Similarly information regarding Holiday Listing, if any received from other Department/Federation shall be communicated by the Nodal Division to the concerned Branch/Division and/or published in the website for reference.
- *****

Annexure –A
(Proforma of Show Cause Notice)
BY REGD. POST/SPEED POST/COURIER

No. Date.....

To

M/s

Sub: Show Cause Notice

Ref :

Dear Sir,

You are hereby required to show-cause in writing within 15 days from the date hereof why you should not be placed on Holiday List and be debarred from entering into any contracts with NAFED for the following reasons:

(Give Reasons)

Your reply (if any) should be supported by documents and documentary evidence which you wish to rely in support of your reply should you fail to reply to this Show Cause Notice within the time and manner aforesaid, it will be presumed that you have nothing to say and we shall proceed accordingly.

Your reply, if any, and the documents / documentary evidence given in support shall; be taken into consideration prior to arriving at a decision.

Yours faithfully,

Annexure -B

(Performa for Intimation of Holiday Listing)

BY REGD. POST/SPEED POST/COURIER

No.

Date.....

To

M/s

Sub: Intimation of Banning of Business Dealings / Holiday Listing

Dear Sir,

WHEREAS our Show Cause Notice served to you dated WHEREAS, in spite of the opportunity given to you, you have failed to show cause as required / your reply to the show cause notice *(and documents and documentary evidence submitted in support of your reply) has / have been duly considered; (Speaking Order either to agree or rebut the reply furnished by Agency – allegation wise) After considering the allegations made in the show cause notice/your reply to the show cause notice*(and documents and documentary evidence furnished in support thereof) as cited above, it has been decided that business dealings with you will be banned and you are hereby debarred from entering into contracts with NAFED for Years/months, effective from the date hereof.
This order shall have the following effects:

1. No enquiry / bid / tender shall be issued to you nor will the bids submitted by you be entertained;
2. In cases where tenders have already been issued to you and price bids are yet to be opened, the price bid submitted by you shall not be opened and BG/EMD, if any, submitted by you shall be returned.
3. In cases where tenders have already been issued to you and price bids have already been opened, but final decision is pending, your quote will not be considered for further evaluation and finalization of the tender, and BG/EMD, if any, submitted by you shall be returned.
4. In case of ongoing contracts between you & NAFED, (including cases where contract has already been awarded before) you will be required to continue with the execution and perform as per terms of the contract.

In case you are aggrieved by this order, you may file an Appeal before (Indicate here the relevant Appellate Authority), within a maximum of 15 days from the date of receipt of this order. You may represent your case before the Appellate Authority, along with necessary justification. On expiry of the above period of holiday listing, you may approach.....(indicate the concerned Branch/Division) , with request for revocation of the order mentioning inter-alia the steps taken by you to avoid recurrence of misconduct which has led to the Holiday Listing. (Give Reasons)

Yours faithfully,

Annexure -C

(Performa for communication of Appellate Decision on Holiday Listing Order)

BY REGD. POST/SPEED POST/COURIER

No.

Date

To

M/s

Sub: Banning of Business Dealings / Holiday Listing- Intimation of decision of Appellate Authority

Ref: 1. Order dated placing M/s on Holiday List by NAFED

2. Your Appeal reference Dt.....

Dear Sir,

This has reference to the order dt..... placing you on Holiday List and your appeal petition reference dt.... on the same. After considering the findings of the Original Authority in order dt....., submissions made by you in your appeal, and the documents/documentary evidences available on record, it has been decided finally that :

- There is no infirmity in the order of the Original Authority, and the allegations stand substantiated and the Holiday Listing for the period of years/month from the date of order, as ordered by the original Authority is upheld.
- Considering your submissions, the order of Holiday Listing passed by the original authority is upheld, but with a reduction in period of holiday listing for years/months from the date of order of original authority.
- Considering your submissions and the evidence available on record, there is enough justification to annul the order of the original authority. (** Incorporate any one of the above as applicable)

Yours faithfully,

Annexure – XVII: Declarations and Undertakings

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

DECLARATIONS AND UNDERTAKINGS:

1. It shall be incumbent upon all applicants/intending bidders to submit following declarations on the letter head of their entity(ies) while submitting their applications:
 - a) The intending bidder(s)/applicants) is/are/was/were neither in litigation with NAFED at any point of time regarding any business and trade activity of NAFED nor was/were it/they ever blacklisted by NAFED on account of such litigation(s) or otherwise.
 - b) Any of the present and past directors/ proprietor/ partners/ promoters etc of intending bidder(s)/applicants) was/were or is/are not part of such other and separate entity(ies) which was/were/ is/are in litigation with NAFED in present or past or/and such other entity (res) has/have/had ever been blacklisted by NAFED in the past for any reason.
2. If intending bidder(s)/applicants) is/are/was/were in litigation (s) with NAFED in present/past, it shall be incumbent upon such bidder(s)/applicants) to furnish the details of such litigations) and consequent blacklisting, if any, on the letter head of the entity (ies). In such scenario, the declaration as mandated above at (a&b) shall not be required.
3. If any of the applicants) /intending bidders) or their promoters are found involved in litigations) with NAFED whether in past and present or they have/had been blacklisted by NAFED or/and any of the promoters of intending applicant(s)/bidder(s) was/were part of the management of such other and separate entity(ies) which was/were/ is/are in litigation(s) with NAFED in present or past or/and such other entity (ies) has/have/had ever been blacklisted by NAFED in the past for any reason, NAFED shall have sole discretion to decide on the selection of such applicants)/bidder(s) even if such applicants)/bidder(s) fulfilling eligibility criteria and NAFED's decision either to select or reject such applicants/bidders shall be final and binding and no further communication/grievance against such decision shall be entertained in this regard.

On behalf of [Service Provider's Name]

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of Service Provider:

Annexure – XVIII: Technology Stack

The bidder needs to submit the proposed Open Stack for the below solutions. NAFED will prefer non-proprietary technology / platform / tool for the below. Any bids without the Annexure XVII shall be deemed non-compliant and shall be dis-qualified.

Sr. No.	Technology Layer	Components	Proposed Technology Stack
1.	Presentation Layer	User Interfaces	
2.	Service Layer	APIs	
3.	Service Layer	API Gateway	
4.	Storage	Database (OLTP)	
5.	Storage	Object Storage	
6.	Management	Containerization	
7.	Management	CI/CD	
8.	Management	Code Repository	
9.	Validation	Automation Testing	
10.	Validation	Performance Testing	
11.	Integrations	Message Orchestration	
12.	Monitoring	Monitoring	
13.	Security Layer	Identity Management	

Annexure – XIX: NDA Agreement

<To be submitted during the contract only>

THIS RECIPROCAL NON-DISCLOSURE AGREEMENT (the "Agreement") is made at New Delhi by and between:

National Agricultural Cooperative Federation of India Ltd., an apex level Cooperative Marketing Organization, registered under Multi State Cooperative Societies Act, 2002, having its Head Office at NAFED House, Siddhartha Enclave, Ashram Chowk, New Delhi-110014, through..... (hereinafter referred to as the "NAFED" which expression shall unless excluded by or repugnant to the subject or context or meaning thereof be deemed to mean and include its representatives, nominees, , successors in business and permitted assigns.) of the first part

AND

M/S., registered under the provision of Partnership Firm registered under Indian Partnership Act or a company registered under the provisions of Companies Act of 1956 or 2013 or LLP, registered under the provision of Limited Liability Partnership Act of 2008, having its office at through its Partner/Director/Managing Director/Proprietor..... resident of, duly authorized (hereinafter referred to as "Implementing Agency" which expression shall unless otherwise repugnant to the context or meaning thereof include and always be deemed to include its successors and assignees) of the second part.

WHEREAS

A. M/S. _____ is carrying on business of _____.

B. For purposes of advancing their business relationship, the parties would need to disclose certain valuable confidential information to each other. Therefore, in consideration of covenants and agreements contained herein for the mutual disclosure of confidential information to each other, and intending to be legally bound, the parties agree to terms and conditions as set out hereunder.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS UNDER:

1) Confidential Information and Confidential Materials:

a) "Confidential Information" means non-public information that Disclosing Party designates as being confidential or which, under the circumstances surrounding disclosure ought to be treated as confidential. "Confidential Information" includes, without limitation, information relating to installed or purchased Disclosing Party software or hardware products, the information relating to general architecture of Disclosing Party's network, information relating to nature and content of data stored within network or in any other storage media, Disclosing Party's business policies, practices, methodology, policy design delivery, and information received from others that Disclosing Party is obligated to treat as confidential. Confidential Information disclosed to Receiving Party by any Disclosing Party Subsidiary and/ or agents is covered by this agreement.

b) Confidential Information shall not include any information that: (i) is or subsequently becomes publicly available without Receiving Party's breach of any obligation owed to Disclosing party; (ii) becomes known to Receiving Party prior to Disclosing Party's disclosure of such information to Receiving Party; (iii) became known to Receiving Party from a source other than Disclosing Party other than by the breach of an obligation of confidentiality owed to Disclosing Party; or (iv) is independently developed by Receiving Party.

c) "Confidential Materials" shall mean all tangible materials containing Confidential Information, including without limitation written or printed documents and computer disks or tapes, whether machine or user readable.

2) Restrictions:

a) Each party shall treat as confidential the Contract and any and all information ("confidential information") obtained from the other pursuant to the Contract and shall not divulge such information to any person (except to such party's own employees and other persons and then only to those employees and persons who need to know the same) without the other party's written consent provided that this clause shall not extend to information which was rightfully in the possession of such party prior to the commencement of the negotiations leading to the Contract, which is already public knowledge or becomes so at a future date (otherwise than as a result of a breach of this clause). Receiving Party will have executed or shall execute appropriate written agreements with its employees and consultants specifically assigned and/or otherwise, sufficient to enable it to comply with all the provisions of this Agreement.

b) Receiving Party may disclose Confidential Information in accordance with judicial or other governmental order to the intended recipients (as detailed in this clause), provided Receiving Party shall give Disclosing Party reasonable notice prior to such disclosure and shall comply with any applicable protective order or equivalent. The intended recipients for this purpose are:

- The statutory auditors of the Customer and
- Regulatory authorities regulating the affairs of the Customer and inspectors and supervisory bodies thereof.

c) The foregoing obligations as to confidentiality shall survive any termination of this Agreement.

d) Confidential Information and Confidential Material may be disclosed, reproduced, summarized or distributed only in pursuance of Receiving Party's business relationship with Disclosing Party, and only as otherwise provided hereunder. Receiving Party agrees to segregate all such Confidential Material from the confidential material of others in order to prevent mixing.

e) Receiving Party may not reverse engineer, decompile or disassemble any software disclosed to Receiving Party.

3) Rights and Remedies

a) Receiving Party shall notify Disclosing Party immediately upon discovery of any unauthorized used or disclosure of Confidential Information and/ or Confidential Materials, or any other breach of this Agreement by Receiving Party and will cooperate with Disclosing Party in every reasonable way to help Disclosing Party regain possession of the Confidential Information and/ or Confidential Materials and prevent its further unauthorized use.

b) Receiving Party shall return all originals, copies, reproductions and summaries of Confidential Information or Confidential Materials at Disclosing Party's request, or at Disclosing Party's option, certify destruction of the same.

c) Receiving Party acknowledges that monetary damages may not be the only and / or a sufficient remedy for unauthorized disclosure of Confidential Information and that disclosing party shall be entitled, without waiving any other rights or remedies (as listed below), to injunctive or equitable relief as may be deemed proper by a Court of competent jurisdiction.

- Suspension of access privileges
- Change of personnel assigned to the job.
- Financial liability for actual, damages d. Termination of contract.

d) Disclosing Party may visit Receiving Party's premises, with reasonable prior notice and during normal business hours, to review Receiving Party's compliance with the term of this Agreement.

4) Miscellaneous:

- a) All Confidential Information and Confidential Materials are and shall remain the property of Disclosing Party. By disclosing information to Receiving Party, Disclosing Party does not grant any expressed or implied right to Receiving Party to disclose information under the Disclosing Party patents, copyrights, trademarks, or trade secret information.
- b) Any software and documentation provided under this Agreement is provided with RESTRICTED RIGHTS.
- c) Neither party grants to the other party any license, by implication or otherwise, to use the Confidential Information, other than for the limited purpose of evaluating or advancing a business relationship between the parties, or any license rights whatsoever in any patent, copyright or other intellectual property rights pertaining to the Confidential Information.
- d) The terms of Confidentiality under this Agreement shall not be construed to limit either party's right to independently develop or acquire product without use of the other party's Confidential Information. Further, either party shall be free to use for any purpose the residuals resulting from access to or work with such Confidential Information, provided that such party shall maintain the confidentiality of the Confidential Information as provided herein. The term "residuals" means information in non-tangible form, which may be retained by person who has had access to the Confidential Information, including ideas, concepts, know-how or techniques contained therein. Neither party shall have any obligation to limit or restrict the assignment of such persons or to pay royalties for any work resulting from the use of residuals. However, the foregoing shall not be deemed to grant to either party a license under the other party's copyrights or patents.
- e) This Agreement constitutes the entire agreement between the parties with respect to the subject matter hereof. It shall not be modified except by a written agreement dated subsequently to the date of this Agreement and signed by both parties. None of the provisions of this Agreement shall be deemed to have been waived by any act or acquiescence on the part of Disclosing Party, its agents, or employees, except by an instrument in writing signed by an authorized officer of Disclosing Party. No waiver of any provision of this Agreement shall constitute a waiver of any other provision(s) or of the same provision on another occasion.
- f) In case of any dispute, same will be dealt in accordance to dispute resolution clause and SLA.
- g) Subject to the limitations set forth in this Agreement, this Agreement will inure to the benefit of and be binding upon the parties, their successors and assigns.
- h) If any provision of this Agreement shall be held by a court of competent jurisdiction to be illegal, invalid or unenforceable, the remaining provisions shall remain in full force and effect.
- i) All obligations created by this Agreement shall survive change or termination of the parties' business relationship. The confidentiality obligations shall survive the termination of this Contract / completion of services for a period of five (5) years.

5) Suggestions and Feedback

(a) Either party from time to time may provide suggestions, comments or other feedback to the other party with respect to Confidential Information provided originally by the other party (hereinafter "feedback"). Both parties agree that all Feedback is and shall be entirely voluntary and shall not in absence of separate agreement, create any confidentially obligation for the receiving party. However, the Receiving Party shall not disclose the source of any feedback without the providing party's consent. Feedback shall be clearly designated as such and, except as otherwise provided herein, each party shall be free to disclose and use such Feedback as it sees fit, entirely without obligation of any kind to other party. The foregoing shall not, however, affect either party's obligations hereunder with respect to Confidential Information of other party.



RFP for Selection of Implementing Agency
for
Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED
Volume - I

Dated this _____ day of _____, 2025 at New Delhi.

For NAFED

For M/S _____

(Authorized Signatory)

(Authorized Signatory)

Witness

1. 1.

2. 2.

Annexure – XX: Undertaking for Exit Management and Transition

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Sub: Undertaking on Exit Management and Transition

Dear Sir,

1. I/We hereby undertake that at the time of completion of our engagement with National Agricultural Cooperative Marketing Federation of India Ltd.(NAFED), either at the End of Contract or termination of Contract before planned Contract Period for any reason, we shall successfully carry out the exit management and transition phase of this Project to National Agricultural Cooperative Marketing Federation of India Ltd.(NAFED) or to an agency nominated by NAFED to the satisfaction of the NAFED. I/We further undertake to complete the following as part of the Exit management and transition:
 - a) We undertake to complete the updating of all Project documents and other artefacts and handover the same to NAFED or an agency nominated by NAFED before transition.
 - b) We undertake to design standard operating procedures, document, and train NAFED personnel or personnel of the agency nominated by NAFED on the same.
 - c) We undertake to handover all the services, assets, data, documents, artefacts, etc. relating to the project as part of the exit management phase to the Department or to the agency nominated by NAFED.
2. I/We also understand that the Exit management and transition will be considered complete on the basis of approval from NAFED.

Yours faithfully,

(Signature of the Authorized signatory of the Bidding Organization)

Authorized Signature [In full and initials]:
Name and Title of Signatory:
Name of Firm:
Address:
Date:

Annexure XXI: Service Level Agreement Format

THIS AGREEMENT is made and entered into, at New Delhi on this ____ day of _____, 2025 BY and BETWEEN:

National Agricultural Cooperative Marketing Federation of India Ltd., an apex level Cooperative Marketing Organization, registered under the provisions of the Multi State Cooperative Societies Act, 2002, having its Head Office at NAFED House, Siddhartha Enclave, Ashram Chowk, New Delhi-110014 through its Executive _____, duly authorized, (hereinafter referred to as the "NAFED" which expression shall unless excluded by or repugnant to the subject or context or meaning thereof be deemed to mean and include its representatives, nominees, , successors in business and permitted assigns.) of the first part

AND

_____, a firm/company registered under the provisions of _____, having its Regd. Office at _____ through its _____ R/O _____ (hereinafter referred to as "IMPLEMENTING AGENCY" which expression shall unless otherwise repugnant to the context or meaning thereof include and always be deemed to include its successors and assignees) of the second part.

RECITALS

WHEREAS:

- A. National Agricultural Cooperative Marketing Federation of India Limited (NAFED) is an apex level organization of marketing cooperatives in India. NAFED is engaged in marketing of agricultural commodities both in the domestic as well as overseas markets with the prime objective of providing marketing support to the farmers to help them fetch reasonable price for their produce.
- B. NAFED operates with its Headquarters at New Delhi and branches and sub-offices located in the state capitals and other important cities across India. A list of all office locations can be accessed from NAFED's website <http://www.nafed-india.com> (contact us page).
- C. IMPLEMENTING AGENCY is carrying on business of _____.
- D. AND, the IMPLEMENTING AGENCY being successful bidder of _____ enters into this Agreement with NAFED in terms of clause _____ of the tender documents, whereby IMPLEMENTING AGENCY will assist NAFED in _____.
- E. The contract period shall be considered effective from _____ to _____.

NOW, THEREFORE, IN CONSIDERATION OF THE MUTUAL PROMISES AND COVENANTS SET FORTH HEREIN, AND OTHER GOOD AND VALUABLE CONSIDERATION, THE RECEIPT AND SUFFICIENCY OF WHICH IS HEREBY ACKNOWLEDGED, PARTIES HERETO AGREES AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the RFP/Conditions of Contract referred to.

2. The signed original copy of the RFP and corrigendum (if any) submitted by the IMPLEMENTING AGENCY to the NAFED and the extracts of the Technical Proposal (Approach, Methodology and Work Plan) shall form an integral part of this Contract.
 - a) The parties here to by way of abundant precaution do hereby agree, admit and declare that all the IMPLEMENTING AGENCY representations, warranties and undertakings recorded in the RFP shall be deemed to be incorporated and adopted herein by reference to constitute and form an integral part of this Contract.
 - b) Each of the representations, warranties and undertakings of the IMPLEMENTING AGENCY contained in the RFP shall be deemed to have been made as of the date hereof.
3. In consideration of the payments to be made by the NAFED to the IMPLEMENTING AGENCY as herein after mentioned, the IMPLEMENTING AGENCY here by agrees and covenants with the NAFED to provide/render the Services and to remedy defects, if any therein, strictly in conformity in all respects with the provisions of the Contract.
4. The NAFED hereby agrees and covenants to pay the IMPLEMENTING AGENCY in consideration of the rendering of the Services, furnish necessary undertakings, guarantees and also to remedy defects, if any therein, the Contract price or such of her sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

5. Interpretations & Definitions

Unless the context otherwise requires in this Agreement:

- The use of words importing the singular shall include plural and masculine shall include feminine gender and vice versa.
- Reference to any law shall include such law as from time to time enacted, amended, supplemented or re-enacted.
- Reference to the words "include" or "including" shall be construed without limitation.
- Reference to this Agreement, or any other agreement, deed or other instrument or document shall be construed as a reference to this Agreement or such agreement, deed or other instrument or document as the same may from time to time be amended, varied, supplemented.
- "Confidential Information" means any and all information, documentation or knowledge in any form, relating to the business and assets of NAFED, not generally known to the public, disclosed to, or which may be obtained directly or indirectly by, the IMPLEMENTING AGENCY, or which may be derived in any way by it as a consequence of the performance of its obligations hereunder, including, without limitation, information relating to NAFED's present and contemplated products and services; product designs; inventions, improvements; standards, specifications, systems, methods and operating procedures; techniques and modes of manufacturing, compounding or preparing products, formulations and recipes; merchandising, marketing plans and strategies; tests and reports; profits, costs, pricing, product sourcing and sales policies and strategies; buying habits and preferences of present customers of NAFED as well as prospective and potential customers, their names and addresses; trade secrets, know-how, data, research and development; patent, trade-mark, copyright, industrial design and all other intellectual property and proprietary rights and shall also include terms of this Agreement;
- "Person" means any person, individual, firm, association, syndicate, partnership, joint venture, trustee, trust, corporation, division of a corporation, unincorporated organization or other entity or a government agency or political subdivision thereof.

- “Term” means the term of this Agreement as set forth in Article 2 comprising the Initial Term and any Renewal Term.

6. Roles & Responsibilities of IMPLEMENTING AGENCY

It shall be incumbent upon IMPLEMENTING AGENCY that the terms mentioned in the RFP and Service level agreement are not exhaustive and they may be changed/added/updated in future, as per the mutual consent between IMPLEMENTING AGENCY and NAFED.

7. Roles & Responsibilities of NAFED

It shall be responsibility of NAFED to provide all necessary approvals, consents and documents to IMPLEMENTING AGENCY for obtaining external IT services, cloud services etc. on NAFED's behalf.

8. Completeness of Contract

The contract between IMPLEMENTING AGENCY and NAFED shall be deemed as complete only if IMPLEMENTING AGENCY provides services to NAFED as per the original RFP, corrigendum, this agreement and any future addendum to this agreement up to the satisfaction of NAFED.

9. Extension of the Services under the Contract

Please refer section 17.11 Contract Extension of this RFP related to extension of the contract.

10. Termination

- Termination for breach: If either of the party is in breach of this Service Agreement, written show cause notice period of 15 days will be provided to the defaulting party. If the reply of the party remains unsatisfactory, then a notice to party to remedy the breach within 30 days of receiving the notice. If the breach is not satisfactorily remedied within 30 working days, the party who gave notice may immediately terminate the service agreement by giving written notice.
- Termination by NAFED: The service agreement can be terminated immediately, if the IMPLEMENTING AGENCY:
 - ✓ becomes insolvent.
 - ✓ becomes bankrupt or incapacitated for more than 30 days.
 - ✓ has a change in control (being a change in any person who directly or indirectly exercises control over the IMPLEMENTING AGENCY) which the NAFED reasonably believe would affect the IMPLEMENTING AGENCY's ability to comply with the service agreement commits a serious or material breach of the service agreement which is not capable of remedy.
 - ✓ Behaves in a way that the NAFED considers maybe contrary to prevailing professional / community standards, or maybe regarded by the public as unacceptable, or maybe detrimental to the reputation of NAFED, if it is continued association with the IMPLEMENTING AGENCY.
 - ✓ Breaches an essential term of the Service Agreement.
 - ✓ The breaches as above on the part of IMPLEMENTING AGENCY will attract liquidated damages to NAFED to the extent of losses/damages suffered by NAFED.

However, NAFED reserves the right to recall or terminate the arrangement before the contract period without assigning any reason whatsoever.

- Upon termination of this Agreement for any reason whatsoever:

- ✓ IMPLEMENTING AGENCY shall promptly return to NAFED all Confidential Information and any other materials and documents, intellectual properties given to IMPLEMENTING AGENCY and relating to this Agreement or otherwise to the business of NAFED. Any pre-existing IPR of Bidder will remain with the Bidder only and such IPR shall not be transferred to NAFED.
- ✓ NAFED shall not be liable to IMPLEMENTING AGENCY by reason of the proper termination of this Agreement for any damages, whether direct, consequential or incidental, on account of the loss of prospective profits on anticipated sales or on account of expenditures, investments, leases or commitments in connection with the business, arising from such termination of this Agreement; and
- ✓ If NAFED continues to deal with IMPLEMENTING AGENCY during project handover period, after termination of this agreement, such transaction will not be construed as a waiver of any such termination, or as a renewal of this agreement.

11. Confidentiality

- The IMPLEMENTING AGENCY shall, at all times, maintain the utmost confidentiality regarding the contents of this AGREEMENT, the arrangements contemplated by this Agreement, any business, technical or financial information, data or knowhow, given to it by the other (hereinafter the "Confidential Information") and shall not provide/disclose or otherwise make available all or any part of such Confidential Information to any person or entity for any personal, business, commercial or other purposes, unless with the prior written consent of such disclosing party.
- Any statement or disclosure that may be required by law or called for, by the requirements of any regulatory authority may be made, subject to the condition that the parties shall provide prior written notice to the other of such requirements, and the statement or disclosure proposed to be made, which shall at all times be no more extensive than is usual or necessary to meet the requirements imposed upon the disclosing party.
- During and after the term of this Agreement, neither party will use or disclose the other party's Confidential Information, except for the purpose of providing, receiving nor using the Services in accordance with this Agreement, or as may be required by law, regulation or court order.
- IMPLEMENTING AGENCY shall submit Non-Disclosure Agreement in the format enclosed at Annexure "NON-DISCLOSURE AGREEMENT" duly signed by authorized signatory.

12. Force Majeure

- Force Majeure means any event or combination of events or circumstances beyond the control of the parties hereto which cannot (a) by the exercise of reasonable diligence, or (b) despite the adoption of reasonable precaution and/or alternative measures, be prevented, or caused to be prevented, and which adversely affects the abilities of the parties to perform obligations under this Agreement, which shall include but not be limited to: (a) Acts of God i.e. fire, drought, flood, earthquake, epidemics, natural disasters; (b) Explosions or accidents, air crashes and shipwrecks, act of terrorism; (c) Strikes or lock outs, industrial dispute; (e) War and hostilities of war, riots, bandh, act of terrorism or civil commotion; (f) The promulgation of or amendment in any law, rule or regulation or the issue of any injunction, court order or direction from any Governmental Authority that prevents or restricts a party from complying with any or all the terms and conditions as agreed in this Agreement; (h) Any event or circumstances analogous to the foregoing.
- It is agreed between the parties that the performance of obligations under this agreement is subject to force majeure condition which shall mean any event or combination of events or circumstances beyond the control of the parties hereto.

- Neither party will be liable for performance delays nor for non-performance due to causes beyond its reasonable control, except for payment obligations.
- During the continuance of the Force Majeure, NAFED reserves the right to alter or vary the terms and conditions of this Agreement or if the circumstances so warrant, the NAFED may also suspend the agreement for such period as is considered expedient, the IMPLEMENTING AGENCY agrees and consents that they shall have no right to raise any claim, compensation of any nature whatsoever for or with regard to such suspension.
- The IMPLEMENTING AGENCY agrees and understands that if the Force Majeure condition continues for a long period, then the NAFED in its own judgment and discretion, may terminate this Agreement and in such case IMPLEMENTING AGENCY agrees that they shall have no right or claim of any nature whatsoever and NAFED shall be released and discharged of all its obligations and liabilities under this Agreement.
- Bidder shall not be liable for forfeiture of its performance security, Liquidated damages or termination for default, if any to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- For purposes of this Clause, "Force Majeure" means an event explicitly beyond the reasonable control of the Contractor and not involving the contractor's fault or negligence and not foreseeable. Such events may be due to or as a result of or caused by act of God, wars, insurrections, riots, earth quake and fire, revolutions, civil commotion, floods, epidemics, quarantine restrictions, trade embargos, declared general strikes in relevant industries, satellite failure, act of Govt. of India, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation. In the event of any such intervening Force Majeure, either party shall notify the other in writing of such circumstances or the cause thereof immediately within five calendar days.
- Unless otherwise directed by Tenderer in writing, the selected contractor shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- In such a case the time for performance shall be extended by a period(s) not less than duration of such delay. If the duration of delay continues beyond a period of three months, Tenderer and the bidder shall hold consultations in an endeavor to find a solution to the problem.
- Notwithstanding above, the decision of Tenderer shall be final and binding on the bidder regarding termination of contract or otherwise.

13. Work Ethics

The bidders/contractors are expected to adopt the ethics of highest standards and a very high degree of integrity, safety and quality consciousness, commitment and sincerity towards the work undertaken and dealing with NAFED in such matters. Also, while participating in the tender and performing the contracts, Contractors are required to meet certain performance criteria and adherence to the terms and conditions of the tender / contract. NAFED shall have the right to remove from the list of approved suppliers / contractors or to ban business dealings, if any agency has been found to have committed misconduct or fraud or poor performance or anything unethical not expected from a reputed agency. The guidelines and procedures for Holiday Listing as adopted by NAFED and available separately in NAFED website shall be applicable in the context of all tenders floated and consequently, all Orders / Contracts / Purchase Orders placed, by NAFED.

14. General Provision

- Governing Laws: This agreement will be governed and construed in accordance with the laws of the Republic of India without giving effects to the principles of conflicts of laws. Both parties

agreed to submit to the jurisdiction at New Delhi and further agreed that any cause of action arising under this agreement may be brought in the courts at New Delhi.

- Compliance with Laws, Notifications etc: That the IMPLEMENTING AGENCY confirms that it has entered into this transaction with the full knowledge and understanding of this Agreement and subject to all the laws and notifications and rules applicable to this area, including terms and conditions laid down by the Government of India or any State Govt and the undertakings given by the NAFED to the Competent Authority of the Government of India in this regard and that the IMPLEMENTING AGENCY has familiarized itself with all the aforesaid and other applicable agreements, arrangements, undertakings, conditions on inspection of the documents with the NAFED.
- Further Assurances: The parties hereto shall cooperate with each other, both during and after the term of this agreement, and to execute, when requested, any other document deemed necessary or appropriate by parties hereto to carry out the purpose of this agreement.
- Severability: If any provision of this agreement is held to be invalid or unenforceable for any reason, the remaining provisions will continue in full force without being impaired or invalidated in any way. The parties hereto agree to replace any invalid provision with a valid provision which most closely approximates the intent and economic effect of the invalid provision.
- Entire Document: This agreement together with all annexures, specifications and other attachments which are incorporated herein by reference, is the sole and entire tender document between the parties relating to the subject matter hereof.
- Waiver: not a limitation to enforce
 - ✓ Failure of either party to enforce at any time or for any period of time the provisions hereof shall not be construed to be waiver of any provisions or of the right thereof to enforce each and every provision.
 - ✓ Any express or implied waiver by the NAFED of any default shall not constitute a waiver of any other default by the 'IMPLEMENTING AGENCY' or a waiver of any of the NAFED rights. All original rights and powers of the NAFED under this Agreement will remain in full force, notwithstanding any neglect, forbearance or delay in the enforcement thereof by the NAFED, and the NAFED shall not be deemed to have waived any of its rights, or any provision of this Agreement, or any notice given hereunder, unless such waiver be provided in writing by NAFED, and any waiver by the NAFED of any breach by the IMPLEMENTING AGENCY of the Agreement, shall not be deemed a waiver of any continuing or recurring breach by the 'IMPLEMENTING AGENCY' of the Agreement.
 - ✓ NAFED may sell, transfer and assign any or all of its rights and obligations arising from this Agreement to any Person, upon prior written notice of 30 days to IMPLEMENTING AGENCY, provided that the assignee shall agree in writing to be bound by the covenants and agreements contained herein and so assigned by NAFED. Upon such assignment and assumption, NAFED shall be under no further obligation hereunder with respect to any of the rights and obligations so assigned. IMPLEMENTING AGENCY shall not assign or transfer its rights or obligations under this Agreement or any document relating to this Agreement to any Person without the prior written consent of NAFED. This Agreement shall be binding upon and endure to the benefit of the parties hereto and their respective successors and permitted assigns.
- Right to amend terms and conditions:
 - ✓ The IMPLEMENTING AGENCY agrees and understands that terms and conditions of the Agreement may be modified/amended by the parties mutually in accordance with any directions/order of any court of law, Governmental Authority, in compliance with applicable law and such amendment shall be binding on parties to this Agreement.

- ✓ The NAFED further reserves the right to correct, modify, amend or change the Agreement and/ or the Annexure(s) attached to this Agreement and also Annexure which are indicated to be tentative at any time or addendum to this agreement, if any, executed between the parties.
- Notice: Any notice, request, demand, consent or other communication required or permitted under this Agreement shall be in writing and shall be given by personal delivery (including courier) by prepaid registered or certified mail or by fax (confirmed by mail) addressed to the party for which it is intended at the address below and shall be deemed to be given on the day of delivery or transmission if during normal business hours, or, if after business hours, on the next following Business Day, or if mailed by registered or certified mail, on the day which is seven (7) Business Days after such notice is mailed during normal postal conditions. In the event of a postal disruption, any notice mailed will be deemed received on the seventh (7th) Business Day following resumption of regular postal service:

Either party may change its address for notices and other communications upon notice to the other party in the manner aforesaid.
- Entire Agreement: This agreement together all annexure, specifications and other attachments which are incorporated herein by reference, is the sole and entire agreement between the parties relating to the subject matter hereof. This agreement supersedes all prior understandings, agreements and documentation relating to such subject matter. No supplement, modification or amendments of this agreement shall be binding unless executed in writing by both parties in this agreement. In the event of conflict of provisions of the main body of the agreement and attached annexure, specification or other materials, this agreement shall take precedence.
- Place of execution of agreement: The execution of this agreement will be completed only its execution by the NAFED through its authorized signatory at the registered office at New Delhi after the copies duly executed by the IMPLEMENTING AGENCY is received by NAFED. Hence, this agreement shall be deemed to have been executed at New Delhi even if the same has prior thereto executed this agreement at any place(s) other than New Delhi.

15. Limitation of liability and indemnities

- IMPLEMENTING AGENCY hereby agrees to defend, indemnify and hold harmless NAFED against any liability, losses, damages or costs (including any legal costs) incurred or suffered by NAFED as a result of any breach, gross negligent act or omission or willful default on the part of IMPLEMENTING AGENCY, or its Representatives arising either directly or indirectly from the performance (or non-performance) by IMPLEMENTING AGENCY or any of its Representatives of any obligations under this Agreement.
- NAFED shall not be liable to the IMPLEMENTING AGENCY for any special, indirect, consequential, punitive or exemplary damages, including for greater certainty any damages on account of the loss of prospective profits on anticipated sales or on account of expenditures, investments, leases or commitments in connection with the business.
- The IMPLEMENTING AGENCY shall indemnify NAFED and keep indemnified against any loss or damage, claims, compensation, penalty, fine, levies, etc. on account of failure to observe any obligations under the contract, failure to comply with statutory/ mandatory provisions pertaining to the contract by the IMPLEMENTING AGENCY in respect of the portal developed etc., whatsoever.
- Notwithstanding anything to the contrary herein, if NAFED notifies SYSTEM INTEGRATOR that any of the Application module/services needs to be disabled temporarily or permanently, and SYSTEM INTEGRATOR refuses or otherwise fails to do so in a timely fashion, SYSTEM INTEGRATOR agrees to indemnify NAFED, its affiliates, and their respective officers, directors,

employees, , from and against any and all liability, losses, damages or costs, including legal costs, incurred or suffered by NAFED as a result of any such failure or refusal.

- Notwithstanding anything mentioned anywhere, total aggregate liability of IMPLEMENTING AGENCY including for third party damage/claims, on account of outcome of advisory services provided by IMPLEMENTING AGENCY, within the scope of this agreement is limited to the extent of fees paid/to be paid for the work under this agreement. IMPLEMENTING AGENCY's liability, if any, shall expire one year after the expiry of this agreement.

16. MISCELLANEOUS

- The words "hereof", "herein", "hereunder" and similar expressions used in any section of this Agreement relate to the whole of this Agreement (including any schedules attached hereto) and not to that section only, unless otherwise expressly provided for or the context clearly indicates to the contrary. Words importing the singular number only will include the plural and vice versa and words importing the masculine gender will include the feminine and neuter genders and vice versa. The word "including" will mean "including without limitation".
- The status of IMPLEMENTING AGENCY shall be that of an independent consultant. Nothing in this Agreement shall constitute or be deemed to constitute a partnership or joint venture between the parties or constitute or be deemed to constitute IMPLEMENTING AGENCY as the agent of NAFED for any purpose whatsoever and IMPLEMENTING AGENCY shall have no authority or power to bind NAFED in any manner whatsoever or to assume or incur any obligation or responsibility, express or implied, for or on behalf of, or in the name of NAFED, except as specifically provided for herein. IMPLEMENTING AGENCY shall not list, print or display NAFED's name in any manner so as to indicate or imply that there is an employer-employee or a principal-agent relationship between NAFED and IMPLEMENTING AGENCY. All expenses related to IMPLEMENTING AGENCY's performance of this Agreement shall be borne by IMPLEMENTING AGENCY who shall be solely responsible for the payment thereof.
- The failure by either party at any time to require performance by the other party of any provision of this Agreement shall in no way affect its right to require performance at any time thereafter, and no term or provision of this Agreement is deemed waived and no breach excused unless such waiver or consent is in writing and signed by the party to have so waived or consented. Any consent by any party to, or waiver of, a breach by the other party, whether expressed or implied, does not constitute a consent to, waiver of, or excuse for, any other different or subsequent breach by such other party of the same or any other provision.
- Time shall be of the essence of this Agreement.
- The division of this Agreement into articles and sections is for convenience of reference only and shall not affect the interpretation or construction of this Agreement.
- The language of all communications between the parties pursuant to this Agreement, including notices and reports, will be the English language.
- This Agreement may be executed in identical duplicate counterparts, each of which shall be deemed an original, and both of which together shall constitute one and the same instrument. The delivery by facsimile/e-mail/post of an executed counterpart will be deemed to be valid execution and delivery of this Agreement and each party hereto undertakes to provide each other party hereto with a copy of the Agreement bearing original signatures as soon as possible after delivery of the facsimile copy.
- IMPLEMENTING AGENCY shall make all efforts to finish the work within stipulated time.
- The IMPLEMENTING AGENCY will be required to submit the complete deliverables to NAFED as per terms and conditions mentioned. NAFED or any organization appointed by NAFED must

be allowed to modify/add the source code, as per the requirements of NAFED, for NAFED's own use in future.

- Travel, Lodging, Boarding and local conveyance charges for IMPLEMENTING AGENCY's team members visiting any office/location within Delhi-NCR will be borne by IMPLEMENTING AGENCY.
- IMPLEMENTING AGENCY will not outsource any work to any third-party vendor or organization without written consent of NAFED.
- IMPLEMENTING AGENCY will not share copy of this agreement to any third party without written consent from NAFED. If IMPLEMENTING AGENCY wants to participate in any external RFQ and require a certificate from NAFED certifying the project allocation, same will be provided to IMPLEMENTING AGENCY after written request.
- IMPLEMENTING AGENCY supplied software system and other services must comply with latest amended Indian IT act 2000, relevant CVC guidelines, STQC guidelines.
- IMPLEMENTING AGENCY shall carry out all changes in functionality on account of changes in applicable legislations / statutes, Rules and notifications (Government Orders), MEITY latest guidelines and Change Requests from NAFED.
- IMPLEMENTING AGENCY shall maintain adequate books and records in connection with Contract and shall make them available for inspection and audit by NAFED or any agency authorized by it during the terms of Contract until expiry of the performance guarantee/Security Deposit.
- IMPLEMENTING AGENCY must maintain absolute confidentiality of the documents/ software collected including electronic media and any other data/ information provided to him for the execution of the work. IMPLEMENTING AGENCY should not use the Project data for any purpose other than the scope of work specified in the document and added/amended before signing the contract. IMPLEMENTING AGENCY must remove/destroy the entire data from his custody after completion of the contract period. If at any stage it is found that the IMPLEMENTING AGENCY is using the data provided by the NAFED for personal gain, at any time during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.

17. Applicable Law, jurisdiction and Dispute Resolution

- The agreement shall be governed by the laws and procedures prescribed by the Laws prevailing and in force in India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing. All legal disputes are subject to the jurisdiction of New Delhi courts only. The parties agree that the validity, operation and performance of this Agreement shall be governed by and interpreted in accordance with the laws of the Republic of India, and the parties do expressly and irrevocably attorn to the jurisdiction of courts at Delhi and High Court of Delhi with respect to any matter or claim, suit, action or proceeding arising under or related to this Agreement. To the fullest extent permitted by applicable law, IMPLEMENTING AGENCY waives and agrees not to assert, as a defense or otherwise, (i) any claim that it is not subject to the jurisdiction (in person am or otherwise) of any such court, (ii) any objection that it may now or hereafter have to the laying of venue in any such court, or (iii) any claim that any action, suit or proceeding has been brought in an inconvenient forum.
- Any dispute concerning the subject matter of this Agreement, or the breach, termination or validity thereof (a "Dispute") will be settled exclusively in accordance with the procedures set forth herein. The party seeking resolution of a Dispute will first give notice in writing of the Dispute to the other party, setting forth the nature of the Dispute and a concise statement of

the issues to be resolved. If the Dispute has not been resolved through good faith efforts and negotiations of senior officers or representatives of the parties within thirty (30) days of receipt by the relevant party of the notice of Dispute, such notice will be deemed to be a notice of arbitration, and the parties agree to submit the Dispute to the Sole arbitrator mutually agreeable to both parties. In the event that the parties cannot agree on a sole arbitrator, the arbitrator will be appointed in terms of the Arbitration & Conciliation act of 1996 (as amended up to date). The arbitration proceedings shall be governed by the Arbitration and Conciliation Act of 1996(as amended up to date) or any statutory amendments/modifications thereof for the time being in force The venue and seat of the arbitration shall be at New Delhi India and language of arbitration shall be English.

- Nothing contained in this clause shall prevent the NAFED from seeking interim injunctive relief against the IMPLEMENTING AGENCY in the courts having jurisdiction over the parties.

18. Execution

This agreement has been approved by the Competent Authority of NAFED vide approval dated _____ in the file _____ and same is being executed for and on behalf of NAFED through _____ who has duly been authorized by the Managing Director of NAFED vide authorization letter dated _____, which is enclosed herewith as Annexure "Authorization letter of NAFED". This agreement is being signed on behalf of M/S _____ through its Director/Authorized Signatory _____ S/o _____ who has duly been authorized by the Board of Directors of the Company vide Board resolution dated _____, which is annexed herewith as annexure "Authorization letter of IMPLEMENTING AGENCY".

IN witness whereof, we the parties hereto have set and subscribed their respective hand and seal on this Agreement on the day, month, year first as mentioned in the presence of the following witnesses as the intention is to carry the obligation under the agreement.

For NAFED

For IMPLEMENTING AGENCY

(Authorized Signatory)

(Authorized Signatory)

Witness

1.

1.

2.

2.

Annexure XXII: Format for Manufacturer's Authorization Form

*(To be submitted on the Letterhead of the Manufacturer and duly signed by an authorized signatory)
(MAF has to be provided by the ERP Solution/ Platform Provider's of solution proposed.)*

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Subject: ERP Solution/ Platform Provider Authorization Letter for "Selection of Implementing Agency for Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED"

Dear Sir,

We, (name and address of the manufacturer) who are established and reputed manufacturers ofhaving developing centre at do hereby authorize (name of the Bidders & address of the manufacturer) to bid, negotiate and conclude the contract with you against the above-mentioned tender for the above solution developed by us.

Item	Name of ERP Solution/ Platform Provider and brand/ Make	Model no.

Yours faithfully,

For and on behalf of M/s (Name of the manufacturer)

Signature Name :

Designation Address :

Date :

Directorate Seal:

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it. The Bidder should complete the below given table with details of all ERP Solution/ Platform Provider's as proposed for this assignment.

Annexure XXIII: Financial Proposal

Financial Proposal Submission Form

(To be submitted on the letterhead of the Bidder)

To,
Managing Director,
NAFED,
Nafed House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014

(Date)

Ref: RFP No <.....>

Subject: RFP for "Selection of Implementing Agency for Implementation, Customization and Maintenance of Enterprise Resource Planning (ERP) Solution for NAFED".

Dear Sir,

We, the undersigned, offer to provide the services as mentioned in the scope of work of the RFP dated [date]. Our Financial Proposal shall be binding upon us subject to the modifications resulting from arithmetic correction, if any, up to expiration of the validity period of the Proposal, i.e. [date].

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand you are not bound to accept any Proposal you receive. We remain, Yours sincerely,

Authorized Signature [In full and initials]: Name and Title of Signatory:

Name of Firm:

Address:

Financial Form:

Grand Total Value:

SI	Description	Amount (Excluding of GST)	Total GST	Amount	
				In Word (Inclusive of GST)	In Figure (Inclusive of GST)
1	Total Fees for the engagement (IC+MPC+OC+CCM)				

Implementation Cost

#	Component	Qty (A)	Unit Cost (B)	Total Cost (C=A*B)	GST (in %) (D)	Total GST Amount (E=C*D%)	Total Cost (F=C+E)
1	Implementation (Customization & Development, Change Management)	Lumpsum					
3	Integrations (Licensing and consumables)	Lumpsum					
4	Data Cleansing + Migration	Lumpsum					
5	Third Party Audits (VA PT and security audit with Safe-to-host certificate by Cert-in/ STQC empaneled agency and STQC certificate after go-live)	Lumpsum					
6	User License cost (If any)	600					
7	Any other cost	Lumpsum					
Total Implementation Cost (IC) including GST							

Note:

- The bidders may disregard the line item "User License Cost" in the Financial Form if their solution does not require user-based licensing.
- The user license mentioned is 600 which is indicative. The actual user count may vary. In that case if user license is applicable then the user license fee will be paid as per the actual user licenses taken by NAFED.

Operational Expenditure (OPEX) for 5 years

#	Component	Qty (A)	Rate of Manpower Per Month (B)	Total Cost (5 years) (C=A*B*60)	GST (in %) (D)	Total GST Amount (E=C*D %)	Total Amount (F=C+E)
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1	Support Manager	1					
2	Technical Support Engineer	6					
3	Cloud Engineer	1					
4	Any other resource (if required)	Qty to be given by the bidder					
Total Manpower Cost (MPC) for 5 years including GST							

#	Component	Cost in 5 years of Maintenance (A)	GST (in %) (B)	Total GST Amount (C=A*B%)	Total Cost (D=A+C)
1	Third Party Audits				
2	Integrations (Licensing and consumables) Third party APIs (Licensing or usage-based), Email Integration, SMS Integration				
3	Any other cost required for successful implementation of this project (Mention the tool name along with the cost)				
Total Other Cost (OC) for 5 years including GST					

Cloud Hosting Cost for overall project duration

#	Component	Configuration/ Description of Service	Specifications of required Service	Maintenance Cost for 1 year * (A)	GST Rate (in %) (B)	Total GST Amount (C=A*B%)	Total Cost (D=A+C)
1	Compute as Managed Service						
2	Storage as a Managed Service - Object, File and Block Storage						
3	Managed DB - Native Managed services by						

	CSP						
4	Other CSP Managed additional services, Network Backup, Security.						
5	Any other cost						
Total Cloud cost for Maintenance Phase (CCM) including GST							

Note:

- A one year/annual maintenance cost of the cloud shall be given in the format above for the first year. Based on the performance in the first year, the maintenance period may be further extended to up to 5th year on the same rates.

Request for Proposal (RFP)

Selection of Implementing Agency for

Implementation, Customization and Maintenance of Open- Source Enterprise Resource Planning (ERP) Solution for NAFED

Volume – II – Functional Requirement Specifications (FRS) and Non-Functional Requirements (NFR)

Issued By



**National Agricultural Cooperative Marketing Federation of
India Ltd. (NAFED)**

**NAFED House,
Ring Rd, near Ashram Chowk,
Siddhartha Enclave, Sunlight Colony,
New Delhi, Delhi 110014**

Disclaimer

This Request for Proposal (RFP) contains brief information about the project, qualification requirements and the selection process for the successful applicant (Bidder). The purpose of this NIT document is to provide applicants (Bidders) with information to assist the formulation of their bid application (the “application”).

Whilst the information in this RFP has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither National Agricultural Cooperative Marketing Federation of India Ltd.(NAFED), nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of the information contained in the RFP, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed project, or makes any representation or warranty, express or implied, with respect to the information contained in this RFP is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information ('Information') contained in this RFP document or subsequently provided to interested parties (the "applicant(s)), in writing by or on behalf of NAFED is provided to applicant(s) on the terms and conditions set out in this RFP documents and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by NAFED to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements contained herein. NAFED reserves the right to accept or reject any or all applications without giving any reasons thereof. NAFED will not entertain any claim for expenses in relation to the preparation of RFP submissions.

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1. Introduction

This Functional Requirements Specification (FRS) document serves as a foundational blueprint for the design, development, and implementation of a robust ERP system tailored to the unique operational landscape of NAFED. It captures the functional needs of all business divisions, branch offices, and field units, ensuring that the ERP solution addresses current inefficiencies while supporting NAFED's long-term vision for growth, modernization, and digital transformation.

The FRS has been developed through a structured and collaborative approach, incorporating a detailed L1–L4 process taxonomy. This is based on the in-depth assessment of existing (As-Is) business processes and the co-creation of optimized (To-Be) functional requirements aligned with the standard ERP solution and best practices. The FRS is mapped to cover the maximum functionalities available in the standard ERP modules and mega-processes to ensure compatibility, scalability, and alignment with industry standards.

This document articulates function-wise and sub-process level requirements, covering system features, user roles and interactions, workflow logic, and integration needs. It ensures that all critical aspects of NAFED's operations viz. procurement, finance, HR, logistics, marketing, governance, etc. are comprehensively addressed in the ERP system. It is structured to facilitate ease of reference and traceability, with requirements logically grouped by business function. The process taxonomy format supports effective collaboration with the ERP implementation partner and serves as a key reference throughout the ERP lifecycle, from solution design and development to testing, deployment, and ongoing operations.

Importantly, this FRS shall also serve as a key evaluation tool during the technical evaluation of the capabilities of the ERP solutions proposed by the prospective bidders (Implementing Agencies) in response to the Request for Proposal (RFP) for the selection of a Implementing Agency along with an ERP solution for NAFED. It shall be used to assess the capabilities and compliance of ERP solutions proposed by the prospective Implementing Agencies (bidders) in response to the various functional requirements contained herein, ensuring that the selected solution is aligned with NAFED's functional, technical, and strategic requirements.

By defining the functional expectations of various business divisions and branch offices of NAFED, this FRS is envisaging alignment between internal stakeholders and the ERP vendor/ Implementing Agency, enabling the delivery of a fit-for-purpose, user-centric, and future-ready system. Ultimately, it lays the groundwork for a successful ERP implementation that enhances efficiency, transparency, and responsiveness across the organization.

2. FRS coverage

This Functional Requirements Specification (FRS) document covers functional requirements for the following mega-processes/modules and custom requirements of few other divisions of NAFED from the ERP system:

1. Procure to Pay
2. Order Management
3. Hire to Retire
4. Finance and Accounts
5. Information Technology
6. Project Management
7. Legal and Vigilance
8. Production
9. Meeting and Coordination
10. Estates (Property and IU)
11. Extension and Business Development



3. Response Criteria

3.1 Response to FRS

To ensure a transparent and objective evaluation of ERP proposals, this FRS document incorporates a structured response framework that requires each prospective Implementing Agency (SI) to indicate the availability and implementation approach for every functional requirement listed across various modules. Bidders are expected to classify their responses using one of the following standardized criteria:

Response Types	Response Criteria	Description
RA	Readily available through configuration	Standard configurable feature. Completely available out of the box in the proposed solution
CU	Can be made available with minor customization	Feature can be made available through minor customization/ development by the Implementation Partner / Implementing Agency
CD	Can be made available through custom development	Feature can be made available through major customization/ development by the Implementation Partner/ Implementing Agency
TP	Can be made available through 3rd party solution	Feature can be provided/ enabled through an integrated 3rd Party/ non-ERP solution

The above classification of functionalities into response types shall enable NAFED to assess the maturity, readiness, and adaptability of the proposed ERP solution in meeting its specific functional and operational needs from the ERP system.

By mapping each functional requirement to one of these response types, the evaluation process shall not only highlight the extent of out-of-the-box capabilities (i.e. readily available standard functionality) of the proposed solution but also provide visibility into the level of customization, development, or third-party dependency/integrations shall be required in adopting the ERP solutions proposed by the Implementing Agencies. No response to any of the functional requirements by the bidders (Implementing Agencies) shall be treated as functionality not available and cannot be provided by the proposed system.

This approach shall support detailed analysis of compliance to functional requirements of all bids, helping NAFED identify solutions that offer the best balance of functionality, implementation effort, cost, and long-term maintainability. Furthermore, it ensures that critical business processes are not compromised and that the selected ERP system is both scalable and aligned with NAFED's digital transformation goals.

3.2 Response to NFR

Similarly, bidders shall classify their responses using one of the following standardized criteria:

Response Types	Response Criteria	Description
CF	Compliant Feature	The solution fully meets the requirement
CI	Compliant – With Enhancement/ Integration	The requirement can be met with moderate effort, such integration with third-party tools, or enhancements

Response Types	Response Criteria	Description
CE	Compliant – With Significant Effort	The requirement can be met but would require significant architectural changes, custom development, or specialized third-party solutions.

No response to any of the non-functional requirements by the bidders shall be treated as the requirement cannot be fulfilled by the proposed system.

4. Scoring Criteria

4.1 FRS Scoring

As per the response types and criteria mentioned in the section 3.1 above, the bidders shall be required to indicate 'Y' under one of the four (4) options, i.e., RA/ CU/ CD/ TP for each of the functional requirements across all functional areas/ FRS modules in the response sheet provided separately.

Depending on the response type, the response to each of the functional requirement shall score from a **maximum score of 5 points**, across all functional areas/ FRS modules, where –

Response Type (FRS)	Score
RA	05
CU	03
CD	02
TP	01

i.e., each

- Readily available (out of the box) feature **“RA” shall score full 5** out of 5 points.
- Customizable feature available through customization/minor development effort **“CU” shall score 3** out of 5 points.
- Feature to be custom developed with major development effort **“CD” shall score 2** out of 5 points; whereas.
- Feature requiring 3rd party/ integrated not-ERP solution **“TP” shall score 1** out of 5 points.

Accordingly, **the percentage of total score of the bidder out of the maximum score** (cumulative of all 11 functional areas/ FRS modules) **shall equate to the ‘percentage of total marks’ as “marks obtained”** for FRS in the overall technical bid/proposal evaluation.

For example.

*If a bidder scores 7398 points out of the total 7870 points (maximum points for overall 1574 functional requirements) then the **percentage FRS score of the Bidder shall be 94%.***

*Accordingly, the bidder shall **score 94% of the total 25 marks, i.e., 23.5 marks for FRS in the overall technical evaluation of the technical proposal/bid.***

Remarks:

1. Bidders shall be required to indicate only one response as “Y” out of the four choices, i.e. RA/CU/CD/TP against each functional requirement.
2. More than one response shall be treated as invalid response and the bidder shall score ‘Zero’ (0) for that response.
3. No response against any requirement shall also be treated as invalid and shall score ‘Zero’ (0) for that response.
4. Invalid responses to more than 5% FRS requirements shall lead to ‘Zero’ (0) FRS score and ‘Zero’ (0) marks for FRS in technical evaluation/ or may lead to disqualification of the bidder.

4.2 NFR Scoring

As per the response types and criteria mentioned in the section 3.2 above, the bidders shall be required to indicate 'Y' under one of the three (3) options, i.e., CF/CI/CE for each of the functional requirements across all functional areas/ FRS modules in the response sheet provided separately.

Depending on the response type, the response to each of the functional requirement shall score from a **maximum score of 5 points**, across all functional areas/ FRS modules, where –

Response Type (NFR)	Score
CF	05
CI	03
CE	01

i.e., each

- Compliant Feature “**CF**” shall score full 5 out of 5 points.
- Compliant – With Enhancement/ Integration “**CI**” shall score 3 out of 5 points.
- Compliant – With Significant Effort “**CE**” shall score 1 out of 5 points; whereas

Accordingly, **the percentage of total score of the bidder response to NFR out of the maximum score (i.e., total number of requirements * 5) shall equate to the 'percentage of total marks' as “marks obtained” for NFR** in the overall technical bid/proposal evaluation.

For example,

*If a bidder scores 800 points out of the total 860 points (maximum points for total 172 non-functional requirements) then the **%age NFR score of the bidder shall be 93%.***

*Accordingly, the bidder shall **score 93% of the total 10 marks**, i.e., **9.3 marks** for NFR in the overall technical evaluation of the technical proposal/bid.*

Remarks:

1. Bidders shall be required to indicate only one response as “Y” out of the three choices, i.e. CE/CI/CE against each non-functional requirement.
2. More than one response shall be treated as invalid response and the bidder shall score 'Zero' (0) for that response.
3. No response against any requirement shall also be treated as invalid and shall score 'Zero' (0) for that response.
4. Invalid responses to more than 5% FRS requirements shall lead to 'Zero' (0) NFR score and 'Zero' (0) technical marks for NFR in technical evaluation/ or may also lead to disqualification of the bidder.

5. Functional requirements

5.1 Procure to Pay (P2P)

Functional Requirement Specifications for Procure to Pay

Key capabilities that streamlines processes, empowers employees and collaborate across the organization

L1	Procure to Pay							
L2	Procurement		Inventory Management	Vendor Master	Member Society Management	Vendor Management	Master Data Management	
L3	Farmer Registration	Storage of commodities (Pulses and Oil seeds)	Inventory Tracking and Control	Vendor Tendering	Member Society Invoicing and Payment	Vendor Invoicing and Payments	Manage Item Master	Manage Item code Creation
	FPO/PACS/ Society Registration	Storage of commodities (Onion)	Inventory Ageing Management)	EMD/SD Management (ITD)		Vendor Performance Management	Manage State Level Agencies (SLAs) / Member Societies	Amendment/Change
	Collection (Pulses and Oil Seeds)	Storage of commodities (Maize)	Inventory Auditing	Vendor Registration		Vendor Performance Management	Manage Warehouses	
	Collection (Onion)	Storage of commodities (Outright)	Manage Inventory Loading)	Vendor Code Creation			Manage Federation	
	Collection (Maize)	Payment to farmers)	Inventory Transfers	Vendor Details Amendment / Change			Mandi / APMC Master	
	Procurement Planning & Initiation	Initiation Request (Jute)	Automated Reordering	Automated Reordering			Incidental Master	
	Procurement Management	Manage Purchase Order	Inventory Reconciliation and Adjustment				Product Master	
	Procurement Management (Mandi Procurement)	Delivery Management(Jute)	Shortage of goods				Price Master	
	Gunny Bag Procurement		Spoiled Inventory				Tax Master	
			Outbound Inspection				Location Master	
Reporting and Dashboarding								

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_001	Procurement	Farmer Registration	System should have the functionality to integrate with existing E Samridhi or E-Pravaha portal or state portals to capture farmer details as the farmer registration process is managed through these portals	Common	Yes	Integration with E-Samriddhi/ E-Pravaha portals for capturing farmer details				
P2P_002			System shall allow the NAFED/Authorised user to enter/capture the farmer registration data in the system (through web interface/ mobile application).	Food Grains						
P2P_003		FPO/PACS/ Society Registration	System should allow the BO/field user to register the FPOs/PACS/ Society (Licensed to bid and procure on behalf of NAFED) in the system entering requisite details such as, but not limited to - FPO Name, Address, State, Concerned Mandi/APMCs/ Commodities/Crops/ FPO Registration & License details/ Name of authorised person(s)/ Contact details of authorised person(s)/ Aadhaar details of the	Outright Business						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			authorised person(s), bank details, etc. System should also allow the self-registration of FPOs/ PACS through web and/or mobile and submit/upload supporting documents							
P2P_004			System should be able to validate the documents of FPO/Society and authorised persons details through available services for documents such as Aadhaar, bank details, registration/license details and contact details (mobile, email)	Outright Business	Yes	API integration with available services and OTP based verification of contact details				
P2P_005			System should be able to check if the FPO/PACS/ Society details already exist in system and allow the registration of only new entities.	Outright Business						
P2P_006		Collection (Pulses and Oil Seeds)	System should have the functionality to integrate with existing E Samridhi portal to capture procurement-related information from a particular farmer	Pulses and Oil Seeds	Yes	Integration with E-Samridhi portal for capturing procurement				

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
						details from a particular farmer				
P2P_007			System should have the functionality to integrate with existing E Samridhi to capture lot ID against a particular procurement from a farmer for a particular day	Pulses and Oil Seeds	Yes	Integration with E-Samridhi portal for capturing Lot ID details				
P2P_008			System should have the functionality to integrate with existing E Samridhi portal to capture dispatch ID for tracking the movement of goods from procurement centre to the SWC/CWC warehouses	Pulses and Oil Seeds	Yes	Integration with E-Samridhi portal for capturing dispatch ID details				
P2P_009			System should have the functionality to capture below details of the trucks from procurement to warehouse for a particular Dispatch ID – - Lot IDs - Number of Bags - QR codes details - Truck Number	Pulses and Oil Seeds						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			- Total Quantity - Weighment Details							
P2P_010			System should have the functionality to capture incidental charges. The incidental charges include but not limited to – -Logistics - Warehouse charges - Packing and Gunny bags	Pulses and Oil Seeds						
P2P_011			System should have the functionality to send the incidental charges to the NAFED high level committee based on the approval matrix defined in the system	Pulses and Oil Seeds						
P2P_012			System should have the functionality to create daily procurement report (DPR) based on the procurement data input by the SLA	Pulses and Oil Seeds						
P2P_013			System should have the functionality to automatically send the DPR report to the designated NAFED stakeholders as defined in the system	Pulses and Oil Seeds						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_014		Collection (Onion)	System should have the functionality to integrate with existing E-Pravaha to capture procurement-related information from a particular farmer for onions.	Onion	Yes	Integration with E-Pravaha for capturing procurement details from a particular farmer				
P2P_015			System should have the functionality to create daily procurement report (DPR) based on the procurement data input by the federations	Onion						
P2P_016			System should have the functionality to automatically send the DPR report to the designated NAFED stakeholders as defined in the system	Onion						
P2P_017		Collection (Maize)	System should have the functionality to integrate with existing E Samridhi or state portals to capture procurement-related information from a particular farmer for Maize procurement	Maize	Yes	Integration with E-Samridhi for capturing procurement details from a				

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
						particular farmer				
P2P_018			System should have the functionality to integrate with existing E Samridhi or state portals to capture lot ID against a particular procurement from a farmer for a particular day	Maize	Yes	Integration with E-Samridhi for capturing Lot ID details				
P2P_019			System should have the functionality to capture incidental charges. The incidental charges include but not limited to - - Logistics - Loading and unloading - temporary storage charges - Packing and Gunny bags	Maize						
P2P_020			System should have the functionality to send the incidental charges to the NAFED high level committee based on the approval matrix defined in the system	Maize						
P2P_021			System should have the functionality to create daily procurement report	Maize						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			(DPR) based on the procurement data input by the SLA							
P2P_022			System should have the functionality to automatically send the DPR report to the designated NAFED stakeholders as defined in the system	Maize						
P2P_023		Procurement Planning & Initiation	System should be able to integrate with State Govt. system to receive/ fetch the season-wise and foodgrain-wise procurement orders and targets from the State Governments (State Portals)	Food Grains	Yes	API integration with State Portal(s)				
P2P_024			System should be able to allow upload the procurement order received from State Govt. or should allow data entry regarding the procurement order.	Food Grains						
P2P_025			system should be able to generate a Unique Number/ID for each procurement order/request created in the system to tracking and	Food Grains						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			monitoring of order wise procurement operations/status.							
P2P_026			The system should be able to automatically notify NAFED HO for review.	Food Grains						
P2P_027			System shall allow the BO user to submit the proposal to HO user(s) for review and approval and also allow the BO user to enter customised comments/notes, if any before submitting to HO user.	Food Grains						
P2P_028			The system should allow NAFED BO user to send the procurement order along with a draft agreement to HO for their review.	Food Grains						
P2P_029			System shall allow the BO/HO user to submit/route the draft agreement to the legal and finance team of HO for vetting and approval.	Food Grains						
P2P_030			The system should allow Legal Dept. and Finance Dept. users to flag compliance issues, missing data, or financial risks using built-in validation	Food Grains						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			rules. The system shall enable the HO/BO user to - -Edit/modify, send back, approve/reject the proposal -Enter comments/notes							
P2P_031			system should allow the Division User (HO) to route the Legal and Finance Division vetted/ approved agreement along with procurement proposal for MD (NAFED) approval through Head of Foodgrain Division or any other competent authority.	Food Grains						
P2P_032			The system should be able to send automated notifications and reminders to the MD, NAFED, for pending approvals.	Food Grains						
P2P_033			System should have a functionality to support the digital signature-based approvals of the agreement by all relevant users in the workflow, viz. Legal, Finance, HoD, and MD	Food Grains						
P2P_034			The system should be able to allow real-time tracking of approval status	Food Grains						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			and should be visible to both HO and BO users.							
P2P_035			System upon final approval by MD (NAFED)/Competent Authority should be able to generate the authorization letter along with finalised agreement.	Food Grains						
P2P_036			The system should allow to attach the final approved agreement to the authorization letter and should allow to send the authorization letter and final agreement to BO within the system.	Food Grains						
P2P_037			System should be able to notify the concerned Division Users at HO and BO in real-time upon final approval and generation of Authorization Letter and Final Agreement - within the system and through an autogenerated email	Food Grains						
P2P_038			System should allow the concerned business/division users to download/print the Authorisation	Food Grains						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			Letter and Final Agreement from the system							
P2P_039			System should allow the Division User at BO to send the Final Agreement to the member societies via email through Branch Head approval.	Food Grains						
P2P_040			The system shall allow the authorized user of Member Societies to access and download the Final Agreement through role-based login and also allow to sign the agreement.	Food Grains						
P2P_041			Upon signing the agreement by member society, system should allow the NAFED BO to receive the signed agreement and download the same.	Food Grains						
P2P_042			System should allow BO user to directly send the signed agreement with unique id (CNR no- case number record) to Legal division. System should allow to fetch the	Food Grains						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			agreement details with that unique id in future.							
P2P_043			<p>System should allow HO/BO users to assess the commercial viability of various Agri-commodities every Rabi and Kharif season as per, but not limited to the following-</p> <ul style="list-style-type: none"> - Business rules for the outright business, - State/Mandi/ APMC details - Targeted commodities, quantities and quality - Past/historical and current market data of commodities, such as: <ul style="list-style-type: none"> - Past and prevailing market rates (season wise lowest & highest) - Demand & supply - Availability (area & production) of commodities - International market - MSP rates (since NAFED is also CNA) - Past and prevailing incidental charges/rates for labour (hamals), assayers/surveyors, gunny bags, 	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			storage charge/rent, transportation, etc. - Past and estimated disposal/sale prices of commodities - Loan requirement (amount and tenure) - Past and present/prevailing bank interest rates, etc.							
P2P_044			System should have functionality to fetch data for above variables/parameters from internal modules and /or external sources/portals/available services as well as allow the users to enter and maintain the details in the system.	Outright Business						
P2P_045			System should have functionality to allow branch users create a proposal for procurement of identified (commercially viable) commodities under Outright Accounts, covering the location(s) - states/districts/ mandis/APMCs, targeted seasonal commodities, estimated crop yielded, targeted/estimated quantities,	Outright Business						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			procurement budget, procurement agency (licensed FPOs/PACS to procure on behalf of NAFED), estimated procurement rates, estimated disposal rates, estimated profitability (commercial viability), disposal/sale plan, etc.							
P2P_046			System should allow the HO user to decide and assign commodity-wise procurement limits under Outright Accounts, if the commodity is to be procured through multiple branches in a particular season (similar proposals are received from multiple branches)	Outright Business						
P2P_047			System should allow HO user to create and send the procurement initiation letter(s) to respective branch once their proposal / limit is assigned to a particular branch is approved.	Outright Business						
P2P_048			System should allow the branch user perform procurement planning based on the targeted commodities,	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			estimated crop yield, procurement target/ assigned procurement limit (if any) to the branch. etc.							
P2P_049			System should have the functionality to map the State/APMC/Mandi wise authorised FPOs/PACS (licensed to bid and procure/purchase on behalf of NAFED)	Outright Business						
P2P_050			System should have the functionality to allow the BO users to select/ indicate State/Mandi wise authorized FPOs/PACS available in the system to do the procurement (through open marked bidding in APMC/Mandi Auction) on behalf of NAFED.	Outright Business						
P2P_051			System should have the functionality to allow the branch user to fix / freeze all types of incremental charges (rates) as per the approved proposal before the start of the procurement operation.	Outright Business						
P2P_052			System should allow the branch user to generate procurement plan with dates of participating in Mandi/	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			APMC wise open bidding, staff and resource requirements.							
P2P_053			System should have the functionality to enable the branch head to review, modify, and approve procurement plans.	Outright Business						
P2P_054			System should allow the branch user to map warehouses for transporting the purchased commodities for storage within the defined perimeters of the Mandis. This shall also depend upon the type of storage/ storage conditions required for the commodities, quantities, availability of required space, distance, rates, etc.	Outright Business						
P2P_055			System should allow the branch users to plan and place requisition for the estimated number of gunny bags based on the targeted commodity, quantity, location (mandi) and estimated date of procurement operation.	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_056			System should have the mobile functionality to allow the branch/field user or authorised FPO/PACS user to spot register the details of the hamauls (labourers) engaged in the mandis (or refer the existing records) and map them with the procurement operation on a particular day/date and the lot ID/ dispatch ID.	Outright Business						
P2P_057			System should have the functionality to capture the actual incidental charges during the procurement process, which may include but not limited to - - Assaying/ surveying - Cleaning - Gunny bags - Packing, Loading and unloading - Logistics/ transportation - Warehouse charges	Outright Business						
P2P_058			System should have the functionality to flag/notify the concerned users in case the actual incidental charges are different from those already fixed	Outright Business						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			in the system. May allow the field user to seek workflow approval of competent authority in case of higher rates encounter on field.							
P2P_059		Procurement Management	System shall allow authorised member society/NAFED BO users to enter and view the list of all procurement centres/locations.	Food Grains						
P2P_060			system shall be able to push the district wise list of procurement centres to the State Portal for necessary approval of respective District Magistrates (within the State portal or offline) outside the system.	Food Grains	Yes	API integration with State Portal(s)				
P2P_061			System shall allow the NAFED/Authorised user to enter/capture the farmer authentication data in the system (through web interface/ mobile application).	Food Grains	Yes	Aadhaar/ UIDAI AUA/KUA Service OR API integration with State Portal				

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_062			system should be able to fetch the farmer authentication history from the State Portal (State Portal is already integrated with UIDAI services and Biometric Scanners) and maintain a history.	Food Grains	Yes	API integration with State Portal(s)				
P2P_063			System shall allow the NAFED/Authorised users to enter the procurement data in the system such as, procurement date, procurement location, farmer/FPO, commodity name, quantity, quality, mapped warehouse location, etc.	Food Grains						
P2P_064			System should be able to fetch and sync the procurement details (procurement location, farmer/FPO, commodity name, quantity, quality, mapped warehouse location, etc.) being recorded on the State portal.	Food Grains	Yes	API integration with State Portal(s)				
P2P_065			system shall be able to track the total procured commodities (number of gunny bags) in the warehouse(s) mapped with the procurement centre.	Food Grains	Yes	API integration with State Portal(s)				

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_066			System should be able to generate a Warehouse Receipt (WHR)/ acknowledgement/ deposit receipt upon entry of stock in the Warehouse by the authorised warehouse user or NAFED user or member society user at warehouse.	Food Grains						
P2P_067			System shall be able to fetch the details of the Warehouse Receipt (WHR)/ acknowledgement/ deposit receipt generated in the State Portal.	Food Grains	Yes	API integration with State Portal(s)				
P2P_068			System shall allow the BO user to manually upload the WHR file (XML or other system readable format if available) downloaded/ received outside the system	Food Grains						
P2P_069		Procurement Management (Mandi Procurement)	System should have functionality to allow BO user to assign the location/mandi-wise approved procurement targets to authorised FPOs/PACS along with budgets for each commodity every season for participating in the open bidding in the Mandi	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_070			System should be able to assign BO official/ staff/authorised representative to participate in the Open Auction Bidding process of the mandi/APMC	Outright Business						
P2P_071			System should have a mobile functionality to allow BO/field user to record the proceeding of open bidding in Mandi Auctions in the system (commodity, location/mandi, date & time, lot size, price of bid placed, price of winning bid, status of NAFED bid (win/lost), quantity purchased, total purchase cost, etc. as per the business rules	Outright Business						
P2P_072			System should allow the BO/field user to record/capture or refer to the existing details of the surveyor/ assayer, if already available in the system, such as professional fee/rates, commodity expertise, locations, profile data, etc. to engage in the mandi on a particular day/date	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			against the particular procurement/ lot to be surveyed							
P2P_073			System should have mobile functionality for the assayer/ surveyor to submit the survey report along with photographs (geo, date and time stamped) and other survey details in the system and automatically send the relevant information to the designated stakeholders (BO users and FPO/PACS users), based on the delegation of authority defined in the system	Outright Business						
P2P_074			System should have the functionality to accept or reject a particular stock based on the survey report submitted by the assayer/ surveyor for a particular dispatch	Outright Business						
P2P_075			System should allow the BO/field user to capture/record details of the truck including driver, commodities and quantities dispatched to warehouse with quality, source	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			mandi, destination warehouse, date, time, etc. to be sent to designated warehouse for storage and generate a Dispatch ID							
P2P_076			System should have web/mobile functionality for the BO/field user to record details of the procured commodities sent to warehouse against a particular Dispatch ID, such as but not limited to - - Commodity Details - Lot IDs - Number of Bags - QR codes details - Truck Number - Total Quantity - Weighment Details	Outright Business						
P2P_077		Gunny Bag Procurement	System should have the functionality to generate a gunny bag procurement request for the respective NAFED Kolkata branch queue, based on the estimated procurement calculated from the	Common						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			data provided by the farmer during the registration process							
P2P_078			System should have the functionality for SLAs/NAFED Kolkata branch to modify (increase/decrease/delete) procurement request based on the need	Common						
P2P_079			System should have the functionality to track the procurement request status	Common						
P2P_080			System should allow BO users to generate PR for gunny bags as per the requirements of procurement operations, indicating the date and place (mandi/ branch office) of required bags	Common						
P2P_081			System should allow the concerned BO users to modify (increase or decrease) the gunny bag requirements, if required within the set timeframe as per the business rules.	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_082			System should have the functionality to allow the branch user to track the procurement and order fulfilment status of gunny bags.	Common						
P2P_083			System should have the functionality to capture the utilization of gunny bags and in real time update the branch/ location wise inventory of gunny bags	Common						
P2P_084		Storage of commodities (Pulses and Oilseeds)	System should have the functionality for the surveyor to capture survey details and automatically send the relevant information to the designated NAFED stakeholders, based on the delegation of authority defined in the system. The survey report can be downloaded in the form of PDF as well. (Or a login or extension can be given to survey agency to upload the report on daily basis OR mobile application be provided for real time capture of data)	Pulses and Oil Seeds						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_085			System should have the functionality for surveyor to upload the invoice for the services provided in the system	Pulses and Oil Seeds						
P2P_086			System should have the functionality for NAFED branch team to upload the invoice on behalf of the surveyor	Pulses and Oil Seeds						
P2P_087			System should have the functionality to accept or reject a particular stock based on the survey report submitted by the surveyor for a particular dispatch	Pulses and Oil Seeds						
P2P_088			System should have the functionality for NAFED team or warehouse team to input the received quantity at the warehouse via a mobile application into the system along with the below details but not limited to – - Commodity Details - Date of receipt at Warehouse - Truck details - Source (FPO and individual farmer detail) - storage location/stack at	Pulses and Oil Seeds						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			Warehouse - QR tag number							
P2P_089			System should have the functionality to capture the reason in case a stock/ lot is rejected	Pulses and Oil Seeds						
P2P_090			system should have the functionality to match the commodity quantity entered for a particular dispatch ID with the data recorded for the commodity upon receipt at the warehouse (and reason for increase of decrease in the quantity)	Pulses and Oil Seeds						
P2P_091			System should have the functionality to raise notifications to the NAFED branch team and SLA in case of any discrepancy in matching both the data points	Pulses and Oil Seeds						
P2P_092			System should have the functionality to only allow the NAFED branch team to update/modify the commodity quantity entered by the warehouse team	Pulses and Oil Seeds						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_093			System should have the functionality to update the inventory based on the finalized data input by the warehouse team for a particular commodity.	Pulses and Oil Seeds						
P2P_094			System should have the functionality to calculate the incidental charges line item wise based on the incidental rates defined in the system	Pulses and Oil Seeds						
P2P_095			System should have the functionality to allow SLAs to fill the details on system for claiming incidental charges along with provision to upload proof documents against a particular incidental charge line item	Pulses and Oil Seeds						
P2P_096			System should have the functionality to process incidental charges submitted by the SLAs along with proof and route them to the respective NAFED marketing and finance teams for approval, based on the delegation of authority defined in the system.	Pulses and Oil Seeds						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_097			System should have the functionality to define the percentage of amount to be disbursed to the SLAs on receiving the bills and amount which will be done post confirmation of the proof of bills	Pulses and Oil Seeds						
P2P_098			System should have the functionality to capture reason for the rejection of the incidental charges by the NAFED team and upload the BLC as supporting document for the rejection	Pulses and Oil Seeds						
P2P_099			System should have the functionality for SLA to resubmit the incidental charges with suggested changes for approval	Pulses and Oil Seeds						
P2P_100			System should have the functionality to send notifications to the SLA regarding any changes in the status of incidental charges.	Pulses and Oil Seeds						
P2P_101			System should have the functionality to capture the stock assessment details entered the surveyor	Onion	Yes	Integration with E-Pravaha for				

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
		Storage of commodities (Onion)	regarding the quality and quantity of the stock procured by integrating with the E-Pravaha portal			capturing assessment report details submitted by the surveyor				
P2P_102			System should have the functionality to calculate the composite charges based on the composite rates defined in the system	Onion						
P2P_103			System should have the functionality to allow federation to upload proof documents against a particular incidental charge line item	Onion						
P2P_104			System should have the functionality to process composite charges submitted by the federations along with proof and route them to the respective NAFED marketing and finance teams for approval, based on the delegation of authority defined in the system.	Onion						
P2P_105			System should have the functionality to define the percentage of amount to be disbursed to the federations on	Onion						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			receiving the bills and amount which will be done post confirmation of the proof of bills							
P2P_106			System should have the functionality to capture reason for the rejection of the composite charges by the NAFED team	Onion						
P2P_107			System should have the functionality for federation to resubmit the composite charges with suggested changes for approval	Onion						
P2P_108			System should have the functionality to send notifications to the federation regarding any changes in the status of composite charges.	Onion						
P2P_109		Storage of commodities (Maize)	System should have the functionality to update the inventory based on the finalized data input by the SLA for a particular maize commodity.	Maize						
P2P_110			System should have the functionality to calculate the incidental charges line item wise based on the incidental rates defined in the system	Maize						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_111			System should have the functionality to allow SLAs to upload proof documents against a particular incidental charge line item	Maize						
P2P_112			System should have the functionality to process incidental charges submitted by the SLAs along with proof and route them to the respective NAFED marketing and finance teams for approval, based on the delegation of authority defined in the system.	Maize						
P2P_113			System should have the functionality to define the percentage of amount to be disbursed to the SLAs on receiving the bills and amount which will be done post confirmation of the proof of bills	Maize						
P2P_114			System should have the functionality to capture reason for the rejection of the incidental charges by the NAFED team	Maize						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_115			System should have the functionality for SLA to resubmit the incidental charges with suggested changes for approval	Maize						
P2P_116			System should have the functionality to send notifications to the SLA regarding any changes in the status of incidental charges.	Maize						
P2P_117		Storage of commodities (Outright)	System should have the functionality for branch user/ FPO user/ or warehouse team to input the received quantity at the warehouse via a mobile application into the system along with the below details but not limited to the following - - Commodity Details - Season - Date and time of receipt at Warehouse - Truck details - Source Mandi and FPO/ Society/ individual farmer detail - Storage location/rack at Warehouse	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_118			System should allow the BO user to enter details and upload copy of the physical WHR or its equivalent document/ letter issued by the warehouse received physically through FPOs/Societies or through email in the branch office.	Outright Business						
P2P_119			System should also have functionality to integrate with the online WHR generated in the warehouse systems through APIs, if available.	Outright Business						
P2P_120		Payment to Farmers	System should have the functionality to send the final procured data farmer wise to the finance team for their approval based on the approval matrix defined in the system	Common						
P2P_121			System should have the functionality to transfer the required funds to the farmers post confirmation via DBT method	Common						
P2P_122			System should have the functionality to provide farmers view on their	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			payment status for a particular season procurement							
P2P_123		Initiation Request (Jute)	System should have the functionality to generate a gunny bag procurement request for the respective NAFED Kolkata branch queue, based on the estimated procurement calculated from the data provided by the farmer during the registration process	Jute						
P2P_124			System should have the functionality for Ordering Agency (OA) i.e. State level agencies to modify (increase or decrease) the procurement request based on their need	Jute						
P2P_125			System should have the functionality to send the finalized procurement request from OAs to the NAFED stakeholder based on the approval matrix defined in the system	Jute						
P2P_126			System should have the functionality to generate and issue POs to	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
		Manage Purchase Order	selected suppliers for required quantities							
P2P_127			System should have the functionality for multi-level approval workflows for PO (Purchase Order) creation and modification based on predefined rules	Common						
P2P_128			System should have the functionality to enable real-time tracking of purchase orders, including status updates like pending, approved, and completed	Common						
P2P_129			System should have the functionality to provide role-based access control, ensuring only authorized personnel can create, modify, approve, or cancel POs (Purchase Order)	Common						
P2P_130			The system should have the functionality to notify vendors via email/SMS upon PO issuance.	RBD						
P2P_131			The system should have the functionality to generate retrospective POs when goods arrive	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			at the warehouse without a pre-approved PO.							
P2P_132			System should have the functionality to allow PO (Purchase order) amendments and change requests, ensuring a history of modifications and approvals is maintained	Common						
P2P_133			The system should integrate with inventory management to check stock levels before generating a PO (Purchase Order)	RBD						
P2P_134			The system should generate automated alerts and notifications for pending approvals, delayed deliveries, GRN (Goods Receipt Note), or order modifications.	RBD						
P2P_135			The system should provide dynamic tax and discount calculations, ensuring accurate pricing and compliance with taxation policies.	RBD						
P2P_136			The system should support integration with accounts payable, ensuring seamless processing of	RBD						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			invoices linked to POs (Purchase orders)							
P2P_137			The system should have the functionality to allow the user to cancel a PO (Purchase Order) post-approval	RBD						
P2P_138			System should facilitate automated PO (Purchase order) number generation, ensuring uniqueness and compliance with organizational numbering standards	Common						
P2P_139			System should enable split POs (Purchase Order), allowing orders to be divided across multiple vendors based on item availability and cost efficiency	Common						
P2P_140			System should have the functionality to track and manage the status of issued Pos	Common						
P2P_141			System should have the functionality to record and manage truck details, including: - Truck Registration Number	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			<ul style="list-style-type: none"> - Driver Credentials - Gunny Bag Quantity - Assigned Route Plans - Procurement Branch 							
P2P_142		Delivery Management (Jute)	System should have the functionality to record and manage truck details, including: <ul style="list-style-type: none"> - Truck Registration Number - Driver Credentials - Gunny Bag Quantity - Assigned Route Plans - Procurement Branch 	Jute						
P2P_143			System should have the functionality to share truck details with OAs	Jute						
P2P_144			System should have the functionality to schedule and track periodic rotational quality inspections of jute bags	Jute						
P2P_145			System should allow inspectors to upload inspection results with details of identified defects, if any	Jute						
P2P_146			System should have the functionality to raise alerts to the respective	Jute						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			NAFED stakeholder in case of failed quality checks							
P2P_147	Inventory Management	Inventory Tracking and Control	System should have the functionality to provide real-time stock levels for a particular commodity at the warehouse/stored location level based on the finalized procured/deposited quantity in the system	Common						
P2P_148			System should have the functionality to support QR code scanning for real time item tracking	Common						
P2P_149			System should capture and log all inventory transactions (receipts, transfers, and returns) for audit and reporting purposes	Common						
P2P_150			System should have the functionality to track and manage scheme-specific and business specific (such as Outright Business) inventory details, including but not limited to – - Season - Scheme Name (PSS, PSF, etc.) - Commodity Details (Name, Type,	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			etc.) - Quantity - Weighment - Valuation - State/Mandi/APMC (Outright) - Defined storage period/lifecycle/shelf life - Warehouse							
P2P_151			System should provide automated notifications and alerts for stock movements, discrepancies, periodical inspection alert or threshold breaches	Common						
P2P_152			System should provide dashboard visibility of inbound, outbound, and in-transit inventory, categorized by warehouse/storage location and commodity	Common						
P2P_153			System should have the functionality to update warehouse/storage location inventory levels dynamically based on the auctioning of specific commodities and real time delivery	Common	Yes	Auction Management System/ E Samridhi for updating the				

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			of stocks, ensuring accurate stock management and real-time visibility			available inventory				
P2P_154			System should allow role-based access to movement logs, ensuring only authorized personnel can view or modify inventory records	Common						
P2P_155			System should have the functionality to calculate the number of days a particular inventory remains in the warehouse to determine the applicable storage charges for warehouses	Common						
P2P_156			System should have the functionality to provide inventory visibility across warehouses in different locations by displaying consolidated stock levels, available-to-promise quantities to avoid stock-outs and overstocking at individual facilities	RBD						
P2P_157			System should have the functionality for capturing and logging inventory at the shelf and location level for precise stock management	RBD						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_158			System should have capability to track pending Goods Receipt Notes (GRN) and ensure all shipped goods are received	RBD						
P2P_159			System should have functionality to capture and link the truck receipt/transportation document at the time of Goods Receipt Note (GRN) generation for seamless tracking and verification	RBD						
P2P_160			System should have capability to provide tracking visibility at Raw Material (RM) and Packaging Material (PM) levels	RBD						
P2P_161			System should support real-time stock reconciliation, ensuring System data aligns with physical stock	RBD						
P2P_162			System should allow tracking of inventory movements by batch, lot, and serial number to improve traceability	RBD						
P2P_163			System should have the functionality to automate three-way matching	RBD						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			(Purchase Orders, Goods Receipt Note, and invoice)							
P2P_164		Inventory Mapping	System should have the functionality to provide a visual map-based interface to display warehouse locations along with real-time information on available inventory at each location	Common						
P2P_165		Inventory Ageing Management	System should have the functionality to calculate the number of days a particular inventory remains in the warehouse to determine the applicable storage charges for warehouses/storage location	Common						
P2P_166		Inventory Auditing	System should have the functionality to capture the commodity-wise inventory levels/details shared by warehouses at the end of each month for a particular procurement operation	Common						
P2P_167			System should have the functionality to upload the file shared by the SWC and CWC in the system	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_168			System should have the functionality to match the existing inventory with the details shared by the SWC and CWC team	Common						
P2P_169			System should have the functionality to raise alerts in case of any discrepancy	Common						
P2P_170		Manage Inventory Loading	System should allow users to schedule and prioritize inventory loading based on demand, urgency, and predefined rules	RBD						
P2P_171			System should have the functionality to synchronize GRN (Goods Receipt Note) and SRN (stock return note) with the Warehouse Management System (WMS) in real time for timely updates of received goods	RBD						
P2P_172			System should have the functionality to implement an automated maker-checker workflow for invoice booking	RBD						
P2P_173			System should track invoice status across the maker-checker workflow and generate detailed audit logs	RBD						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_174			System should facilitate H2H (Host-to-Host) integration with banks for secure and automated payment processing	RBD						
P2P_175			System should generate reconciliation reports highlighting matched, unmatched, and pending transactions	RBD						
P2P_176			System should have the functionality to generate a Debit Note in case of short quantity received during GRN processing or when there is an invoice mismatch	RBD						
P2P_177			System should have the functionality to notify suppliers automatically when a debit note is generated	RBD						
P2P_178			System should have the functionality to link debit notes to respective PO, GRN, or invoice records for traceability	RBD						
P2P_179		Inventory Transfers	System should have the functionality to facilitate inventory transfers between schemes, such as PSS	Common						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			(Price Support Scheme) to PSF (Price Stabilization Fund). In case of transfer of stock from PSS to PSF, the identified stocks are first blocked and removed from daily auction. Once payment is received from the DoCA, the actual transfer is made. The Date of transfer should be date of receipt of payment from DoCA.							
P2P_180			System should have the functionality to facilitate inventory transfers between warehouses/Godowns, locations, branches, procumbent operations, etc. as per the rules defined by branch user.	Common						
P2P_181			System should have the functionality to update inventory levels automatically in both schemes after the transfer	Common						
P2P_182			System should have the functionality to auto-generate Stock Transfer Notes (STN) for scheme transfers.	Common						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_183			System should have the functionality to manage inter-branch inventory transfers by –	Common						
P2P_184			Tracking the dispatch and receipt of inventory between branches							
P2P_185			Ensuring stock updates occur in both the originating and receiving branch records							
P2P_186			System should have the functionality to provide alerts for delayed or pending branch transfers	Common						
P2P_187			System should have the functionality to reconcile stock levels at both branches after the completion of transfers	Common						
P2P_188			System should have the functionality to generate detailed audit logs for all scheme transfers for compliance and traceability	Common						
P2P_189			System should allow users to define reorder thresholds for each SKU	Common						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
		Automated Reordering	(Stock Keeping Unit) based on historical consumption patterns							
P2P_190			System should allow multi-vendor reordering rules, enabling the selection of the most suitable vendor based on defined KPI parameter	Common						
P2P_191			System should provide automated notifications and alerts for reorder triggers, pending approvals, and order status	Common						
P2P_192			System should enable batch and lot-based reordering, ensuring compliance with expiry date and stock rotation policies	Common						
P2P_193			System should allow customizable reorder frequency settings, such as daily, weekly, or demand-based replenishment	Common						
P2P_194			System should provide cost optimization suggestions, comparing prices from multiple suppliers before placing an order	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_195		Inventory Reconciliation and Adjustment	System should allow configurable safety stock levels, preventing overstocking or stockouts	Common						
P2P_196			System should allow users to initiate and schedule inventory reconciliation cycles at predefined intervals (daily, weekly, monthly)	RBD						
P2P_197			System should support real-time inventory tracking and comparison with recorded stock levels to identify discrepancies as well as stock in transit	RBD						
P2P_198			The system should provide real time reconciliation with all the sales/ orders from all channels, i.e. online, store, franchise or institutional supplies	RBD						
P2P_199			System should provide automated variance analysis, identifying discrepancies between system records and physical stock	RBD						
P2P_200			System should allow manual and system-generated adjustments to	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			align physical stock with recorded stock							
P2P_201			System should require role-based approvals for inventory adjustments, ensuring accountability and compliance	RBD						
P2P_202			System should maintain audit logs for all inventory reconciliation activities, tracking adjustments, reasons, and approvers	RBD						
P2P_203			System should allow configurable tolerance thresholds, triggering automated investigations when discrepancies exceed predefined limits	RBD						
P2P_204			System should provide automated alerts and notifications to relevant stakeholders regarding inventory discrepancies	RBD						
P2P_205		Shortage of goods	System should have the functionality to trigger workflows for damaged goods disposal, including approvals and documentation. System should	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			have provision for Commodity Health Report by Surveyor at specific interval.							
P2P_206			The system should have the functionality to track FIFO and FEFO compliance to minimize spoilage	RBD						
P2P_207			The system should have the functionality to maintain a historical log of storage conditions for audit and compliance purposes	RBD						
P2P_208			The system should have the functionality to track and schedule pest control and fumigation and flagging upcoming maintenance activities	RBD						
P2P_209		Spoiled Inventory	System should be able to receive inventory/commodities health report (as per defined parameters and time intervals/ frequency) from warehouses/ Godowns.	Common						
P2P_210			System should be able to capture and store the images of damaged/ spoiled inventories along with geo	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			coordinates, date & time stamp, user, etc. through mobile app/interface for future references and audits.							
P2P_211			System should allow BO user to trigger approval workflows for disposal/management of the spoiled/damaged/ perished commodities and documentation	Common						
P2P_212		Outbound Inspection	The system should have the functionality to auto-trigger outbound inspection request upon order finalization	RBD						
P2P_213			The system should have the functionality to allow digital capture of inspection results with photographic proofs	RBD						
P2P_214			The system should have the functionality to auto generate inspection clearance certificates before dispatch	RBD						
P2P_215			Vendor Tendering in Pulses and Oilseeds will take place for the	Common	Yes	Integration with auction				

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
	Vendor Master	Vendor Tendering	surveyor who are responsible for providing the assessment report of the stock			portal for creation of tenders for vendor selection				
P2P_216			System should have the functionality to support the creation & publishing of electronic tender documents through the E- auctioning portal	Common						
P2P_217			System should have the functionality to provide price comparison across multiple tendering portals where a particular tender is listed	Common						
P2P_218			System should have the functionality for NAFED team to reject or select the final vendor	Common						
P2P_219			System should have the functionality to provide reasons to the vendors regarding their selection or rejection post evaluation	Common						
P2P_220			System should have functionality to define and maintain requirements, specifications, technical terms &	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			conditions, etc. for procurement of various high value/specialised items' procurements (including IT Assets and services) for developing the same into a Tender/RFP document.							
P2P_221			System should allow to create draft tenders / RFP document with all terms and conditions and generate unique Tender IDs.	Common						
P2P_222			System should have functionality to create and configure business rules for tender- and non-tender based procurement requests based on the item categories, cost, quantity, location, estimated procurement value, etc.	Common						
P2P_223			System should have the functionality to send the draft tenders/ RFPs through a pre-defined approval workflow for each user division/ item category/ value, etc. including the finance and legal teams	Common						
P2P_224			System should have the functionality to support the scheduling & creation	Common	Yes	Integration with auction				

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			of commodity auctioning with unique auction ID by selecting the auction portal(s).			portal for creation of auctioning for vendor selection				
P2P_225			System should allow HO division(s) to approve the auction	Common						
P2P_226			System should allow the approved auction to be listed on the auction portal(s) which was/ were selected during the auction scheduling & creation	Common	Yes	Integration with auction portal for creation of auctioning for vendor selection				
P2P_227			System should have the functionality to fetch the inventory details (commodity, season, quantity, warehouse details etc.) from Inventory Management System (built in auction portal)	Common	Yes	Integration with multiple third party auction portal(s) and IMS for the portal				
P2P_228			System should have the functionality to get the auction details (after auction is completed on the auction	Common	Yes	Integration with multiple				

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			portals) from the auction portal(s) and should be able to sort the details to find out the Global H1 or L1/ Global L1 (depending on the division) and should be able to push the data to auction portals			third party auction portal				
P2P_229			System should allow to create the award letter or to fetch the award letter from the third-party system and allow division to approve the same.	Common	Yes	Integration with multiple third party auction portal				
P2P_230			System should have the functionality to integrate with auction portals to retrieve details of auctioned inventory and automatically update the remaining inventory accordingly.	Common	Yes	Integration with third party auction portal(s)				
P2P_231			System should be able to integrate with the NAFED's e-Auction portal, having e-tendering facility, to publish the approved tenders/ RFPs for conducting tendering process, negotiation and result tracking.	Common	Yes	Integration with auction portal for creation of tenders for vendor selection				
P2P_232			System should be able to fetch the reference ID/number generated in	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			the e-Auction system (if any) against each tender ID in the system.							
P2P_233			System should be able to receive/ fetch and maintain the tender result from the e-Auction system and other 3rd Party systems to maintain/achieve history of bid prices, selected vendor, and other parameters as per business needs.	Common						
P2P_234			System should have functionality to download of approved tender/ RFP documents for uploading on external procurement portals like NAFED websites, e-Auction portal, etc.	Common						
P2P_235			System should have a functionality to create purchase order/work order and generate PO/WO numbers for the selected vendor/supplier.	Common						
P2P_236		EMD/SD Management (ITD)	System should have the functionality to record and track EMD submissions from suppliers for each tender floated	ITD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_237			System should have the functionality to validate EMD compliance before proceeding with supplier selection	ITD						
P2P_238			System should have the functionality to maintain audit trails of EMD transactions for compliance and reporting purposes	ITD						
P2P_239			System should have the functionality to record and track SD (Security Deposit) submissions from a selected supplier for a particular tender	ITD						
P2P_240			System should have the functionality to validate SD compliance before proceeding with purchase order generation with selected vendor	ITD						
P2P_241			System should have the functionality to maintain audit trails of SD transactions for compliance and reporting purposes	ITD						
P2P_242		Vendor Registration	System should allow authorised user(s) to register and maintain a central registry of vendors and	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			suppliers for a variety of supplies and services across business functions and divisions.							
P2P_243			System should have the functionality to allow the vendors to upload details and documents like name, contact details, Turnover and other legal documents (web/mobile based self service)	Common						
P2P_244			Vendor master should be able to maintain vendor/supplier wise product/service categories, catalogue/ list of goods and services, location(s), KYC documents (GSTIN, PAN, Prop. Aadhaar, bank details, etc.) along with respective profile data.	Common						
P2P_245			System should be able to create a provisional vendor ID in the system until the verification and vendor approval process is completed and vendor is activated.	Common						
P2P_246			System should have the functionality to automatically validate vendor	Common	Yes	Integration with				

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			documents and KYC through API based integration based on the compliance requirement defined by the NAFED team			respective third-party systems to validate the vendor documents				
P2P_247			System should have the functionality to obtain vendor consent for accessing their details to ensure compliance with relevant regulations and data protection standards	Common						
P2P_248			System should have the functionality to send an alert to the vendor as well as NAFED team in case any document is not uploaded or has expired	Common						
P2P_249			System should have the functionality to check if the vendor is already present in the vendor master or not	Common						
P2P_250			System should have the functionality to allow the NAFED team to see a detailed view of the vendor details consisting of the vendor score, documents, etc. Vendor database to	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			store comprehensive information about vendors, including contact details, addresses, and primary points of contact.							
P2P_251			System should have the functionality to let the vendor master have multiple categorizations based on location and division	Common						
P2P_252			System should have the functionality to create and manage the list of State-wise/ Mandi-wise authorised FPOs/PACS in the system to participate in open bidding and procure on behalf of NAFED	Outright Business						
P2P_253			System should have the functionality to allow addition of selected vendor to the vendor master list	Common						
P2P_254			System should have the functionality to approve addition of the vendor to the vendor master and send the data for vendor code creation	Common						
P2P_255			System should have the functionality to allow the user to approve/reject	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			any change in basic information provided by the vendor							
P2P_256			System to have the section for query resolution such as FAQs, user guides and videos recording	Common						
P2P_257			System should have the functionality to create and manage the list of State-wise/ Mandi-wise vendors of various services (such as transporters/ warehouses, labour/hamal providers/ individual labourer, transporter, assayer/surveyors, etc) in the system	Outright Business						
P2P_258			System should have the functionality to create and maintain/manage the State-wise, branch wise, mandi wise rate card of various service providers/ vendors/ services.	Outright Business						
P2P_259			System should have the functionality to allow the vendor to upload and submit the self-service form for any	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			amendments or changes to their basic info							
P2P_260		Vendor Code Creation	System should have the functionality to send the vendor code creation for approval to NAFED team based on the delegation of authority defined in the system	Common						
P2P_261			System should have the functionality to create vendor code post approval	Common						
P2P_262			System should have the functionality to tag vendor codes based on unique registration numbers	Common						
P2P_263		Vendor Details Amendment / Change	System should have the functionality to allow the vendor to upload and submit the self-service form for any amendments or changes to their basic info	Common						
P2P_264			System should have the functionality to allow the NAFED team to verify the amendments/changes suggested by the vendor	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_265			System should have the functionality to allow approval/rejection of the changes	Common						
P2P_266			System should have the functionality to allow the user to make changes to the existing vendor master post approval	Common						
P2P_267			System should have the functionality to send a notification to the vendor as well as NAFED team regarding the changes made	Common						
P2P_268			System should have the functionality to suspend or delete/deregister any vendor and maintain a separate list of such vendors for references and audits.	Common						
P2P_269	Member Society Management	Member Society Invoicing and Payment	system should be able to integrate with the PFMS portal to fetch all the payment related details and allow NAFED users to track the payment details.	Food Grains	Yes	API integration with PFMS Portal				
P2P_270			system should allow NAFED user to enter the payment receiving details.	Food Grains						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_271			system should integrate with the Member Societies' invoicing system to receive invoices digitally	Food Grains	Yes	Member society Invoicing system				
P2P_272			system should allow to feed the invoice details.	Food Grains	Yes	Member society Invoicing system				
P2P_273			system should be integrated with bank (probably with the BO account) and automate payment processing by triggering disbursements to Member Societies upon approval.	Food Grains	Yes	Bank				
P2P_274			system should provide real-time tracking of invoice status for NAFED BO.	Food Grains						
P2P_275			System should have the functionality to allow the branch user to initiate the workflow-based approval process for processing the payments to respective FPOs/ Societies upon successful entry of WHR in the system based on the cost/value of	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			purchased commodities mentioned in the WHR.							
P2P_276			System should have a functionality to allow the branch user (finance/marketing) to release the approved payments into the registered bank accounts of FPOs/ Societies	Common						
P2P_277			System should have the functionality to allow the branch user to initiate the workflow-based approval process for processing the payments to surveyors and respective hamals (if engaged by NAFED) in the system based on the actual data captured by the field user during the procurement operation.	Common						
P2P_278			System should have the functionality for assayer/ surveyor to create/ upload their invoice for the services provided in the system	Common						
P2P_279			System should also have the functionality for the branch user/ field	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			user to upload the invoice on behalf of the assayer/ surveyor							
P2P_280			System should have a functionality to allow the branch user (finance/marketing) to release the approved payments into the registered bank accounts of surveyors and hamals	Common						
P2P_281	Vendor Management	Vendor Invoicing and Payments	System should have the functionality to allow vendors to submit invoices	Common						
P2P_282			System should have the functionality to support bulk invoice uploads in predefined formats (e.g., CSV, pdf etc.)	Common						
P2P_283			System should have the functionality to allow NAFED team to upload invoices on behalf of vendors	Common						
P2P_284			System should have the functionality to vendors to track invoice status in real-time through a self-service portal	Common						
P2P_285			System should have the functionality to send the invoice for approval	Common						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			based on the approval matrix defined in the system. Also refund of vendor payment on account of Shortages at time of lifting and issue of NON-FAQ stock at the time of lifting.							
P2P_286		Vendor Performance Management	System should have the functionality to evaluate vendors performance based on the KPIs such as vendor service, timely delivery of survey reports, accuracy of reports etc.	Common						
P2P_287			System should have the functionality to provide vendor wise performance reports for further actions to the NAFED team	Common						
P2P_288			System should have the functionality to create and maintain a blacklist/debarred list of vendors and centrally block issuance of any PO/WO by any division/branch until the issue is resolved.	Common						
P2P_289			System should have the functionality to register & track grievances for	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
		Vendor Performance Management	both the parties - NAFED team & vendors							
P2P_290			System should have the functionality to incorporate KPIs for NAFED team complaints including delay in service, performance issues, etc.	Common						
P2P_291			System should have the functionality to incorporate KPIs for vendors complaints including untimely payments, reporting any incident, etc.	Common						
P2P_292			System should have the functionality to automate the process of sending emails, SMS or WhatsApp to vendors or NAFED team depending on the source for raising the grievances	Common						
P2P_293			System should have the functionality to track and report the number of complaints logged in the system	Common						
P2P_294	Reporting	Reports and Dashboards	System should have the functionality to generate below reports but not limited to –	Common						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			<ul style="list-style-type: none"> - Number of FPOs/PACS/Societies and farmers registered - Procurement done under Outright Accounts till date - Commodity wise total procurement done in a particular season - Commodity wise daily/weekly/monthly procurement in a season - Daily and total dispatch status report - Incidental charges report - Stock status report (Real-time visibility of warehouse inventory levels by location, commodity, season) - Stock Ageing Report - Stock Transfer Report - FPO/Society Payment Report - Vendor Payment Reports (incidental charges) - Bank Loan and interest payment reports - Open bidding report (APMC/Mandi auctions where NAFED participate) 							

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			<ul style="list-style-type: none"> - Stock disposal reports (e-Auction) to large retailers, millers, traders, etc. - Stock disposal reports (through retails sales) - Stock disposal reports (retailers/ traders/ millers wise), etc. - Number of Open Pos - Number pending invoices - Total payment received from distilleries 							
P2P_295			System should have the capability to generate customizable reports tailored to meet specific business requirements.	Common						
P2P_296			System should have the functionality to monitor order fulfilment across different facilities and third-party logistics (3PL) contributions, to analyse fulfilment accuracy and turnaround times	RBD						
P2P_297			System should have the functionality to provide real-time inventory status across all warehouses, including in-	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			transit stock to reduce order fulfilment delays							
P2P_298			System should have the functionality to track the movement of inventory between warehouses, ensuring that stock transfers are properly logged	RBD						
P2P_299			System should have the functionality to track goods received and pending inward inventory, allowing businesses to detect stock discrepancies early	RBD						
P2P_300			System should have the functionality to provide real-time inventory variance reports based on manual cycle count verification to allow businesses to detect stock discrepancies early	RBD						
P2P_301			System should have the functionality to track ageing inventory and optimize stock movement to reduce obsolescence, ensuring that slow-moving or near-expiry products are prioritized for promotions, transfers,	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			or liquidation before they become unsellable							
P2P_302			System should have the functionality to generate real-time inventory valuation reports, ensuring accurate financial reporting	RBD						
P2P_303			System should provide dashboards and reports for vendor masters (including but not limited to): - Vendor onboarding (status, pending approvals, and compliance adherence) - Vendor code creation (Reports, historical changes) - Vendor details amendments (data change, approvals, compliance adherence)	RBD						
P2P_304			System should provide dashboards and reports for vendor management (including but not limited to): - Vendor performance (vendor wise monthly expense report, performance review reports like delivery time & quality and	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			improvement areas) - Query/complaints (query types, resolution times, and recurring vendor issues)							
P2P_305			System should provide dashboards and reports for Item code master (including but not limited to): - Amendment/change (amendment frequency, types of changes, and impacted business areas)	RBD						
P2P_306			System should provide dashboards and reports for Contract Management (including but not limited to): - Manage Contract (contract lifecycle status, upcoming renewals, and vendor compliance trends) - Contract Monitoring (renewal rates, vendor compliance scores, and cost analysis)	RBD						
P2P_307			System should provide dashboards and reports for Purchase (including but not limited to): - Manage Purchase Order (purchase	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			register, trends, vendor performance, open GRN/PO, and cost savings) - Manage RM & PM Orders (raw material and packaging material consumption) - Category Management (spend analysis, supplier performance, and cost savings opportunities)							
P2P_308			System should provide dashboards and reports for Inventory Management (including but not limited to): - Inventory Movement Monitoring (inbound, outbound, and in-transit inventory, categorized by location, vendor, and SKU) - Manage Inventory Loading (loading status, including pending, in-progress, and completed loads) -Inventory Reconciliation & Adjustments (reconciliation progress, trends, and unresolved discrepancies)	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_309			System should have the functionality to provide dynamic and customizable dashboards with visual insights for effective decision-making	Outright Business						
P2P_310			System should have the functionality to create daily procurement report (DPR) based on the procurement data input by the field user participating in mandi/APMC bidding	Outright Business						
P2P_311			System should have the functionality to automatically send the DPR report to the designated NAFED stakeholders as defined in the system	Outright Business						
P2P_312			System should be able to fetch all auction related data from the respective auction Portal	IS Division	Yes	API integration with auction portal(s)				
P2P_313	Master Data Management	Manage Item Master	System should have the functionality to create item-wise code with the below details but not limited to – - Commodity Name - Season Name	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			<ul style="list-style-type: none"> - Commodity Type -Procurement centres -Branch offices -System should have the functionality to define item wise pricing for a particular season - Commodity wise prevailing market rates (Outright) - Commodity wise last purchase price (Outright) - Commodity wise last traded price (Outright) 							
P2P_314			System should have the functionality to define item wise pricing for a particular season and earlier seasons	Common						
P2P_315			System should have the functionality to provide pre-configured templates for code creation, ensuring consistency across procurement processes	Common						
P2P_316			System should have the functionality to support approval workflows before	Common						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			newly created codes are added to the master database							
P2P_317			System should have the functionality to allow version control and audit history, tracking changes made to code details over time	Common						
P2P_318			System should have the functionality generate automated alerts and notifications when new codes are created or when approvals are required	Common						
P2P_319			System should allow users to maintain and manage Season wise (Rabi & Kharif) commodity master's for various seasonal commodities such as Tur, Methi, Kabuli Chana, Mustard Seeds, etc.	Outright Business						
P2P_320			System should allow users to define and maintain commodity wise business rules as applicable for each commodity for viable commercial business under Outright Accounts.	Outright Business						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_321			System should allow users to enter and maintain Minimum Support Prices (MSP) rates of different Agri commodities, if MSP is applicable, for the targeted commodities as may be defined by the user	Outright Business						
P2P_322			System should be able to create and maintain commodity wise required types of gunny bags/ packaging material with size/capacities per different lot sizes.	Outright Business						
P2P_323		Manage State Level Agencies (SLAs) / Member Societies	System should have the functionality to create and manage SLA profiles/ Member Societies profiles	Common						
P2P_324			System should have the functionality to implement role-based access control to ensure appropriate access to SLA/ Member Societies	Common						
P2P_325			System should have the functionality to integrate with the E-Samridhi/ State Portal to capture the SLA/Member Societies related data	Common	Yes	Integration with E-Samridhi/ State portals				

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
						for capturing SLA details				
P2P_326		Manage Warehouses	System should allow the creation and maintenance of warehouse IDs, with details but not limited to following: - NAFED branch, State, District, Address, Ownership type (State Govt/ Central Govt/ Private/ Individual/ NAFED/ Other society or federation), Type of storage facility, Commodities supported, Average rent/ storage charges, Last paid storage charges/rates, Mandis nearby, Distance from Mandi	Common						
P2P_327			System should have the functionality to support approval workflows before newly created codes are added to the master database	Common						
P2P_328			System should have the functionality to validate duplicate codes, preventing redundant records in the master database	Common						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_329		Manage Federation	System should have the functionality to create and manage Federation profiles	Common						
P2P_330			System should have the functionality to implement role-based access control to ensure appropriate access to Federations	Common						
P2P_331			System should have the functionality to integrate with the E-Pravaha Portal to capture the Federation related data	Common	Yes	Integration with E-Pravaha portals for capturing federation details				
P2P_332		Mandi / APMC Master	System should have the functionality to create and mandi/APMC codes with the below details but not limited to - - State - Mandi Name/ APMC Name - Commodity names - Commodity types - Address/ Location	Outright Business						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			- Average quantity available per day/season							
P2P_333		Incidental Master	System should have the functionality to create and maintain Incidentals Master with details such as, but not limited to following- - Type of incidental/ service - Name of incidental/ service - Prevailing market rate of incidentals / services - Fixed rate of incidental/service if tendered (capture automatically from tendering system) - Last paid rate of incidental/service charge by NAFED - Location/ mandi/ State of incidental / service	Outright Business						
P2P_334		Product Master	System should have functionality to maintain the product master and ensure proper product mapping, reducing manual errors and ensuring all platforms have consistent product details including Stock Keeping Unit	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			(SKU) codes, descriptions, and attributes							
P2P_335		Product Master	System should have functionality to update product listings automatically without requiring manual entries to the website, ensuring synchronization between backend inventory and website listings for accurate availability and pricing	RBD						
P2P_336		Price Master	The system should have functionality to ensure batch-wise Maximum Retail Price sync across the technology ecosystem, preventing discrepancies between different platforms and channels	RBD						
P2P_337		Price Master	System should have functionality to ensure price updates reflect consistently across all platforms, reducing mismatches between backend price master and sales channels	RBD						
P2P_338		Tax Master	System should have the functionality to standardize tax application during	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			Stock Keeping Unit (SKU) creation to follow tax compliance							
P2P_339		Location Master	System should have the functionality to validate and assign shipping, billing, and fulfilment locations for B2B & B2C orders, optimizing logistics and ensuring cost-effective and timely deliveries	RBD						
P2P_340		Manage Item code Creation	System should allow users to create and define new SKU (stock keeping unit) codes, Raw material (RM) codes and Packaging Material (PM) codes specifying key attributes such as category, unit of measure, description, and pricing	RBD						
P2P_341			System should have the functionality to integrate HSN (Harmonized System of Nomenclature) codes with each item code for GST compliance	RBD						
P2P_342			System should support role-based access controls, ensuring only authorized users can create, modify, or delete SKU codes, Raw material	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			(RM) codes, and packaging material (PM) codes							
P2P_343			System should have the functionality to add a Bill of Material (BOM) for a particular SKU at the Raw Material (RM) and Packaging Material (PM) code level	RBD						
P2P_344			System should provide pre-configured templates for code creation, ensuring consistency across procurement processes	RBD						
P2P_345			System should validate duplicate codes, preventing redundant records in the master database	RBD						
P2P_346			System should support approval workflows before newly created codes are added to the master database	RBD						
P2P_347			System should allow for version control and audit history, tracking changes made to code details over time	RBD						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_348			System should allow for status management (Active/Inactive/Obsolete) to ensure accurate availability of code	RBD						
P2P_349			System should generate automated alerts and notifications when new codes are created or when approvals are required	RBD						
P2P_350		Amendment/ Change	System should have the functionality to map external SKU (Stock keeping unit) codes to internal identifiers to streamline inventory tracking and reconciliation	RBD						
P2P_351			System should allow users to modify existing code details, including description, pricing, supplier, and unit of measure, based on predefined access rights	RBD						
P2P_352			System should enable version control, maintaining a historical record of all changes made to a code, including timestamps and user details	RBD						

Functional Requirement Specifications

Procure to Pay (P2P) – Level 1

e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_353			System should allow users to track pending changes and their approval status in real-time	RBD						
P2P_354		Budget Management	System should have the functionality to allow branches to enter estimated quantity to be procured and projected purchase quantities	Coordination						
P2P_355			System should have the functionality to maintain a history of each branch's submitted plan with version control for audit purposes.	Coordination						
P2P_356			System should have the functionality to allow branches to submit monthly progress reports on procurement achieved against planned targets	Coordination						
P2P_357			System should have the functionality to provide prefilled forms based on previous submissions to ease monthly updates.	Coordination						
P2P_358			System should have the functionality to automatically consolidate procurement and sales data from all branches into a central dashboard.	Coordination						

Functional Requirement Specifications										
Procure to Pay (P2P) – Level 1										
e	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
P2P_359			System should have the functionality to track cumulative progress at HO level for financial planning and decision-making.	Coordination						
P2P_360			System should have the functionality to enable drill-down from HO-level to branch-level data.	Coordination						
P2P_361			System should have the functionality to generate graphical reports for procurement planning, actual purchase, sales data, and progress	Coordination						
P2P_362			System should have the functionality to create monthly export summary reports from each branch for internal review	Coordination						
P2P_363			System should have the functionality to generate stock balance reports based on opening stock, procurement inflow, and monthly sales.	Coordination						

5.2 Order Management

Functional Requirement Specifications for Order Management

Key capabilities that streamlines processes, empowers employees and collaborate across the organization

L1	Order to Cash					
L2	Order Processing	Disposal	Warehouse Management	Reporting	Master Data Management	POS
L3	Order Initiation (Export)	Commodity Auctioning (Pulses and Oil Seeds)	Inventory Ageing Management	Reporting and Dashboard	Custom Master	Inventory Management
	Order Initiation (Import)	Commodity Disposal (Maize)				Master Data Management
	Order Capture	Sales Return				Order Management
	Order Validation & Credit Check					Integration
	Order Pricing & Discounts					Order Pricing & Discounts
	Demand Report Generation					Operations Management
	Quote Management					
	Survey Management (Export)					
	Invoice Management					
	Delivery and Invoice Management (Import)					
	Reporting and Dashboarding					

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_001	Order Processing	Order Initiation (Export)	System should have the functionality to capture the order-related details from the buyer but not limited to - - Commodity Name - Quantity Required	ITD						
OM_002			The system should have the functionality to receive institutional and retail orders via multiple channels (website, email, or manual entry).	RBD						
OM_003			The system should have the functionality to validate institutional orders against available inventory before processing.	RBD						
OM_004			The system should have the functionality to allow branch users to manually enter institutional demands if & when required.	RBD						
OM_005			The system should have the functionality to generate an Order ID with a timestamp, customer details, item descriptions, and required delivery date.	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_006			The system should have the functionality to send an email to the procurement head in case of stock unavailability.	RBD						
OM_007			System should have the functionality to send order details to the selected supplier for submitting quotation details for a particular order	ITD						
OM_008		Order Initiation (Import)	System should have the functionality to record and track the annual import limit assigned by the Central Government	ITD						
OM_009			System should have the functionality to send the global tenders' details to the selected supplier and buyer	ITD						
OM_010		Order Capture	System should have the functionality to provide flexible B2B order management templates, allowing customization based on business needs, order types, pricing structures, bulk order requirements, approval workflows, and integration with logistics and payment systems	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_01 1			System should have functionality to integrate order capture across all sales channels like Franchise, website, institutions etc.	RBD						
OM_01 2			System should have functionality to process sales orders and integrate them with Warehouse Management System (WMS) for dispatch	RBD						
OM_01 3		Order Validation & Credit Check	System should have functionality to perform order validation for potential errors or inconsistencies against business rules (correct pricing, verifying inventory availability, customer credit limits)	RBD						
OM_01 4			System should have functionality to automate credit checks, eliminating manual email-based processes and reducing approval times	RBD						
OM_01 5		Order Pricing & Discounts	System should have functionality to account for wallet management for reconciliation across all platforms	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_016		Demand Report Generation	The system should have the functionality to manage bundled SKUs, supporting both virtual products and standard products with dynamic bundling, stock allocation, pricing, and accurate inventory tracking	RBD						
OM_017			The system should have the functionality to generate real-time demand reports based on pending orders, historical trends and seasonal variation.	Common						
OM_018			The system should have the functionality to categorize demand by region, product type, and government requirements	Common						
OM_019			The system should auto-reconcile demand reports with production capacity (self) to highlight any shortfalls	Common						
OM_020			The system should allow the export of demand reports in multiple formats (Excel, PDF) for decision making	Common						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_02 1		Quote Management	System should have the functionality to collect and manage rate submissions from suppliers for a particular order	ITD						
OM_02 2			System should have the functionality to generate and send tentative quotations to buyers over mail, including NAFED's commission based on the rate submitted by the suppliers	ITD						
OM_02 3			System should have the functionality to modify the quotation and send the quotation for approval to the NAFED team based on the approval matrix defined in the system	ITD						
OM_02 4			System should have the functionality to track and maintain historical data of quotations shared with buyers	ITD						
OM_02 5			System should have the functionality to release tenders and finalize Export supplier through the tendering process	ITD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_026		Survey Management (Export)	System should have the functionality to schedule and manage surveys at the loading point	ITD						
OM_027			System should have the functionality to allow selection of surveyors from empanelled vendors	ITD						
OM_028			System should have the functionality to log survey reports and findings in a structured format	ITD						
OM_029			System should have the functionality to notify relevant stakeholders upon survey completion	ITD						
OM_030			System should have the functionality to send the survey report for the approval of NAFED team based on the approval matrix defined in the system	ITD						
OM_031		Invoice Management	System should have the functionality to generate invoices for both Business-to-Business (B2B) and Business-to-Consumer (B2C) transactions in an automated manner	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_03 2			System should have the functionality to automate three-way matching, ensuring PO-to-invoice and agreement-to-invoice rate validation for accuracy, compliance, and error prevention	RBD						
OM_03 3			System should integrate with Warehouse Management System (WMS) to generate invoice for revenue recognition, ensuring alignment between order fulfilment and financial reporting	RBD						
OM_03 4			System should have functionality to detect if an invoice, including e-invoices, is created after the picklist is backed, as delays complicate finance reconciliation	RBD						
OM_03 5			System should ensure batch numbers appear on invoices for Prescription products, aligning with regulatory requirements	RBD						
OM_03 6			System should ensure batch numbers appear on invoices for Non-Prescription (Non-RX) products, aligning with regulatory requirements	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_037			System should have functionality to improve invoice generation speed, reducing processing delays and ensuring customers receive invoices promptly	RBD						
OM_038			System should ensure Warehouse Management Systems (WMS) invoicing integrates with payment processing system for accurate Purchase Order (PO)-based payment processing	RBD						
OM_039			System should have the functionality to track the completion of surveys before allowing order pickup	ITD						
OM_040			System should have the functionality to update order status from "Survey Completed" to "Ready for Pickup" and notify relevant stakeholders post approval from the relevant NAFED stakeholders	ITD						
OM_041			System should have the functionality to allow suppliers to enter logistics details, including transporter information, expected delivery date, and shipment tracking details	ITD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_04 2			System should have the functionality to capture and record buyer confirmation of order receipt	ITD						
OM_04 3			System should have the functionality to allow suppliers to submit invoices digitally upon buyer confirmation	ITD						
OM_04 4			System should have the functionality to manage the currency conversion required in the invoice processing	ITD						
OM_04 5			System should have the functionality to submit the invoice for NAFED ITD team approval based on the approval matrix defined in the system	ITD						
OM_04 6			System should have the functionality for the supplier to submit shipping related documents	ITD						
OM_04 7			System should have the functionality to track the status of submitted invoices and notify stakeholders of pending approvals	ITD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_048			System should have the functionality to store and retrieve invoice records for audit and compliance purposes	ITD						
OM_049			System should have functionality to automate invoice distribution, eliminating manual email-based processes	RBD						
OM_050			System should have functionality to include MRP details along with expiry dates on invoices, ensuring complete product information	RBD						
OM_051			System should have functionality to ensure invoices contain Stock Keeping Unit (SKU)-level pricing and tax data synchronized between Order Management System (OMS) and Warehouse Management System (WMS)	RBD						
OM_052			System should have the functionality to route supplier invoices to the finance team for approval	ITD						
OM_053		Delivery and Invoice	System should have the functionality to manage and track dispatched orders sent	ITD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
		Management (Import)	to respective warehouses via empanelled logistics vendors							
OM_054			System should have the functionality to generate and track Delivery Orders (DO) for buyers once the balance payment is received	ITD						
OM_055			System should have the functionality to automatically notify the buyer and warehouse once the Delivery Order is generated	ITD						
OM_056			System should have the functionality to set a lifting period deadline for each order and generate alerts for buyers nearing the deadline	ITD						
OM_057			System should have the functionality to forfeit the full purchase amount if the buyer does not lift the commodity after the defined period in the system	ITD						
OM_058			System should have the functionality to allow suppliers to submit invoices digitally upon buyer confirmation	ITD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_059			System should have the functionality to manage the currency conversion required in the invoice processing	ITD						
OM_060			System should have the functionality to submit the invoice for NAFED ITD team approval based on the approval matrix defined in the system	ITD						
OM_061			System should have the functionality to track the status of submitted invoices and notify stakeholders of pending approvals	ITD						
OM_062			System should have the functionality to store and retrieve invoice records for audit and compliance purposes	ITD						
OM_063			System should have the functionality to route supplier invoices to the finance team for approval	ITD						
OM_064	Disposal	Commodity Auctioning (Pulses and Oil Seeds)	System should have the functionality to support the creation & publishing of commodity auctioning on the FIFO basis.	Pulses and Oil Seeds	Yes	Integration with auction portal for creation of auctioning				

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
						for vendor selection				
OM_065			System should have the functionality to compare price details of a specific inventory item across multiple auction portals where it is listed for auction	Pulses and Oil Seeds						
OM_066			System should have the functionality for NAFED team to reject or select the final buyer	Pulses and Oil Seeds						
OM_067			System should have the functionality to provide reasons to the vendors regarding their selection or rejection post evaluation	Pulses and Oil Seeds						
OM_068			System should have the functionality to integrate with auction portals to retrieve details of auctioned inventory and automatically update the remaining inventory accordingly.	Pulses and Oil Seeds	Yes	Integration with auction portal for auctioned inventory details Integration with E-Samridhi				

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
						portal for exposing the closing inventory details				
OM_069			System should have the functionality to mark a particular inventory as blocked until it is picked up by the buyer from the warehouse	Pulses and Oil Seeds						
OM_070			System should have the functionality to block a particular inventory against a buyer as a delivery order	Pulses and Oil Seeds						
OM_071			System should have the functionality to create Delivery challan consisting of the below details but not limited to - - Truck Chit - Lot Number - Number of bags - Delivery Order details - Quantity - Weighment - After confirmation of sale, Delivery orders are made in the name of	Pulses and Oil Seeds						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
			warehouse Manager giving details of the name of the winner party, quantity, bags, rate, value and free lifting period. - - The system should have scope both to make the delivery order, extend the period of delivery after taking applicable warehousing rent and cancel the DO in case, the party failed to lift the stock as per contract note.							
OM_07 2			System should have the functionality to create the invoice against a particular delivery order and challan and send it to the buyer	Pulses and Oil Seeds						
OM_07 3		Commodity Disposal (Maize)	System should have the functionality to capture the inventory details which has been blocked by a particular distillery from the E - Samridhi portal	Maize	Yes	Integration with E- Samridhi for capturing inventory related information				

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_07 4			System should have the functionality to upload the purchase order (PO) raised by the distillery against a particular maize inventory	Maize						
OM_07 5			System should have the functionality to raise invoice against a particular purchase order and send it to the respective distillery	Maize						
OM_07 6			System should have the functionality to allow the inventory update and mark it for pick up only when the payment against it is completely received	Maize						
OM_07 7			System should have the functionality for distillery to receive a pickup confirmation only after both payment and inventory availability are validated	Maize	Yes	Integration with E-Samridhi for sending Payment confirmation				
OM_07 8		Commodity Disposal	System should allow BO user to prepare a disposal plan of procured commodities/ quantities through e-Auctions/ retail	Outright Business						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
		(Outright Accounts)	sales, considering the age of procured commodities, prevailing market prices, expected bid values, expected handling/storage cost, and other aspects considered at the initiation/proposal stage.							
OM_079			System should allow BO user to define the auction parameters for disposal, such as commodities, total quantity, lot sizes, warehouse locations, dates of auction, reserved prices, etc.	Outright Business						
OM_080			System should allow BO user to submit the disposal plan and auction parameters for approval of branch head, division head, finance, and competent authority through the workflow-based approval process.	Outright Business						
OM_081			System should allow the BO user to publish/push the approved auction parameters and auction schedule to e-auction portal or the multi-portal	Outright Business	Yes	API based integration with e- Auction				

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
			management system for the disposal of commodities under outright accounts			System(s)/ Platform(s)				
OM_08 2			System should be able to receive the auction result and update the stock position and block the concerned stocks in inventory management module after the completion of the auction process in the e-Auction system	Outright Business						
OM_08 3			System should be able to confirm the debit the blocked stocks in the inventory management module after the successful lifting of auctioned stocks from the warehouse	Outright Business						
OM_08 4			System should be able to capture and mark the stocks in Outright Accounts as 'Raw Material (RM)' in the inventory module, if the same is pushed for an OTR-based auction (or similar) in the e-Auction system	Outright Business						
OM_08 5			System should be able to track the lifting of 'raw material (RM) and receipt of	Outright Business						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
			finished goods (FG) for sale through retail business division							
OM_08 6			System should be able to provide commodity/finished goods (FG) wise and location wise available stock position/ inventory details to the Retail Business Division module	Outright Business						
OM_08 7			System should allow the branch user to block the disposal quantity of commodities in Outright Accounts in the inventory and create/schedule e-auction(s) and shall be able to push the same to the e-Auction portal of NAFED and	Outright Business						
OM_08 8		Sales Return	System should have functionality to handle sales returns efficiently, considering different timelines for replacements and refunds	RBD						
OM_08 9			System should automate Return to Origin (RTO) reconciliation, based on logistics provider data and warehouse records,	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
			reducing revenue losses from unprocessed or delayed returns							
OM_090			System should have to functionality to track defective batches, even if initially marked as non-defective, enabling better recall and reporting	RBD						
OM_091			System should have functionality to automate reconciliation for returns processed via multiple sales channels, integrating logistics provider data and warehouse records	RBD						
OM_092	Warehouse Management	Inventory Ageing Management	System should have the functionality to manage batches and lot tracking based on manufacture and expiry dates, ensuring accurate inventory control and compliance with quality regulations	RBD						
OM_093			System should have the functionality to track real-time aging of inventory items for better stock rotation and cost control	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_09 4			System must have functionality to map external stock keeping unit codes to internal stock keeping unit codes (B2B)	RBD						
OM_09 5			System should have the functionality to track ageing inventory and optimize stock movement to reduce obsolescence	RBD						
OM_09 6			System should have the functionality to provide notification based on product ageing and expiry	RBD						
OM_09 7			System should have the functionality to generate real-time inventory valuation reports, ensuring accurate financial reporting	RBD						
OM_09 8			System should have functionality for real-time, stage-wise reporting for tracking quality checks and put-away pending status for improved visibility and efficiency	RBD						
OM_09 9			System should have the functionality to provide real-time reports on storage	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
			utilization, stock levels, and movement across locations							
OM_100			System should have the functionality to allow tracking and visibility of past (backdated) inventory records	RBD						
OM_101			System should have the functionality to calculate the number of days a particular inventory remains in the warehouse to determine the applicable storage charges for warehouses/storage location	Common						
OM_102			System should include an SKU (Stock Keeping Unit) Control Tower module to monitor SKU (Stock Keeping Unit) ageing between 45 to 90 days and trigger alerts when thresholds are met	RBD						
OM_103	Reporting	Reports and Dashboards	System should have the functionality to generate below reports but not limited to - - Import and Export Order Details - Tracking PO status - Invoice Status reports - Daily, weekly and monthly Auctioning reports	Common						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
			- Daily, weekly and monthly disposal reports							
OM_104			System should have the capability to generate customizable reports tailored to meet specific business requirements	Common						
OM_105			System should have the functionality to provide dynamic and customizable dashboards with visual insights for effective decision-making	Common						
OM_106	Master Data Management	Customer Master	System should have functionality to create and manage customer master's by capturing the customer related details	Common						
OM_107			System should have the functionality to send customer once created for approval based on the approval matrix defined in the system	Common						
OM_108			System should have the functionality to assign a unique customer ID for each customer record	Common						
OM_109			System should have the functionality to capture and maintain multiple contact	Common						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
			persons for corporate customers, including their roles and contact details							
OM_110			System should have the functionality to support duplicate checks to prevent redundant customer records	Common						
OM_111			System should have the functionality to create, update, and delete customer records	Common						
OM_112			System should have the functionality to log and track changes made to customer records with audit trails	Common						
OM_113	POS	Inventory Management	Ability to manage stocks for different SKUs.	RBD						
OM_114			System should be able to alert user in advance (number of days configurable) on reorder requirements based on current inventory and sell patterns.	RBD						
OM_115			Ability to record received materials and update stock levels accordingly.	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_11 6			Ability to track and report any discrepancies between ordered and received quantities.	RBD						
OM_11 7			Ability to use predictive analytics to forecast sales needs based on history and trends.	RBD						
OM_11 8		Master Data Management	Ability to add, edit and manage items in the inventory	RBD						
OM_11 9			Ability to manage detailed receipt, including information on Quantity sold along with item no.	RBD						
OM_12 0		Order Management	Ability to review orders summary including total price and any discounts	RBD						
OM_12 1			Ability to generate and manage invoices	RBD						
OM_12 2			Ability to split the bill by amount, by item, or by percentage	RBD						
OM_12 3			Ability to automatically send notifications upon transaction completion, ensuring customer receive confirmation & proof of payment	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_12 4			Ability to provide a digital receipt to the guest via email or SMS.	RBD						
OM_12 5			Ability to accept different payment methods, including cash, credit/debit cards, and mobile payments, or let guests add their food bill to their hotel bill	RBD						
OM_12 6		Integration	Ability to integrate with different payment gateway.	RBD						
OM_12 7			Ability to integrate with ERP Solution.	RBD						
OM_12 8			Ability to Integrate with e-commerce platform.	RBD						
OM_12 9		Operations Management	Ability to reconcile cash, card, and digital payments at the end of the day.	RBD						
OM_13 0			Ability to flag any discrepancies in sales versus actual cash and inventory.	RBD						
OM_13 1			System should provide with overview of total sales, profits, and expenses during the day close	RBD						

Functional Requirement Specifications Order Management – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							R A	C U	C D	T P
OM_13 2			System should notify about the pending payments	RBD						

5.3 Hire to Retire

Functional Requirement Specifications for Hire to Retire

Key capabilities that streamlines processes, empowers employees and collaborate across the organization

L1	Hire to Retire										
L2	Workforce Management	Transfer/Reall ocation Management	Hire	Emp Details	Insurance	Appraisal	Separation	Expense	Training & Development	Performance Management	Leadership & Management Development
L3	Manage Time & Attendance	Transfer/Reallo cation of employee	Job Posting	Emp Details	Insurance	Appraisal	Resignation & Retirement	Expense Management	Employee Training	Collaboration	Manage Item Master
	Rules & Regulation		Hire Candidate			Approval	Resignation Approval		Mentorship & Internship Programs		Managed State Procurement Agencies (PA)
	Children Allowance declaration		Probation			Increment			Children Allowance declaration		Manage Warehouses
	Reporting and Dashboarding										

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
H2R_001	Workforce Management	Manage Time & Attendance	System should support leave management for all employees. It must be able to capture the leave data from the time and attendance systems/ biometric.	Personnel				
H2R_002			System should allow employees to be able to view their leave balance online	Personnel				
H2R_003			System should Maintain Leave: Privilege Leave/ Earned Leave, Casual leave, Sick Leave, etc.	Personnel				
H2R_004			System should have the ability to calculate the leave encashment of the employees	Personnel				
H2R_005			System should allow the personnel division to view the leave history of employees in the system along with leave analytics	Personnel				
H2R_006			System should guide employees through step-by-step instructions on how to view their leave balance online or apply for leave	Personnel				
H2R_007			System should have ability to track the attendance details of the employees	Personnel				
H2R_008			System should have the provision to execute Leave approval at central level.	Personnel				
H2R_009			System should have ability to tag the performance of the employees to the KPIs	Personnel				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
H2R_010		Rules & Regulation	System should have the functionality to capture or manage all admin processes like management of accommodation, rented accommodation, office premises, vehicle, telecom, relocation etc.	Personnel				
H2R_011		Children Allowance declaration	System should have the Children Allowance Form and should allow employees to fill up children allowance details	Personnel				
H2R_012	Transfer/ Reallocation Management	Transfer/ Reallocation of employee	System should have ability to support employee transfer or reallocation process with necessary approval workflow. Transfer of employees is confidential; hence system should have proper access control.	Personnel				
H2R_013				Personnel				
H2R_014	Hire	Job Posting	System should be able to fetch the recruitment details into the system.	Personnel				
H2R_015			System should also prompt if there is no internal talent available for some key positions (HODs).	Personnel				
H2R_016			System should allow manpower forecast for the whole year. The recruitment team should be able to integrate this information with the existing vacancies and come up with a consolidated manpower planning for the entire NAFED.	Personnel				
H2R_017			The system should be able to define job/position tasks, responsibilities, requirements, skills and competencies.	Personnel				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
H2R_018			System should be able to retrieve suitable candidates for a vacancy using variety search methods such as key words etc.	Personnel				
H2R_019			System should have the ability to search for existing vacancies.	Personnel				
H2R_020			System should be able to seek approvals for recruitment.	Personnel				
H2R_021			System should also be able to benchmark skills, competencies, compensation, job descriptions etc. with competition	Personnel				
H2R_022			The system should be able to update pre onboarding data in the system automatically before employee onboarding (ex BGV)	Personnel				
H2R_023			System should have the ability to generate an employment offer	Personnel				
H2R_024		Hire Candidate	System should have the provision to create job seekers information template so that job seekers will be able to submit their information in a specific format.	Personnel				
H2R_025			System should have the ability to search for existing vacancies	Personnel				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
H2R_026			System should convert applicants to employees once hired	Personnel				
H2R_027			System should have the ability to create a new employee in the system with all the required details like credentials, employee ID, etc.	Personnel				
H2R_028			System should be able to track the pre joining checklist and integrate with BGV or police verification, any assessment, medical partners.	Personnel				
H2R_029			System should help progress an applicant through the recruitment process such as sending notification for interview, update responses, seek approval for offer through self-service. Interview Panel set up should be through the system as well.	Personnel				
H2R_030		Probation	The system should be capable of tracking the probation period of new employees.	Personnel				
H2R_031	Emp Details	Emp Details	System should maintain employee master data.	Personnel				
H2R_032			System should have provision for Capturing the Medical Assessment details, Work preferences, Bank Details, Vehicle Details, Covid Tracker & Vaccination details, Long Service Awards details, Languages Known, Contract employees counts on various parameters (gender, disability, caste, department), DOJ for Long	Personnel				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
			Service Award, Special Employee Benefit (SEB) process					
H2R_033			System should allow to change any employee details after approval from competent authority.	Personnel				
H2R_034			System should allow employees to view and update his personnel information, including own achievements	Personnel				
H2R_035			System should allow employees to access his bank information	Personnel				
H2R_036			System should maintain previous Employer details	Personnel				
H2R_037			System should have the provision for Mass Uploads options for various features / steps like - upload of new joiners, bank details, salary details, Aadhar & Pan details, mobile no's, attendance etc.	Personnel				
H2R_038			System should have the provision to view organization hierarchy in graphical mode	Personnel				
H2R_039			System should allow each position to be identified by a position title such as Manager, AGM, Engineer etc. System should allow positions to be associated with Grades of employee	Personnel				
H2R_040			System should allow defining salary structure details	Personnel				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
H2R_041			System should have the ability to define key benefits associated with each position	Personnel				
H2R_042			System should have ability to calculate Medical, LTA, insurance & Loss of pay in system and it should be integrated with payroll	Personnel				
H2R_043			System should have ability to maintain the Pension, EPF, ESI & PT deduction details in system. And system should be able to support calculation and process the payments of the same to the statutory authorities	Personnel				
H2R_044	Appraisal	Appraisal	System should have ability to track the appraisal of employees	Personnel				
H2R_045			System should have ability to communicate appraisal ratings to employees	Personnel				
H2R_046			System should allow periodic feedback from reporting manager regarding employee performance.	Personnel				
H2R_047		Approval	System should have ability to support approval workflow for the appraisal and increment.	Personnel				
H2R_048				Personnel				
H2R_049		Increment	System should have ability to generate increment letters for employees	Personnel				
H2R_050			System should be able to send the increment letter through automatic mails.	Personnel				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
H2R_051	Separation	Resignation & Retirement	System should have the ability to capture and record employee separation information (reason of separation etc).	Personnel				
H2R_052			The system should allow updating the clearance checklist directly by the employee upon termination or departure. There should be an approval workflow whereby the manager can approve this	Personnel				
H2R_053			System should have the ability to cater to employee exit or retirement processes.	Personnel				
H2R_054		Final Settlement & Letter	System should have the ability to handle final settlement process of the employee in system	Personnel				
H2R_055			System should have the ability to generate Relieving letter and experience letter	Personnel				
H2R_056			System should allow to view/approve employee transactions (leave, reimbursements, benefits - FM and SEB, advance payment)	Personnel				
H2R_057	Insurance	Insurance	System should have ability to provide necessary information for the employee and group insurance policies and integrate with different insurance vendors	Personnel				
H2R_058			System should have a portal to claim medical reimbursements	Personnel				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
H2R_059	Expense	Expense Management	System should allow employees to enter expense reports online using a standard web browser and approval for the same	Personnel				
H2R_060			System should facilitate the employee to book travel expenses in the system. Subsequent approval mechanism must be provided within the system.	Personnel				
H2R_061			System should allow travel Advance to be approved by competent authority. Approver of Travel Advance and recipient of Travel Advance should be maintained in system.	Personnel				
H2R_062			System should allow advances made to staff should be tracked by the system. These advances should be available to be partially or fully applied or offset against employee expense claims.	Personnel				
H2R_063	Report Generation	Report Generation	System should allow to design and generate report regarding branch wise & HO employee strength, Seniority wise employee data, dependent details, branch manager and state head details and their deployment duration etc.	Personnel				
H2R_064			System should allow to filter out a single or a set of employees' details.	Personnel				
H2R_065			System should Identify training needs of individual.	Training				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
H2R_066	Training & Development	Employee Training	System should allow learners to be able to create their own learning paths that consists for courses they want to take	Training				
H2R_067			System should allow to schedule training sessions on policies, ethics, and organizational vision and invite participants	Training				
H2R_068			System should allow to schedule induction training sessions	Training				
H2R_069			System should allow to schedule National & International Programs, Seminars, Workshops, and Conferences.	Training				
H2R_070		Mentorship & Internship Programs	System should allow to formal mentorship programs for new employees.	Training				
H2R_071			System should allow to schedule induction training sessions	Training				
H2R_072			System should allow to generate internship training certificate	Training				
H2R_073		Study Tour and Industry Exposure	System should allow to organize and schedule study tours and should allow to invite participants.	Training				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
H2R_074	Performance Development	Collaboration	Associating with reputed institutions such as ASCI Hyderabad, LBSNAA Mussoorie, CICTAB Pune etc. for specialized training programs.	Training				
H2R_075	Leadership & Management Development	Leadership Training	System should allow to organize and schedule leadership development program and invite participants	Training				
H2R_076			System should allow to organize and schedule general management program and invite participants	Training				
H2R_077			Enhancing leadership skills through exposure to diverse roles and responsibilities	Training				
H2R_078	Training Record Management	Record Management in HRMS Portal	System should maintain training budget.	Training				
H2R_079			System should Course Details should store the following information: 1. Title 2. Duration 3. Course language 4. Institute 5. Location 6. Date 7. Cost	Training				

Functional Requirement Specifications Hire to Retire – Level 1								
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
			8. Trainer					
			9. Target Audience					
			10. Feedback					
H2R_80			System should maintain training course and learner wise attendance.	Training				
H2R_81			System should update employee skill information post training period.	Training				
H2R_82			System should update employee skill information post training period.	Training				
H2R_83			System should have ability to handle Training process (training invites, accept/reject of invite, enrolment, attendance, effectiveness, cancellation requests) in system.	Training				
H2R_84			System should have ability to track the effectiveness of training program (Course/Instructor evaluation).	Training				
H2R_85			Ability to bring trainee feedback and information back to learning and training inputs for staff.	Training				

5.4 Finance and Accounts

Functional Requirements Specifications for Finance & Accounts

Key capabilities that streamlines processes, empowers employees and collaborate across the organization

L1	Record to Report (Finance & Accounts)												
L2	General Ledger	Accounts Payable	Account Receivable	Budgeting Forecasting	Tax Filing & Compliance	Payroll Compensation Mgmt.	Audit and Compliance	Cash & Bank Mgmt.	Contingency Expense Mgmt.	Share Capital	Fixed Assets	Reporting	Master Data Mgmt.
L3	Journal Entry	Payment Processing	Collection Mgmt.	Forecasting	TDS Calculation	Employee Data Mgmt.	Statutory Audit	Cash Payments	Expenses Heads	Master data and Registration	Asset Master Mgmt.	Financial Statements	Define Masters
	Account Reconciliation	Interest	Invoice	Budget	Income Tax Calculation	Payroll Processing	Internal Audit	Bank Account Mgmt.	Expense Submission	Share certificate allotment	CAPEX Budget	Regulatory Compliance	
	Consolidation	Requisition		Fund Mgmt.	GST Calculation	PF Trust Accounting		Fixed Deposit Mgmt.	Approval Workflows	Share Transfer/Return	Asset Acquisition & Capitalization	TDS Reports	
	Banking Transaction				Submission				Final Payments/ Disbursal	Reports	Depreciation Mgmt.	GST Reports	
	Financial Closing										Asset Transfers	Audit Reports	
											Asset Disposal/Retirement	New Requirement	
											Asset Tracking		
											Financial Integration		
											Impairment		
	Reporting and Dashboarding												

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_01	General Ledger	Journal Entry	System should be able to configure as per the accounting standards, company act, income tax act and multi state cooperative act.						
FA_02			System should have the ability to manage financial accounts by categories (assets, liabilities, equity, income, and expenses).						
FA_03			System should have the ability to ensure accuracy of GL balances, reconciles with bank statements, and clears discrepancies.	Yes	Bank servers and portals for financial reconciliation				
FA_04			System should automatically classify costs, revenues, and operational expenses under relevant financial heads.						
FA_05			System should classify ledgers into Salary and Non-Salary based on predefined rules and generate vouchers accordingly.						
FA_06			System has the ability to define each commodity wise dedicated P&L statement, and other PSS and PSF statements (as per Government requirement) i.e. Trial Balance, Balance sheet, inventory detail, etc.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_07			System must maintain audit trails for all journal entry activities (creation, modification, approval).						
FA_08			System should allow manual JV posting by authorized users with approval workflow, reversal capability, and mandatory remarks for reversals.						
FA_09			System should allow role-based access to define and edit chart of accounts, account groups/subgroups, with standard classification for financial reporting.						
FA_10			The non-Salary components include rent, commissions, payments to professionals, contractual employees, etc.						
FA_11			System should integrate with AP, AR, Payroll, and other modules to automate journal entries with manual adjustment options.						
FA_12			System should have data validation rules and ability to add any rules to ensure accuracy and adherence to accounting standards.						
FA_13			System should support vendor onboarding via request and approval workflows, auto-						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			generate vendor ledgers, maintain centralized vendor master, support multiple/special ledgers, and auto-calculate taxes.						
FA_14			System should have capability to block and unblock GL codes as per the defined timelines.						
FA_15			System should have the functionality to notify concerned stakeholders of any blocking/deactivation of master data.						
FA_16			System should have the functionality to create and manage statutory auditor profiles.						
FA_17			System should have the functionality to implement role-based access control to ensure appropriate access of financial data and reports to the auditors.						
FA_18			System should have the functionality to create and manage internal auditor profiles.						
FA_19			System should have the functionality to implement role-based access control to ensure appropriate access of data for internal audit.						

Functional Requirement Specifications									
Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_20			System should be able to set up predefined templates for journal entries.						
FA_21			System should be able to park and post transactions to General Ledger.						
FA_22			System should be able to migrate existing vendor data.						
FA_23			Post vendor registration, the system should have the ability to automatically generate a vendor ledger with all necessary details, such as: Vendor Name Vendor Code PAN (Permanent Account Number) GST Details (GSTIN, tax category, applicable rates) MSME Certification						
FA_24			The system should maintain a centralized vendor database for efficient management of vendor information.						
FA_25			Users should be able to create request for vendor master creation with mandatory fields						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			defined and should be able to define approval workflow.						
FA_26			System should have the ability to process and track Bank Payments (BP) for vendor and other payments.						
FA_27			System should have the ability to manage Cash Payments (CP) with proper authorization workflows.						
FA_28			System should be able to support Reverse Charge Mechanism (RCM) for tax compliance.						
FA_29			System should have the ability to issue and track tax invoices (TI) for taxable sales as per GST compliance.						
FA_30			System should have the ability to process Bank Receipts (BR) for incoming payments.						
FA_31			System should have predefined tax codes and rules for different types of liability transactions.						
FA_32			System should have the ability to automatically calculate and deduct applicable taxes like (GST, CGST) based on pre-configured and pre-defined tax codes and rules.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_33			There are 10 Government schemes other than PSS & PSF in which NAFED is one of the implementing agencies and currently, none of the schemes are DBT enabled.						
FA_34			System should have the ability to centralize all financial data, making it accessible from a single platform.						
FA_35			System should have capability to add / delete GL codes to authorized person.						
FA_36			System should enable for master data maintenance and governance in system for Profit Centres (PC) and Cost Centre (CC) masters based on branch wise, commodity wise.						
FA_37			System should have the ability to define and categorize different transaction types.						
FA_38			System should have the ability to record transaction based on predefined rules.						
FA_39			System should have the ability to generate income statements, balance sheets, P&L, and cash flow statements for both head office and						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			branches, commodity-wise and branch-wise as per the companies act or format prescribed.						
FA_40			System should have the ability to define recurring journal entries for automated posting at specified intervals (daily, weekly, monthly), with options to review before posting						
FA_41			The system should allow for the creation and posting of manual journal entries by authorized users with approval workflow.						
FA_42			System should allow for defining account groups, sub-groups, sub-ledger, and individual accounts with detailed descriptions which should be standard across Head office and Branch.						
FA_43			System should have the ability to define and customize financial statement formats to meet regulatory and internal reporting requirements.						
FA_44			System should have the ability for role-based access to edit the chart of accounts, allowing users to add and modify to meet specific business needs and regulatory requirements.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_45			System should allow for the users to map and edit the new ledgers to different codes in the system.						
FA_46			System should allow authorized users or give role-based access to update master data.						
FA_47			System should integrate with AP, AR, Payroll, and other modules to automate journal entries based on transactions with manual adjustment options.						
FA_48			System must maintain audit trails to track the creation, modification, and approval history of journal entry activities.						
FA_49			System should have the ability to edit and enable the reversal of a particular voucher in case wrong payment is made to employees or vendors, with mandatory remarks for reversals.						
FA_50			System should have the ability to allow for the creation of multiple ledgers/special ledgers for the same vendor and automatically calculate taxes based on pre-defined rules.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_51		Account Reconciliation	System should have the ability to categorize and manage financial accounts into standard classifications (assets, liabilities, equity, revenue, expenses) for consistent financial reporting.						
FA_52			System should have predefined tax codes and rules for different types of liability transactions.						
FA_53			System should have the ability to ensure accuracy of GL balances, reconciles with bank statements, and clears discrepancies with option of manual checking.						
FA_54			System should have manual reconciliation capabilities to address unmatched transactions.						
FA_55			System should facilitate inter-unit reconciliations between different branches or departments within NAFED.						
FA_56			System should have the ability to park and post any financial entry with an option for branches and head office to confirm before the posting of the final entry for any financial and						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			banking transaction with automated notifications and alerts.						
FA_57			System should have the ability to flag discrepancies for manual review.						
FA_58			System should have the ability to assign branch wise cost centre code for tracking revenue, expenses, etc.						
FA_59			System should have the ability that each branch, department, or commodity has a dedicated ledger to ensure structured financial tracking.						
FA_60			System should have the ability to define approval workflows for reconciliation mismatches.						
FA_61			System should allow for streamlined approval workflow for changes to the Chart of Accounts within the ERP system, eliminating the need for manual service requests.						
FA_62			System should allow for integration with bank statements for upload, download and import of transaction data.	Y	Integration with bank payment systems for payments				

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_63			System should be able to compare and automatically reconcile the TDS deducted by parties (customers/vendors) with actual TDS deposited in the government portal (26AS form) and flag any discrepancies for review. 26AS reconciliation and report to be given TAN Wise party wise which is linked/integrated with branch vouchers commodity wise	Y	Through APIs or data exports, ensuring real-time or batch-wise synchronization with Webtel SOFTWARE /TDS TRACES Portal and 26AS FROM INCOME TAX PORTAL				
FA_64			System should allow seamless validation and reconciliation of TDS payments with corresponding invoices before filing.						
FA_65			System should allow seamless validation and reconciliation of GST filing on the basis of import of GSTR 2A/2B file from GST portal.	Y	API integration with the GST portal				
FA_66			System should be able to auto-calculate TDS based on predefined rates for different vendor						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			categories and transaction types as per provision of Income tax Act.						
FA_67			System should have the ability to update and manage TDS master based on regulatory updates.						
FA_68			System should have the ability to generate TDS related reports for regulatory reporting, remittance and return filling.						
FA_69			System should facilitate automatic calculation and collection of TCS for applicable transactions.						
FA_70			System should have the ability to update and manage TCS master based on regulatory updates.						
FA_71			System should have the ability to generate TCS related reports for regulatory reporting, remittance and return filling.						
FA_72			System should have the ability to generate detailed payroll accounting reports, including individual transaction wise reconciliations between payroll entries and bank transactions.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_73			System should automatically consolidate invoices generated by different branches into a centralized database.						
FA_74			System should automatically reconcile invoices with corresponding transactions (e.g., payments, receipts) to ensure that all financial data is accurate and consistent.	Y	Integration with bank statements for automatic download and import of transaction data				
FA_75			System should have the ability to automatically generate invoices and vouchers based on predefined templates and transaction data.						
FA_76			System should have the functionality to allocate and set budget limits in the system for various heads.						
FA_77			System should have the ability to implement a workflow-driven budgeting process, automating the initiation, preparation, review, approval, and revision of budgets.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_78			System should allow for budget creation based on departmental needs and budget planning hierarchy.						
FA_79			System should provide functionalities for creating and analysing multiple budget scenarios based on different assumptions and business conditions.						
FA_80			System should have the ability to generate customizable reports on budget performance, comparing actuals with forecasts and highlighting variances.						
FA_81			System should automatically check for budget availability during expense accounting, ensuring funds are available before proceeding with the invoice posting.						
FA_82			System must support PO and non-PO invoice processing, with workflows and approval processes automatically triggered based on pre-defined spending limits and support an approval matrix for various invoice types.						
FA_83			System should have the ability to automatically account for TDS based on TDS						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			master and vendor mapping to service category.						
FA_84			The system should enable cost allocation to specific business units during invoice processing, providing valuable departmental spending insights.						
FA_85			System should have capability to read invoices (OCR) received in functional mailbox / uploaded and perform first level data capturing for invoice processing.						
FA_86			The system should enable efficient matching of invoices with corresponding service orders and bills for verification.						
FA_87			System to have capability to generate customized reports as per the need and requirement.						
FA_88			System should have the ability to integrate with other financial modules (e.g., accounts payable, accounts receivable, cash management) to provide accurate and up-to-date financial information.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_89			The system should automate payment processing for cashier section based on approved invoices and vendor payment terms.						
FA_90			System should the ability to predefine approval workflows for fund release processes.						
FA_91			The system should facilitate regular reconciliation of accounts payable records with bank statements for discrepancy identification and resolution, ensuring accurate financial records.						
FA_92			System should have the ability to maintain audit trails for all fund release transactions.						
FA_93			System should have the ability to automatically process, and route submitted invoices for approval based on predefined workflows.						
FA_94			System should have the ability to notify and trigger alerts to relevant stakeholders (e.g., approvers, finance team) for timely processing and approval.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_95			System should have the Ability to define and execute closing procedures, including account reconciliations, adjustments, and period-end closing entries.						
FA_96			The system should automate the month-end and year-end closing process for the general ledger.						
FA_97			The system should provide comprehensive functionalities for bank account reconciliations with download and import of bank statements functionality.						
FA_98			System should allow for automatic identification of inter-unit transactions (e.g. transfer between PSS and PSF schemes, inter branch transfer) based on pre-defined parameters (e.g., branch codes, account types).						
FA_99			System should have the ability to assign unique codes to different financial accounts making it easier to generate balance sheets and P&L statements automatically.						
FA_100			System should have the ability to define and automatically consolidate commodity-wise						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			dedicated P&L statements, balance sheets, cash flows, and other PSS & PSF scheme statements into the organization-wide financial system.						
FA_101			System should have the ability for automatic consolidation of financial data and balance sheets from multiple sources, commodities or branches.						
FA_102			System should have manual reconciliation capabilities to address unmatched transactions.						
FA_103			System should provide functionalities for automatic matching of bank transactions with general ledger entries based on pre-defined rules (e.g., date, amount, reference number).						
FA_104		Consolidation	System should automatically classify costs, revenues, and operational expenses under relevant financial heads on consolidated basis						
FA_105			System should have the ability for automatic consolidation of financial data and balance sheets from multiple sources, commodities or branches						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_106			The system should enable setting up branches, business units, and aggregating financial data from different entities to produce consolidated financial statements and balance sheet						
FA_107			System should have the ability to integrate with different bank portals						
FA_108			System should allow for integration with bank statements for upload, download and import of transaction data						
FA_109			System should have the functionality of automated matching of bank transactions with general ledger entries based on pre-defined rules						
FA_110		Financial Closing	System should allow for integration with reporting tools (e.g., BI 360) for further analysis and visualization of financial data.						
FA_111			System should have drill-down capabilities to access detailed transaction data behind specific line items in the financial statements.						
FA_112			The system should have the functionality to close book of accounts monthly / yearly and						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			as per prescribed period dates as and when required.						
FA_113			System should allow for additional months for financial closing.						
FA_114			System should have the ability to view cumulative reports related to financial closing, opening transfers etc. As per prescribed dates and no. Of years.						
FA_115			System should have the ability to generate ministry-compliant P&L statements based on pre-configured templates.						
FA_116			System should have the functionality to configure financial templates aligned with customized regulatory formats.						
FA_117			System should have the ability for role-based access to review and validate branch-level financial data before final submission.						
FA_118			The same format is circulated to all the branches to prepare the P&L Statements and the Balance Sheets.						
FA_119			The system should enable setting up branches, business units, and aggregating						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			financial data from different entities to produce consolidated financial statements and balance sheet.						
FA_120			System should have the ability for automatic consolidation of financial data and balance sheets from multiple sources, branches, and Head Office into a consolidated financial statement with options for users to check and modify.						
FA_121			System should allow to create, display, change, delete, and block head office and branch accounts in the system.						
FA_122			System should have the ability to enable branch accounting for individual branches to have their own books, G/L Balances, Balance Sheet & P&L for all or any of the combinations of branches.						
FA_123			The system should provide parametrization options for financial statements (P & L, Balance Sheet, Cash Flow Statement) to customize them based on organization's reporting standards.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_124			The system should allow defining report requirements for various internal and management purposes, including Business operations, Specific needs of different departments or branches.						
FA_125			The structure should facilitate template flexibility for adaptation and customization to meet changing reporting requirements.						
FA_126			The system should provide pre-configured regulatory reporting.						
FA_127			System should have the ability of ensuring detailed, real-time tracking of each transaction while still allowing for consolidated reporting.						
FA_128			System should have the ability to record each remittance separately (e.g., three ₹100 transactions instead of one ₹300 entry sent from branch to head office or vice-versa).						
FA_129			System should have the ability to allow for branch-wise, date-wise, or transaction-wise reporting while maintaining transaction-level records.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_130			System should have the ability to generate income statements, balance sheets, P&L, trial balance, inventory schedule, and cash flow statements for both head office and branches, including ministry-compliant formats based on pre-configured templates as per regulatory requirements.						
FA_131			System should have the ability to configure workflow-based approvals for reviewing, finalizing, editing, and approving yearly accounts and validating branch-level financial data before final submission.						
FA_132			System should have the ability to generate reports as on date, MTD, YTD as and when required.						
FA_133			The system should automate the month-end and year-end closing process for the general ledger.						
FA_134	Accounts Payable	Payment Processing	System should have the ability to integrate procurement data for financial approvals to ensure payments are made only for sanctioned quantities	Y	Other procurement portal to send the final procured data				

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
					farmer wise to the finance team				
FA_135			System should have the ability to map CC (cash credit) limit accounts in system for tracking of fund allocation, utilization, and payment						
FA_136			System should allow payment request initiation from branches						
FA_137			System should have the ability to automate HO approval workflow						
FA_138			System should have the ability to map branch wise sub-CC (cash credit) utilization under main CC limit maintained at HO if required						
FA_139			System should have the functionality to send the final procured data farmer wise to the finance team						
FA_140			System should have the functionality to provide farmers view on their payment status for a particular season procurement						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_141			System should have the functionality to send the approved payment files of farmers to bank servers for payments under DBT scheme						
FA_142			System should have the ability to manage CC (cash credit) limits at HQ						
FA_143			System should have the ability to define a digital workflow for branches to submit transaction-based fund requests						
FA_144			System should have the ability to validate that transaction-based fund requests are backed by WHRs						
FA_145			System should have the functionality to create daily procurement report (DPR) based on the procurement data input by the PA						
FA_146			Direct Benefit Transfer (DBT) module is in the process of implementation in the future						
FA_147			System should have the ability to track SLAs reimbursements						
FA_148			System should have the ability that branches to submit digital reimbursement requests in						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			system, auto validated against procurement records and predefined cost parameters.						
FA_149			System should have the ability to record HQ reviews over fund transfer if any.						
FA_150			System should have the ability to automate approval workflows.						
FA_151			System should have the functionality to capture incidental charges. The incidental charges include but not limited to - - Logistics - Loading and unloading - Warehouse charges - Packing and Gunny bags						
FA_152			System should have the functionality to send the incidental charges to the NAFED branch and head office based on the approval matrix defined in the system						
FA_153			System should have the functionality to calculate the incidental charges line item wise based on the incidental rates defined in the system						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_154			System should have the functionality to allow SLAs to upload proof documents against a particular incidental charge line item and it should be verified by branch and division before submission to F&A division						
FA_155			System should have the functionality to process incidental charges submitted by the SLAs along with proof and route them to the respective branches, NAFED marketing and finance teams for approval, based on the delegation of authority defined in the system.						
FA_156			System should have the ability to auto-validate digital reimbursement claims against procurement records and predefined cost structures.						
FA_157			System should have the ability to integrate with different banking systems for direct SLA reimbursement						
FA_158			System should have the end-to-end functionality to manage procurement including initiation request, farmer registration, collection, payments, inventory management,						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			vendor management, etc. (requirements covered in detail for pulses and oilseeds)						
FA_159			System should have the ability to automate approval workflows.						
FA_160			System should have the ability to reconcile procurement payments						
FA_161		Interest	System should have the ability to automate interest calculations for each operation, integrating transaction data from inter-PSS commodity transfers						
FA_162			System should have the ability to configure system based notional interest charging based on predefined rates and transaction timelines						
FA_163			System should have the ability to track CC interest expenses						
FA_164			System should have the ability to automatically calculate CC interests based on bank statements and predefined rates						
FA_165			System should have the ability to generate system-based reimbursement claims for submission to the Ministry of Agriculture as per pre-defined or customized formats						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_166			System should have the ability for automation of approval, submission, and tracking of reimbursement requests.						
FA_167			System should have the ability to automatically record monthly interest debits/credits from bank statements						
FA_168			System should have the ability for auto-reconciliation of interest debits and CC adjustments						
FA_169			System should have the ability to automatically calculate interest on CC account withdrawals, integrating inter-commodity PSS transaction data.						
FA_170			System should have the functionality for configuration of system-based interest computation, applying predefined rates and transaction timelines to ensure accuracy.						
FA_171		Requisition	System should have the ability to provide role-based access to send requisition requests and view reports related to branch remittances						
FA_172			System should have the functionality to capture mandate/Office Memorandum from						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
	Accounts Receivable	Collection Management	Department of Consumer Affairs (DoCA) for the procurement of buffer stock.						
FA_173			System should have the functionality to send the incidental charges to the NAFED head office and branch based on the approval matrix defined in the system.						
FA_174			System should have the functionality to submit the report to the NAFED stakeholder for approval based on the approval matrix defined in the system.						
FA_175			System should have the functionality to create daily procurement report (DPR) and disposal report based on the procurement and disposal data input by the federations.						
FA_176			System should have the functionality to integrate with other disposal portal to send the final disposed data to the finance team.						
FA_177			System Should have the ability to automatically generate tax invoices for rental incomes based on predefined templates and transaction data.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_178			System should have the functionality for Bank collection that should be accounted automatically through integration with bank.						
FA_179			System should have ability to integrate with other financial modules (e.g., accounts receivable, general ledger) to provide accurate and up-to-date financial information.						
FA_180			System should have the functionality to send incidental charges and submit reports to NAFED head office, branches, and stakeholders for approval based on the approval matrix defined in the system.						
FA_181			System should have the functionality to integrate with other disposal portals and financial modules (e.g., accounts receivable, general ledger) to send final disposed data to the finance team and provide accurate and up-to-date financial information.						
FA_182		Invoice	System should have the ability to automatically generate tax invoices based on predefined templates and transaction data						
FA_183			System should have the ability to maintain a centralized database for all tax invoices,						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			allowing easy access and retrieval of invoice data						
FA_184	Budgeting and Forecasting	Forecasting	System should have the ability for users to prepare tentative cash flows and budgets in specific templates as required.						
FA_185			System should have the ability and workflows enabled to enable branches/offices to raise a salary requisition request directly in the system for approval.						
FA_186			System should have the ability to enable a structured approval hierarchy, ensuring that the request is reviewed before funds are released.						
FA_187			System should have the ability to calculate gross pay, bonuses, deductions, and net pay, integrating attendance and leave records.						
FA_188			System should have the capability to calculate salaries based on flexible deployment models to let users choose how they pay their people – in-house, outsourced, deputation, etc. Or using a hybrid approach.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_189		Budget	System should have the ability to automatically sync salary data from the payroll module eliminating manual data entry.						
FA_190			In the PSF scheme, advance fundings are provided by the Department of Consumer Affairs (DoCA).						
FA_191			The fund manager involved is Small Farmers Agri-business Consortium (SFAC).						
FA_192			The system should have robust fund management capabilities to track and manage the allocation and disbursement of funds. This includes earmarking funds for specific purposes and monitoring their usage.						
FA_193			The system should allow for detailed account assignment, ensuring that funds are correctly allocated to commodity accounts and branches. This includes maintaining accurate records of fund transfers and balances.						
FA_194			System should have the ability to enable an approval workflow to ensure that fund releases are authorized by the appropriate personnel						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_195			System should have the ability for users to prepare tentative cash flows and budgets in specific templates as required.						
FA_196			System should have the ability to provide role-based access to send requisition requests and view reports related to branch remittances.						
FA_197			DoCA assigns a limit for advance funding which is a limit in the portal and payment is made to the branches as & when as per the requirement.						
FA_198			System should have the ability to seamlessly integrate with other financial systems, such as PFMS, to facilitate smooth data exchange for payment process.	Y	PFMS Portal for validating farmer details, payment file process and fetching payment reports				
FA_199			Limit assignment is a procedure to have fun in the kitty however the bank statements are hit only for the amount that has been used.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_200			7 out of 10 schemes involve direct fund transfers through RTGS to NAFED head office from various ministries.						
FA_201			System should have the ability to seamlessly integrate with other financial systems, such as PFMS, to facilitate smooth data exchange and automate payment process.						
FA_202		Fund Management	System should have the ability to centrally manage CC (cash credit) limits at HQ						
FA_203			System should have the ability so that branch can submit digital CC fund requests backed by digital procurement reports, ensuring automated validation against available limits.						
FA_204			System should have the ability for users to prepare tentative cash flows and budgets in specific templates as required						
FA_205			System should have the functionality to send the final procured data farmer wise to the stakeholders for their approval based on the approval matrix defined in the system						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_206			System should have the functionality to create daily procurement report (DPR) based on the procurement data input by the PA						
FA_207	Tax Filing and Compliance	TDS Calculation	System should have the ability to calculates taxes, including TDS, VAT, GST, corporate tax, and other applicable taxes						
FA_208			System should have the functionality to update the TDS rates in case of any regulatory changes						
FA_209			System should have the ability to gather data on revenue, expenses, employee compensation, and other relevant areas for tax purposes.						
FA_210			System should have the ability to calculates taxes, including VAT, GST, income tax, and other applicable taxes						
FA_211			System should have the ability to review and manually adjust calculated tax data for filings as per local regulations.						
FA_212		Income Tax Calculation	System should have the ability to compute corporate income tax and allow for various scenario considerations						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_213			System should have the functionality to compute taxable income by appropriately classifying and adjusting allowable and disallowable expenses as per the sections laid down in Income tax act and incomes within a specified financial period						
FA_214		GST Calculation	System should have the ability for declaration of GST as per applicable slabs.						
FA_215			System should have the ability to maintain the GST rates for automatic calculations.						
FA_216			System should have the ability to generate the GST compliant invoices and no of invoices serial wise and as per state wise GST rates.						
FA_217			System should have the ability to generate JSON file for GST filling.						
FA_218			System should have the ability to maintain predefined rules for GST calculations and filling.						
FA_219			System should have the ability to generate customized to comply with GST regulation and facilitate reconciliation						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_220		Submission	System should support automatic generation and preview of TDS returns on a periodic basis for submission to tax authorities						
FA_221			System should allow seamless validation and reconciliation of TDS payments with corresponding invoices before filing						
FA_222			System should have the ability to update TDS manually in case of lower/nil deduction.						
FA_223			System should have the maker checker ability to manually review, edit and approve all tax calculations like GST, Income tax, reconciliation and filing/submissions.						
FA_224			System should have the ability to maintains audit trails for all financial transactions for compliance						
FA_225			System should be able to generate preview and has both the options for manual and automatically file the TDS returns ensuring timely submissions.						
FA_226			System should be able to support a one-step bulk PAN validation feature, allowing to						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			validate the PAN details of all relevant parties and employees in one go						
FA_227			If a branch receives a TDS certificate (Form 16A) from a party, system should have the ability to provide an upload functionality for automatic validation.						
FA_228			As soon as a party deducts TDS, system should have the ability to auto-record (however employee should confirm the transaction then only it will be saved) the deduction based on predefined rules						
FA_229			System should have the ability to auto-create (however employee should confirm the voucher then only it will be saved) journal vouchers for TDS deductions.						
FA_230			System should have the ability to ensure correct mapping of TDS under appropriate ledger heads like Salary, Professional Fees, Contractors, etc.						
FA_231			System should have the ability to automatically match TDS deductions with the corresponding invoices and payments						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_232			System should have the ability to calculates taxes including GST and other applicable taxes						
FA_233			System should have the ability to generate e-invoices with the bar codes						
FA_234			System should have the ability to generate necessary formats (JSON, Fuv and text) for tax filling.						
FA_235			System should have the ability to file the taxes/TDS and process the payments as per deadlines.						
FA_236	Payroll and Compensation Management	Employee Data Management	System should have the ability to have centralized employee data such as salary, benefits, and leave balances.						
FA_237			System should have the ability to have centralized employee data including job levels.						
FA_238			System should have the ability to have centralized employee data such as salary, benefits, and leave balances.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_239			System should be able to be accessible for employees to submit their income tax declaration for tax calculation as per the slabs.						
FA_240			System should be able to generate the form 16 for the employees which can be downloaded by the employees.	Y	Integrate directly with TRACES and the Income Tax Portal to maintain control through real-time tracking of TDS filings				
FA_241			System should have the ability to maintain the centralized employee data such as employee details, salary, benefits, and leave balance.						
FA_242			System should have the provision to view organization-related information (i.e. creation date etc.) along with position descriptions associated with organization and position holders.						
FA_243			System should have the capability to empower employees to quickly update their information						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			and complete HR tasks such as request for leave, request for LTC and for leave encashment.						
FA_244			System should have the ability to maintain the centralized employee data such as employee details, salary, benefits, and leave balance including data of contractual employees.						
FA_245		Payroll Processing	System should have the ability to automatically record payroll expenses in the general ledger based on payroll runs, including salaries, benefits, and deductions						
FA_246			System should have the ability to calculate gross pay including the basic pay, dearness allowance, HRA, Transport allowance, Children education allowance, etc.						
FA_247			System should have the ability to be integrated with bank payment systems, ensuring accurate and timely payments	Y	Integration with bank payment systems for payments				
FA_248			System should have the ability to classify salary credited from HO in same bank as of						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			HO and other banks. (List of all employees bank accounts)						
FA_249			System should have the ability to enable Head Office (HO) process the salaries centrally, and the system to ensure all branch-wise salary data is updated automatically						
FA_250			System should have the ability that once Head Office publishes salaries, branch heads can access their salary data in real-time (Ytd, Mtd)						
FA_251			System should have the ability to be integrated with bank payment systems, ensuring accurate and timely payments						
FA_252			System to have the ability to disburse the salaries either through the head office or through the respective branches						
FA_253			System should be able to interface with Time and Attendance system to collect all the relevant inputs like Leaves, Unpaid leaves etc.						
FA_254			System should have the ability to configure and update payroll rules for new pay commissions (e.g., 8 th Pay) via a user-friendly						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			interface, supporting multiple versions of pay structures						
FA_255			System should have the ability to automatically recalculate salaries, process arrears, and adjust tax deductions based on updated pay heads, with a preview option for validation						
FA_256			System should have the ability to maintain an audit trail of payroll changes and generate compliance reports (e.g., Form 16) to ensure transparency and regulatory adherence						
FA_257			System should have the ability to edit and modify the master tables through changeable fields						
FA_258			System should be able to support calculation and process the payments of the same to any statutory authorities						
FA_259			System should have ability to maintain and calculate arrears and recoveries, ex gratia, Gratuity, LTA, insurance, leave without Pay & Loss of pay in system based on pre-defined						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			payroll rules and it should be integrated with the HRMS						
FA_260			System should have the ability to disburse the employee salaries directly from the head office through banks	Y	Integration with bank payment systems for payments				
FA_261			System should have the ability to disburse the cumulative salaries to the individual branches through banks	Y	Integration with bank payment systems for payments				
FA_262			System should have the ability to upload pay fixation order released by the personnel division						
FA_263			System should have the ability to calculate and disburse theft and credit deduction and any credits pending for NAFED bazaar, car loan and scooter loan, sport deductions						
FA_264			System should have the ability to upload HRAs rules update order for any HRA changes.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_265			System should have the ability to upload medical allowances rate order as a documentary proof for audit trail.						
FA_266			System should have the ability to upload TA and children education allowance orders as a documentary proof for audit trail.						
FA_267		PF Trust Accounting	System should have ability to maintain and calculate the Pension, PF deduction details, employee contribution, employer contribution, settlements, Calculation of Interest on PF on yearly basis, PF Slip generation, managing investments, money paid to bank accounts, money paid to retired officers. Etc. In system						
FA_268			System should have the ability to maintain the various investment categories under the PF trust						
			Category 1: Central/State Govt Securities						
			Category 2: PSU						
			Category 3: Short Term Deposit						
		Category 4: Mutual Funds							
		Category 5: Asset Backed Securities							

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_269			System should have the ability to maintain the sale deal confirmation including investment per category as on date						
FA_270			System should have the ability to maintain the details of the securities (name & description) in each category						
FA_271			System should have the ability to maintain the deal date, settlement date and maturity date						
FA_272			System should have the ability to maintain the details of the PF advances MTD and YTD						
FA_273			System should have the ability to maintain the principal amount and bank details						
FA_274			System should have the ability to maintain the detailed tracking of all financial transactions, including contributions, withdrawals, and interest accruals						
FA_275			System should have the ability to create custom reports tailored to the specific needs of the PF trust both MTD and YTD						
FA_276			System should have an employee self-service portal providing employees with access to						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			their PF account details, loan eligibility, and annual statements						
FA_277			System should have the ability to maintain audit trail for the PF Trust accounting						
FA_278	Audit and Compliance	Statutory Audit	There is an Annual General Meeting (AGM) held by 30 th Sep, and the Statutory audit is done before that. The accounts along with Statutory Audit report are then placed before Board of Directors (BOD) and then final approval is obtained from general body at AGM.						
FA_279			The auditors are appointed through a panel set up by the Central Registrar of Cooperative Societies who have empanelled CA firms for cooperatives with revenue of greater than 500cr and less than 500cr of greater than 500cr and less than 500cr						
FA_280			System should have the functionality to support the creation & publishing of electronic tender documents through the E- auctioning portal						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_281			System should have the functionality to provide reasons to the CA firms regarding their selection or rejection post evaluation						
FA_282			System should have the functionality to allow the CA firms to upload details and documents like PAN, GST, branch details, Turnover and other legal documents						
FA_283			System should have the functionality to automatically firm documents through API based integration based on the compliance requirement defined by the NAFED team	Yes	Integration with respective third-party systems to validate the vendor documents				
FA_284			The CA firms and their branch details are verified by NAFED through the constitution issued by the Institute of Chartered Accountants						
FA_285			Regional branches in zones such as Bangalore, Ahmedabad, Jaipur, and Kolkata (depending on the staff strength) oversee the consolidation of Profit & Loss (P&L) statements and balance sheets for branches						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			under their jurisdiction and the auditor of the respective zone does the statutory audit for both individual branch and the consolidated statements for each zone						
FA_286			The branches across various zones, along with NSBD Indore, RBB (Retail Business Branch) at Mohan Cooperative and Head Office, individually prepare their financial statements and the statutory auditor does the audit for the head office as well as the consolidated financial statements at the head office						
FA_287		Internal Audit	System should have the functionality to implement role-based access control to ensure appropriate access of data for internal audit						
FA_288			There is a specific scope of work given by NAFED to the internal auditors for performing all activities						
FA_289	Cash and Bank Management	Cash Payments	System should be able to automatically determine the mode of payment based on the transaction amount						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_290			System should have the ability to automatically process payments according to the predefined rules, ensuring that the correct payment method is used for each transaction						
FA_291			System should have the ability to provide e-sign or integrate with e-sign for employees to sign the receipt on receiving cash						
FA_292			System should have the ability to manage and enable the confirmation of cash payments in the system						
FA_293		Bank Account Management	System should have the ability for centralized creation of bank and cash accounts						
FA_294			System should have the ability to have approval workflows for bank account creation, modification and closing						
FA_295			System should have the ability to maintain records of bank accounts, deposits, withdrawals, and transfers						
FA_296		Fixed Deposit Management	System should have the ability to record deposit details of the fixed deposits of the organization						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_297			System should have the ability to maintain unique identifier for the fixed deposits						
FA_298			System should have the ability to maintain the bank account details associated with the deposit						
FA_299			System should have the ability to maintain the deposit date, tenure and maturity date for renewal, pre-closure and closure						
FA_300			System should facilitate automated notifications and reminders before the maturity date						
FA_301			System should have the ability to maintain the annual interest rate applied to the deposit						
FA_302			System should have the ability to maintain the data of the callable and non-callable FDs						
FA_303			System should have the ability to calculate and maintain the total amount (principal + interest) due at maturity						
FA_304			System should have the ability to reconcile the interest as per RoI and the actual interest provided by the bank to flag discrepancies						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_305			System should have the ability to provide a comprehensive list of all fixed deposits, allowing for easy viewing and searching.						
FA_306			System should have the ability to generate customized reports that provide insights into the performance of fixed deposits, such as interest earned and returns on investment						
FA_307		Reconciliation	System should have the ability to do reconciliation of bank statements with ERP records to ensure alignment.	Yes	Different bank portals				
FA_308	Contingency Expense Management	Expenses Heads	System should have the ability to automatically track and categorize expenses related to commute, housekeeping, security, entertainment, staff welfare, general administration, canteen, electricity bills, AGM meetings, etc.						
FA_309		Expense Submission	System should enable employees to submit expense claims with digital receipts and supporting documents attached along with the relevant approvals						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_310		Approval Workflows	System should have the ability for the employees to scan and upload the travel forms and receipts						
FA_311			System should have the ability to create customized forms for employee requisition and reimbursement						
FA_312			System should have the ability to provide for the functionality for approval of workflows for payment processing, ensuring that vouchers are reviewed and approved by the appropriate authorities before disbursement.						
FA_313			System should have the functionality to define approval rules and hierarchies to automate the approval process with e-sign facility available						
FA_314			System should enforce policy checks (e.g., spending limits, allowable expenses) and route claims through an approval workflow						
FA_315			System must enforce a maker-checker approval process to ensure each payment request is reviewed and approved by multiple parties before final execution as per the delegation of authority						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_316		Final Payments/ Disbursal	System to have functionality for allowing authorized user to review and approve payment file as per the designed workflow						
FA_317			Expense claims should be automatically matched against advance payments (if applicable) for accurate reconciliation						
FA_318			System should provide detailed reports on pending settlements and closed claims for tracking and compliance						
FA_319			System should have the ability to ensure proper transaction-level synchronization between branches and head office and configured to retain individual transaction details.						
FA_320			System should have the functionality to enable real-time electronic transfer of vouchers between branches and HO with real time notifications and alerts						
FA_321			System should have the functionality to automatically categorize, approve, and track any accounting voucher in the system						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_322			System should have the functionality to allow for branch-wise cost centre allocation for every transaction (e.g., salaries paid per branch)						
FA_323			System should have the functionality to record separate transactions for each branch under the same accounting head						
FA_324			System should have the ability to provide role-based access to the finance team to register vendors in the system						
FA_325			System should have seamless integration with banks like HDFC for electronic bank guarantee (e-BG) configuration in the system: Manage the entire lifecycle of bank guarantees issued or received, including: Recording of issuance details (beneficiary, amount, expiry date, underlying transaction) Tracking of collateral/security associated with the guarantee Management of amendments and extensions (<u>through RTGS Code vide SFMS</u>)	Yes	Bank system				
FA_326			System should have the ability of integrating e-BG functionality for seamless management						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			of the entire e-BG lifecycle, from application to tracking and notification						
FA_327			System should facilitate automated expiry notifications and reminders						
FA_328			System should maintain the record of all the BGs submitted per invoice and for every project						
FA_329			System should have the ability to support the recording and processing of foreign currency transactions						
FA_330			System should have the ability to update the forex conversion rates for accounting of different kind of transactions (like opening rate, average rate, closing rate, daily rate, etc.)						
FA_331	Share Capital	Master data and Registration	System should have the ability to define societies based on categories (4A1, 4A2, 4A3, 4A4)						
FA_332			System should have the ability to register each society and federation						
FA_333			System should have the ability to maintain the state wise master for societies/federations and share codes.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_334		Share certificate allotment	System should have the ability to maintain allotment allocation amount per share for every society category.						
FA_335			System should have the ability to maintain the limits or minimum share purchase amount with relaxation limits to certain categories						
FA_336			System should have the ability to process the share capital approval files from the board division to F&A division for both new allotment as well as additional shares						
FA_337			System should have the ability to generate the share certificate as per the prescribed format and send for approval as per the delegation of authority.						
FA_338			System should have the ability to allocate the share certificate as per system codes.						
FA_339			System should have the ability to maintain details such as authorized share capital, paid up value of shares, nominal value of shares in the system against each society/federation code						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_340			System should have the ability to park and post the accounting entries in the general ledger as per money received, returned and shares allotted						
FA_341		Share Transfer/Return	System should have the ability to maintain details of inter society share transfer including no. of shares, amount, date etc.						
FA_342			System should have the ability to maintain returns requests in case of federation name change and sell the respective share certificate						
FA_343		Reports	System should have the ability to generate and maintain the following reports (Not limited to)						
			List of members						
			Share summary						
			Share allotment detail						
			Allotment registers with return						
			Member ledger including refund						
Share subscription receipts									

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			Refund payment						
			Member Outstanding						
			Letter / Share Capital Certificate						
			Dividend Report						
			Share Return register						
FA_344	Fixed Asset Accounting	Asset Master Management	The system should maintain a central fixed asset register (FAR) with detailed information for each asset, including:						
			-Asset description						
			-Acquisition date						
			-Cost						
			-Depreciation method						
			-Useful life						
			-Location						
			-Department/branch tagging						
			-Service/maintenance history, work Order						
			Asset Code for every item under each asset category.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_345			The system should permit modifications to fixed asset information, incorporating maker/checker roles, an approval role., and any other relevant classification as per NAFED's asset types						
FA_346			System should provide asset classification based on predefined categories such as land, buildings, machinery, and intangible assets like software or intellectual property or any other category to be added						
FA_347			System should have the functionality to allow bulk upload/import of legacy asset data for onboarding historical records.						
FA_348			System should have the functionality to upload and store supporting documents such as invoices, warranty cards, GRNs, or photos for documentary proof and audits.						
FA_349		CAPEX Budget	The system to allow allocation of CAPEX budgets to specific departments and at item level as well						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_350			The system should provide real-time visibility into budget utilization and remaining budget for informed decision-making.						
FA_351			The system should enable automatic budget checks against the defined capex budget during PR creation						
FA_352		Asset Acquisition & Capitalization	System should have the functionality to integrate with the Accounts Payable module for automatic creation of assets upon invoice posting or payment.						
FA_353			System should have the functionality to enable users to manually create and register assets outside the AP process (e.g., internal asset generation, donation).						
FA_354			System should have the functionality to capitalize assets from Work-in-Progress (WIP) or Construction-in-Progress (CIP) with linkage to project codes or budget heads.						
FA_355			The system should facilitate "put-to-use" confirmation for newly acquired assets through automated workflows (e.g., email notifications) or manual options.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_356		Depreciation Management	Users should be able to define and manage asset hierarchies for better organization and reporting.						
FA_357			System should have the functionality to support multiple depreciation methods such as Straight-Line Method (SLM), Written Down Value (WDV), or custom methods based on NAFED accounting policies.						
FA_358			System should allow the definition of asset classes and associated depreciation methods during asset creation in the Fixed Asset Register (FAR) as per accounting standards.						
FA_359			System should allow for automatic calculation of depreciation expense and update of asset book value over time with option of manual review and edit.						
FA_360			System must auto-calculate accumulated depreciation and derive Net Block = Gross Block – Accumulated Depreciation.						
FA_361			System should be able to create and track service orders, requests, and work orders for						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			repairs and preventive maintenance by qualified vendors or internal teams.						
FA_362			System should maintain detailed logs of all maintenance tasks performed, including service history, technician data, and preventative maintenance scheduling.						
FA_363			The system should support periodic physical verification of fixed assets to ensure data accuracy and identify any discrepancies.						
FA_364									
FA_365			The system should provide a function to conduct a verification check with user departments and allow for reporting to monitor the status of this check. During the verification process, user departments should be able to identify if the asset is surplus and note the condition of the asset, along with any remarks.						
FA_366									
FA_367			The system should also support verification at the fixed asset inventory level.						
FA_368			System should have the functionality to handle intra-department and inter-location asset						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
		Asset Transfers	transfers with proper approval workflows and audit trails.						
FA_369			System should have the functionality to manage custodian or location changes for assets with automatic accounting impact on cost centres and ledgers.						
FA_370		Asset Disposal / Retirement	System should have the functionality to process asset disposals through various modes such as sale, scrap, obsolescence, or theft in accordance with NAFED's disposal policy.						
FA_371			The system should facilitate recording disposal details such as disposal date, sale proceeds, and any gains/losses and generate corresponding accounting entries.						
FA_372		Asset Tracking	System should have the functionality to support barcode or RFID tagging for accurate physical verification and tracking of movable and fixed assets, separate code for under each asset category.						
FA_373			System should have the functionality to allow mobile-based access or apps for field teams to						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			conduct asset audits, verification, and updates on the go.						
FA_374		Financial Integration	System should have the functionality to automatically generate journal entries for acquisition, depreciation, disposal, revaluation, and transfers.						
FA_375			System should have the functionality to integrate with the General Ledger and Cost Centre structure for real-time financial postings and reporting						
FA_376		Reporting & Dashboards	System should have the functionality to provide standard reports including Fixed Asset Register, Depreciation Schedule, Additions/Disposals Summary, and Revaluation Logs.						
FA_377			System should be able to generate fixed asset ageing reports for every asset category and item.						
FA_378			System should have the functionality to enforce role-based access controls and maintain comprehensive audit trails for all asset lifecycle events						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_379		Impairment	System should have the functionality to perform revaluation or impairment of assets based on updated market value or condition, with compliance to accounting standards, AS 10 an AS 28						
FA_380			System should have the ability to test and handle impairments of assets, such as performing impairment reviews based on market value or usage						
FA_381			The system should allow impairment losses to be recorded, reducing the asset's book value						
FA_382	Reporting	Financial Statements	System should have the functionality to automatically send the DPR report to the designated NAFED stakeholders as defined in the system.						
FA_383			System should have the functionality to track and manage scheme-specific inventory details, including but not limited to: 1. Scheme Name 2. Commodity Details 3. Quantity 4. Weighment 5. Valuation						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_384			System should have the capability to generate customizable reports tailored to meet specific business requirements.						
FA_385			System should have the functionality to provide dynamic and customizable dashboards with visual insights for effective decision-making.						
FA_386			System should have the functionality to generate automated reports for CC accounts withdrawals and utilization.						
FA_387			System should have the ability to automatically place payment requests to banks and pay remittances through different payment modes (RTGS, NEFT, etc.) by integrating with bank servers/portals						
FA_388			System should have the functionality to manage inter-branch inventory transfers by: 1. Tracking the dispatch and receipt of inventory between branches. 2. Ensuring stock updates occur in both the originating and receiving branch records. 3. Automatic record and reconciliation of entries in books.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_389			System should have the ability to provide role-based access to view reports related to branch remittances.						
FA_390			System should have the functionality to generate detailed audit logs for all scheme transfers for compliance and traceability.						
FA_391			System should have the functionality to facilitate inventory transfers between schemes, such as PSS (Price Support Scheme) to PSF (Price Stabilization Fund).						
FA_392			System should have the ability to have bank accounts earmarked to a particular commodity in the system and the bank account should not be used for another commodity.						
FA_393			System should have a maker checker mechanism for all approvals and verification.						
FA_394			System should have the functionality to print any financial report or document for physical signing.						
FA_395			System should have the functionality to upload any documents such as sanction orders for further processing in the system.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_396			System should have the functionality of blocking the procurement of any commodity as per sanction order uploaded.						
FA_397			System should have the functionality to classify vendors into MSMEs /Non MSMEs for the compliance and vendor code accordingly.						
FA_398			System should have the ability to generate income statements, balance sheets, P&L, trial balance, inventory detail and cash flow statements for both head office and the branches.						
FA_399			System should have the functionality to track and manage scheme-specific and commodity-specific inventory details and reports, including but not limited to: Scheme Name (PSS, PSF, etc.) Commodity Details Quantity Weighment Valuation						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_400			System should have the functionality to generate below reports but not limited to: Number of farmers registered Number of PAs registered Procurement done till date Dispatch status report Incidental charges report Stock status report (Real-time visibility of warehouse inventory levels by location, commodity, and scheme type) Stock Ageing Report Vendor Ageing Report Customer Ageing Report Stock Transfer Report Farmer Payment Report						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_401			System should have the functionality to generate below financial reports but not limited to: Fund allocation reports Funds utilization report for each quantity, commodity, branch, etc. SLA/PA payment reports Federation payment reports Farmer payment reports Cost Centre wise reports Fund reconciliation reports Branch sale proceeds and sales data reports						
FA_402		Regulatory Compliance	System should have the ability to calculates taxes, including TDS, Professional Tax, VAT, GST, corporate tax, and other applicable taxes						
FA_403			System should have the ability to file the taxes/TDS and process the payments as per deadlines.						
FA_404			System should have the ability to generate detailed payroll accounting reports, including reconciliations between payroll entries and bank transactions						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_405			System should have the functionality to generate customized reports as per regulatory formats						
FA_406		TDS Reports	System should have the ability to generating accurate tax reports and supporting tax compliance with following TDS reports (not limited to these): 1. Challan Reconciliation 2. Form 26Q and their TDS Returns 3. Form 27Q and their TDS Returns 4. Form 24Q and their TDS Returns 4. TDS Returns 5. TDS Outstandings 6. Ledgers without PAN 7. FORM 26AS RECONCILIATION Any other report required from time to time						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_407		GST Reports	System should have the ability to generating accurate tax reports and supporting tax compliance with following GST reports (not limited to these): 1. GSTR-1 2. GSTR-2 3. GSTR-3B 4. E-Invoice 5. Challan Reconciliation 6. GST Annual Compilation (9 and 9C) 7. Marked Vouchers 8. GSTR 7 9. GSTR 2A/2B RECONCILIATION Any other report required from time to time						
FA_408		Audit Reports	System should have the capability to generate customizable reports tailored to meet specific business requirements.						
FA_409			There is a formal reply given by the branches to the auditor in the form of a report called as compliance						
FA_410			Auditors provides further observations and comments on the compliance						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_411			System should have the capability to build customized forms and questionnaires for the CA firms to fill and submit as part of audit reports						
FA_412			System should have the functionality for CA firms to add remarks and comments in the audit reports						
FA_413			System should have the functionality to create and maintain audit reports in the system						
FA_414		Reports	System should have the ability and workflows enabled to enable branches/offices to raise a salary requisition request directly in the system for approval and view the approved requests on system.						
FA_415			System should have the ability to provide role-based access to the users to view the pay slips and the amount disbursed to the employees through a self-service portal.						
FA_416			System should have the ability to provide role-based access to the users to view the overall salaries paid to the branches through a self-service portal.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_417			System should have the ability to generated payroll reports for compliance, tax purposes, and budget analysis. Tracking of payroll cost to <ul style="list-style-type: none"> • Employee • Department • Entity/Branch/HO • Payroll Heads • Service Lines • Business verticals • Full time / Temporary/ Deputation/ Suspended employee payroll 						
FA_418			System should have the ability for the employees to download their monthly payroll reports and YTD reports such as Tax paid YTD, Salary paid YTD, etc. through a self-service portal.						
FA_419			System should have the functionality to generate below financial reports but not limited to - Fund allocation reports Funds utilization report for each quantity, commodity, branch, etc.						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			Cost Centre wise reports Fund reconciliation reports						
FA_420			System should have the functionality to generate customized reports as per regulatory formats.						
FA_421		New Requirement	System should have the functionality to print any financial report or document for physical signing.						
FA_422			System should have the functionality to upload any documents such as sanction orders for further processing in the system						
FA_423			System should have the functionality of blocking the procurement of any commodity as per sanction order uploaded						
FA_424			System should have the functionality to classify vendors into MSMEs /Non MSMEs for the compliance and vendor code accordingly.						

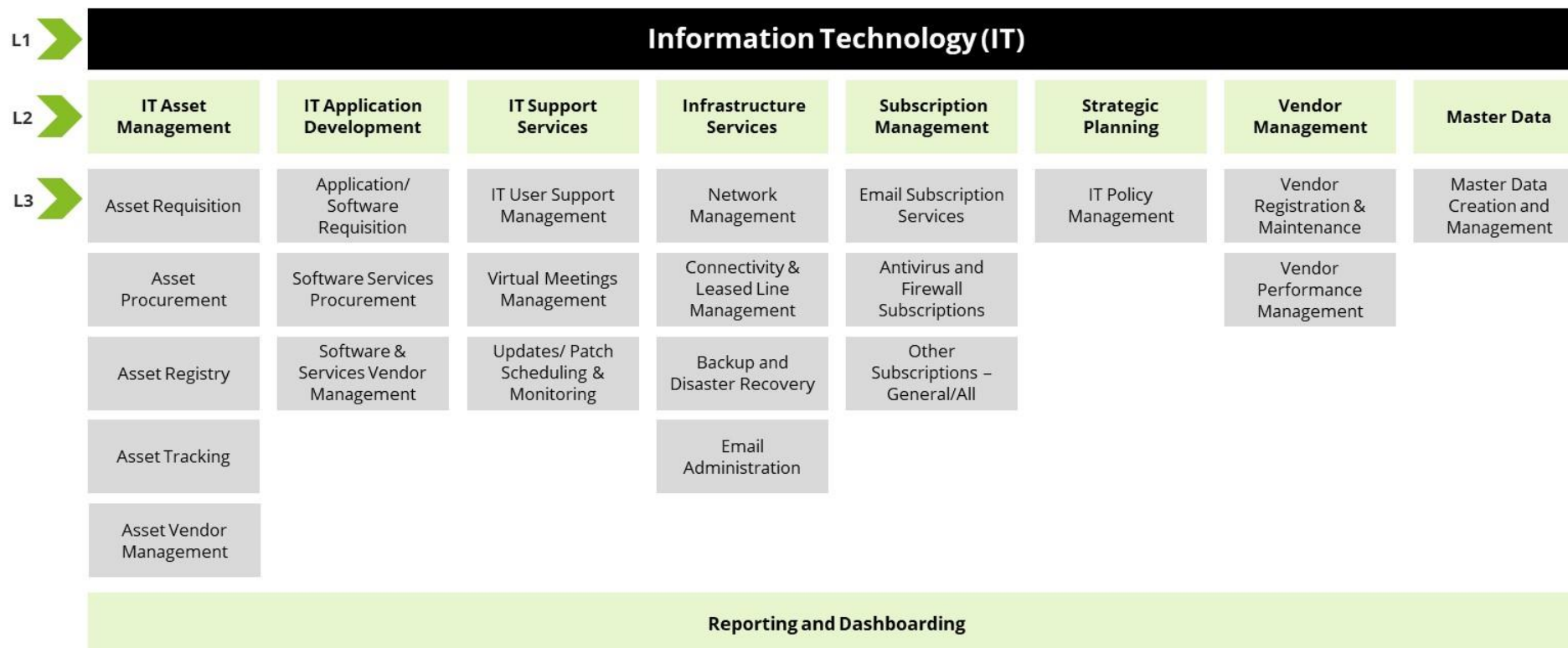
Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_425	Master Data Management	Define Masters	System should have the ability to maintain the cash and credit ledger reporting and balance reconciliation reports						
FA_426			System should have the functionality to generate signed reports which can be Adhaar authenticated or DSC based.						
FA_427			System should have the ability to define, structure, and manage a hierarchical CoA with support for multiple entities and business units and support for multi-dimensional reporting (e.g., by department, project, commodity, branch, cost centre).						
FA_428			System should have the ability for the creation and management of GL accounts with proper classification and associated metadata (e.g., account type, sub ledgers, currency, reconciliation flag) and definition of account groupings (assets, liabilities, revenue, expenses).						
FA_429			System should have a centralized, validated profiles for vendors and customers including payment terms, tax IDs, certificates and bank details						

Functional Requirement Specifications Finance & Accounts – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
FA_430			System should have the ability to maintain the tax master data with tax codes, rates, jurisdictions (VAT, GST, sales tax, etc.).						
FA_431			System should have the ability to maintain the Fixed Asset Master Data with all codes						
FA_432			System should have the ability to maintain the Bank & Cash Master with company bank accounts, branches, and currency details						
FA_433			System should have the ability to define and maintain the master data of cost centres and profit centres						

5.5 Information Technology

Functional Requirements Specifications for Information Technology

Key capabilities that streamlines processes, empowers employees and collaborate across the organization



Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_001	IT Asset Management	Asset Requisition	System should have the functionality to allow various users in Head Office and Branches to request/ raise purchase requisitions (PR) for IT assets (hardware, software goods), peripherals, consumables, etc. as may be needed.						
ITS_002			System should have the functionality to allow user to raise request for multiple items and quantities in single request.						
ITS_003			The requisition form should allow the user to also mention comments/ remarks in the requisition form for the requirement of the items requested.						
ITS_004			System should have the functionality to generate the requisition IDs/numbers for every PR submitted by users for tracking, management, and reporting.						
ITS_005			System should have the functionality to allow the users to submit their requisitions for workflow-based review and approval process through respective branch level committees/						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			branch heads/ divisional heads to IT section users/ head, and up to MD (NAFED) as per the extant rules and delegation of authority.						
ITS_006			System should have the functionality for the requisition user to indicate or select the type of procurement method for the requisition- 1. Ad hoc/local market purchase (e.g. low value consumables/ fixed prices) 2. Quotations based (e.g. low to medium value requiring competitive supply prices) 3. Tender based (e.g. high value/ specialized goods/services requiring technical and financial evaluation) 4. Auction platform – NAFED e-Auction portal, GeM/CPP, other.						
ITS_007			System should have functionality for the reviewers to approve / reject complete or part requisition (items / quantities), etc. and enter the approval / rejection or other comments.						
ITS_008			System should have the functionality for the workflow users to send the requisition back to the requester or previous user for modification/ revision with comments.						
ITS_009			System should have the workflow functionality for branch level committee members, branch						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			head, division head, MD NAFED, NAFED Board to approve or reject fully or partially the purchase requisition or indent – as per pre-defined ruleset or case basis.						
ITS_010			System should have the functionality to enable to users to seek ex-Post-Facto approval of the purchases (requisition/indent based or ad hoc) by competent authorities, as per the business need.						
ITS_011			System should allow the users to maintain a list of IT items with location wise minimum threshold quantities (SKUs) which are ordered or purchased repeatedly across the HO and Branches along with their minimum level of inventories to be maintained at a store location (HO and Branches)						
ITS_012			Similarly, system should also allow the user to create and maintain a list of all items planned to be procured as part of any project or over a period of time, with tentative date/stage of requirements respectively.						
ITS_013			System should be able to create automated alerts within the system and send email alerts to the users for reordering the items maintained in the recurring orders list or in planned orders						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			list 1-2 months in advance (or as configured per business needs) to enable the preceding activities and approvals, if required.						
ITS_014		Asset Procurement	System should have the functionality to allow the authorised users (as per delegation of authority) to initiate the procurement process post approval of requisition by competent authority.						
ITS_015			System should have functionality to generate or assign unique procurement IDs upon initiation of procurement process.						
ITS_016			System should have a workflow for the competent authorities to review and approve the initiation of procurement process.						
ITS_017			System should have the functionality to authorize purchase requisition (without purchase order) for any ad-hoc purchases from the open market for consumables based on set values and other parameters (pre-defined and approved in the system).						
ITS_018		<i>quotation</i>	System should have or enable the functionality for the authorised HO/BO users to invite quotations from the relevant registered vendors for supply of required IT assets (hardware/software goods).						
ITS_019			System should have a functionality to allow NAFED users to send emails/ or trigger system						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			-generated emails/ notifications to the registered vendors' email IDs/ Mobile Numbers and suppliers, enabling them to view/ download the requisition and participate in price bid.						
ITS_020			System should have a functionality to also allow unregistered vendors/ suppliers to also view and download the requisitions and spontaneous self-registration on vendor portal/ interface to participate in price bid/submit quotation.						
ITS_021			System should have or enable the functionality for the external users (vendors and suppliers) to submit their quotations/ price bids (able to enter rate for each item in requisition) against the procurement ID/ or allow the HO/BO user to enter vendor wise rates, if received manually, and upload the scanned quotation/price bid.	Yes	Mobile/ Web Interface				
ITS_022			System should have or enable the functionality to compare all vendor quotations received/ entered in the system and compute result as per the user defined business rules/logic.						
ITS_023		tender	System should have a functionality for the authorised users to submit specifications, requirements, and technical terms & conditions, etc. and seek workflow-based approval for						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			developing the same into a Tender/RFP document, as may be applicable for large/ high value IT assets (hardware and software) procurement.						
ITS_024			System should also have the functionality for the authorised users to create draft tenders / RFP document with all terms and conditions and generate unique Tender IDs in the ERP system.						
ITS_025			System should have functionality to create and configure business rules for tender- and non-tender based procurement requests based on the item categories, cost, quantity, location, estimated procurement value, etc.						
ITS_026			System should have the functionality for the user to submit the draft tenders / RFPs for workflow-based approval to competent users as per the delegation of authority across NAFED HO and BO.						
ITS_027			System should have the functionality to send the draft tenders/ RFPs through a pre-defined workflow to the finance and legal divisions (users) for their approval or comments/ inputs for modifications and alert the relevant users to update the same accordingly.						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_028			System should have the functionality to map the members of various procurement related committee(s) such as review committee, evaluation committee, etc. constituted to authorized to review and recommend the procurement of large, high value, specialized, licensed IT assets (hardware/software); map the workflow for each member along with provision to record their respective comments/ inputs in the requisition/ tender/ RFP document before its approval by the competent authorities.						
ITS_029			System should have the functionality to integrate with the NAFED's e-Auction portal tendering module facility and publish the approved tenders/ RFPs for conducting tendering process.	Yes	API based integration with NAFED e-Auction portal (tendering module)				
ITS_030			System should have ability to fetch reference ID/number generated in the e-Auction system against each tender ID in the ERP.	Yes					
ITS_031			System should have the functionality to allow the users to manage IT asset procurement through a centralized console, through integration with procurement portals such as NAFED e-Auction portal.	Yes					

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_032			System should have the functionality to receive/ fetch and maintain the tender result from the e-Auction system/portal and the details of bid prices, the selected vendor, etc. and maintain a history of the same.	Yes					
ITS_033			System should also have a functionality for the authorised HO/BO user to download the approved tender/ RFP document for uploading on external procurement portals like GeM/ CPP/ others (in not integrated) or publishing on NAFED website/ other portals.						
ITS_034			System should have the functionality to allow the user or capture the tender negotiation details from the tendering system/NAFED's e-auction portal.						
ITS_035			System should have functionality for the authorised user at HO/BO to create purchase order/work order, generate a PO number, and issue the same to selected vendor post applicable workflow approval process.						
ITS_036			System should have the functionality for authorised users at HO/ BO to verify the goods and make a receive entry in the system, i.e., create Goods Receipt Note (GRN) against the issued PO number.	Yes					

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_037			System should have functionality to allow authorised users to create part receipt entry (partial GRN) against the PO number in the system and updated the pending items/quantities for subsequent GRN.						
ITS_038			System should have functionality to allow authorised users to reject partial or complete delivery (items/ quantities/ etc.) against the PO number before GRN. (Scenario: defective/ faulty or wrong/incorrect items delivered, other issues)						
ITS_039			System should have functionality to allow authorised users to reject and return partial or complete items/ quantities/ etc. against the PO number post GRN and create gate pass. (Scenario: defective/ faulty or wrong/incorrect items delivered, other issues)						
ITS_040		Asset Registry	System should have the functionality for the admin user/ authorised users at HO/ BOs to create an asset registry in the system.	Yes	Integration with asset management tools				
ITS_041			System should have a functionality to enable the 'Maker and Checker' features for adding/ creating IT assets in the system (asset registry) before initiating workflow approval.						
ITS_042			System should have functionality for the admin users/ authorised users at HO/ BO to register						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			new IT assets using various form-based input parameters and assign unique asset ID numbers		Integration with asset tracking tools and ITSM solution for real-time updates				
ITS_043			System should have the functionality for the user to maintain and update the asset registry with new and existing asset and/or service details.						
ITS_044		Asset Tracking	System should have or enable the functionality for the Admin / Authorised users to assign and issue registered assets to the users based on their roles, requirements, requisitions and as per the SOP (such as allocation of desktops, laptops, printers, scanners, MFDs, other IT accessories and services/ subscriptions).	Yes					
ITS_045			System should have or enable the functionality to allow the admin user to track all IT assets across HO and BOs in real-time, maintaining a centralized asset registry.						
ITS_046			System should have a functionality to track the IT assets by user, location, status, compliance of assets and subscriptions in real-time.						
ITS_047			System should have or enable the functionality to allow the authorised users to perform periodic audits of assets, i.e. support tracking, management, and review of NAFED's IT assets regularly by allowing the user to perform but not limited to following: <ul style="list-style-type: none"> · Schedule periodic physical audits · Schedule and perform remote compliance 						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			checks <ul style="list-style-type: none"> · Define frequency, location, and assets for periodic audits · Track the status and results of audits · Enable comparison of physically verified assets with the system's asset register · Generate standard and custom reports on audit findings, compliance, and asset utilization 						
ITS_048			System should have or enable the functionality to update asset records based on audit findings and changes.						
ITS_049			System should have or enable the functionality to create reports for the admin/ authorised users in respect of IT assets not compliant with the extant IT and IT security policies implemented in NAFED, and send alert to the user of non-compliant asset.						
ITS_050			System should have or enable the functionality to alert the admin users when an IT asset or service is reaching end of life/ renewal as per pre-defined timeframes for each type of asset and services. System should provide alert in the admin user console as well as send auto generated emails to pre-defined users in the system.						
ITS_051			System should have or enable the functionality to alert the admin users when AMC of an asset / service is due to expire/renewal. System should provide alert in the admin user console						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			as well as send auto generated emails to pre-defined users in the system.						
ITS_052		IT Asset Vendor Management	System should also have a functionality for the authorised users to manage the warranty support, AMCs, and other maintenance activities of IT assets and services centrally as well as in a decentralized manner (i.e. management at HO as well as at Branches level).						
ITS_053			System should have or enable the functionality to maintain and manage a vendor wise list of all IT assets (hardware and software) and services across NAFED HO and BOs along with their date of acquisition, warranty details, AMC details, OEM details, last purchase prices, periodic health and audit report cards, etc.						
ITS_054			System should have the functionality for the authorised users to manage asset vendor engagements, including contract management, supplies management, warranties, AMC, and performance monitoring.						
ITS_055			System should have the functionality for the authorised users to manage IT asset supply contracts with the selected vendors.						
ITS_056			System should have the functionality for the authorised users to monitor the vendor performance based on predefined SLAs, KPIs, T&Cs, etc.						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_057			System should have the functionality for the authorised users to track and manage the IT assets' warranty and AMC with respective vendors/OEMs.						
ITS_058			System should have the functionality to allow the authorised users create payment schedules and track the periodic/part payments to the vendors/ suppliers/ external parties						
ITS_059			System should have the functionality to allow the authorised users to track the refunds from vendors/ suppliers/ external parties						
ITS_060			System should have the functionality to allow the user to create alerts, notifications and reminders for the upcoming payments to vendors/suppliers/ external parties.						
ITS_061	IT Application Development	Application/ Software Requisition	System should have the functionality to allow division/ branch users to raise requisitions for IT applications (software/ portal development) as per business need and purpose with justification (business case) in a pre-defined format (form) in the system.						
ITS_062			System should have the functionality to generate the unique requisition ID for application development request for tracking, management, and reporting.						
ITS_063			System should have the functionality to allow the users to submit the requisitions for workflow-based review and approval process through respective branch level committees/						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			branch heads/ divisional heads/ MD NAFED/ Board as may be applicable to IT section users/head.						
ITS_064			System should have the functionality for the requisition user to indicate or select the type of tender/RFP for the application development requisition- 1. Financial Bidding (Lowest Price Bid) 2. Techno-Financial Bidding (Quality Cum Cost Basis (QCBS) 3. Tendering/ auction platforms – NAFED e-Auction portal, GeM/CPP, other						
ITS_065			System should have functionality for the reviewers (branch level committee members, branch head, division head, IT division SPoC/head, MD NAFED, NAFED Board) to approve/reject complete or part requisition (purpose, scope, etc.) and enter the approval/rejection or other comments.						
ITS_066			System should have the functionality for the workflow users to send the requisition back to the requester or previous user for modification/ revision with comments.						
ITS_067			System should also have the functionality for ex-Post-Facto approval of the requisition by relevant competent authorities, if required.						
ITS_068		Software / Development	System should have functionality for admin IT user to create and configure business rules						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
		Services Procurement	applicable for tender based application development requests.						
ITS_069			System should also have the functionality for the users at HO/BO to create tenders / RFP documents with terms and conditions and generate unique Tender IDs in the ERP system.						
ITS_070			System should have the functionality for the division/branch user to submit application purpose, specifications, scope of work, technical terms and conditions, etc. to the IT division users through a workflow approval process for developing into tender/ RFP document.						
ITS_071			System should have the functionality for the concerned user to submit the draft tenders / RFPs for workflow-based approval to competent users as per the delegation of authority across NAFED HO and BO.						
ITS_072			System should have the functionality to map procurement committees (members) to authorize and review the procurement of large, high value, specialized/technical procurement of application development services/ vendor for review, provide comments/inputs, etc. in the system itself.						
ITS_073			System should have the functionality to send the draft tenders/ RFPs through a pre-defined workflow to the finance and legal divisions (users) for their approval or comments/ inputs						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			for modifications and alert the relevant users to update the same accordingly.						
ITS_074			System should have the functionality to map the workflow for each member of the committee along with provision to record their respective comments/ inputs in the requisition/ tender/ RFP document before its approval by the competent authorities including MD and/or NAFED Board						
ITS_075			System should have the functionality to allow the authorised users (as per delegation of authority) to initiate tender process post approval of draft tender/ RFP document by competent authorities.						
ITS_076			System should have the functionality to integrate with the NAFED's e-Auction portal tendering module facility, and publish the approved tenders/ RFPs for conducting tendering process.	Yes	API based integration with NAFED e-Auction portal (tendering module)				
ITS_077			System should have ability to fetch reference ID/number generated in the e-Auction system against each tender ID in the ERP.						
ITS_078			System should have the functionality to receive/ fetch and maintain the tender result from the e-Auction system and the details of bid prices, the selected vendor, etc.						
ITS_079			System should also have a functionality for the authorised HO/BO user to download the approved tender/ RFP document for uploading						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			on external procurement portals like GeM/ CPP or publishing on NAFED website.						
ITS_080			System should have the functionality to allow the user or capture the tender negotiation details from the tendering system/NAFED's e-auction portal.						
ITS_081			System should have functionality for the authorised user at HO/BO to create purchase order/work order, generate a WO number, and issue the same to selected/best vendor post applicable workflow approval process.						
ITS_082			System should have the functionality for the authorised users at HO/ BO to track and verify vendor onboarding as per the agreed terms and conditions of the contract: <ul style="list-style-type: none"> · Create and maintain the timeframe for vendor onboarding/ deployment of resources. · Maintain the data of actual onboarding date of vendor · Maintain documentary evidence of vendor onboarding (upload and archive) · Create alerts and notifications in case vendor onboarding is delayed more than acceptable timeframe, or extended otherwise. 						
ITS_083		Software & Services Vendor Management	System should have the functionality for the Admin / Authorised users to manage software/ application vendor engagements, including initiating vendor engagement, contract management, and performance monitoring.	Yes	Integration with vendor and contract				

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_084			System should have the functionality for the Admin / Authorised users to manage IT software/ application development contracts with selected vendors.		management module(s)				
ITS_085			System should have the functionality for the Admin / Authorised users to monitor vendor performance based on predefined SLAs, KPIs, etc.						
ITS_086			System should have the functionality for the Admin / Authorised users to manage the IT software/ application warranty and AMC with vendors						
ITS_087	IT Support Services	User Support Management	System should have or enable the functionality through specialized non-ERP solution for the IT division/ section users to provide a centralized IT helpdesk services for the users across NAFED offices to logging support tickets.	Yes	Integration with ITSM solution for ticketing and support				
ITS_088			System should have or enable a form-based functionality for the users to raise online service requests (create tickets) based on the type/category of issues/ service required.						
ITS_089			System should have or enable a No-Code/Low-Code functionality for the Admin users to create/add various IT support request forms/formats for various types/ categories of issues and support services which may be provided by the IT support team/ helpdesk						
ITS_090			System should have or enable the functionality for the Admin users to define and maintain the						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			types and categories of IT support services, map the technicians/ experts and the workflow for the resolution of various types of support services						
ITS_091			System should have or enable the functionality for generating/ assigning Ticket ID/ Service Request Numbers for each ticket/service request raised in the system and mention an expected turn-around/resolution timeframe as per type of support/ service requested.						
ITS_092			System should have the functionality to obtain the approval of ticket / service request from division/ branch heads (competent authority) if required before the IT support workflow starts. For e.g. request for a licensed software instance, BYOD, VPN access, etc.						
ITS_093			System should have the functionality for the authorised users to assign/ auto assign the support tickets to technicians/ experts based on their type/ category of IT support/ service requested						
ITS_094			System should have the functionality to allow the technical team/ helpdesk team update and record the stepwise status/progress of the ticket during the issue resolution process for tracking purpose						
ITS_095			System should have the functionality to send auto-generated emails to users and concerned IT support team members upon creation of a						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			ticket, modification, status update, addition of any comment, etc. in the ticket.						
ITS_096			System should have the functionality to allow the users upload files and screenshots in support of the issue/service request while raising the ticket or during the resolution process.						
ITS_097			System should have the functionality to update and record the status of support tickets throughout the resolution process.						
ITS_098			System should have the functionality to notify the concerned users upon resolution of their support tickets.	Yes	Integration with Email				
ITS_099			System should also have the functionality to create and host self-service manuals/videos for the common issues and procedures for the users.						
ITS_100			System should have the functionality for the admin users to create/configure and maintain an escalation matrix for different types of IT issues /service requests and rules for escalation						
ITS_101			System should have the functionality or enable the ability for to maintain a repository of various IT policies and SOPs implemented in NAFED for all users to view and download.						
ITS_102			System should have the functionality to enable the Admin users to maintain a list of authorised local IT service providers (vendors) across HO						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			and all Branch Offices locations to provide resolution for urgent/critical or hardware-related onsite issues.						
ITS_103			System should have a functionality for the authorised users to request/ provision on-site IT support services for IT assets under warranty/AMC by the asset vendor or OEM or local support providers.	Yes	Integration with Email				
ITS_104			System should have a functionality to maintain a history of IT support/ services provided for but not limited to – (a) user-wise, (b) division/branch-wise, (c) type and category of issues, (d) onsite/ remote, (e) OEM, (f) support vendor wise, (g) AMC / warranty/ out of warranty, etc.						
ITS_105		Virtual Meetings Management	System should be able to collaborate with virtual meeting platforms such as Zoom, MS Team, Google Meet, Webex, etc. based on NAFED preferences, requirements, and available licenses	Yes	Integration with Meeting Platforms through available APIs				
ITS_106			System shall allow the users to schedule and manage Video Conference (VC) Meetings from the system						
ITS_107			System shall allow the users to specify date and time, meeting title/agenda, required and optional participants (internal and external), meeting duration (max. as specified by NAFED policy), choose the platform (if multiple platforms are available), generate meeting links						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			and notify participants within the system (internal users) as well as through email, etc. (for both internal and external participants)		Integration with email clients/ platforms through available APIs				
ITS_108			System should allow users to cancel, modify, reschedule the virtual meeting via the system and notify the participants						
ITS_109			System should be able to maintain a log of all scheduled virtual meetings, with details including but not limited to – Meeting creator, Date/time, title, Attendees, platform/tool used, etc.						
ITS_110			System should be able to alert the users in case of any conflicts during the meeting creation/scheduling process						
ITS_111			System shall be able to send automatic reminders to participants (within the system/ email/ etc.) about upcoming meetings at predefined/configurable intervals of time (such as 1 hour/ 30 min/ 15 min/ 5 min) before the scheduled meeting.						
ITS_112			System shall be able to integrate with user calendars in MS Office/O365 and other email clients such as C-Panel and others in use of NAFED	Yes					
ITS_113			System shall be able to create and maintain meeting logs/ audit trails of all virtual meeting activities such as creation, changes, cancellations, etc. with timestamp and user details.						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_114		Updates/ Patch Scheduling and Monitoring	System should have a functionality or enable the same to provide software/application patch management services to the Admin/Authorised users to keep various software assets up-to-date	Yes	Integration with Patch Management Tool(s)				
ITS_115			System should have or enable the functionality to allow the user to identify available patches for various software assets implemented in NAFED.						
ITS_116			System should have or enable the functionality to allow the user to categorize the available patches based on criticality and impact on the availability of systems, applications, and/or services.						
ITS_117			System should have or enable the functionality to allow the user to prioritize the patches based on risk assessment and business impact.						
ITS_118			System should have or enable the functionality to allow the user to acquire the available patches from respective OEMs or their authorised vendors/partners, services, or other trusted sources.						
ITS_119			System should have or enable the functionality to allow the user to verify the integrity and test the patches in controlled environment before deployment.						
ITS_120			System should have or enable the functionality for users to create patch deployment schedules						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			for the targeted IT assets ensuring minimal disruption of business activities, if any.						
ITS_121			System should have or enable the functionality to enable the user to deploy/push the patches to update and secure the targeted IT assets of NAFED.						
ITS_122			System should have or enable the functionality for the user to verify the successful deployment/installation of patches						
ITS_123			System should have or enable the functionality for the users to track delayed and/or failed installation of patches						
ITS_124			System should have or enable functionality to allow the user to roll-back a patch in case any issues or instabilities are detected.						
ITS_125			System should have or enable the functionality to allow the users to generate various reports on patch management, status, compliances, etc.						
ITS_126			System should have or enable the functionality to allow the users to document and maintain history of all patch management activities for audit and compliance purposes.						
ITS_127	IT Infrastructure Services	Network Management	System should have the functionality or enable through 3 rd party integrated solution an ability for the Admin users to monitor the network performance continuously.	Yes	Integration with network management				

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_128			System should have the functionality or enable the ability for Admin users to identify and resolve network issues promptly.		and monitoring tools				
ITS_129			System should have the functionality or enable the ability for Admin users to manage network configurations and updates.						
ITS_130			System should have the functionality or enable the ability for Admin users to perform routine maintenance on network infrastructure.						
ITS_131			System should have the functionality or enable the ability for Admin users to create, update, and maintain network documentation/ network configuration documentation to reflect changes and configurations.						
ITS_132			System should have or enable the functionality for Admin/ Authorized users at HO/BO to track and manage servers, switches, KVM switches, unmanaged switches, routers, LAN and other networking equipment.						
ITS_133			System should have or enable the functionality to maintain and manage a list of all servers, switches, routers, other networking infrastructure along with their date of acquisition, warranty details, AMC details, OEM details, last purchase prices, periodic health, and audit report cards, etc.						
ITS_134		Connectivity & Leased	System should have or enable the functionality through integrated non-ERP solutions the ability for authorised users at HO/BO to	Yes	Integrated solution with				

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
		Line Management	schedule, track and manage the leased line subscriptions		telecom/ internet service providers				
ITS_135			System should have or enable the functionality through integrated non-ERP solutions the ability for authorised users at HO/BO to schedule, track and monitor the routine maintenance on leased lines.						
ITS_136			System should have or enable the functionality through integrated non-ERP solutions to enable the functionality for the authorised users to monitor and manage the performance of leased lines.						
ITS_137			System should have or enable the functionality through integrated non-ERP solutions to enable authorised users to track and manage resolution of issues with leased lines/ service providers.						
ITS_138			System should have or enable the functionality to integrate with the support system of Network/ Leased Line service providers to register/log issues/ service requests and maintain their reference numbers against Issue ID generated in ERP.						
ITS_139			System should have or enable the functionalities to manage the vendor performance and metrics of the telecom/internet service providers or intermediaries providing the connectivity services.						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_140			System should have or enable the functionality to create, update, maintain, and manage/archive the documentation of all configurations, changes in leased line configurations policies, activities, etc. for any future references.						
ITS_141		Data Backup and Disaster Recovery	System should have or enable a functionality for the Admin users to create data backup and disaster recovery plans in the system and send them for work flow-based approval process.	Yes	Integration with 3 rd party tools / services.				
ITS_142			System should have or enable the system functionality to allow IT/Admin users to schedule automated backups at regular intervals (daily, weekly, monthly) to ensure data is consistently backed up without manual intervention						
ITS_143			System should have or enable a functionality to support different types of backups, such as full, incremental, and differential backups, to optimize storage and recovery times.						
ITS_144			System should have or enable a functionality to create and maintain a comprehensive disaster recovery plan, including predefined recovery procedures and contact lists for recovery teams						
ITS_145			System should have or enable a functionality to support the simulation and testing of disaster recovery plans to ensure their effectiveness and identify any potential gaps						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_146			System should have or enable a functionality to provide tools for IT users to initiate data recovery processes, including the ability to select specific backup points for restoration and ability to verify the integrity of recovered data						
ITS_147			System should have or enable a functionality to allow real-time monitoring of backup and recovery operations, providing alerts and notifications for any failures or issues encountered						
ITS_148			System should have or enable a functionality to generate detailed reports on backup and recovery activities, including success/failure rates, backup durations, and storage utilization						
ITS_149			System should have or enable the functionality to create, update, maintain, and manage/archive the documentation of all backups, restore/recovery policies, configurations, and activities for any future references.						
ITS_150		Email Administration	System should have or enable a functionality to integrate with the existing email solutions viz. Outlook 365, C-Panel, and/or any other email solutions and services like cloud storage, as may be adopted/required by NAFED	Yes	Integration with email platforms' configuration maintenance, and monitoring tools through available APIs				
ITS_151			System should have or enable a console functionality for the Admin User to centrally manage user accounts, including user creation and access management, on different email						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			services/ solutions subscribed or implemented by NAFED						
ITS_152			System should have or enable functionality for Admin users to centrally delete user accounts, create/ modify/ manage user groups, add/remove permissions, etc., in the subscribed/implemented email services/solutions.						
ITS_153			System should have the functionality or enable the ability for Admin users to centrally configure various email settings based on organizational policies for user types, user groups, and/or user/user group requirements.						
ITS_154			System should have the functionality for the Admin users to centrally monitor email usage by but not limited to following: By Organization, HO, Branches, Divisions, type of users, etc. for all integrated email solutions.						
ITS_155			System should have the functionality or enable the ability for Admin users to centrally monitor compliances and enforce settings as per extant information security policies implemented in NAFED.						
ITS_156			System should have the functionality or enable the ability for Admin users to centrally perform routine maintenance on various email systems implemented in NAFED.						
ITS_157			System should have or enable the ability for Admin users to update and maintain email						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			documentation to reflect changes in configurations and policies.						
ITS_158	Subscription Management	Email Subscription Services	System should have the functionality or enable the ability for Admin users to manage and administer email subscriptions and licenses such as for Microsoft Outlook 365, C-Panel, etc. through a centralized admin panel/ console.	Yes	Integration with email service providers through available APIs				
ITS_159			System should have the functionality or enable the ability for Admin users to centrally monitor email subscription usage to ensure compliance and security.						
ITS_160			System should have the functionality to enable configurable dashboard/ console for Admin/ Super users to monitor and manage various email and related services subscriptions.						
ITS_161			System should have the functionality or enable the ability for Admin users to update and maintain email documentation to reflect changes in configurations and policies.						
ITS_162		Antivirus and Firewall Subscriptions	System should have or enable a functionality for the Admin users to manage antivirus and firewall subscriptions.	Yes	Integration with anti-virus and security management tools through available APIs				
ITS_163			System should have or enable a functionality for the Admin users to deploy and manage security updates to all systems.						
ITS_164			System should have or enable a functionality for the Admin users to monitor the security status of systems continuously.						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_165			System should have or enable a functionality for the Admin users to perform routine maintenance on security systems.						
ITS_166			System should have or enable a functionality for the Admin users to update security documentation to reflect changes in configurations and policies.						
ITS_167		Other Subscriptions - General All Purpose	System should have or enable a functionality for the Authorised/Admin users to centrally subscribe to / or add the subscribed IT services/solutions (such as SaaS, IaaS, PaaS, cloud, email, antivirus, office 365, etc.) in the system for central management.						
ITS_168			System should have or enable a functionality for the Authorised / Admin users to delegate subscription management activities of any software/ solution/ platform etc. to any other authorised super users (may be of other divisions/branches) of NAFED after workflow approval.						
ITS_169			System should have or enable a functionality for the Users to manage and administer subscriptions of various software solutions, platforms, services, etc. such as SaaS, IaaS, PaaS, Cloud services, etc.						
ITS_170			System should have or enable a functionality for the Authorised/ Administrator users to centrally manage payments and renewals, number of users/locations, etc. and obtain						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			workflow-based approvals of competent authorities to manage the renewal/						
ITS_171			System should have the functionality or enable the ability for Admin users to create/ manage/ update/ maintain the documentation of various subscriptions as may be applicable.						
ITS_172	Strategic Planning	IT Policy Management	System should have or enable a functionality for the Admin users to create and maintain various IT and IT security policies implemented/ planned to be implemented in NAFED in the system.	Yes	Integration with policy management tools for policy creation, implementation, and compliance monitoring				
ITS_173			System should have the functionality for the Admin users to create, manage, and enforce IT and IT security policies, ensuring compliance with ISO/IEC 27001:2022 standards and audit requirements.						
ITS_174			System should have the functionality to implement low-code no-code form builder tool for the authorised users to create, maintain and manage various IT policies and procedures as per the evolving requirements.						
ITS_175			System should have or enable a functionality for the Admin users and other workflow users to review and approve the various IT and IT security policies.						
ITS_176			System should have or enable a functionality for the Admin users to implement approved IT and IT security policies across NAFED HO and BOs.						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_177			System should have or enable a functionality for the Admin users to monitor the compliance of all users and assets with IT and IT policies across NAFED HO and BOs.						
ITS_178			System should have or enable a functionality for the Admin users to update IT and IT security policies as needed based on feedback and changing requirements as applicable from time to time.						
ITS_179	Vendor Management	Vendor Registration & Maintenance	System should have a functionality to allow IT/Admin users and other business division users to register and maintain a central registry of vendors (for a variety of supplies/services) in the system.						
ITS_180			System should have a functionality to capture and maintain supporting documents (KYC documents like Aadhaar, PAN, GSTIN, Bank Details, and other profile-related data) of vendors for verification and completing the vendor registration process.						
ITS_181			System should have a functionality to allow external users (vendors) to self-register through web/mobile-based registration forms and upload their supporting/ KYC documents and create provisional Vendor ID in the system.	Yes	Integration with Web/ Mobile Interfaces for External Users				
ITS_182			System should have the functionality to for the external users (vendors) to self-create a Vendor Profile complete with contact details (mobile, email, address(es), authorised						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			persons, etc.) along with all category/ type of/ items/ services offered through a web/ mobile-based external interface.						
ITS_183			System should have a functionality to allow authorised IT/Business users at HO/BO to verify vendor profile, KYC details, item details, attached supporting documents, seek workflow-based approval if needed, and complete the vendor registration process and confirm/ create permanent Vendor ID.						
ITS_184			System should have a functionality to allow the authorised users to update /modify/delete details of registered vendors and send the same for a workflow-based approval process.						
ITS_185			System should have a functionality to allow the authorised users create and maintain a blacklist/debarred list of vendors and centrally block issuance of any PO/WO by any division/branch until the issue is resolved.						
ITS_186			System should have a functionality to allow the authorised users to delete / deregister any vendor through a workflow-based approval process.						
ITS_187		Vendor Performance Management	System should have the functionality to allow the authorised users to create, manage and maintain KPIs for vendor performance management for different types of vendors and suppliers.						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_188			System should have the functionality to allow the authorised users evaluate vendor performance based on the KPIs such as vendor service, timely delivery of survey reports, accuracy of reports etc.						
ITS_189			System should have the functionality to provide vendor wise performance reports for further actions to the NAFED team						
ITS_190			System should have the functionality to create and maintain a blacklist/debarred list of vendors and centrally block issuance of any PO/WO by any division/branch until the issue is resolved.						
ITS_191	Master Data	Master Data Creation and Management	System should have a functionality to allow for creation, maintenance, and management of all applicable master data for the IT section processes/activities as detailed in this document.						
ITS_192			System should have a functionality to allow creation and management of master data for IT assets, including asset types, models, manufacturers, serial numbers, asset locations (HO and BO), etc.						
ITS_193			System should have a functionality to allow creation and management of master data for users (such as user roles, user types, departments, contact information, access levels, permissions, etc.)						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_194			System should have a functionality to allow creation and maintenance of master data for network configurations (such as IP addresses, subnets, VLANs, routers, switches, firewalls, and other n/w devices).						
ITS_195			System should have a functionality to allow creation and maintenance of master data for software applications/portals (such as software names, versions, licenses, vendors/OEMs, support contacts, etc.)						
ITS_196			Systems should have a functionality to allow management of vendor master data (such as names, contact details, KYC documents, etc.)						
ITS_197			Systems should have a functionality to allow management of user master data (such as names, designation, roles, departments, branch, location, access levels, etc.)						
ITS_198			Systems should have a functionality to allow creation and management of master data for IT services (such as service categories, support teams, name of experts/vendors, descriptions, SLAs, etc.)						
ITS_199			Systems should have a functionality to allow creation and management of master data for data backup services and schedules (such as backup schedules, type of backups, frequencies, retention periods, etc.)						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
ITS_200			System should have a functionality to allow to maintain and manage master data for recovery procedures and contact lists for recovery teams						
ITS_201			System should have a functionality to allow creation and management of master data for vendors (such as vendor names, contact details, product/service categories, KYC documents, such as Aadhaar, PAN, GSTIN, bank details, etc.)						
ITS_202			Systems should have a functionality to allow management of master data for reporting templates (such as reporting types, formats, schedules, etc.)						
ITS_203			Systems should have a functionality to allow management of master data for dashboard configurations (such as dashboard types, configurations, KPIs, user types, etc.)						
ITS_204	Reporting	Reports and Dashboards	System should provide a separate module for IT division/section users to generate various types of reports (daily, weekly, monthly, annual, etc.) as may be applicable to effectivity monitor the operations and functioning of the IT division/section and its related activities across the organization.						
ITS_205			System should have the functionality to generate various daily/ weekly/ monthly/ quarterly/ or Annual reports, as applicable and required by NAFED, but not limited to following –						

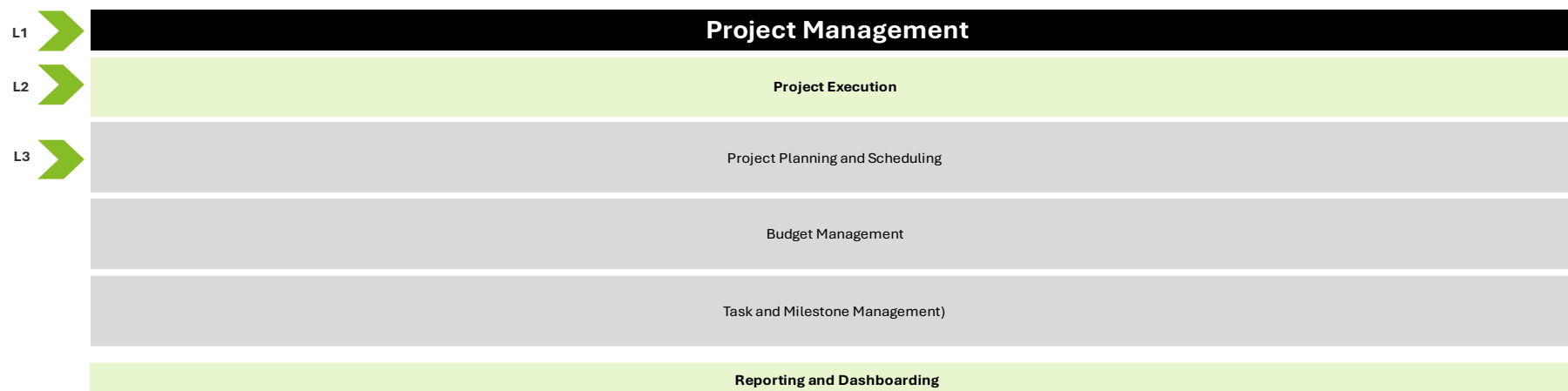
Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			<ul style="list-style-type: none"> Various applicable reports in compliance with the requirements of ISO/IEC 27001:2022 (ISMS) policies and procedures implemented in NAFED. IT Asset Inventory Reports, Approved IT Budget vs. Actuals Expenditure Reports, Asset Audit Reports, Incident Reports, Network Performance Reports, Change Management Reports, Security Patch Reports, Vendor/OEM Performance Reports, Asset Utilization Reports, Services/Subscriptions Utilization Reports, SLA Compliance Reports, Security Incidents Reports, Security Audit Reports, Application Vendor/ Developer Performance Reports, Internet Access/ Utilization Reports, BYOD reports, etc. 						
ITS_206			System should have the capability to generate customizable reports tailored to meet specific business requirements of the IT division, user divisions/ branches, and NAFED Management.						
ITS_207			System should have the functionality to provide dynamic and customizable dashboards with visual insights for effective decision-making.						
ITS_208			System should have the functionality to generate various types of dashboards, as may						

Functional Requirement Specifications Information Technology – Level 1									
S. No.	Level 2	Level 3	Level 4: Functional Requirements	Integration Required	Type of Integration	Bidder Response			
						RA	CU	CD	TP
			be applicable, but not limited to following – <ul style="list-style-type: none"> · IT Operations Dashboard · Asset Management Dashboards, · Incident and Problem Management Dashboards, · Change Management Dashboards, · Vendor Management Dashboards, · Backup and Recovery Dashboards, · IT Policies and Security Compliance Dashboards, etc. 						

5.6 Project Management

Functional Requirement Specifications for Project Management

Key capabilities that streamlines processes, empowers employees and collaborate across the organization



Functional Requirement Specifications Project Management – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
PM_001	Project Execution	Project Planning and Scheduling	System should have the functionality to create new projects with detailed descriptions, objectives, timelines, and vendor assignments	Common				
PM_002			System should have the functionality to enable scheduling of tasks and milestones, including start and end dates	Common				
PM_003			System should have the functionality to facilitate the assignment of projects to vendors	Common				
PM_004		Budget Management	System should have the functionality to allow users to create and manage project budgets	Common				
PM_005			System should have the functionality to track actual expenses against the budget, providing real-time updates on financial status	Common				
PM_006			System should have the functionality to generate reports on project costs, including variances between planned and actual expenditures	Common				
PM_007		Task Management	System should have the functionality to monitor the progress of tasks and milestones, allowing users to update status and upload progress report	Common				
PM_008			System should have the functionality to track the completion of project milestones, providing alerts and notifications for upcoming deadlines.	Common				
PM_009			System should have the functionality to monitor the progress of tasks and milestones, allowing users to update status and report issues.	Common				

Functional Requirement Specifications Project Management – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
PM_010			System should have the functionality to monitor compliance requirements (e.g., waste policies) and alert stakeholders of pending actions.	CRI				
PM_011			System should have the functionality to track waste-to-biofuel and manure conversion	CRI				
PM_012			System should have the functionality to input daily waste intake data (e.g., tons received) into an inventory module from processing facilities	CRI				
PM_013	Reporting	Reports and Dashboards	System should have the functionality to generate the below reports but not limited to - - Overview of the current status of all ongoing projects - Details on project milestones, tasks, and completion percentages - Comparison of planned budget versus actual expenditures - Identification of cost variances and reasons for discrepancies - Tracking of project milestones and their completion status	Common				
PM_014			System should have the capability to generate customizable reports tailored to meet specific business requirements	Common				
PM_015			System should have the functionality to provide dynamic and customizable dashboards with visual insights for effective decision-making	Common				

5.7 Legal and Vigilance

Functional Requirement Specifications for Legal and Vigilance

Key capabilities that streamlines processes, empowers employees and collaborate across the organization

L1	Legal and Vigilance							
L2	Legal Case Management	Central Registry Management	Case & matter Management	Integrated Document Management	Complaint Handling	Resolution and Enforcement	Investigation	Inquiry
L3	Case Initiation	CRN no generation & Management	Internal Legal Advice & Consultation	Legal Document Workflow	Complaint Receipt	Memo Issuance	act-Finding Initiation	Officer Appointment
	Case Assignment & Ownership	Document Storage & Retrieval		Compliance & Archiving	Complaint Review	Reply Processing	Investigation Tracking	Inquiry Progress
	Case Classification & Status Updates	Secure Document Sharing			Verification Process	Show-Cause Notice	Report Submission	
	Hearing Management				Verification Reporting	Chargesheet Issuance	Verification Reporting	
	Case Progress Dashboard							
	Case Outcome & Closure							
	Case History & Audit Trail							
	Hearing & Deadline Alerts							
	Contract Expiry & Renewal Alerts							
		Reporting and Dashboarding						

Functional Requirement Specifications Legal & Vigilance – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
LV_01	Legal Case Management	Case Initiation	System should allow users to register new cases, assign unique case IDs, and categorize them by type, jurisdiction, and priority	Legal				
LV_02			System should support bulk case uploads for mass registrations.	Legal				
LV_03			System should have the functionality to generate parent and child case IDs under which the subsequent cases can be listed	Legal				
LV_04			System should integrate with external court databases (if applicable) for auto-filling of case metadata	Legal				
LV_05		Case Assignment & Ownership	System should allow assignment of cases to internal legal teams or external advocates	Legal				
LV_06			System should track and log dealing officer/ lawyer modification	Legal				
LV_07			System should provide role-based access control to restrict unauthorized case edits.	Legal				
LV_08		Case Classification & Status Updates	System should allow users to categorize cases as active, closed, pending, etc	Legal				
LV_09			System should enable real-time updates on case progress	Legal				

Functional Requirement Specifications Legal & Vigilance – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
LV_10		Hearing Management	System should provide automated notifications for case status changes	Legal				
LV_11			System should allow recording of hearing dates, remarks, and next actions	Legal				
LV_12			System should allow the document upload regarding any hearing date wise	Legal				
LV_13			System should generate hearing schedules and share notifications with stakeholders	Legal				
LV_14			System should enable tracking of court orders and compliance deadlines	Legal				
LV_15		Case Progress Dashboard	System should display a real-time dashboard showing case progress, pending actions, and legal risk exposure	Legal				
LV_16			System should allow tagging of related cases for trend analysis and decision-making	Legal				
LV_17			System should allow tracking of case history and previous judgments by doc upload and comments	Legal				
LV_18		Case Outcome & Closure	System should record case judgments, settlements, or withdrawal reasons	Legal				
LV_19			System should auto-generate compliance checklists post-case closure	Legal				

Functional Requirement Specifications Legal & Vigilance – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
LV_20			System should archive closed cases for legal reference and compliance	Legal				
LV_21		Case History & Audit Trail	System should automatically log all case activities, document modifications, and user interactions	Legal				
LV_22			System should allow audit reports for compliance verification	Legal				
LV_23			System should ensure tamper-proof logs for legal integrity	Legal				
LV_24		Hearing & Deadline Alerts	System should have the functionality to enter reminder dates and deadlines in System	Legal				
LV_25			System should send automated reminders for upcoming hearings, filings, and deadlines	Legal				
LV_26			System should trigger escalation alerts if deadlines are missed	Legal				
LV_27		Contract Expiry & Renewal Alerts	System should notify legal teams before contract expiration dates for renewal action	Legal				
LV_28			System should auto-generate renewal documents for review	Legal				
LV_29	Central Registry Management		The system should have the functionality to generate the CRN no based-on cases received	Legal				

Functional Requirement Specifications Legal & Vigilance – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
LV_30		CRN no generation & Management	The system should have the functionality to manage, store, modify and edit the CRN no	Legal				
LV_31			The system should have the functionality to generate CRN no with functionality of parent child code development	Legal				
LV_32			System should have the functionality to link the CRN no with child codes developed against the parent code	Legal				
LV_33		Document Storage & Retrieval	System should provide a centralized repository for legal documents with role-based access	Legal				
LV_34			System should enable advanced search filters for easy document retrieval	Legal				
LV_35			System should track modifications and maintain version history	Legal				
LV_36		Secure Document Sharing	System should enable secure document sharing with internal teams, external advocates, or regulatory bodies	Legal				
LV_37			System should support access-based expiration for shared documents	Legal				
LV_38	Case & matter Management	Internal Legal Advice & Consultation	System should maintain a legal query resolution module where branches can seek advice from the legal team	Legal				
LV_39			System should track internal legal opinions for reference	Legal				

Functional Requirement Specifications Legal & Vigilance – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
LV_40	Integrated Document Management	Legal Document Workflow	System should allow upload, approval, and signing of legal documents within the platform	Legal				
LV_41			System should enable template-based document generation	Legal				
LV_42		Compliance & Archiving	System should ensure compliance tagging for legal documents based on retention policies	Legal				
LV_43			System should automatically archive closed cases and expired agreements.	Legal				
LV_44	Complaint Handling	Complaint Receipt	System should have the functionality to allow anonymous/pseudonymous complaints to be logged digitally and auto forwarded to the MD with categorization (e.g., corruption, forgery).	Vigilance				
LV_45		Complaint Review	System should have the functionality to enable the MD to review and assign action (e.g., verify, dismiss) via a digital dashboard with decision timestamps.	Vigilance				
LV_46		Verification Process	System should have the functionality to route complaints to respective departments for verification with automated notifications and deadlines.	Vigilance				
LV_47		Verification Reporting	System should have the functionality to generate below reports (branch/HO level) but not limited to: - Verification status report (pending, completed by Division)	Vigilance				

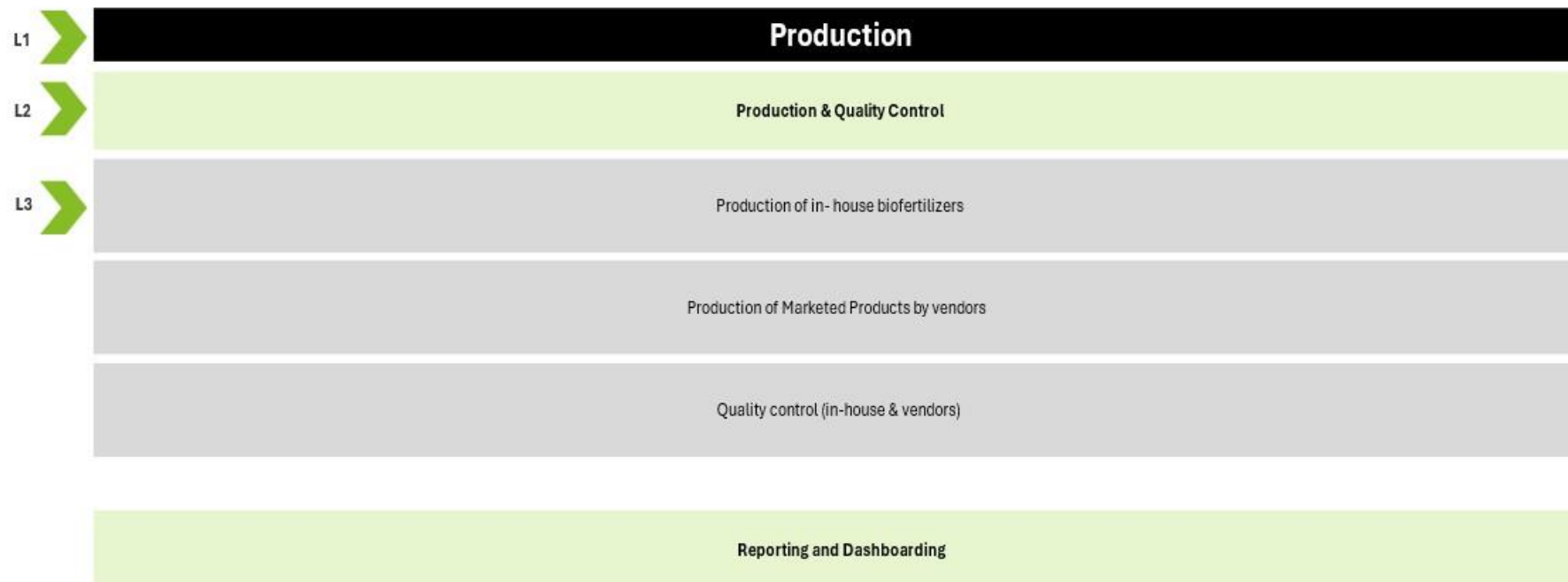
Functional Requirement Specifications Legal & Vigilance – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
			- Verification delay analysis (time taken by Division) - Department response log (submissions by verifier)					
LV_48	Resolution and Enforcement	Memo Issuance	System should have the functionality to generate single or bulk Memo (Explanation Letter) and route it to the accused with deadlines.	Vigilance				
LV_49		Reply Processing	System should have the functionality to allow the accused to submit replies digitally.	Vigilance				
LV_50		Show-Cause Notice	System should have the functionality to generate and issue Show-Cause Notices based on unsatisfactory replies, with audit trails.	Vigilance				
LV_51			System should have proper workflows in place for the approval before sharing any notices	Vigilance				
LV_52		Chargesheet Issuance	System should have the functionality to generate and issue Chargesheets digitally, linking to prior investigation records.	Vigilance				
LV_53	Investigation	Fact-Finding Initiation	System should have the functionality to allow the MD to select a committee digitally, assign members, and issue investigation directives with auto-notifications.	Vigilance				
LV_54		Investigation Tracking	System should have the functionality to generate below dashboards (branch/HO level) but not limited to: - Investigation progress dashboard (status by complaint and committee)	Vigilance				

Functional Requirement Specifications Legal & Vigilance – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
			<ul style="list-style-type: none"> - Evidence collection log (documents/statements uploaded) - Investigation timeline report (milestones and delays) 					
LV_55		Report Submission	System should have the functionality to enable committees to upload findings digitally and auto-route reports to the MD with version control.	Vigilance				
LV_56	Inquiry	Officer Appointment	System should have the functionality to allow the MD to appoint Inquiry and Presenting Officers digitally, with role-based access assignment.	Vigilance				
LV_57		Inquiry Progress	System should have the functionality to generate below reports (branch/HO level) but not limited to: <ul style="list-style-type: none"> - Inquiry status report (ongoing, completed by officer) - Inquiry evidence summary (documents/statements logged) - Inquiry timeline report (progress vs. deadlines) 	Vigilance				

5.8 Production

Functional Requirement Specifications for Production

Key capabilities that streamlines processes, empowers employees and collaborate across the organization



Functional Requirement Specifications Production (Biofertilizers) – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
Bio_01	Production & Quality Control	Production of in-house biofertilizers	The system should have the functionality to manage production planning, process scheduling based on commitments	Biofertilizers				
Bio_02			The system should be able to track raw material consumption in real-time during production cycles	Biofertilizers				
Bio_03			The system should be able to maintain records of production batches, including inputs used, processing times, and yield efficiency	Biofertilizers				
Bio_04			The system should be able to track and record the loss of raw material as " loss " during production cycle	Biofertilizers				
Bio_05			The branch should ensure compliance with safety & environmental regulations during manufacturing	Biofertilizers				
Bio_06			The system should be able to auto-generate production reports for batch -wise analysis	Biofertilizers				
Bio_07			The system should have the functionality to provide seasonal production data and expected delivery date to NAFED Indore Branch	Biofertilizers				

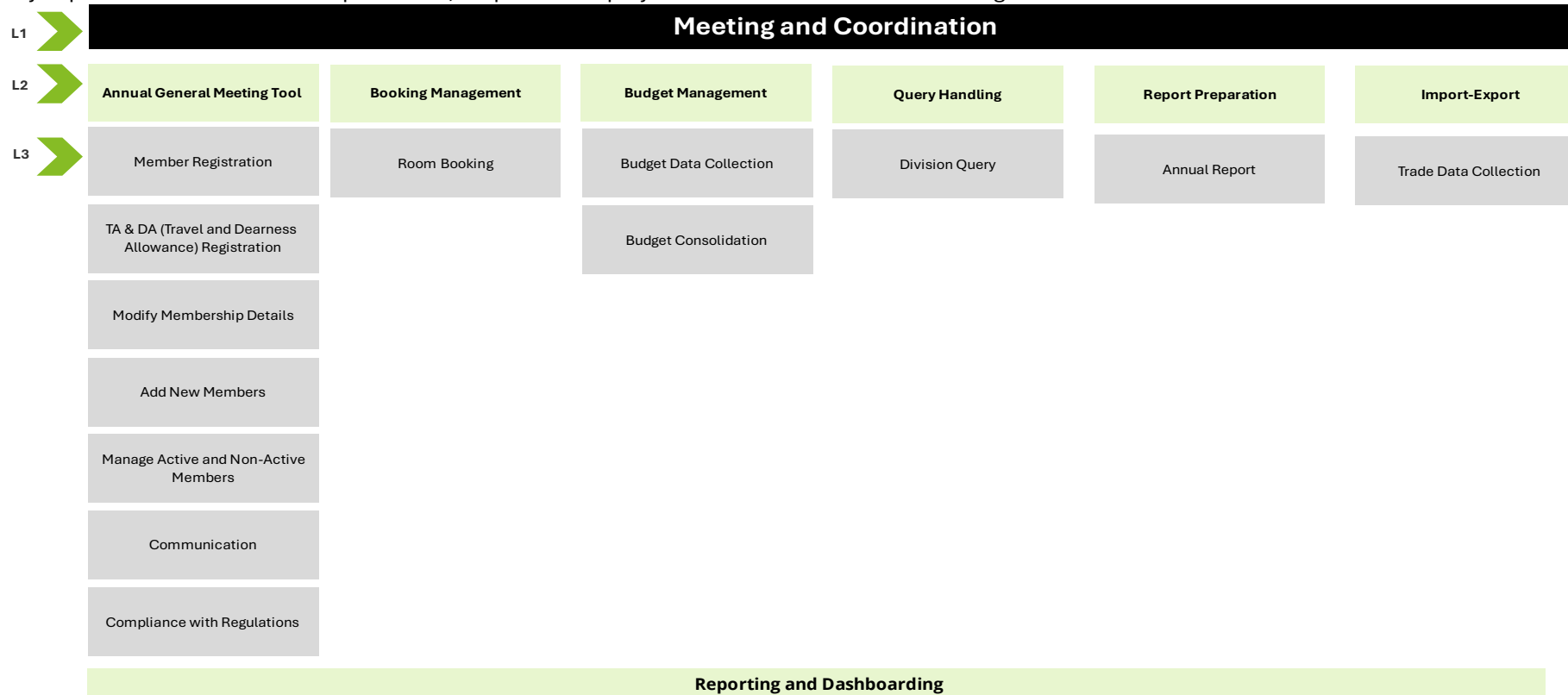
Functional Requirement Specifications Production (Biofertilizers) – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
Bio_08		Production of Marketed Products by vendors	The system should have the functionality to generate alerts for production delays or quality issues	Biofertilizers				
Bio_09			The system should have the functionality to differentiate between in-house and third-party biofertilizers marketed under NAFED's brand	Biofertilizers				
Bio_10			The system should have the functionality to manage third-party contract manufacturing agreements and compliance tracking	Biofertilizers				
Bio_11			The system should ensure proper licensing and approvals for marketed products by third party/ vendor	Biofertilizers				
Bio_12			The system should have the functionality to enable batch - wise quality varification for outsourced products	Biofertilizers				
Bio_13			The system should have the functionality to integrate with vendor invoicing systems for third-party manufacturing settlements	Biofertilizers				
Bio_14		Quality control (in-house & vendors)	The system should have the functionality to initiate quality checks at multiple production stages	Biofertilizers				
Bio_15			The system should have the functionality to log batch level sample collection details	Biofertilizers				
Bio_16			The system should have the functionality to track and record lab results against quality benchmarks	Biofertilizers				

Functional Requirement Specifications Production (Biofertilizers) – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
Bio_17			The system should auto-flag defective batches for corrective actions	Biofertilizers				
Bio_18			The system should have the functionality to schedule random quality inspections at third party production houses	Biofertilizers				
Bio_19			The system should have the functionality to maintain logs for quality inspection	Biofertilizers				
Bio_20			The system should generate quality compliance reports for each batch of inspection	Biofertilizers				

5.9 Meeting and Coordination

Functional Requirement Specifications for Meeting and Coordination

Key capabilities that streamlines processes, empowers employees and collaborate across the organization



Functional Requirement Specifications Meeting and Coordination – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
MC_01	Annual General Meeting	Member Registration	System should have functionality to include a feature for members to register themselves.	Board						
MC_02			System should have functionality to verify member eligibility using predefined criteria (e.g., qualifications or affiliations) before registration.	Board						
MC_03			System should have functionality to categorize members into predefined types, such as state federation, primary, or commodity federations.	Board						
MC_04			System should have functionality where sensitive information (e.g., personal details, TA & DA requests) should be encrypted and comply with data privacy standards.	Board						
MC_05			System should have functionality to assign a unique member ID and store relevant details, linking them to their category.	Board						

Functional Requirement Specifications Meeting and Coordination – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
MC_06		TA & DA (Travel and Dearness Allowance) Registration	System should have functionality for members to register for TA & DA to cover travel and accommodation expenses related to attending the AGM.	Board						
MC_07			System should have functionality for members to submit TA & DA requests with details such as travel plans, accommodation needs, and estimated costs.	Board						
MC_08			System should have functionality to track approved TA & DA requests and facilitate reimbursement processes.	Board						
MC_09		Modify Membership Details	System should have functionality to authorize users to update member information, including contact details, addresses, or membership categories.	Board						
MC_10			System should have functionality of creating a version history or change log must be maintained to ensure data integrity and traceability.	Board						

Functional Requirement Specifications Meeting and Coordination – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
MC_11		Add New Members	System should have functionality to capture all necessary details (e.g., name, contact information, category) and ensure compliance with membership rules.	Board						
MC_12		Manage Active and Non-Active Members	System should have functionality to enable administrators to designate members as active or inactive based on their status (e.g., resignation, expulsion, or dormancy).	Board						
MC_13			System should have functionality to record the reason and date of status changes.	Board						
MC_14		Communication	System should have functionality to send automated notifications to members about AGM schedules, agendas, TA & DA approvals, or other updates.	Board						
MC_15			System should have functionality to send bulk communication tools (e.g., email or SMS) must be available for efficient member outreach.	Board						

Functional Requirement Specifications Meeting and Coordination – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
MC_16		Compliance with Regulations	System should have functionality where audit trails should be maintained for key actions, such as registrations, status updates, and TA & DA approvals.	Board						
MC_17			System should have functionality where it must adhere to legal and regulatory requirements governing member management and AGM proceedings.	Board						
MC_18	Booking Management	Room Booking	System should have functionality to view room availability in calendar or list view	Board						
MC_19			System should have functionality to book rooms for specific date and time slots	Board						
MC_20			System should have functionality to modify or cancel existing bookings	Board						
MC_21			System should have functionality to prevent double booking with conflict detection	Board						

Functional Requirement Specifications Meeting and Coordination – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
MC_22	Reporting	Reporting and Analytics	System should have functionality to generate customizable reports on member demographics, AGM attendance, voting patterns, and TA & DA disbursements.	Board						
MC_23			System should have functionality to provide the Board Division with real-time insights into member participation and AGM logistics.	Board						
MC_24	Budget Management	Budget Data Collection	System should have the functionality to streamline budget data collection by automating circular distribution.	Coordination						
MC_25		Budget Consolidation	System should have the functionality to consolidate budget inputs using a standardized digital template for consistent formatting and review.	Coordination						
MC_26	Query Handling	Division Query	System should have the functionality to manage Division queries by creating a digital ticketing system and response tracking.	Coordination						
MC_27	Report Preparation	Annual Report	System should have the functionality to compile annual report inputs using a shared digital repository with	Coordination						

Functional Requirement Specifications Meeting and Coordination – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			automated reminders for division submissions.							
MC_28	Import-Export	Trade Data Collection	System should have the functionality to collect import-export return details with automated data aggregation from ITDA submissions.	Coordination						

5.10 Estates (Property and IU)

Functional Requirement Specifications for Estate(Property and IU) Division

Key capabilities that streamlines processes, empowers employees and collaborate across the organization

L1	Estate Division(Property and IU)								
L2	Property Management	Property Acquisition	Property Leasing	Property Disposal	Vendor Master	Record Management	Project Implementation	Financial Processing	Dashboard and Reporting
L3	Digital Property Descriptions	Requirement Identification	Lease & Agreement Management	Disposal Identification	Vendor Selection	Digital Records and Historical Briefs	Opportunity Identification	Fund Utilization	Property Dashboard
	Survey, Measurement, and Fencing of Properties	Proposal Submission & Approval	Lease Registration	Proposal and Approval	Vendor Registration	Recordkeeping of Bills and Receipts	Public-Private Partnership (PPP) Projects	Fund Request Submission	MIS Reports
	Bills & Vendor Payments Management	Title Verification	Lease Renewal / Extension	Tender and Sale Execution	Vendor Code creation		DPR Development	Payment Disbursement	
	Property Monetization	Payment Processing	Lease Reports	Document Release	Vendor Modification		DPR Development	Invoicing and Billing	
	Property Tax and Other Compliances	Registration and Documentation			Vendor Performance Management		Partner Engagement	Revenue Estimation and Collection	
					Vendor Grievance Management		Status Reporting	Vendor Invoices and Payments	

Functional Requirement Specifications										
Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED001	Property Management	Digital Property Descriptions	System should be able to maintain up-to-date description of each property, which should encompass but not limited to the following- -Property size, location, age, and usage (e.g., residential, commercial, industrial etc). -Current ownership status of the property and tenant details, if applicable. -Condition assessment parameters of each property, detailing the property's physical state. -Pictures/ photos of the property from time to time as graphic documentation of the property.	Estates						
ED002			System should allow to create and manage property records at the branch/state level and HO/consolidated levels, but not limited to following: -Digital property details (like name, location, address, utility/purpose, self-	Estates						

Functional Requirement Specifications										
Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			occupied/lease, type of property (office/storage/IU/project), capacity/size, ownership status, current use) -Property history report (acquisition date, past leases, renovations, disposals) per asset -Document availability report (list of digitized vs. pending documents by property) -Property condition report (maintenance history, last inspection date, upcoming upkeep needs) -Lease linkage report (current lease terms, tenant details tied to each property brief) -IU brief overview (capacity, operational status, revenue contribution by unit) -Project brief status (linked projects, scheme details, development stage per property) -Searchable property brief index (filterable by branch, type, or status) -Brief update log (timestamped							

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			changes to digital briefs by user) -Compliance brief report (regulatory flags or notes per property)							
ED003		Survey, Measurement, and Fencing of Properties	System should have functionality to allow the Branch/ HO users to conduct a comprehensive and detailed survey of all properties within its jurisdiction, encompassing but not limited to the following- -Identification of boundary lines -Measurement of land areas -Fencing requirements around the property to clearly demarcate the limits of the property and prevent any encroachment or disputes, -Compliance to legally defined property boundaries	Estates						
ED004			System should have functionality to allow the users to track and monitor surveys, property measurement, boundary demarcation and fencing and completion of activities within the defined period / number of days.	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED005		Bills & Vendor Payments Management	System should have the functionality to fetch and display the property wise/ State/branch wise vendor payments and utility bills and taxes, such as but not limited to following: -Utility Bills (electricity and municipal bills) -Property taxes -Facilities management (vendor) services (housekeeping, cleaning, security, etc.) -Connectivity (telephone, leased lines, etc.)	Estates	Yes	Bharat Bill Pay/ Bharat Connect/ NPCI/ Other applicable				
ED006		Property Monetization	System should have functionality to ensure optimum utilization and monetization of all NAFED properties.	Estates						
ED007			System should facilitate the users to ensure that no property remains vacant or unutilized while maximizing the revenue/ return for NAFED from the property.	Estates						
ED008			System should have the functionality to allow the user to identify any vacant/	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			unutilised/ under-utilized property and initiate prompt actions to monetize the property in an efficient, timely, legally, contractually, and regulatory compliances and sustainable manner.							
ED009			System should have functionality to allow the user to maximise the revenue per property while aligning the monetization initiatives with the broader objectives, priorities and long-term strategies of NAFED while maintaining both fiscal prudence and legal integrity.	Estates						
ED010			System should have the functionality to calculate and project the revenue from the property which are leased by NAFED based on monthly/ yearly income and outflow of lease rents and other expenses.	Estates						
ED011		Property Tax and Other Compliances	System should have a functionality to allow the branch/ HO users to track and ensure timely and accurate remittance of property taxes and other	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			government dues (if any) for all properties under their respective jurisdictions.							
ED012			System should have a functionality to allow the users to maintain branch wise/ property wise payment schedules for property taxes and other applicable govt. dues if any.	Estates						
ED013			System should have a functionality to allow the users to track branch wise/ property wise delayed/ late payments	Estates						
ED014			System should be able to allow the branch/HO user to track branch wise/ property wise the penalties, interest and other charges accrued/paid arising due to late payment of taxes and dues.	Estates						
ED015	Property Acquisition	Requirement Identification	System should have the functionality to allow Branch/HO users to indicate need or raise a requirement for a property with business justification including location, purpose/ usage	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			estimated cost, revenue, tenure, etc. in the system.							
ED016		Proposal Submission & Approval	System should have the functionality to allow the Branch HO users to draft and submit proposals for workflow-based approval as per delegation of authority.	Estates						
ED017			System should have the functionality to route proposals to HO (Head Office) approvers (e.g., MD, Branch Officers) with audit trails and deadlines.	Estates						
ED018		Title Verification	System should allow Branch/ HO users to verify the title of the property and maintain the same in the system post verification of documents with the relevant registration authorities.	Estates						
ED019			System should have functionality to allow the users to monitor title documents to ensure ongoing accuracy and legitimacy of property records.	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED020			System should be able to highlight discrepancies or irregularities in title documents, if any, and alert the concerned Branch/HO users for initiating remedial actions to correct or clarify the issues.	Estates						
ED021			System should have the functionality to allow the users to seek and maintain additional documentation to support the title verification of the property.	Estates						
ED022			System should have the functionality to facilitate the users to take legal measures to resolve disputes if any concerning ownership or title of the property.	Estates						
ED023			System should allow the user to create and maintain property verification procedures in the system to ensure legal integrity of property transactions and safeguard against potential ownership disputes or fraud.	Estates						

Functional Requirement Specifications Estates – Level 1											
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response				
							RA	CU	CD	TP	
ED024			System should be able to facilitate periodic audits to detect any potential issues or updates that may arise.	Estates							
ED025		Payment Processing	System should be able to integrate with banking APIs (e.g., SBI, ICICI) for direct fund transfers.	Estates	Yes	Banking Channels / Payment Gateway					
			System should be able to capture the payment status and updated the status in real time.	Estates							
			System should auto-generate payment receipts for vendors.	Estates							
ED026		Registration and Documentation	System should have the functionality to generate below reports (branch/state wise and consolidated HO level) but not limited to the following: -Property document status report (registered, pending, missing documents by property and branch) -Document upload summary (total digitized documents by type e.g., sale deeds, leases, etc. per branch) -Registration compliance report	Estates							

Functional Requirement Specifications										
Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			(properties with complete vs. incomplete documentation) -Document access log (user access history by property document) -Property ownership verification report (linked registration details per asset) -Document retention status (documents nearing 5-year purge by branch) -Acquisition document timeline (time from purchase to registration by property) -Document security report (encryption and access control status by repository)							
ED027	Property Leasing	Lease & Agreement Management	System should have the functionality to allow the Branch/ HO users to draft/create and maintain lease agreements, contract notes, lease/contract management, negotiation of terms & conditions, agreement/contract signing and tracking, compliance tracking,	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			adherence to agreed T&Cs, invoicing, and collection of rents, etc.							
ED028			Concerned branches/ HO users are obligated to ensure that such lease agreements are executed and registered in a timely manner to comply with the legal requirements of registration.	Estates						
ED029		Lease Registration	System should allow the users to create/ maintain a list of sub-registrars across the locations/branch jurisdictions where the properties are located.	Estates						
ED030			System should have functionality to ensure that any lease deed/ agreement for more than 11 months tenure is mandatorily registered with the concerned sub-registrar of the district within the defined timeframe.	Estates						
ED031			System should be able to track the registration of all leases for more than 11 months tenure and shall be able to	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			send alerts to the concerned users to initiate and complete the lease registration within the specified timeframe.							
ED032			Any failure to timely register the lease shall render the agreement legally un-enforceable and may expose NAFED to potential legal consequences, including disputes over the validity of the lease.	Estates						
ED033		Lease Renewal / Extension	System should have the functionality to support the renewal/ extension of the Lease /Rent agreement three (3) months prior to the expiry of current lease/rent agreement or term.	Estates						
ED034			System should be able to send auto-generated alerts (email/ mobile) and reminders to all users at the Branch/HO concerned with the renewal/ extension of lease to initiate the required actions.	Estates	Yes	Email/ SMS/ WA				
ED035			System should have the functionality to send alerts for lease expiry/renewal	Estates						

Functional Requirement Specifications										
Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			60 days in advance to Branch Office and HO.							
ED036		Lease Reports	<p>System should have the functionality for users to generate below reports (branch/state wise and consolidated HO level) but not limited to the following:</p> <ul style="list-style-type: none"> -Lease invoice summary (total invoices issued, paid, pending by property and tenant) -Revenue collection report (lease payments received monthly/quarterly by branch) -Overdue invoice report (unpaid invoices with aging analysis by property) -Tenant payment history (payment trends and delays by lessee) -Invoice compliance report (alignment with lease terms and rates) -Short-term rental revenue report (income from farmers/FPOs by branch) 	Estates		Payment Gateway				

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			-Lease billing forecast (upcoming invoices based on active leases)							
ED037	Property Disposal	Disposal Identification	System should have the functionality to flag underutilized properties/IUs for disposal with Branch Office justification input.	Estates						
ED038		Proposal and Approval	System should have the functionality to submit disposal proposals and route them to HO/MD/Branch Offices for approval.	Estates						
ED039		Tender and Sale Execution	The system should have the functionality to generate below reports (branch/state wise and consolidated HO level) but not limited to the following: -Disposal tender status report (properties in tendering, bids received, finalized) -Sale proceeds report (revenue from	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			disposed properties by branch) -Disposal timeline report (time from proposal to sale completion) -Buyer profile summary (successful bidders by property) -Disposal compliance report (adherence to tendering and sale regulations)							
ED040		Document Release	System should have the functionality to release digital documents to buyers' post-approval, logging physical handover.	Estates						
ED041	Vendor Master	Vendor Selection	System should have the functionality to manage tendering or direct government purchases with eligibility checks.	Estates						
ED042			System should have the functionality for NAFED team to reject or select the final vendor	Estates						
ED043			System should have the functionality to provide reasons to the vendors regarding their selection or rejection post evaluation.	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED044		Vendor Registration	System should have the functionality to allow the vendors to upload details and documents like name, contact details, Turnover and other legal documents	Estates		API based integration with e-KYC and relevant services				
ED045			System should have the functionality to automatically validate vendor documents through API based integration based on the compliance requirement defined by the NAFED team	Estates	Yes					
ED046			System should have the functionality to obtain vendor consent for accessing their details to ensure compliance with relevant regulations and data protection standards	Estates						
ED047			System should have the functionality to send an alert to the vendor as well as NAFED team in case any document is not uploaded or has expired	Estates	Yes	Email/ SMS				
ED048			System should have the functionality to check if the vendor is already present in the vendor master or not	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED049			System should have the functionality to allow the NAFED team to see a detailed view of the vendor details consisting of the vendor score, documents, etc. Vendor database to store comprehensive information about vendors, including contact details, addresses, and primary points of contact.	Estates						
ED050			System should have the functionality to let the vendor master have multiple categorizations based on location and division	Estates						
ED051			System should have the functionality to allow addition of selected vendor to the vendor master list	Estates						
ED052			System should have the functionality to approve addition of the vendor to the vendor master and send the data for vendor code creation	Estates						
ED053			System should have the functionality to allow the user to approve/reject any	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			change in basic information provided by the vendor							
ED054			System to have the section for query resolution such as FAQs, user guides and videos recording	Estates						
ED055		Vendor Code creation	System should have the functionality to send the vendor code creation for approval to NAFED team based on the delegation of authority defined in the System	Estates						
ED056			System should have the functionality to create vendor code post approval	Estates						
ED057			System should have the functionality to tag vendor codes based on unique registration numbers	Estates						
ED058		Vendor Modification	System should have the functionality to allow the vendor to upload and submit the self-service form for any amendments or changes to their basic info	Estates						
ED059			System should have the functionality to allow the NAFED team to verify the	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			amendments/changes suggested by the vendor							
ED060			System should have the functionality to allow approval/rejection of the changes	Estates						
ED061			System should have the functionality to allow the user to make changes to the existing vendor master post approval	Estates						
ED062			System should have the functionality to send a notification to the vendor as well as NAFED team regarding the changes made	Estates						
ED063		Vendor Performance Management	System should have the functionality to evaluate vendors performance based on the KPIs such as vendor service, timely delivery of survey reports, accuracy of reports etc.	Estates						
ED064			System should have the functionality to provide vendor wise performance reports for further actions to the NAFED team	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED065		Vendor Grievance Management	System should have the functionality to register & track grievances for both the parties - NAFED team & vendors	Estates						
ED066			System should have the functionality to incorporate KPIs for NAFED team complaints including delay in service, performance issues, etc.	Estates						
ED067			System should have the functionality to incorporate KPIs for vendors complaints including untimely payments, reporting any incident, etc.	Estates						
ED068			System should have the functionality to automate the process of sending emails to vendors or NAFED team depending on the source for raising the grievances	Estates						
ED069			System should have the functionality to track and report the number of complaints logged in the System	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED070	Record Management	Digital Records and Historical Briefs	<p>System should be able to create/generate a self-contained note outlining the historical and institutional background of each property. This shall include, but not limited to the following:</p> <ul style="list-style-type: none">-Complete history of the property, record of past ownerships, transfers, and any other significant events associated with the property as may be required by the business.-Institutional ownership details, including historical context and relevant institutional actions pertaining to the property.-Maintain digital/ scanned copies of title deeds, ownership and encumbrance proofs, property valuation including current market value and relevant appreciation.-Maintenance activities (past/ongoing/scheduled), service providers, cost incurred/estimated, etc.-Details of security arrangements,	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			including security provider, security incidents/ updates if any.							
ED071			System should be able to maintain details and copies all relevant documents pertaining to each property, such as Title Deed, Valuation Report, House Tax Receipt (most recent /or specified number of years), Maintenance Records, Facilities Management Records/Reports, Security Deployment Details, etc.	Estates						
ED072			System should have the functionality to create a searchable online repository for all property-related documents.	Estates						
ED073		Recordkeeping of Bills and Receipts	System should have the functionality to maintain all operational records of the property such as various facilities/ utilities/ running bills and invoices, tax notices, and receipts for 5 years (or as	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			per the business needs) with auto-purge options.							
ED074	Project Implementation	Opportunity Identification	System should have the functionality to allow the branch users to enter/ create the potential project opportunity in the system (based on the available opportunities identified from the State/ Central Government portal/ documents/ etc.) e.g., PMFME of MoFPI.	Estates						
ED075			System should have the functionality to allow the branch / HO users to optimize the use and development of its property assets into projects including PPP projects.	Estates						
ED076			System should have the functionality to allow the branch / HO users to pursue projects/ PPP opportunities while ensuring compliance with applicable legal, regulatory, and financial guidelines.	Estates						
				Estates						
ED077			System should have the functionality to allow the branch/ HO users to	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
		Public-Private Partnership (PPP) Projects	develop properties under the PPP model, with the objective of minimizing capital expenditure (Capex) obligations.							
ED078			System should have the functionality to allow the branch user to create/draft and submit project proposals (based on pre-defined business rules and govt. scheme guidelines) for workflow-based approval to BLC/ Branch Head, HO (division and up to MD).	Estates						
ED079			Branch user then submits the approved proposal / concept note to concerned State/Central Government authority as per the guidelines and timelines.	Estates						
ED080			System should have a functionality for the branch/ HO users to seek domain expertise and directions in accordance with established protocols for development of NAFED properties into projects/ PPP projects.	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED081		DPR Development	System should have the functionality to allow the user to capture the approval/ rejection/ modification or revision status of the proposal/ concept note based on the external approval process of the concerned Ministry/ State Govt.	Estates						
ED082			System should have the functionality to manage the tendering process to engage a consultant to prepare a DPR for submission to the concerned State/ Central Govt. authority.	Estates	Yes	Tendering Module (e-Auction system of NAFED)				
ED083			System should have the functionality to allow the user to track the progress and issues in the project wise development of DPR	Estates						
ED084			System should have the functionality to allow the user to upload and submit the draft DPR for workflow-based approval to BLC/ Branch Head, HO (division and up to MD).	Estates						
ED085			Branch user submits the approved DPR to concerned State/ Central	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			Government authority as per the guidelines and timelines							
ED086		Partner Engagement	System should have the functionality to allow the user to capture the approval/ rejection/ modification or revision status of DPR based on the external approval process of the concerned Ministry/ State Govt.	Estates						
ED087			System should have the functionality to integrate with tendering system to conduct PPP model (BOT/BOOT/etc.) tendering process for the selection of an Implementation Partner for the project.	Estates	Yes	Tendering Module (e-Auction system of NAFED)				
ED088			System should have the functionality to allow the branch users to track and monitor the project implementation milestones, progress, issues, and operations in real-time.	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED089		Status Reporting	System should have the functionality to generate below reports (branch/state wise and consolidated HO level) but not limited to the following: -Project milestone report (progress by scheme, branch, and timeline) -Fund utilization report (grants received vs. spent by project) -Scheme compliance report (adherence to Ministry guidelines) -Project delay analysis (delays by phase and branch) -Partner performance report (BOT partner contributions and issues) -Periodic status summary (updates submitted to HO/Ministry)	Estates						
ED090	Financial Processing	Fund Utilization	System should have the functionality to track the project wise grant receipts and expenditure as per the compliance and reporting requirements of various schemes/ state/central govt. guidelines.	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED091		Fund Request Submission	System should have the functionality to submit digital proforma invoices (PI) for workflow-based approval of required funds for making payments	Estates						
ED092		Payment Disbursement	System should have the functionality for the HO users to process and disburse the approved funds to the Branch Office accounts with finance integration.	Estates						
ED093		Invoicing and Billing	System should have the functionality to allow the branch user generate property wise Lease Rent invoices and allow the user to track the collection/ receipts of rent.	Estates						
ED094			System should have the functionality to potentially integrate with the Payment gateways / similar services to collect the payments from lessees.	Estates	Yes	Payment Gateway				
ED095		Revenue Estimation and Collection	System should have the functionality to allow the users to periodically estimate and calculate the property wise expenses and revenue earned from the property to estimate and	Estates						

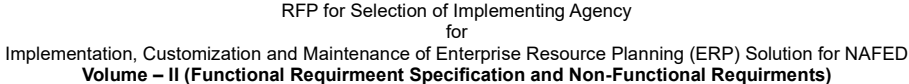
Functional Requirement Specifications										
Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			project the Gross Income at the property level/ branch level/ HO level.							
ED096			System should have the functionality to generate below reports (branch/state wise and consolidated HO level) but not limited to the following: -Total revenue report (lease, sale, and project income by branch -Revenue trend analysis (monthly/quarterly income by source) -Payment receipt status (lease/sale proceeds received vs. pending) -Revenue forecast (projected income from active leases and disposals) -Financial compliance report (alignment with accounting standards)	Estates						
ED097		Vendor Invoices and Payments	System should have the functionality to allow vendors to submit invoices	Estates						
ED098			System should have the functionality to support bulk invoice uploads in predefined formats (e.g., CSV, pdf etc.)	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED099			System should have the functionality to allow NAFED team to upload invoices on behalf of vendors	Estates						
ED100			System should have the functionality to vendors to track invoice status in real-time through a self-service portal	Estates						
ED101			System should have the functionality to send the invoice for approval based on the approval matrix defined in the System	Estates						

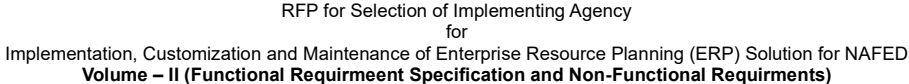
Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
ED102	Dashboard and Reporting	Property Dashboard	<p>System should have the functionality to generate property wise/ branch level /HO level property dashboards covering, but not limited to, the following features:</p> <ul style="list-style-type: none"> -Type of property/ Location/ Age/ Capacity/ Uses/ etc. -Property Status (Occupied/ leased/ vacant/ under renovation/ under dispute/ etc.) -Types of facilities available in the property -Lease status dashboard (active, expiring, expired leases with timelines) -Lessee details with lease term and remaining tenure -Status of last 6 month rent invoices -Real-time property status dashboard (e.g., vacant, occupied, leased, under renovation, litigation) by location and type. 	Estates						

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			-Ongoing renovation works (civil/ electrical/ etc.), with type of works, vendor details, timeline to finish, etc. -Status of legal dispute/case if any on the property. -Utility bill status dashboard (paid, pending, overdue by property and branch) -Tax payment overview (property tax, municipal levies paid vs. due by location) -Vendor payment report (security, cleaning, maintenance costs by property) -Facilities expense trend (monthly/quarterly utility costs by branch) -Bill payment compliance dashboard (timeliness and regulatory adherence) -Upcoming payment alerts (due dates for utilities/taxes within 30 days)							

Functional Requirement Specifications Estates – Level 1										
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Integration Required	Type of Integration	Bidder Response			
							RA	CU	CD	TP
			-Vendor contract status (active, expiring, renewed contracts by branch) -Compliance tracking dashboard (audit trails, regulatory adherence by property/project) -Property disposal status dashboard (properties flagged for sale, in tendering, sold) -Project progress dashboard (milestone completion status by scheme and branch).							

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			<ul style="list-style-type: none"> -Vendor performance report (service delivery issues linked to payments) -Contract renewal report (active, expiring, renewed vendor contracts with timelines) -Utility bills payment status report (paid, pending, overdue bills by property and utility type e.g., electricity, water) -Vendor/ utility expense summary (total costs by vendor/ utility type e.g., security, maintenance, electricity per branch/ per property) -Vendor payment status report (paid, pending, overdue payments to security/ cleaning vendors by property) -Payment transaction log (date, amount, payee for each bill by branch) -Bill matching report (bills auto matched vs. manually reconciled to properties) -Payment timeliness report (on-time vs. late-payments by branch) -Utility expense summary (total costs by property and utility category) -Vendor payment report (facility-related payments e.g., security, cleaning by property) -Vendor payment history (payment trends and delays by vendor) -Payment approval log (time stamped 							
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5.11 Extension and Business Development

Functional Requirement Specifications for Extension and BD

Key capabilities that streamlines processes, empowers employees and collaborate across the organization

L1	Extension and Business Development						
L2	Export Order Management	Domestic Order Management	Vendor Master	Vendor Management	Program Coordination	Reporting	Master Data Management
L3	Order Initiation	Order Initiation	Vendor Supplier/Tendering	Vendor Invoicing	Project Planning and Scheduling	Reports and Dashboards	Custom Master
	Quote Management	Quote Management	EMD/SD Management	Vendor Grievance Management	Budget Management		
	Manage Purchase Order	Manage Purchase Order	Vendor Registration	Vendor Performance Management	Task Management		
	Survey Management	Delivery and Invoice Management	Vendor Code Creation				
	Delivery and Invoice Management						
Reporting and Dashboarding							

**Functional Requirement Specifications
Extension and Business Development – Level 1**

S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_001	Export Order Management	Order Initiation	System should have the functionality to capture the order-related details from the buyer but not limited to: -Commodity Name -Quantity Required	Extension & BD				
EBD_002			System should have the functionality to send order details to the selected supplier for submitting quotation details for a particular order	Extension & BD				
EBD_003		Quote Management	System should have the functionality to collect and manage rate submissions from suppliers for a particular order	Extension & BD				
EBD_004			System should have the functionality to generate and send tentative quotations to buyers over mail, including NAFED's commission based on the rate submitted by the suppliers	Extension & BD				
EBD_005			System should have the functionality to modify the quotation and send the quotation for approval to the NAFED team based on the approval matrix defined in the system	Extension & BD				
EBD_006			System should have the functionality to track and maintain historical data of quotations shared with buyers	Extension & BD				
EBD_007			System should have the functionality to release tenders and finalize Export supplier through the tendering process	Extension & BD				
EBD_008			System should have the functionality to generate and issue POs to selected suppliers for required quantities	Extension & BD				

Functional Requirement Specifications
Extension and Business Development – Level 1

S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_009		Manage Purchase Order	System should have the functionality for multi-level approval workflows for PO (Purchase Order) creation and modification based on predefined rules	Extension & BD				
EBD_010			System should have the functionality to enable real-time tracking of purchase orders, including status updates like pending, approved, and completed	Extension & BD				
EBD_011			System should have the functionality to provide role-based access control, ensuring only authorized personnel can create, modify, approve, or cancel POs (Purchase Order)	Extension & BD				
EBD_012			System should have the functionality to allow PO (Purchase order) amendments and change requests, ensuring a history of modifications and approvals is maintained	Extension & BD				
EBD_013			System should facilitate automated PO (Purchase order) number generation, ensuring uniqueness and compliance with organizational numbering standards	Extension & BD				
EBD_014			System should enable split POs (Purchase Order), allowing orders to be divided across multiple vendors based on item availability and cost efficiency	Extension & BD				
EBD_015			System should have the functionality to track and manage the status of issued Pos	Extension & BD				
EBD_016		Survey Management	System should have the functionality to schedule and manage surveys at the loading point	Extension & BD				

Functional Requirement Specifications
Extension and Business Development – Level 1

S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_017			System should have the functionality to allow selection of surveyors from empanelled vendors	Extension & BD				
EBD_018			System should have the functionality to log survey reports and findings in a structured format	Extension & BD				
EBD_019			System should have the functionality to notify relevant stakeholders upon survey completion	Extension & BD				
EBD_020			System should have the functionality to send the survey report for the approval of NAFED team based on the approval matrix defined in the system	Extension & BD				
EBD_021		Delivery and Invoice Management	System should have the functionality to track the completion of surveys before allowing order pickup	Extension & BD				
EBD_022			System should have the functionality to update order status from "Survey Completed" to "Ready for Pickup" and notify relevant stakeholders post approval from the relevant NAFED stakeholders	Extension & BD				
EBD_023			System should have the functionality to allow suppliers to enter logistics details, including transporter information, expected delivery date, and shipment tracking details	Extension & BD				
EBD_024			System should have the functionality to capture and record buyer confirmation of order receipt	Extension & BD				
EBD_025			System should have the functionality to allow suppliers to submit invoices digitally upon buyer confirmation	Extension & BD				

**Functional Requirement Specifications
Extension and Business Development – Level 1**

S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_026			System should have the functionality to manage the currency conversion required in the invoice processing	Extension & BD				
EBD_027			System should have the functionality to submit the invoice for NAFED Extension and Business Development (EBD Division) team approval based on the approval matrix defined in the system	Extension & BD				
EBD_028			System should have the functionality for the supplier to submit shipping related documents	Extension & BD				
EBD_029			System should have the functionality to track the status of submitted invoices and notify stakeholders of pending approvals	Extension & BD				
EBD_030			System should have the functionality to store and retrieve invoice records for audit and compliance purposes	Extension & BD				
EBD_031			System should have the functionality to route supplier invoices to the finance team for approval	Extension & BD				
EBD_032	Domestic Order Management	Order Initiation	System should have the functionality to record and track the annual import limit	Extension & BD				
EBD_033			System should have the functionality to send the domestic tenders' details to the selected supplier and buyer	Extension & BD				
EBD_034		Quote Management	System should have the functionality to enable buyers to submit procurement requests, specifying required quantities	Extension & BD				

Functional Requirement Specifications Extension and Business Development – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_035			System should have the functionality to consolidate and validate buyer requests and send them for approval of the EBD division based on the approval matrix defined in the system	Extension & BD				
EBD_036			System should have the functionality to share buyer requirements with empanelled suppliers and request quotes	Extension & BD				
EBD_037			System should have the functionality to track and compare supplier quotes based on price, delivery timelines, and other evaluation criteria	Extension & BD				
EBD_038			System should have the functionality to validate supplier quotes against buyer requests to determine the best-fit supplier	Extension & BD				
EBD_039		Manage Purchase Order	System should have the functionality to generate and issue POs to selected suppliers for required quantities	Extension & BD				
EBD_040			System should have the functionality for multi-level approval workflows for PO (Purchase Order) creation and modification based on predefined rules	Extension & BD				
EBD_041			System should have the functionality to enable real-time tracking of purchase orders, including status updates like pending, approved, and completed	Extension & BD				
EBD_042			System should have the functionality to provide role-based access control, ensuring only authorized personnel can create, modify, approve, or cancel POs (Purchase Order)	Extension & BD				

Functional Requirement Specifications Extension and Business Development – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_043			System should have the functionality to allow PO (Purchase order) amendments and change requests, ensuring a history of modifications and approvals is maintained	Extension & BD				
EBD_044			System should facilitate automated PO (Purchase order) number generation, ensuring uniqueness and compliance with organizational numbering standards	Extension & BD				
EBD_045			System should enable split POs (Purchase Order), allowing orders to be divided across multiple vendors based on item availability and cost efficiency	Extension & BD				
EBD_046			System should have the functionality to track and manage the status of issued Pos	Extension & BD				
EBD_047		Delivery and Invoice Management	System should be able to track and monitor the import orders, buyer's pick-up of goods either from the port or designated warehouses	Extension & BD				
EBD_048			System should have the functionality to manage and track dispatched orders sent to respective warehouses via empanelled logistics vendors	Extension & BD				
EBD_049			System should be able to track the balance payment by the buyer (if any) for creation of the delivery order (for picking the respective commodity from warehouse)	Extension & BD				
EBD_050			System should have the functionality to generate and track Delivery Orders (DO) for buyers once the balance payment is received	Extension & BD				

Functional Requirement Specifications Extension and Business Development – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_051			System should have the functionality to automatically notify the buyer and warehouse once the Delivery Order is generated	Extension & BD				
EBD_052			System should have the functionality to set a lifting period deadline for each order and generate alerts for buyers nearing the deadline	Extension & BD				
EBD_053			System should have the functionality to forfeit the full purchase amount if the buyer does not lift the commodity after the defined period in the system	Extension & BD				
EBD_054			System should have the functionality to allow suppliers to submit invoices digitally upon buyer confirmation	Extension & BD				
EBD_055			System should have the functionality to manage the currency conversion required in the invoice processing	Extension & BD				
EBD_056			System should have the functionality to submit the invoice for EBD division approval based on the approval matrix defined in the system	Extension & BD				
EBD_057			System should have the functionality to track the status of submitted invoices and notify stakeholders of pending approvals	Extension & BD				
EBD_058			System should have the functionality to store and retrieve invoice records for audit and compliance purposes	Extension & BD				
EBD_059			System should have the functionality to route supplier invoices to the finance team for approval	Extension & BD				

Functional Requirement Specifications Extension and Business Development – Level 1									
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response				
					RA	CU	CD	TP	
EBD_060	Vendor Master	Vendor / Supplier Tendering	System should have the functionality to support the creation & publishing of electronic tender documents	Extension & BD					
EBD_061			System should have the functionality to allow the NAFED team to make amendments to the existing RFQ	Extension & BD					
EBD_062			Systems should have the functionality to assign number of negotiation rounds to a particular tender	Extension & BD					
EBD_063			Systems should have the functionality to assign max limit of vendor that take part in a particular tender	Extension & BD					
EBD_064			System should have the functionality to create and assign scheduled dates for- -Opening of tender -Last date for vendor to apply a particular tender -Tentative dates for each round of negotiation	Extension & BD					
EBD_065			System should have the functionality of vendor registration where the vendor can register by providing their requested information and uploading necessary documents for e.g. vendor's name, address, contact information, and PAN number etc.	Extension & BD					
EBD_066			System should have the functionality of vendor registration where the vendor can register by providing their requested information and uploading necessary documents	Extension & BD					

Functional Requirement Specifications Extension and Business Development – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_067			System should have the functionality to facilitate vendors in providing online fees for participation in the tendering process (if any)	Extension & BD				
EBD_068			System should have the functionality to allow the registered bidders to have access to the RFQ Document	Extension & BD				
EBD_069			System should have the functionality to allow vendors to raise query online related to the RFQ document	Extension & BD				
EBD_070			System should have the functionality to allow NAFED team to respond to the particular queries	Extension & BD				
EBD_071			System should have the functionality to allow the vendor to submit their bids	Extension & BD				
EBD_072			System should have the functionality to let the NAFED users check but not the following: -List of other vendors that have registered. -List of vendors who have registered but not have provided their tendering fees -Quotes/Bids submitted by other vendors	Extension & BD				
EBD_073			System should have the functionality to finalize the vendor based on scoring by the NAFED team after defined rounds of negotiation and evaluation process	Extension & BD				

Functional Requirement Specifications Extension and Business Development – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_074			System should be able to retrieve the historical RFQ data based on the selected time period	Extension & BD				
EBD_075			System should have the functionality to consolidate vendor quotes and provide quotation analysis at the end of each round of evaluation	Extension & BD				
EBD_076			System should have the functionality for NAFED team to reject or select the vendor for the next round of negotiation	Extension & BD				
EBD_077			System should have the functionality to provide reasons to the vendors regarding their selection or rejection post evaluation at the end of each round	Extension & BD				
EBD_078			System should have the functionality to select the final vendor at the end of the final round of negotiations for which approval will be sent to the respective key stakeholder based on the approval matrix defined in the system	Extension & BD				
EBD_079			System should be functionality to send an email response to vendors, notifying them of their selection status following the shortlisting process	Extension & BD				
EBD_080			System should have the functionality to let NAFED see the list of rejected and approved vendors for each of the negotiation rounds for a particular tender	Extension & BD				
EBD_081		EMD/ SD Management	System should have the functionality to record and track EMD submissions from suppliers for each tender floated	Extension & BD				

Functional Requirement Specifications Extension and Business Development – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_082			System should have the functionality to validate EMD compliance before proceeding with supplier selection	Extension & BD				
EBD_083			System should have the functionality to maintain audit trails of EMD transactions for compliance and reporting purposes	Extension & BD				
EBD_084			System should have the functionality to record and track SD (Security Deposit) submissions from a selected supplier for a particular tender	Extension & BD				
EBD_085			System should have the functionality to validate SD compliance before proceeding with purchase order generation with selected vendor	Extension & BD				
EBD_086			System should have the functionality to maintain audit trails of SD transactions for compliance and reporting purposes	Extension & BD				
EBD_087		Vendor Registration	System should have the functionality to allow the vendors to upload details and documents like name, contact details, Turnover and other legal documents	Extension & BD				
EBD_088			System should have the functionality to automatically validate vendor documents through API based integration	Extension & BD				
EBD_089			System should have the functionality to send an alert to the vendor as well as NAFED team in case any document is not uploaded or has expired	Extension & BD				
EBD_090			System should have the functionality to check if the vendor is already present in the vendor master or not	Extension & BD				

Functional Requirement Specifications Extension and Business Development – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_091			System should have the functionality to allow the NAFED team to see a detailed view of the vendor details consisting of the vendor score, documents, etc. Vendor database to store comprehensive information about vendors, including contact details, addresses, and primary points of contact.	Extension & BD				
EBD_092			System should have the functionality to let the vendor master have multiple categorizations based on location and division	Extension & BD				
EBD_093			System should have the functionality to allow addition of selected vendor to the vendor master list	Extension & BD				
EBD_094			System should have the functionality to approve addition of the vendor to the vendor master and send the data for vendor code creation	Extension & BD				
EBD_095			System should have the functionality to allow the user to approve/reject any change in basic information provided by the vendor	Extension & BD				
EBD_096			System to have the section for query resolution such as FAQs, user guides and videos recording	Extension & BD				
EBD_097			System should have the functionality to send the vendor code creation for approval to NAFED team based on the delegation of authority defined in the system	Extension & BD				
EBD_098		Vendor Code Creation	System should have the functionality to create vendor code post approval	Extension & BD				

Functional Requirement Specifications
Extension and Business Development – Level 1

S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_099	Vendor Management	Vendor Invoicing	System should have the functionality to tag vendor codes based on unique registration numbers	Extension & BD				
EBD_100			System should have the functionality to allow vendors to submit invoices	Extension & BD				
EBD_101			System should have the functionality to support bulk invoice uploads in predefined formats (e.g., .csv, .pdf etc.)	Extension & BD				
EBD_102			System should have the functionality to allow NAFED team to upload invoices on behalf of vendors	Extension & BD				
EBD_103			System should have the functionality to vendors to track invoice status in real-time through a self-service portal	Extension & BD				
EBD_104			System should have the functionality to send the invoice for approval based on the approval matrix defined in the system	Extension & BD				
EBD_105		Vendor Performance Management	System should have the functionality to evaluate vendors performance based on the KPIs such as vendor service, timely delivery of survey reports, accuracy of reports etc.	Extension & BD				
EBD_106			System should have the functionality to provide vendor wise performance reports for further actions to the NAFED team	Extension & BD				
EBD_107			System should have the functionality to register & track grievances for both the parties - NAFED team & vendors	Extension & BD				

Functional Requirement Specifications Extension and Business Development – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_108		Vendor Grievance Management	System should have the functionality to incorporate KPIs for NAFED team complaints including delay in service, performance issues, etc.	Extension & BD				
EBD_109			System should have the functionality to incorporate KPIs for vendors complaints including untimely payments, reporting any incident, etc.	Extension & BD				
EBD_110			System should have the functionality to automate the process of sending emails to vendors or NAFED team depending on the source for raising the grievances	Extension & BD				
EBD_111			System should have the functionality to track and report the number of complaints logged in the system	Extension & BD				
EBD_112	Program Coordination	Project Planning and Scheduling	System should have the functionality to create new projects with detailed descriptions, objectives, timelines, and vendor assignments	Extension & BD				
EBD_113			System should have the functionality to enable scheduling of tasks and milestones, including start and end dates	Extension & BD				
EBD_114			System should have the functionality to facilitate the assignment of projects to vendors	Extension & BD				
EBD_115		Budget Management	System should have the functionality to allow users to create and manage project budgets	Extension & BD				
EBD_116			System should have the functionality to track actual expenses against the budget, providing real-time updates on financial status	Extension & BD				

Functional Requirement Specifications Extension and Business Development – Level 1								
S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_117		Task Management	System should have the functionality to generate reports on project costs, including variances between planned and actual expenditures	Extension & BD				
EBD_118			System should have the functionality to monitor the progress of tasks and milestones, allowing users to update status and upload progress report	Extension & BD				
EBD_119			System should have the functionality to track the completion of project milestones, providing alerts and notifications for upcoming deadlines.	Extension & BD				
EBD_120			System should have the functionality to monitor the progress of tasks and milestones, allowing users to update status and report issues.	Extension & BD				
EBD_121	Reporting	Reports and Dashboards	System should have the functionality to generate below reports but not limited to- -Import and Export Order Details -Tracking PO status -Invoice Status reports	Extension & BD				
EBD_122			System should have the capability to generate customizable reports tailored to meet specific business requirements	Extension & BD				
EBD_123			System should have the functionality to provide dynamic and customizable dashboards with visual insights for effective decision-making	Extension & BD				

Functional Requirement Specifications
Extension and Business Development – Level 1

S. No	Level 2	Level 3	Level 4: Functional Requirements	Division Applicable	Bidder Response			
					RA	CU	CD	TP
EBD_124	Master Data Management	Customer Master	System should have functionality to create and manage customer master's by capturing the customer related details	Extension & BD				
EBD_125			System should have the functionality to send customer once created for approval based on the approval matrix defined in the system	Extension & BD				
EBD_126			System should have the functionality to assign a unique customer ID for each customer record	Extension & BD				
EBD_127			System should have the functionality to capture and maintain multiple contact persons for corporate customers, including their roles and contact details	Extension & BD				
EBD_128			System should have the functionality to support duplicate checks to prevent redundant customer records	Extension & BD				
EBD_129			System should have the functionality to create, update, and delete customer records	Extension & BD				
EBD_130			System should have the functionality to log and track changes made to customer records with audit trails	Extension & BD				

6. Non-Functional Requirements

The following non-functional requirements (NFRs) have been envisaged for the NAFED's ERP system:

L1	Non-Functional Requirements (NFR)			
L2	Identity and Access Management – Role Based Access Controls	Audit Logs & Access Review	Availability and Reliability	Data Integrity and Security
	Data Management	Data Quality	Data Reconciliation and Backup	Development Tools
	Disaster Recovery	Environments	Event Management	Infra Network
	Integration	Internal Integration / Workflow	Licensing	Master Data Management
	UI/UX and Modularity	Patch Deployment	Performance Monitoring	Product Support
	Remote Access for Support	Report / Analytics	Scalability	Security and Compliance
	Solution Administration, Solution Architecture and Cloud Readiness	Technical Support, Documentation & Training	Mobility Support and Workflow	

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
e	Identity and Access Management (Role based Access Controls)	The solution should have the capability to provide role-based access to ensure Segregation of Duties (SoDs) and point out any violations there off to generate SoD reports that meet compliance regulations			
NFR_002		System to have advance rules to ensure compliance of SOD during initial user creations			
NFR_003		There should be a feature of generating all provision to define access control at the following levels: Application (Module) , Product , User , Department, Group , Transaction , Function , Activity , Record & Field , Date & time , Channel , Amounts , Screen , Cost centre			
NFR_004		Alerts for all privilege users and roles if violated as per defined Role based access			
NFR_005		Should be able to integrate with Active Directory for user access management			
NFR_006		System should support Time based access restrictions			
NFR_007		System should have ability to allow Single Sign On (SSO) of users through their email IDs and should be able to create and manage email ID or employee ID based roles, permissions, access controls/ privileges based on different roles configured in the system.			
NFR_008		System should have ability to allow users to have multiple roles with different access levels as per business needs.			
NFR_009		System should have the ability to create a Global Administrator and Super Administrator/ Super Users (in respective business units/divisions) to define and manage various roles and access levels as per business rules and authorisations.			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_010		The system should be able to support the management (creation, modification, and deletion) of user roles and access rights/privileges in the non-ERP IT systems, if any integrated with SSO.			
NFR_011		System should be able to implement and enforce the principle of least privilege, ensuring users only have access to necessary resources.			
NFR_012		System should be able de-provision user accounts and access rights when employees leave the organization, etc. as per business rules			
NFR_013		System should have the functionality to implement and enforce two/multi-factor authentication (2FA/MFA) to enhance security for user accounts and access.			
NFR_014		System should have the functionality to support IP and MAC address binding to restrict access exclusively to authorized devices within NAFED office premises			
NFR_015	Audit Logs & Access Review	The solution should Generate audit trails of all transactions done as on any date, for solution access, solution logs and maintenance			
NFR_016		There should be a feature of maintaining an audit logging capability to record access activity including but not limited to: a. There should be a feature of generating all log-in/log-out attempts by user and workstation b. There should be a feature of generating all user submitted transactions (View, Create, Edit/Update), User Creation/ Updating/deletion c. There should be a feature of generating all Initiated processes d. There should be a feature of direct additions, changes or deletions to application-maintained data.			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
		e. Grant/revoke permissions or access roles f. System Configuration changes			
NFR_017		System must comply with a. Software Development Lifecycle standards b. Cloud Security Standards (CCM/ISO) c. PCA-DS d. Digital data protection act e. OWASP			
NFR_018		System should allow authorised users to schedule and perform periodic access reviews for ensuring that user access rights are appropriate and up to date.			
NFR_019		System should be able to generate audit logs and reports for compliance and security monitoring.			
NFR_020		System should be able to provide alerts and notifications for any unauthorized access attempts or anomalies.			
NFR_021	Availability & Reliability	In the event of major software failure, an automated procedure shall be provided to re-start the system or its associated applications or processes. The system shall be equipped with the functionality to enable or disable this automated procedure as and when necessary			
NFR_022		Hardware and software reconfiguration shall not require physical human intervention. Any system changes, excluding additional physical hardware requirement to be provided in detailed			
NFR_023		System status or the error messages that clearly indicate the problem encountered by the applications or processes shall be logged in the error log files.			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_024		The solution shall support effective release and deployment management based on best practices			
NFR_025		The solution shall support effective configuration management or will integrate with the existing processes to ensure accurate data is available for all service management activities in support of service availability and reliability			
NFR_026					
NFR_027	Data Integrity & Security	System should be able to sync between different DB instance			
NFR_028		HTTPS/SSL protocols must be deployed using the current acceptable international standards			
NFR_029		Input Data validation should be applied at all identified data entry points/fields			
NFR_030		Data integrity via encryption between core application and interfaces for committed data and data in transit			
NFR_031		All modules within ERP should be hosted on Indian data centres			
NFR_032	Data Management	Ability to mask the data in a non-production environment to avoid exposing sensitive/personal data (i.e., personally identifiable information, or PII) but still make that data useable for the customer's intended purpose			
NFR_033		System Database should provide end-to-end management of data warehouse like Provisioning new instances, Backup and restore, Patching and upgrades, cloning to support Full lifecycle managed using Service Console or API's			
		System should have capability of Automatic and manual back-ups to support point in time recovery			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_034		Should provide option to query & load data from object storage into data warehouse			
NFR_035		Should support to load data via Data loading tools like ETL/ELT			
NFR_036		Should support full encryption of entire database, backups, and all network connections. In addition, should provide Database auditing in terms of Login failures, Modifications to user accounts or database structures			
NFR_037		System should have provision for another Data Centre to host Disaster Site (DR) in same country but in different seismic zone			
NFR_038		Should have option of configuring Disaster Recovery environment in Sync or Async mode.			
NFR_039		System should support copying snapshots of any size between different regions for disaster recovery purposes			
NFR_040		Database should support mixed OLTP/OLAP workloads to enable building business application & analytics			
NFR_041		Should provide database/data warehouse aware strong encryption capabilities within database/data warehouse for stored information in the tables as well as the information transmitted over network.			
NFR_042		Must provide support to In-memory database transactions, able to process both row and column-based data format in-memory simultaneously			
NFR_043		Should provide Database/Data warehouse instance scaling up & down (Compute-Cores & Storage) with no downtime to application			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_044		Data encryption both at database & storage level (at rest & motion)			
NFR_045		Database/Data Warehouse should provide Spatial analytics Insights using spatial operators			
NFR_046		Database/Data Warehouse should provide processing capabilities of JSON data from loading to analysis			
NFR_047		Should provide Data security to ensure Configuration drift assessment, User wise risk assessment, overall activity audit reporting, in data set find out sensitive data discovery			
NFR_048		Should provide database management tooling like cloning/refresh cloning, backups & management & monitoring SQL performance			
NFR_049		Should provide Data Preparation capability in terms of graphical interface to message/transform the data for analysis.			
NFR_050	Data Quality	The solution should support application-level control on data archival and purging			
NFR_051		The solution should support automated and/or manual purging			
NFR_052		Ability to create report from unified data model			
NFR_053	Data Reconciliation and Backup	The system should implement regular and automated backups of critical data and configurations. Recovery Time Objective (RTO): 360 minutes			
NFR_054	Development Tools	The solution should support Debug of application & database through advanced log enabling and debugging tools			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_055		The solution should have Rapid Application Development (RAD) framework as its foundation, instead of having to build every subsequent module/ feature/ capability ground-up. Application shall be developed in-line with Secure SDLC methodology and having capable of RASP (Runtime application self-protection).			
NFR_056	Disaster Recovery	The solution should have provisions for back up and disaster recovery. Recovery Point Objective (RPO): 1440 minutes (1 day) Recovery Time Objective (RTO): 360 minutes			
NFR_057		The system should be able to perform the following processes – a. Failover and High Availability: The system should implement mechanisms for failover and high availability to ensure uninterrupted access to the ERP system during a disaster. This must involve deploying redundant instances of the ERP system in different regions and utilizing load balancing and auto scaling capabilities. b. Testing: System should be accessible for regular and ad-hoc disaster recovery testing. This testing will include simulated disaster scenarios and will test to ensure that RPO and RTO objectives are met. c. Data Integrity and Consistency: The system must have appropriate mechanisms to ensure data integrity and consistency during the recovery process. This may involve using transaction logs, checksums, or other data verification techniques to validate the accuracy of restored data. d. Communication and Notification: The system must have a well-defined communication and notification plan in place to inform stakeholders about the occurrence of a disaster, the status of recovery efforts, and any expected impact on system availability or performance.			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
		e. Security and Compliance: The disaster recovery plan should address security considerations to protect sensitive data during the recovery process			
NFR_058	Environments	Requirement is to have separate Dev, Test/UAT, and Production environments. Vendor should configure the dev, test/UAT environment to closely resemble the production environment, ensuring accurate simulation of real-world conditions. This includes replicating hardware, network configurations, software versions, and other relevant components.			
NFR_059	Event Management	System must be capable of capturing and logging relevant events or activities occurring within its environment(s). These events must include. A. User actions B. System events C. Error conditions D. Any other significant occurrences that need to be tracked and recorded.			
NFR_060		System should be able to handle errors and exceptions that may occur during event logging integration. It should have error handling mechanisms, such as retries, logging of errors, and alerts, to ensure the robustness and reliability of the integration process.			
NFR_061		System should allow configurable event filtering and selection mechanisms to determine which events are sent to the integrated systems to ensure that only relevant and necessary events are shared, optimizing performance, and minimizing unnecessary data transfer.			
NFR_062		The system should be able to handle a large volume of logged events and support scalable integration with external systems. Performance considerations, such as event batching.			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
		parallel processing, and efficient data transfer, will be taken into consideration during product evaluation.			
NFR_063	Infra / Network	Performance Dashboard access to Support & Business Team			
NFR_064	Integration	Solution should be able to support real-time integrations and integrate with Rest APIS/Webservices for inbound and out bound data management.			
NFR_065		Should be able to support separate Integration layer. Required for robust, secure, and simplified version			
NFR_066		The system should provide integration interfaces or APIs to facilitate the communication and exchange of logged events with other systems. These interfaces should support commonly used protocols and formats, such as A. RESTful or SOAP API's B. Message queues. C. Publish/subscribe model. D. Event stream model.			
NFR_067		The solution should support integration with IAM/PIM (Privileged Identity Management)			
NFR_068		The solution should have capability to integrate with existing /new applications and 3rd party companies via external connectors (APIs/ESB/adapters etc.)			
NFR_069		The system should be able to integrate with Active Directory (AD) for user management. This integration should allow seamless synchronization of user accounts and attributes between the system and AD. The following requirements should be met: A. User Authentication: The system should leverage AD for user authentication, allowing			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
		<p>users to authenticate using their AD credentials. This ensures a single sign-on experience.</p> <p>B. User Deactivation: When a user account is deactivated or deleted in AD, the system should promptly reflect this change and revoke the user's access and privileges within the system.</p> <p>C. User Profile Synchronization: The system should synchronize user profile attributes, such as name, email address, and other relevant details, between AD and the system.</p> <p>Password Policies: The system should adhere to the password policies defined in AD, such as complexity requirements, password expiration, and password lockout policies.</p> <p>E. Secure Communication: All communication between the system and AD should be conducted over secure channels, utilizing appropriate encryption and authentication protocols to protect user data and ensure the confidentiality and integrity of the information exchanged.</p>			
NFR_070		The system should be able to integrate with the existing integrated platforms mentioned in the RFP			
NFR_071		Data Connectivity & Integration with various type of databases like Oracle, MS SQL, My SQL, Postgres, Google Analytics, Hive etc.			
NFR_072		System should be able to integrate and provide automated alerts for service incidents to ITSM tools			
NFR_073		Should have capability to raise alerts / ticket for Errors in integration & batch processing and push the alerts to ITSM tool.			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_074	Internal Integration / Workflow	Workflow failure alert to Support and Business			
NFR_075	Licensing	Visibility of Licenses for all the Modules			
NFR_076	Master Data Management	The solution should support creation and maintenance of masters			
NFR_077		The solution should support definition of data governance (via access, read/write limitations, etc.)			
NFR_078	UI/UX and Modularity	The solution shall be flexible to accommodate business changes			
NFR_079		The solution's GUI shall be extendable to include more screens or fields			
NFR_080		The solution shall allow for configurable screen flow for any process			
NFR_081		The solution shall allow easy extension of existing interfaces to support new functionality and data model changes preferably via a tool			
NFR_082		ERP should have a single data model for HR, finance, procurement and other lines of business			
NFR_083		The system shall have a modern, intuitive, responsive, and user-friendly UI/UX across web and mobile platforms, with quick tips and guides for user assistance.			
NFR_084		The UI/UX design shall be comprehensive, covering the entire application, and must include deliverables such as wireframes, mockups, and prototypes			
NFR_085		All UI/UX design templates and assets shall be original, with full copyright ownership retained by NAFED.			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_086		The UI/UX shall be validated through usability testing and user feedback, with iterative improvements to enhance usability and task efficiency.			
NFR_087		The system shall support all major browsers, including Internet Explorer 8 and above, Chrome, Firefox, Safari, and Android web browsers, with regular updates for version compatibility.			
NFR_088		Multiple UI/UX template options shall be provided, and the final design shall meet the satisfaction criteria defined by NAFED.			
NFR_089	Patch Deployment	The solution should ensure availability of support for patch deployment			
NFR_090		OEM to ensure timely release of Patch for regulatory & security related updates. SLA to be defined in contract			
NFR_091	Performance Monitoring	The solution should have the provision for alerts and dashboards of server utilization, etc.			
NFR_092		The solution should support variance for peak. There should be no impact on the Platform/product performance during these scenarios			
NFR_093		The solution should have the feature of 24x7 - Error condition alerting and monitoring, via multiple channels such as SMS, Email etc.			
NFR_094		Ability for the vendor to provide 99.9% uptime SLA compliance for platform			
NFR_095		Should provide Availability SLA of minimum of 99.95%			
NFR_096		The vendor should establish clear objectives for baseline performance testing to evaluate the system's behaviour and response under normal and under load conditions a. Baseline Performance: Vendor should measure and record the system's performance metrics under normal or minimal load			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
		<p>conditions. This includes response times, throughput, resource utilization, and other performance indicators. This performance baseline will serve as a reference for system behavior in optimal conditions.</p> <p>b. Load Testing: Vendor should simulate and measure the system's performance under various load levels that reflect expected usage patterns and peak loads. This includes stress testing, load testing, and endurance testing to assess system performance, stability, and scalability. The loaded performance baseline provides insights into the system's behavior and performance under realistic or challenging conditions.</p> <p>c. Performance Test Reporting: The vendor should provide comprehensive test reports documenting the results of both unloaded and loaded performance testing. These reports should include detailed performance metrics, analysis findings, any identified issues or constraints, and recommendations for performance enhancements or optimizations.</p>			
NFR_097	Product Support	The solution should be able to generate Unique transaction reference number and capture activity type for every transaction and should not be modifiable by any user			
NFR_098		The platform should support latest industry standard networking protocols (e.g. TCP/IP v4 & v6)			
NFR_099		24 x 7 vendor helpdesk with defined SLAs should be available for the solution			
NFR_100		The solution proposed by OEM should be a single global instance that should be capable of hosting all the solutions with a single data model such that integration requirements are kept to the bare minimum			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_101		Mobility features / applications should be available for the solution, and should support MDM requirements			
NFR_102		The solution should support custom configuration of specific data items			
NFR_103		ERP should have capabilities to update new features and innovations on quarterly basis			
NFR_104	Remote Access for Support	Secured Remote access to Support and Key Users			
NFR_105	Report / Analytics	Dashboard/Reports for Business support on single platform			
NFR_106	Scalability	The solution should support multi-currency transactions and currency calendar setup			
NFR_107		The solution should ensure high availability and high scalability configurations			
NFR_108		Auto scale of cloud space, i.e., in case of surge the system should support automatic scalability of the cloud space			
NFR_109		The solution should expose functionality of the host operations - webservices exposed for consumption by middleware			
NFR_110		Application should support the growth of the business with scalability without any technical or commercial constraint on the data volume (storage)			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_111		Implementing Agency should ensure that there are no commercial impacts to any upgrade or infrastructure changes with version change or any movement of cloud offering (such as private to public)			
NFR_112		System should support elasticity to scale up to any volume (peak season load or 10x volume spikes etc.) without any commercial implication			
NFR_113		Security in Line with NAFED Policies			
NFR_114	Security and Compliance	The system must implement multi-factor authentication (MFA) as a requirement for user authentication. MFA setup should support at least two independent factors (Passwords, Security Tokens, Smartcards, Biometrics)			
NFR_115		The solution should be compliant with PCI DSS standards			
NFR_116		Based on user rights configured, data anonymization, archival, deletion and other data management features should be available in the solution			
NFR_117	SOC Monitoring	The solution should be able to configure and manage database access			
NFR_118		The solution should be database agnostic			
NFR_119		The solution should have a robust database management to store both relational and non-relational data			
NFR_120	Solution Administration	The solution should have capability to create, store and retrieve documentation linked to specific module change/patch/upgrade			
NFR_121		The solution should have menu-based interface for Solution administration			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_122		The solution should have Task Scheduling feature			
NFR_123		The solution should be able to configure DNS based access			
NFR_124		Solution should be able to support multi country & multi-currency and rolled out as global implementation covering various countries			
NFR_125		The solution administration module should have the following features a. Creation of User ID with Profile data. With dual authorization. b. Password Policy Definition c. User Roles & Menus d. Password Reset & enforcement policy e. e. Message Broadcast facility f. Automated ability to disable/enable specific user profiles based on role/function for Security purposes			
NFR_126	Solution Architecture and Cloud Readiness	Service Oriented Architecture: The solution should follow Service Oriented Architecture (SOA) principles and should be loosely coupled both horizontally (between modules) as well as vertically (between different tiers of architecture). This should be demonstrated by availability of products in a modular manner as well as the product being agnostic to any infrastructure Solution or middleware the client adopts.			
NFR_127		Architecture model: OEM should have a clear architecture model and related road map that defines their architecture for Integration, Business Processes, Data Model, Service Management, Workflow and Business Rules, Security Management (at Database, OS, Middleware and Hardware level).			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_128		Channel Independence: The solution should be able to integrate with downstream Solutions irrespective of the channel they use. Further, each downstream Solution / channel should be independently identifiable and should be considered as a separate entity for management purposes.			
NFR_129		Business Logic: All business logic (i.e., Business rules, product capabilities and functionalities, service logic and work flows, enquiry processes etc.,) should be parameterizable and should not be hardcoded and need not require hardcoding for custom requirements. In this context hardcoding should not be required at Software code level nor at a Database procedures / trigger or at a Middleware interface level.			
NFR_130		The solution should support multiple site active setup to ensure complete Solution redundancy			
NFR_131		The solution should provide meta data as part of the solution's data model for easy integration with external Datawarehouse Systems			
NFR_132		The solution should be cloud-ready / deployable on cloud			
NFR_133		The solution should be implementable in at least three tiers, namely web tier, application tier, and database tier. Application server shall be in cluster mode (high Available) in DC & DR			
NFR_134	Technical Support, Documentation & Training	The solution should ensure availability of 24x7 technical support to resolve queries			
NFR_135		The solution should have the ability to provide support in preferred language			
NFR_136		The solution should ensure availability of product training and assistance in Solution implementation, and DIY video tutorials			
NFR_137	Training / FAQ	Online option to upload training videos			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_138	User Experience	The solution should ensure availability of quick navigation features for users			
NFR_139		The solution should ensure availability of an universal search feature based on multiple parameters			
NFR_140		The solution should ensure availability of contextual information and tool tips that can help guide the user towards right direction and reduce errors			
NFR_141		The solution should be able to configure system based on NAFED brand style guide (font, style, colour, logos)			
NFR_142		The solution should be able to integrate with IAM/PIM to enable single sign-on			
NFR_143		The solution should ensure availability of self-service features			
NFR_144		The solution should be able to define and configure workflows in the system			
NFR_145		The solution should have the ability to automate data entry (suggestions based on previous entries and/or suggestions based on committed data in the database)			
NFR_146		The solution should have inbuilt bots which will ease out business processes			
NFR_147		Solution should have AI / ML based automation capabilities covering all modules			
NFR_148		The solution should have ready to use connectors for internal collaboration			
NFR_149		The solution should have the availability of a drag and drop interface for reporting and visualizations			
NFR_150		The solution should allow addition of custom fields and configure validation rules on the same			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_151		Create real time transactional business intelligence dashboard without any concurrent jobs. Ability to drill back to the source transaction			
NFR_152		Ability to slice and dice various ERP data sources and prepare cross functional reports for HRMS, Financials, procurement, inventory and Customer Experience solutions.			
NFR_153		ERP should provide capabilities for excel integrations for faster data import and extraction.			
NFR_154		Solution should offer out-of-the box advance analytics capabilities such clustering, Regression, Trends and Forecast			
NFR_155		Solution should be capable of providing automatic Machine Learning Capabilities to provide predictive analytical capabilities.			
NFR_156		Solution should have the ability to produce curated (combined, organized, and integrated) data sets on the single graphical based platform that can further be scheduled with an option to incremental processing			
NFR_157		Solution should extend analytics with mobile responsive platforms and mobile app to visualized & share data over iOS & Android			
NFR_158		Solution should support the staff to upload the personal information, view time sheets, apply for leave, approve leave through mobile application			
NFR_159		Should provide Visualizations & Dashboards capabilities with modern visualization like charts, networks etc			
NFR_160		Should provide business-oriented machine learning capability like clustering, outliers, forecasting on click of mouse on sample data			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_161		Should be able to export visualization to power point, imaged or email.			
NFR_162	Mobility Support	Mobile app capability for approvals, key dashboards, alerts, vendor, field users, external users support, etc.			
NFR_163	Platform	Ability of the solution to be able to run in any cloud setup - private, public or hybrid. Please indicate the various hosting options available			
NFR_164	Single Sign On	Ability of the system to implement a Single Sign-On (SSO) procedure and security framework providing users with access to multiple systems via a single GUI provided by a single application			
NFR_165	Regulatory Data Compliance	Adherence to broad set of International and Industry specific regulatory compliance			
NFR_166	Mobility Support	The system should be fuelled accessible through Mobile devices. Should support mobility features / applications should be available for the solution, and should support MDM requirements			
NFR_167		Mobile application / site should be response and support multiple form factors including Mobiles and tablets			
NFR_168		It should also support both iOS & Android ecosystems			
NFR_169		System should support offline mode which enables users to open and view the system and perform minimal interactions which are synced in asynchronous manner when the device is online			

S. No	Level 1: Non-Functional Requirements (NFR) for ERP system				
	Level 2	Level 3: Requirement Descriptions	Response		
			CF	CI	CE
NFR_170	Workflows	Workflow to offer multiple criteria for escalations like time, type of approval etc.... (Leave/absence escalation)			
NFR_171		Allow users to create follow up lists, to dos, reminders for any created workflow/process related check-ups			
NFR_172		Have an in-app communication interface to allow user to collaborate on set workflow in the system			