

**Inviting Expression of interest (EOI)**

**For**

**Design, Implementation and Support  
of a Cloud based ERP System**



**National Handloom Development Corporation  
(NHDC)**

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## 1. BACKGROUND

National Handloom Development Corporation Limited (NHDC) was set up in February, 1983 by the Government of India as a public sector undertaking under the ambit of Ministry of Textiles, Govt. of India in pursuance of the imperative need for a national level agency to assist the speedy development of the handloom sector with the help of 07 Regional Offices and 29 Branch offices.

**Activities:** In pursuance of its objectives, NHDC is undertaking the following activities:

- Regular and adequate availability of raw materials at reasonable price is of prime importance to Handloom sector for continuous employment.
- NHDC's primary responsibility is to supply yarn under Raw Material Supply Scheme (RMSS) (formerly known Yarn Supply Scheme) - the yarn is supplied on the price at which the yarn is lifted from the Mill, all across the country to the Handloom weavers.
- Supply of Dyes and Chemicals is an ancillary activity to assist Handloom weavers and dyeing houses.
- To explore marketing opportunities for weavers through organization of Special Handloom Products Exhibitions
- Routing of Central Government Funds under various interventions by the O/o DC(H).
  - To organize Training programmes which mainly include sensitization programmes . These are arranged to educate weavers and society members about the schemes and benefits extended by Government of India for up-liftment of handloom sector and the community engaged in this profession.

NHDC primarily caters to the following set of Businesses –

1. Yarn Activity
2. Dyes and Chemicals Activity
3. Fabrics
4. Developmental Activities such as Organization of Expos and Establishment of Marketing Complexes.

NHDC is a Pan-India Organization having its presence in the entire country. It supports the growth of the Handloom Sector through the following network –

- Registered and Corporate Office located at Greater Noida
- 7 Regional Offices for Yarn Activity
- Zonal Offices for Dyes and Chemical Activity
- 29 Branch Offices in almost all the State Capitals
- Total about 150 employees across the Country

## **2. Terms of Reference**

**See Annexure – 1**

- 2.2 Both the above functionalities of ERP and HR system can be offered by a single application or two separate applications. But, there should be seamless integration between the two Applications, with a single User Login
- 2.3 The Scope of this project includes, but not limited to design, sizing, procurement, installation, customization, configuration, maintenance of the software and other components required for the ERP and HR Modules. This would also envisage parameterization, historical data migration and management, verifying data quality, user acceptance testing, documentation, trainings, knowledge transfer and support
- 2.4 The solution/s offered should be cloud based and open platform.
- 2.5 To provide and manage required infrastructure to run the online ERP and HR systems for a period of 5 years (60 months) from date of completion of stabilization period.
- 2.6 To provide application support and maintenance which includes enhancements or modifications to the application based on user feedback for a period of 5 years (60 months) from date of completion of stabilization period.
- 2.7 To provide required User Guides, Training manuals for enabling end- user training and adoption of the proposed web application. Availability and accessibility of these user guides

- and training manuals on a website link is also acceptable.
- 2.8 The proposed application has to be developed, deployed and stabilized within a time frame of 54 weeks from the date of issue of work order.

### 3. **Eligibility Norms**

Expressions of Interest (EOI) is invited for appointment of agency/ies for Design, Implementation and Support of an Online ERP and HR System.

The bidder shall fulfill all of the following eligibility criteria:

<b>Sr. No.</b>	<b>Criteria</b>	<b>Supporting Documents</b>
1.	The bidder should have a registered office in India and should have been in existence for last Ten (10) years	Certificate of Incorporation
2.	It is not a loss making entity – The bidder should have been making profit for the last three Financial years i.e. 2020-2021, 2021-2022 and 2022-2023	Copies of Profit and Loss Account Statement and CA Certificate
3.	The Bidder should have an average annual turnover of at least Rs. 75 Crore (Rupees Seventy Five Crore Only) during the last three financial years (2020-2021, 2021-2022 and 2022-2023)	Copies of audited financial statements and CA Certificate or annual report highlighting the turnover
4.	The Bidder should have successfully completed roll out of at least 1 ERP Project for any Government Organization / PSU in India where the value of the assignment should be at least Rs. 2 Crore.	Copies of order from client and successful work completion certificate.
5.	The Bidder should have successfully completed roll out of at least 1 project for e-Governance / Web Application / Web Portal / Dashboard / Development for any Government organization/ PSU in	Copies of order from client and successful work completion certificate.

	India where the value of each assignment should be at least Rs. 1 Crore.	
6.	CMMi Level 5 Certified	Copy of CMMI Certificate
7.	Bidder should have minimum 200 fulltime employees working on Software Development & IT services	Self-Attested Certificate (signed by Company Secretary / HR Department)
8.	The bidder shall submit a self-declaration for not being under legal action for corrupt or fraudulent practices(blacklisted) by any Ministry/Department of GoI / State/ UT Government / Government Organizations/PSUs	Self-Attested Declaration on company letter head (signed by Authorized Signatory)
9.	The bidder should be registered with the GST	Copy of the certificate of GST

#### **4. Selection procedure:**

The agency shall be selected through an open and transparent competitive bidding process. The selection will be based on the following criteria i.e. Pre- Qualification criteria, Technical evaluation criteria and Financial criteria as detailed below:

Only those bidders that meet the Eligibility criteria (pre-qualification criteria) specified in para 3 above, proven from submitted documentary evidences along with their offer, will be considered for Technical evaluation

**Technical evaluation Criteria** to be followed is as follows:

##### **Stage-I**

<b>Sr. No.</b>	<b>Scoring Criteria</b>	<b>Supporting Documents</b>	<b>Max. Points</b>
1.	The bidder should have a registered office in India and should have been in existence for last Ten (10) years  1. >10 years to 15 years = 2 Marks 2. >15 years to 20 years = 3 Marks 3. > 20 years = 5 Marks	Certificate of Incorporation	5

2.	<p>The Bidder should have an average annual turnover of at least Rs. 75 Crore (Rupees Seventy Five Crore Only) during the last three financial years (2020-2021, 2021-2022 and 2022-2023)</p> <p><b>1.</b> <math>\geq 75</math> Crore and <math>\leq 100</math> Crore = 5 Points  <b>2.</b> <math>&gt; 100</math> Crore and <math>\leq 125</math> Crore = 7 Points  <b>3.</b> <math>&gt; 125</math> Crore = 10 Points</p>	Copies of audited financial statements and CA Certificate or annual report highlighting the turnover	10
3.	<p>The Bidder should have successfully completed roll out of at least 1 ERP project for any Government organization / PSU in India where the value of each assignment should be at least Rs. 2 Crore.</p> <p><b>1.</b> 1 Project = 5 Points  <b>2.</b> <math>&gt;1</math> Project and <math>\leq 4</math> Projects = 8 Points  <b>3.</b> <math>&gt; 4</math> Projects = 12 Points</p> <p><b>Note:</b> Additional 3 marks if any of the above mentioned ERP Projects have been executed for the client from similar domain. The definition of similar domain is Handloom.</p>	<p>Copies of order from client and successful work completion certificate.</p> <p>In case of ongoing project(s), bidder has to submit work order along with phase completion certificate issued by client / self certificate from authorized signatory.</p>	15
4.	<p>The Bidder should have successfully completed roll out of at least 1 project of e-Governance / Web Application / Web Portal Development for any Government organization / PSU in India where the value of each assignment should be at least Rs. 1 Crore.</p> <p><b>1.</b> 1 Project = 5 Points</p>	<p>Copies of order from client and successful work completion certificate.</p> <p>In case of ongoing project(s), bidder has to submit work order along with phase completion certificate issued by client / self</p>	15

	<b>2. &gt;1 Projects and &lt;=5 Projects = 10 Points</b> <b>3. &gt; 5 Projects = 15 Points</b>	certificate from authorized signatory.	
5.	If the bidder has Only CMMi Level 5 = 1 Mark CMMi Level 5 + ISO 9001 = 2 CMMi Level 5 + ISO 9001 + ISO 20000 = 3 Marks CMMi Level 5 + ISO 9001 + ISO 20000 + ISO 27001= 5 Marks	Valid certificate awarded to the firm.	5
<b>Total Points / Marks</b>			<b>50</b>

The agency getting 70% score and above will be eligible for the next stage. However, only 10 agencies in order of merit will qualify for the next stage.

### **Stage II : Presentation on the project:**

The presentation will be of 50 marks and score will be allotted objectively by a Committee constituted for the purpose. Presentation will be evaluated and scored on the following parameters:

1. Understanding of the Scope of Work – 10 marks
2. Proposed Solution – 10 marks
3. Approach & Methodology - 10 marks
4. Work Plan – 05 marks
5. Proposed Team – 05 marks
6. Bidders Past Work Experience – 10 marks

The Stage-II (presentation score) of the agency will be added to their Stage-I score to arrive at the final Technical score. Only those getting 70% marks and above will qualify for the opening of their financial bids. This means that out of total score of 100, only those agencies with a score of 70 and above will qualify for opening of their financial bids.

### **Financial Evaluation Criteria:**

The financial score will be calculated as follows:

$$\text{Financial Score} = (\text{Minimum quote (L1)} / \text{Agency quote}) \times 100$$

The "Agency Quote" will be the "Total cost of the solution to NHDC". This will comprise of the cost of solution and its

maintenance and support cost including cloud hosting and data storage charges, yearly security audit, over the period of 5 years (60 months) after stabilization as per the scope of work defined in Annexure-I and the 20 days of onsite technical support and 20 days of online training cost, plus the applicable taxes on the date of evaluation.

**Final Score** = (70% X Technical Score) + (30% X Financial Score)

The agency with the highest score, will be selected for the award of the contract.

## **5. Documents required with EOI**

- 5.1 The bidder needs to submit the offer in two portions i.e. "Technical Bid" and "Financial Bid". These two sealed envelopes must stand sealed in one bigger envelope superscribed as "Response to EOI" with EOI number and date and the name, mobile number, email id of the authorized person of the bidder and bidder's address.
- 5.2 The envelope of Technical bid must contain all the supporting documents which the bidder considers fit for meeting the Eligibility criteria and Technical evaluation criteria, duly self attested with signature and stamp by the authorized representative of the bidder. The envelope must also contain the power of attorney in acceptable form, from the competent authority authorizing the bidder's representative submitting the bid . No supplementary documents will be entertained beyond what is already submitted by the bidder with the EOI. NHDC retains the discretion to cross verify what is submitted and /or ask for clarification where NHDC so desires or go ahead with the decision based on submitted documents.
- 5.3 The envelope of the Financial Bid must contain duly signed and stamped offer of the bidder in INR plus applicable taxes for the complete scope of work as defined in Annexure-I , **without the Annual Maintenance cost (AMC) for the mandated period of 5 years ( 60 months )** post stabilization of the offered solution . **NHDC will pay fixed AMC @4% per annum of the accepted cost of the solution plus applicable taxes on completion of each year of successful service** as certified

by the user in-charge of work at NHDC.

- 5.4 The total cost of the solution to NHDC comprising of one time cost plus 20% of the one-time cost for 5 years AMC and the 20 days of onsite technical support and 20 days of online training cost, plus applicable taxes on the date of evaluation of offer, will be considered for financial ranking of received offers. However, while paying the accepted charges to the successful bidder, taxes as applicable on the date of processing payment will stand paid by NHDC.

## **6. General terms and conditions of the work**

- 6.1 The selected Agency will sign a Service Agreement with the Office of National Handloom Development Corporation (NHDC), Ministry of Textiles, Government of India within 15 days, for rendering services. The selected agency will also sign service level agreement for maintenance post stabilization period of software along with the needed cloud services for the application hosting, computing resources needed to meet Service levels and data storage, for a period of 60 months. Office of National Handloom Development Corporation (NHDC) reserves the right to reject any proposal without assigning any reason.
- 6.2 The entire cost of implementation, certification and services for making the project "Go-Live" would be borne by the Bidder.
- 6.3 Payment schedule is as follows:

1.	Sign off on System Requirement Study (SRS)	15%
2.	On successful completion of Design Phase of the project.	15%
3.	On successful completion of User Acceptance Testing of the project.	30%
4.	On successful go-live of the project at all ROs	10%
5.	On successful go-live of the project at Head Office and for field officials/ customers/ suppliers	20%

6.	On completion of milestone defined in para 5 above with complete stabilization of services pan NHDC as certified by the "User in charge" as authorized by MD NHDC and on submission of a bank guarantee for 10%, valid for a period of 5 years and 3 months.	10%
7	On satisfactory completion of each year (12 months ) of service with yearly security audit , post milestone defined in para 6 above , for a period of 5 years ( 60 months)	4% per annum

- 6.4 In the event of premature termination of the Agreement prior to the launch of the project, the Bidder shall not be eligible to receive any further communication or payment from the date of termination.
- 6.5 The solution implementer should not subcontract any work as a part of this project, without prior written consent from NHDC.
- 6.6 Solution implementer shall guarantee that the software & allied components used to service NHDC requirements are licensed and legal. All software must be supplied with their original and complete printed documentation.
- 6.7 NHDC may terminate the EOI process at any time and without assigning any reason. NHDC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- 6.8 This EOI does not constitute an offer by NHDC. The bidder's participation in this process may result in NHDC selecting the bidder to engage in further discussion towards execution of the project.
- 6.9 The bidders are not allowed to form a consortium for bidding.
- 6.10 The bidder shall submit a declaration, without any condition, undertaking total responsibility for defect-free operation of the offered solution.
- 6.11 The successful bidder shall at his own expense deposit with NHDC, within thirty (30) working days of the date of notice of award of the contract or prior to signing of the contract whichever

is earlier, an unconditional and irrevocable Performance Bank Guarantee(PBG) of 10% of the total contract value from a scheduled commercial bank acceptable to NHDC for the due performance and fulfilment of the contract by the vendor. This shall be valid for a period of 15 months and will need to be extended on the advice of NHDC if the achievement of stabilization period is extended on account of the bidder. This BG will stand released by NHDC on the request of the successful bidder post meeting milestone defined in "para 6 of payment schedule" under para 6.3 above.

- 6.12 If the Go-live is delayed beyond one month of the time period of completion as defined in para 2.8 above due to any reason attributable to the successful bidder, then NHDC reserves the right to terminate the contract and also invoke the entire performance bank guarantee.
- 6.13 At the end of sixty (60) months of operation and maintenance phase, executed by the Bidder / Vendor, from date of completion of stabilization period, NHDC will find and appoint a replacement vendor for the future. The existing bidder is bound to handover complete NHDC data to the new vendor related to all applications being managed by them over the period and help in smooth and hitless migration. The performance BG of 10% will be released by NHDC only post this activity.
- 6.14 Prior to selection of the replacement vendor, NHDC would carry out a replacement requirement assessment. The replacement requirement assessment will enable NHDC to identify modification need in assets, SLA, roles and responsibilities of bidder, and other aspects of operational and financial arrangement. NHDC, if it so desires, may continue with the outgoing Bidder / Vendor on mutually agreed terms and conditions for the extended term.

## **7. Fee**

The agency should quote the fee covering the entire scope of work as per Annexure-I covering their travel cost, lodging & boarding, incidental expenses etc. as required by the bidder to deliver the end objective, along with the applicable taxes. The agency will need to support the functioning of the solution over a period of 60 months beyond the stabilization period. However,

for the maintenance period beyond stabilization period, NHDC will pay a fixed Annual Maintenance Charge of 4% of the accepted cost plus applicable taxes. A detailed tax breakup will be needed in the invoice as raised by the bidder to claim the milestone payments.

The bidder should also quote for the following additional items, which may/may not be operated by NHDC, based on need. However, the quoted cost for the same for a total of 20 days for item 7.1 and 7.2, will stand added to the total quoted cost of the bidder for evaluation and ranking purposes:

7.1 Per day composite charge for Onsite (pan India NHDC operational locations) Technical support

7.2 Per day composite charge for Online training

## **8. Submission of EOI:**

The bids shall be submitted online in following parts, viz., Eligibility Criterion, Technical Bid and Financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter. The Hard Copy of original instruments in respect of EMD and bid document cost must be delivered to the address given below on or before bid submission end date/time as mentioned in the critical date sheet. Bids not accompanied with EMD and bid document cost are liable to be rejected. The bid document fee shall be non-refundable. NSIC/MSME/DIC registered agencies are exempted for EMD and bid document fee. The bidders claiming so need to submit documentary evidences in support of their claim. Non compliance will lead to summary rejection of the bid.

**Office address for sending the EMD and bid document cost details:**

**National Handloom Development Corporation,  
Wegmans Business Park, Tower 1, 4th Floor,  
Sector Knowledge Park – 3, Surajpur Kasna Road,  
Greater Noida – 201306**

**Cover – I Fee / Eligibility Criterion: technical Bid (Check list):**

The following documents are to be self-attested and furnished by the Bidder along with Fee/EMD as per the bid document (As applicable):

- i. Scanned Copy of all documents as per Eligibility Criterion, Technical Bid Criterion.
- ii. Scanned copy of documents as a proof for payment of EMD and Bid Document Fee.

**Cover-II Financial Bid**

**9. Other Information**

For any clarification, please mail us at: [tender@nhdc.org.in](mailto:tender@nhdc.org.in)

# **Expression of Interest**

**For**

**Development and  
Implementation of ERP System**

**For**

**NATIONAL HANDLOOM  
DEVELOPMENT CORPORATION**

## Abbreviations and Key Terms used in this Document

S. No.	Term Used	Description
1	NHDC	NATIONAL HANDLOOM DEVELOPMENT CORPORATION
2	Bidder	Bidder refers to the Company or Companies who are bidding for implementation of the ERP and HR Module
3	Solution	Solution, wherever referred to, in this document, includes both the ERP and the HR solution combined, unless otherwise, specifically stated.
4	Yarn	The basic input for the handloom production
5	Dyes	A Coloured Substance applied onto to the Yarn / Fabric etc. to give it a colour and a richness feeling
6	Chemicals	Various Chemical compounds used in the Handloom Process.
7	HR	Human Resources
8	ERP	Enterprise Resource Planning
9	PF	Provident Fund
10	Voucher	Each entry in the Financial System is passed using a Voucher
11	Balance Sheet	The Financial Statement that gives the position of Liabilities and Assets as on a particular date
12	Profit and Loss	The Financial Statement which gives the Income and Expenditure for a particular period – say a Quarter or a Year
13	Trial Balance	A list of all the General ledger accounts (both revenue and capital) contained in the ledger of a business
14	Customer	The Handloom Weaver or Producer of Finished goods, who buys Raw Material – Yarn / Dyes / Fabrics etc. through NHDC
15	Supplier	The Mill or Producer of Raw Material, who supplies the Raw Material to the Customer through NHDC
16	Invoice	The Bill which is raised by the Supplier or NHDC for payment.
17	Inventory	The stock of goods held by the company

<b>SCHEDULE OF ACTIVITIES AND EVENTS</b>		
<b>S. No.</b>	<b>Activity Description</b>	<b>Date and Time</b>
1	EOI Reference	NHDC/ERP/2023/001
2	Date of Issue of EOI	13 / 07 / 2023
3	Last Date for submission of written Queries by the Bidder	04 / 08 / 2023 up to 18:00 hours
4	Pre-bid meeting	01 / 08 / 2023 at 11:00 hours
5	Last Date and Time for submission of Bids: Eligibility Criteria, Technical and Financial Proposals	26 / 08 / 2023 up to 18:00 hours.
6	Place for Submission of Bids	<a href="https://eprocure.gov.in/">https://eprocure.gov.in/</a> or NHDC LTD, 4 <sup>th</sup> Floor, Wegmans Business Park, Knowledge Park III, Greater Noida – 201306
7	Date and Time of Pre-qualification Bid Opening and Technical Proposals	29 / 08 / 2023 at 11:00 hours.
8	Tender Fee	Rs. 5000/- (Five Thousand)
9	Earnest Money Deposit	Rs.1000000/- (Ten Lac)
10	Address for Communication	As mentioned in point 6.
11	Date for Technical Presentation	To be communicated later by the NHDC to eligible bidders
12	Financial Bid Opening	To be communicated later by the NHDC to eligible bidders

**Notes:**

1. Bids will be opened in the presence of bidders' representatives (only one person per bidder) who choose to attend on the bid opening date.
2. The schedule is subject to change and notice of changes shall be published on the website of NHDC. NHDC reserves the right to cancel the EOI at any time without incurring any obligation to any bidder.
3. Any queries regarding EOI may be sent to NHDC via email to tender@NHDC.org.in.

4. The bidders may note that no further notice will be given in this regard. Further, in case, NHDC does not function on the aforesaid date due to unforeseen circumstances or holiday, then the bid will be accepted up to 03:00 PM on the next working day and bids will be opened at 15:30 PM at the same venue on that day.
5. All notices / corrigenda in reference will be posted on the NHDC website and on <https://eprocure.gov.in/>
6. The EOI document can be downloaded from NHDC's website NHDC.org.in or <https://eprocure.gov.in/>
7. Any bid without payment of EMD will be rejected.
8. The Vendor/Agency may submit the EMD of INR 10, 00,000 (Indian Rupees of Ten Lakh only) and Tender Fee of INR 5,000 (Indian Rupees of Five Thousand only) in the form of DD or BG from a Nationalized bank in India and drawn in favour of National Handloom development Corporation Ltd, Greater Noida. Or by way of RTGS/NEFT in favour of **"National Handloom Development Corporation Ltd.,"** payable at Greater Noida, Uttar Pradesh as per details below:-

**Name of Bank: Union Bank of India**

**Account No.: 505001010033550**

**IFS Code: UBIN0550507**

**MICR Code: 110026071**

## 1. Introduction

NATIONAL HANDLOOM DEVELOPMENT CORPORATION (NHDC) is a Public Sector Undertaking, set up by the Government of India. The primary purpose of NHDC is to assist the development of the Handloom Sector in India. NHDC is expected to achieve this by coordinating all actions covering the procurement and supply of inputs at reasonable prices, augmenting the marketing efforts of the State, upgrading technology in the Handloom Sector & improving productivity.

### 1.1 Business Activities of NHDC

NHDC is primarily involved in the following activities –

- Facilitate Distribution of Yarn to the Handloom sector, by buying, stocking, marketing or otherwise, controlling the distribution of all types of yarn
- Procure, stock, distribute and sell all types of raw materials, dyes & chemicals needed by the handloom sector
- Facilitate the manufacture, purchase, stock, sell, export or otherwise support and promote the marketing of handloom fabrics directly or through other agencies
- To aid, assist, finance or implement any project, undertaking an enterprise, whether on its own or in collaboration with an international organization, for any business connected with the production of handloom fabrics, garments or made-ups
- To undertake formulation, organization and control of multistate handloom production and processing projects
- To act as channel for routing Central Government funds, loans and grants to State Handloom Corporation, Cooperative Societies and other bodies or persons engaged in the promotion and development of handloom industry

NHDC primarily caters to the following set of Businesses –

1. Yarn Activity
2. Dyes and Chemicals Activity
3. Fabrics
4. Developmental Activities such as Organization of Expos, and Establishment of Marketing Complexes.

### 1.2 Locations and Geographical Presence

NHDC is a Pan-India Organization having its presence in the entire country. It supports the growth of the Handloom Sector through the following network –

- Registered and Corporate Office located at Noida
- 7 Regional Offices for Yarn Activity
- Zonal Offices for Dyes and Chemical Activity
- 29 Branch Offices in almost all the State Capitals
- Total about 150 employees across the Country

## **2. Scope of Assignment**

The scope of the current assignment is to implement a state of the art ERP and HR System to cater to the primary business of NHDC and its employees. The application software must be IPv6 compliant.

The primary Business of NHDC is to supply Raw Material in the form of Yarn, Dyes and Chemicals to the Handloom Sector in India and to promote the growth of the Handloom Sector in India.

NHDC also uses a HR application for managing the various aspects relating to its employees. The current assignment's scope also includes implementing a comprehensive HR system to cater to all the Employee related requirements of NHDC.

Both the above functionalities can be offered by a single application, or two separate applications. But, there should be seamless integration between the two Applications, with a single User Login.

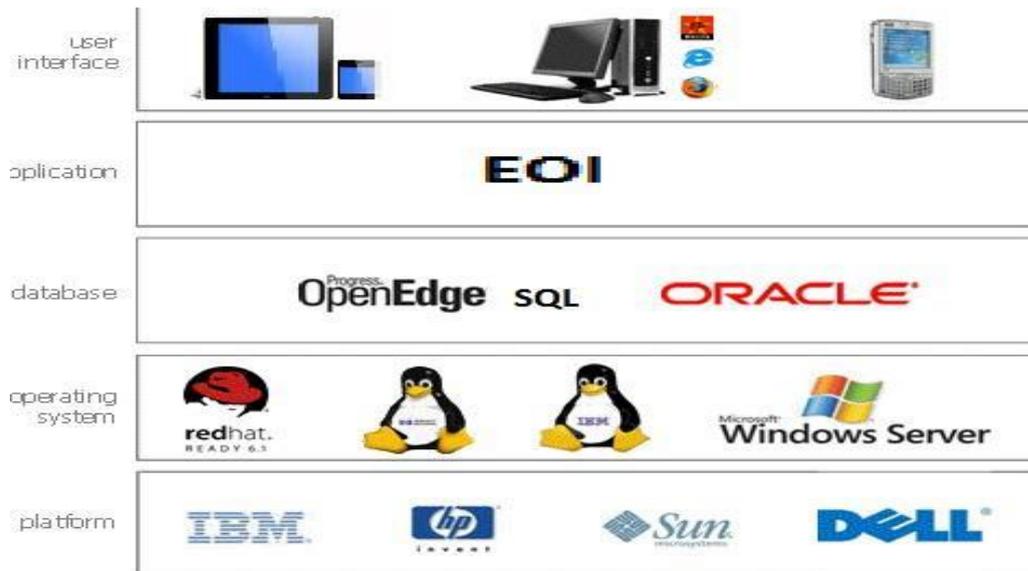
The Scope of this assignment includes, but not limited to design, sizing, procurement, installation, customization, configuration, maintenance of the software and other components required for the ERP and HR Modules. This would also envisage parameterization, historical data management, verifying data quality, migrating data, user acceptance testing, documentation, trainings, knowledge transfer and support. The solution/s offered should be Cloud hosted , open platform and support data transfer and consolidation from both the networked and standalone systems

Please note that the Functional Requirements & report requirements given in the Sections below in the EOI are not exhaustive and may be amended even after EOI.

### **2.1. Responsibility of Bidders**

The Successful bidder based on this EOI terms and conditions should

- Implement the solution at all branches, subsidiaries and group entities of NHDC as decided by NHDC.
- Set up, allocate and test the required computing , storage and application resources in HA mode in the cloud from a MeITY approved Cloud Service Provider with needed levels of security to comply with GoI norms and data protection guidelines of Govt of India ( present as well as in operation during the duration of the contract ) with the bidder being the sole agency responsible to NHDC to meet the end objectives and all costs in reference being the part of the financial bid as accepted by NHDC
- Ensure in coordination with NHDC that the solution is accessible from all across NHDC Branches and other Offices,
- Offer Facilities Management support for the solution and associated IT Infrastructure proposed by the bidder for the entire project duration.
- Impart training on the combined solution to designated personnel of NHDC including users, technical personnel handling the system and trainers.
- Assist NHDC in conducting the User Acceptance tests by submitting a UAT test plan to NHDC for prior approval
- Provide Hand-over of the solution at the end of the agreed period post UAT signoff.
- Provide complete documentation including logic used, empirical analysis done, methodology etc. as per regulatory and audit requirements.
- Provide all statutory, regulatory Management Information System (MIS), adhoc MIS (including development if needed) and Executive Information System (EIS) reports as required by NHDC in thGuie desired format
- Meet all requirements specified in this EOI
- To choose the best system, the identification of the system that meets the business needs and that matches the business profile.
- Design, assess requirements and help configure the cloud computing and storage requirements to meet the SLAs over the entire duration of contract including O&M phase and its extension , if any. .
- Guide and help resolve application access issues for all solution users.



In case the product/ solution/ vendor/ OEM is taken over/ amalgamated/ dissolved the impact of such an event should not have any adverse implication on the service level/ time line/cost that have been proposed for implementation of the solution.

## 2.2. Gap identification & Resolution

The selected bidder will be responsible for conducting the gap assessment of the solution with NHDC's framework, policy, procedures, governance, methodology, approach, existing system, tools, models, reports as per this EOI requirements and to:

- Provide NHDC with the gap identification report along with the recommendations and estimated time frames to implement the same
- Determine the customization requirements, in case a particular functionality / requirement is not supported by the existing version of the solution;
- Resolve gaps by customizing the proposed solution by way of modifications / enhancements, as necessary

## 2.3. Parameterization, Configuration and Customization of software

- The Bidder shall be responsible for accuracy of the parameters set in the system according to business needs of NHDC.
- The cost of all customizations is required to be included in the

Financial Bid and NHDC will not make any additional payments for this throughout the term of the contract if the same has been specified as a requirement in this EOI. Thus, this is a fixed bid and all necessary customizations based on the functional requirements specified in the EOI will need to be complied by the Bidder.

- Bidder needs to give detailed plan for customization. All customization has to be completed within the project timelines.
- The Bidder should ensure that the quality assurance and development standards outlined in the development methodology are adhered to and required functionalities/reports related to same are generated and shared with NHDC team on a regular basis
- Enhancements provided by the Bidder would include changes in the software due to Statutory and Regulatory changes and those required due to changes in industry practices in India and/or abroad or any other requirements related to the above, which will need to be provided at no extra cost to NHDC for the entire period of the contract. It will include, but not limited to, all the functionalities mentioned in the Functional Requirements and at no additional costs.
- In case NHDC wants addition/ modification/ deletion of a module / functionality in the ERP / HR application beyond the defined scope of work in this EOI , the bidder can be asked to submit a change request proposal bringing out the details of manhours of work involved and the proposed cost for the same. NHDC reserves the right to accept/ reject / negotiate the same based on alternate market proposals and issue a supplementary LOA for the new scope of work . The bidder will need to submit a performance bank guarantee and meet the support obligations coterminous with the main contract . This supplementary LOA/ Work Order will also be governed by the same terms and conditions as applicable in the main LOA

## 2.4. Testing

- The Bidder will be responsible for conducting system integration testing to verify that all system elements have been properly integrated and that the system performs all its functions.
- Bidder will conduct a "User Acceptance Test" ("UAT") under guidance, review and supervision of NHDC to ensure that all the functionality required by NHDC is available and is functioning accurately as per the expectations of NHDC.
- Bidder will be responsible for setting and maintaining the test environment during the entire period of project implementation and will ensure its configuration and parameterization for conducting the UAT as per NHDC's framework and in compliance with this EOI's requirements. The bidder shall ensure that the test environment has the same configuration and functionalities as that

- of the production environment.
- The Bidder will provide the scenarios for UAT and assist in preparing test cases including the test data to support all the Business scenarios. The Bidder should dedicate resources to work with NHDC's project team for this purpose.
  - The Bidder will assist NHDC in analyzing / comparing the results of testing.
  - Bidder shall provide adequate resources for trouble-shooting during the entire UAT process of NHDC. If the bidder is appointing consultants for UAT, the cost of the consultants will be borne by the bidder himself.
  - The Bidder will be responsible for maintaining appropriate program change control and version control of the system as well as documentation of UAT and change of configuration and parameterization after making changes in the system.
  - All errors, bugs enhancements/ modifications required during and after testing will be resolved within the overall timelines for implementation. Sign – off for the same will be obtained from NHDC prior to implementing the work around, in respect of errors and bugs affecting the functioning of NHDC.
  - The Bidder will be responsible for using appropriate tools for logging, managing, resolving and tracking issues and its progress, arising out of testing and ensuring that all issues are addressed in a timely manner to the satisfaction of NHDC and as per requirements mentioned in this EOI.

## **2.5. Training**

The Bidder shall be responsible for training the employees of NHDC in the areas of system administration, implementation, use / operations, management, database management, error handling / troubleshooting, etc. of the proposed Solution. Bidder should provide online training to 150 internal users. Training should be provided in 2 sessions of 4 hours each spread across 2 back-to-back days for each batch. Bidder should provide such training TWO times, one before Go Live and second (refresher training) after 15 days of Go Live. All the users can join the training session in a single & common batch.

Structure of the training program covering number of trainings, locations and number of participants etc. is to be advised by the bidder.

Bidder will also be responsible to develop training and reference materials for all the functionality of the software. Training / reference materials should be designed separately for operational staff / user, IT department and senior management. Training material should comprehensively cover

all the functionality of the proposed solution and be written in a user friendly manner with use of graphs, processes flows, screen-shots of the actual system functionality etc.

Bidder should provide NHDC specific training material designed considering its requirements in this EOI. Training material so provided will be subject to review and sign-off by NHDC as a project deliverable.

The training should at least cover the following areas:

- Functionality available in the solution including logic and methodology of the same;
- Customization / Parameterization;
- Techniques for Slicing and dicing of data, information, and output
- Auditing techniques including generation of audit trail reports;
- Advanced trouble shooting techniques;
- Techniques for generation, view and reporting of intermittent results;
- System & Application Administration such as creation of user, user groups, assigning rights, System Information Security Settings etc.
- Perform Impact Analysis using the solution;
- Business use of the solution
- Tools / Programming training to IT for generation of simple reports.

As per the requirements defined in this EOI, NHDC may increase more areas of trainings which bidder would be liable to provide.

## **2.6. Implementation**

The proposed solution should cover all the existing branches / units / administrative offices as decided by NHDC and have the capability to scale up for meeting future requirements. Solution should be implemented centrally and there is no need to visit branches / units / administrative offices or any other locations. Infrastructure including internet connectivity at branches / units / administrative offices would be provided by NHDC.

The solution should be scalable and capable to handle increased volumes.

The Successful Bidder should implement the solution such that it is accessed by all Branches / Offices etc. of NHDC.

## **2.7. Information Security**

System should have standard input, communication, processing and output

validations and controls. System hardening should be done by bidder. Access controls at DB, OS, and Application levels should be ensured in compliance to the Information Security Policy of MeITY and Govt of India .

## **2.8. Invitation for Bids**

NHDC invites EOI for implementing a comprehensive ERP and HR system, as per requirements given below. The broad scope of the project envisages installation, customization, parameterization, implementation, and maintenance of application software with training to designated personnel of NHDC. Each Bidder should notify NHDC of any error, fault, or discrepancy found in this EOI document but not later than 30/06/2023. NHDC's responses to the queries raised by proposed bidders will be put on NHDC's website. The Bidders shall, by responding to NHDC's EOI document, be deemed to have accepted the terms as stated in this EOI document.

The bidder shall ensure compliance of Central Vigilance Commission guidelines (CVC) issued/ to be issued from time to time pertaining to works covered under this EOI.

## **2.9. Disclaimer**

The information contained in this Request for Proposal (EOI) document for implementation of the comprehensive ERP and HR Solution or information provided subsequently to Bidder(s) or applicants whether verbally or in documentary form by or on behalf of NHDC, is provided to the Bidder(s) on the terms and conditions set out in this EOI document and all other terms and conditions subject to which such information is provided. The EOI document contains statements derived from information that is believed to be true and reliable at the date obtained but does not purport to provide all of the information that may be necessary or desirable to enable an intending contracting party to determine whether or not to enter into a contract or arrangement with NHDC in relation to the provision of services. The EOI document is not a recommendation, offer or invitation to enter into a contract, agreement or any other arrangement, in respect of the services. The provision of the services is subject to observance of selection process and appropriate documentation being agreed between NHDC and any successful Bidder as identified by NHDC, after completion of the selection process as detailed in this document. No contractual obligation whatsoever shall arise from the EOI process unless and until a formal contract is signed and executed by duly authorized officers of NHDC with the Bidder. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this EOI and where necessary obtain independent advice. NHDC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or

completeness of this EOI. NHDC may, at its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this EOI.

## **2.10. Instructions for Bid Submission**

All costs and expenses (whether in terms of time or material or money) incurred by the Recipient/ Bidder in any way associated with the development, preparation and submission of responses, including but not limited to attendance at meetings, discussions, demonstrations, site visits, etc. and providing any additional information required by NHDC, will be borne entirely and exclusively by the Bidder.

The Bidder shall furnish, as part of their Bid, a Bid security in the form of Demand Draft only. The Bid security is required to protect NHDC against the risk of Bidder's conduct, which would warrant the security's forfeiture.

The Bid security and Tender Fee shall be denominated in Indian Rupees and shall be in the following form:

- Demand Draft of Rs.5 lacs..... issued by a Scheduled Commercial Bank in India, drawn in favour of NHDC Limited payable at Greater Noida. Any Bid not secured as detailed above, will be rejected by NHDC, as non-responsive.

Unsuccessful Bidders' Bid security will be refunded within 45 days after signing the agreement with the successful bidder without any interest.

The successful Bidder's Bid security will be discharged upon the Bidder signing the Contract and furnishing the bank performance guarantee of 10% of the total contract value valid for a period of 12 months No interest will be paid on the bid security

NHDC reserves the right to forfeit the Bid security for any of the following reasons:

- If a Bidder withdraws their Bid after the due date of submission and during the period of Bid validity specified by the Bidder on the Bid Form; or
- If a Bidder makes any statement or encloses any form which turns out to be false / incorrect at any time prior to signing of Contract; or
- In the case of a successful Bidder, if the Bidder fails to sign the Contract within a period of 30 days from the date of communication of the results to the bidder by NHDC;

## 2.11. Request for Additional Information

Bidders are required to direct all communications for any clarification related to this EOI, to the designated NHDC officials and must communicate the same in writing (address for communication as given in table of schedule of activities and events). All queries relating to the EOI, technical or otherwise, must be in writing only i.e. either via physical or electronic mail. NHDC will try to reply, without any obligation in respect thereof, every reasonable query raised by the Bidder in the manner specified. All responses posted in the website shall be part of the EOI.

## 2.12. Disqualification

Any form of canvassing/ lobbying/ influencing/ query regarding short listing, status etc. will result in a disqualification of the Bidder. NHDC reserves the sole right to disqualify any prospective bidder and no obligation to discuss regarding the same with the concerned bidder being disqualified.

## 2.13. Submission of Bids

**The Bid Documents submitted should definitely include the following sections**

- A brief about the Company
- A brief about the Product/Solution being proposed.
- Detailed Functional description of the Product.
- Traceability matrix, containing the following –
  - Reference to each of the below EOI point.
  - A brief line or two, about the functionality.
  - Whether the EOI point –
    - Is already available in the Product being offered (Already Available).
    - Can be met with a work-around (Work-around).
    - can be met with Customization (Customization)
    - Cannot be met at all (Cannot be met).

Please find embedded below a format of the Traceability Matrix in Annexure 2

- Technical Details about the Product –
  - Type of the Hardware and the Hardware configuration required (please see section on Non-functional requirements below to arrive at sizing) including the proposed architecture.
  - Operating System/Database and other Systems Software Required – please mention all possible Operating Systems

- /Databases etc. on which this Product can run.
- Minimum Bandwidth requirements between locations (Data Centre and Locations) for running these application(s).
- Any other specific technical requirements need to be clearly mentioned
- At least 2 references of similar or bigger size as NHDC, who can be contacted for a detailed reference check. These two references should be of cases where the implementation has been completed, within the last 2 years from the date of the Opening of the Bid.
- Detailed Financial proposal, including Payment Terms.
- Any other information, which in your opinion can help you in evaluation.

## **See Annexure - 2**

### **2.14. Language of Bid**

The language of the bid response and any communication with NHDC must be in written English only.

### **2.15. Sealing and Marking of Bids**

The bids shall be submitted online in following parts, viz., Eligibility Criterion/Technical Bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter. The Hard Copy of original instruments in respect of EMD and bid document cost must be delivered to the given address on or before bid submission end date/time as mentioned in the critical date sheet. Bids not accompanied with EMD and bid document cost is liable to be rejected. The bid document fee shall be non-refundable. NSIC/MSME/DIC registered agencies are exempted for EMD and bid document fee.

### **2.16. Period of Validity of Bids**

Bids should remain valid for the period of at least 90 days from the last date for submission of bid prescribed by NHDC. A bid valid for a shorter period shall be rejected by NHDC as non-responsive. In case the last date of submission of bids is extended, the Bidder shall ensure that validity of

bid is reckoned from modified date for submission.

## 2.17. Project Timelines

The table below provides the indicative implementation timeline for solution implementation.

S. No.	Milestone	
	Design, development and testing of the integrated application	Time for completion
1	Requirements study	T + 04 weeks
2	Preparation and submission of SRS document	T + 06 weeks
3	Review and sign-off on SRS	T + 08 weeks
4	Preparation and submission of SDD	T + 11 weeks
5	Review and sign-off on SDD	T + 14 weeks
6	Application development, unit testing,	T + 34 weeks
7	User's Acceptance testing	T + 38 weeks
8	Application rollout at First Regional Office	T + 40 weeks
9	Application Roll-out at all Regions	T + 42 weeks
<b>Preparation of data &amp; Migration of legacy data</b>		

S. No.	Milestone	Time for completion
1	Preparation of data migration plan	T + 14 weeks
2	Uploading & Migration of legacy data	T + 40 weeks
<b>Provisioning , configuration and commissioning of cloud infrastructure</b>		
1	Design & architecture of cloud infrastructure with needed redundancy for SLA	T + 14 weeks
2	Provisioning of VMs, storage and application hosting as per submitted and agreed design	T + 30 weeks
3	Installation, configuration and commissioning of the service	T + 34 weeks

<b>Implementation of Training initiatives</b>		
1	Preparation of training plan and training	T + 32 weeks
2	Communication to employees about new system	T + 34 weeks
3	Training to new roles	T + 36 weeks
4	Training on Application	T + 38 weeks
5	Training on Integrated Application at ROs.	T + 40 weeks
<b>Post Go-Live Support &amp; Maintenance</b>		
1	Stabilization period - Post Go-live support, review and monitoring of installed system	Three (3) months from date of T + 42 weeks
2	Overall system maintenance (both application and application related hardware configuration) support	Sixty (60) months from date of T+54 weeks

### 3. Current Software Scenario in NHDC

NHDC currently uses a variety of application software for its business and operational purposes. The below mentioned application is primarily in use

**1. Customised Cloud based ERP** – for its all activity relating to Yarn, Dyes and Chemicals business ERP also takes care of Employee Data, Salary Data and Processing, Leave Management, PF and PF accounting. The customized ERP is being managed by M/s Vasista Enterprises on SaaS basis.

**2. E-Dhaga** – E-Dhaga is an android-based mobile application integrated with ERP to facilitate the NHDC customers to place order to NHDC as per their convenience. They can also monitor the supply and status of their order.

**3. E-Office** – E-office is the web-based application developed by NIC for processing the files, receipts, dispatch, letters, approvals etc.

### 4. Brief about the project

The current assignment on revamping the IT Software can broadly be

broken up into the following parts –

- a. A common application or separate applications for the following –
  - i. A full-fledged ERP system to take care of both Yarn activity and Dyes & Chemicals Activity, and any similar activities
  - ii. A Front-end application to be accessed by buyers and suppliers, to place orders, bid for orders and see status of Orders etc
- b. A Full-Fledged HR Application to take care of –
  - i. Employee Data and Access to Employees – Personal Information System
  - ii. Salary/Payroll
  - iii. Leave Management
  - iv. PF and PF Accounting
  - v. Medical reimbursements
  - vi. Pension / NPS contribution
- c. Any other Hardware/Software / Networking requirements – related to the above applications, or independent, based on need, as identified by NHDC Management

Both the above functionalities can be offered by a single application, or two separate applications. But, there should be seamless integration between the two Applications, with a single User Login.

## **5 Detailed Requirements**

The detailed requirements section is broken up into three Parts –

- Requirements of the ERP System
- Requirements of the HR System
- Other Generic and Non-functional Requirements

Please note that the Functional Requirements & report requirements given in the Sections below in the EOI are not exhaustive and may be amended even after EOI.

### **5.1 Introduction to the ERP Module**

The scope of the ERP Module is to implement a state of the art ERP System to cater to the primary business of NHDC, which is to supply Raw Material

in the form of Yarn, Dyes and Chemicals to the Handloom Sector in India, and to promote the growth of the Handloom Sector in India.

Some common terms used in this document, which should be kept in mind, while reading the document are –

- Customer – Customer throughout this document refers to the Weavers or persons who require the material. They use the raw material (Yarn, Dyes and Chemicals etc.) to produce Handloom finished goods
- Supplier – The supplier or Mills or Mill Owner is the person who supplies the raw material to the Customer through NHDC. NHDC has a list of Suppliers, who are approved and enrolled with it. When a customer requests for some material, NHDC contacts Suppliers asking for quotations from them. NHDC selects one supplier (or in some cases more than one), and places a Purchase Order for supply of that material
- Transportation Charges/Freight Charges – Charges incurred by the Supplier for supplying the material to the Customer. These charges are paid by the Customer or by NHDC as the case may be. The exact details are given in the sections below
- Depot – A Depot is a storage place or warehouse maintained by the Customer /NHDC. Customers are reimbursed Depot Charges by NHDC, as per details given in the sections below, while NHDC also get depot charges in operating Yarn Depot or Warehouse.
- Warehouse – A warehouse is a storage place or godown maintained by NHDC. The intention behind a warehouse is to have material stored, for faster delivery to customers. Items or material in greater demand are stored by NHDC in warehouses for faster delivery

### 5.1.1 Current ERP Software Scenario in NHDC

NHDC currently uses a variety of application software for its business and operational purposes. The below mentioned application is primarily in use

- 1. Customised Cloud based ERP** – for its all activity relating to Yarn, Dyes and Chemicals business ERP also takes care of Employee Data, Salary Data and Processing, Leave Management, PF and PF accounting. The customized ERP is being managed by M/s Vasista Enterprises on SaaS basis. Front-end UI is provided to customer and

supplier to access ERP along with the NHDC employees.

- 2. E-Dhaga** – E-Dhaga is an android-based mobile application to facilitate the NHDC customers to place order to NHDC as per their convenience. They can also monitor the supply and status of their order.
- 3. E-Office** – E-office is the web-based application developed by NIC for processing the files, receipts, dispatch, letters, approvals etc.

### 5.1.2 Current Hardware Scenario in NHDC

NHDC currently uses Cloud based ERP, the cloud services are being provided by M/s Controls . E-office application and data storage is managed by M/s RailTel Corporation of India Ltd..

### 5.1.3 NHDC's operations in detail

NHDC primarily caters to the following set of Businesses –

#### **Yarn:**

NHDC's primary activity is Supply of Yarn at affordable rates to the Customers through its various schemes. Government of India is also implementing Raw Material Supply scheme for supply of yarn to handloom sector through NHDC by allowing:- 15% Subsidy – this is given on the Cost of Material. 15% of the cost of the Material is paid to the customer through DBT, once the Customer has paid the full amount of material. Under this scheme entitled quantity is allocated to Bonafide agencies. Government of India reimburses the Freight/Transportation and Depot Charges to Customers operating Yarn Depot as per their eligibility through NHDC. While, NHDC also gets Freight/Transportation depot charges in operating Yarn Depot or Warehouse.

#### **Dyes and Chemicals:**

NHDC also supplies Dyes and Chemicals to customers, mainly medium and big dyeing houses. There is no subsidy or reimbursement in the case of Dyes and Chemicals Activity. The pricing is done at Cost, plus NHDC's service Charges.

**Fabrics:**

Fabrics are also supplied /offered by NHDC in tie-up with Suppliers. Here also, there is no subsidy, and the pricing is done at Cost Plus, where NHDC charges a Service Charge.

**Development Activities:**

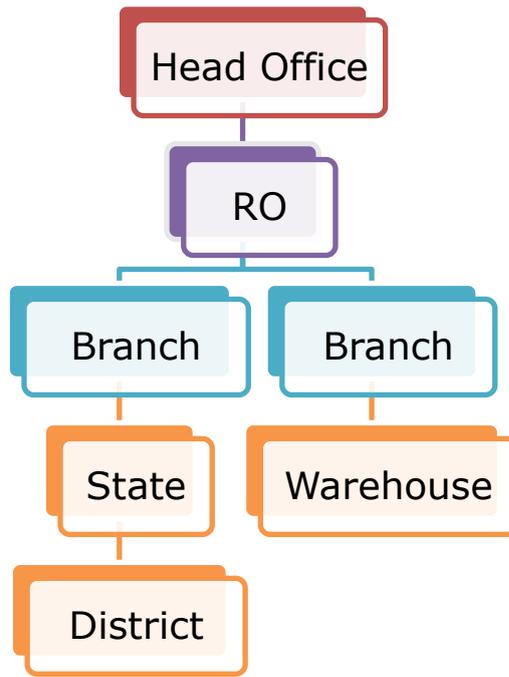
NHDC conducts Exhibitions and establishes Marketing Complexes, where the Finished Goods manufactured by Handloom Weavers etc. are displayed and sold. NHDC might incur the expense of hosting such expos, or can rope in sponsors, or share the costs with the Handloom weavers, or take a percentage of the Sales in such Expos.

**Other Materials**

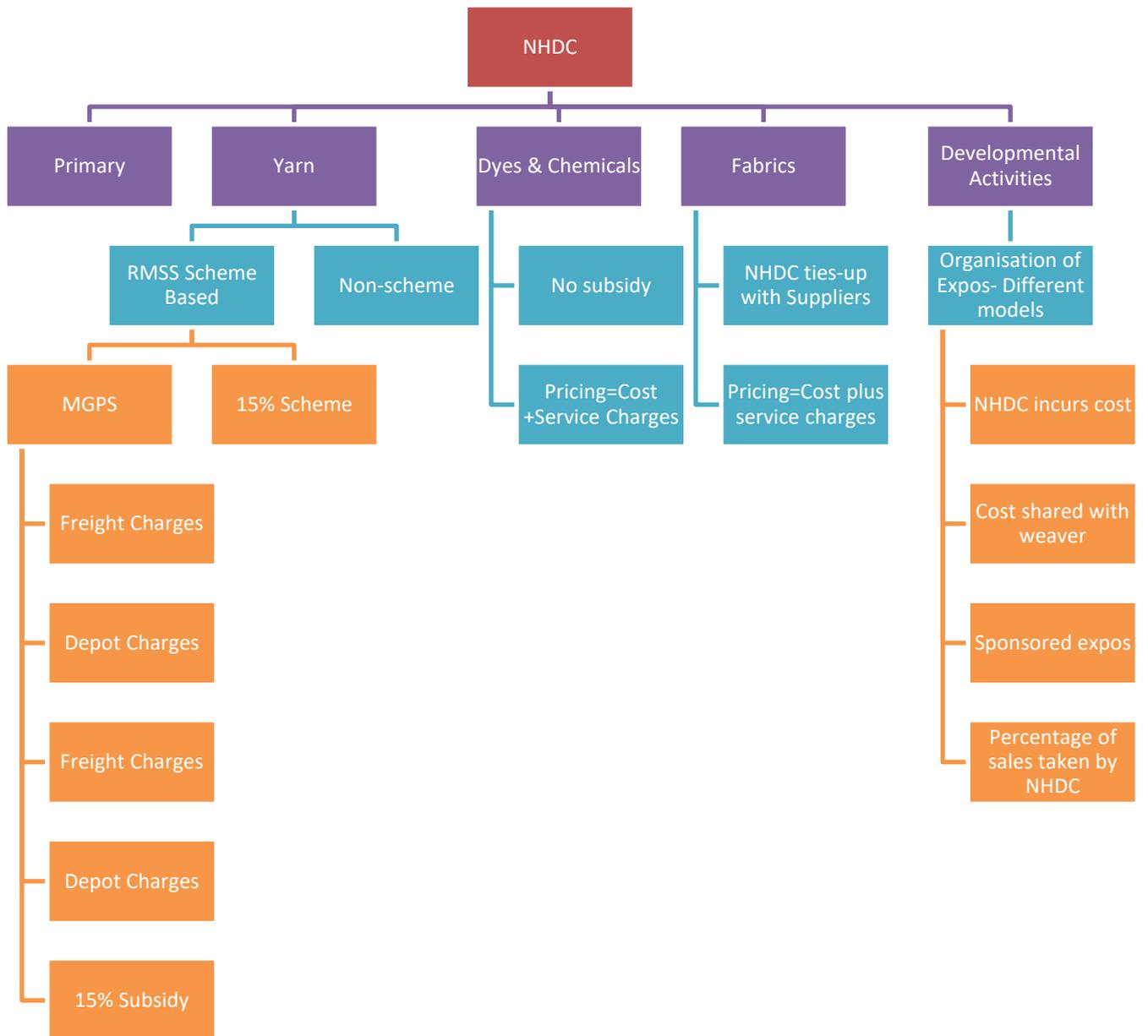
- In addition to yarn activity, Dyes & Chemical activity and fabric activity, provision should be available for incorporating the activities of marketing of handloom products, garments etc.
- Provision may be made for handling the imported material viz; Chinese silk.

**Organization Structure**

The Organization structure is defined in this System using a tree structure. The different layers within the organization are defined in this structure namely the Regional Offices, Branch Offices, State, Districts and Warehouse. Transactions will be executed at RO / BO / WH level. Analytical data can be accessed at Organisation level or RO wise – BO wise – Warehouse wise – State wise – District Wise.

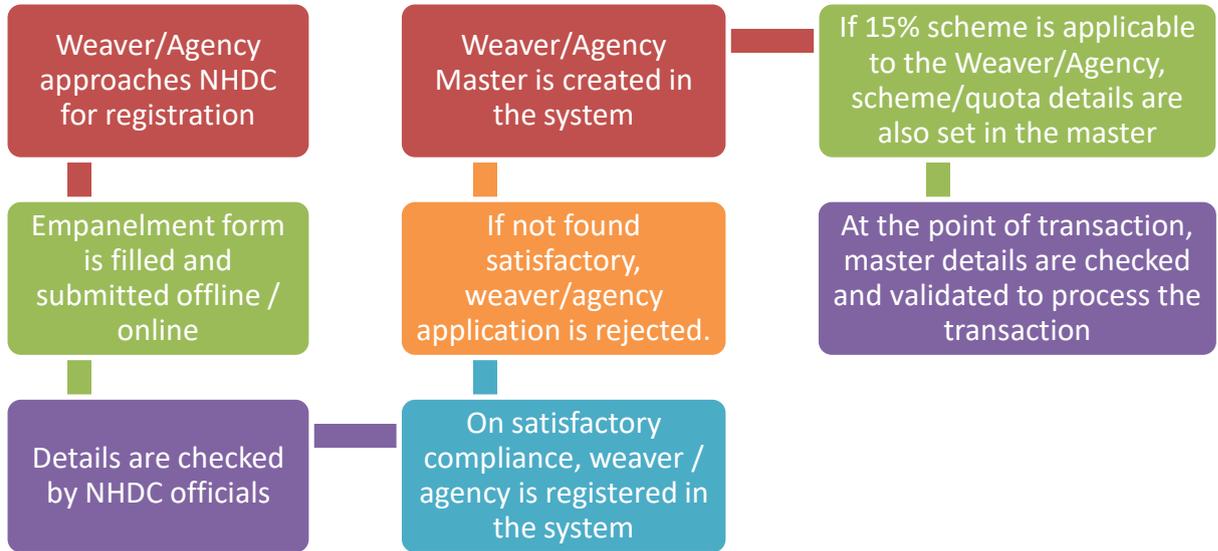


## Overview of NHDC's Activities



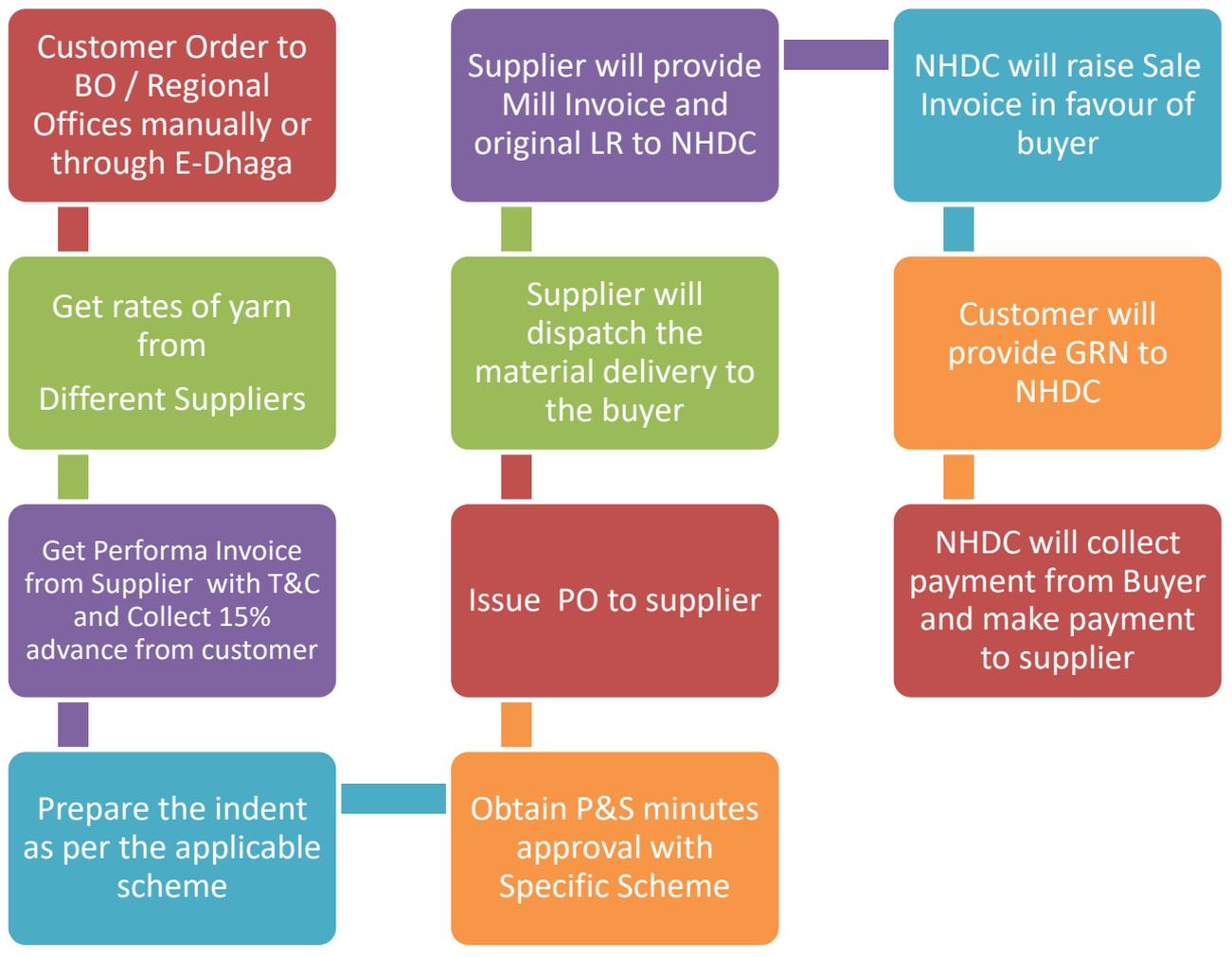
## Weaver Registration & Issue of Passbook

### Process Flow



## Procedure

### Yarn Activity – Direct Billing (Direct Sale)

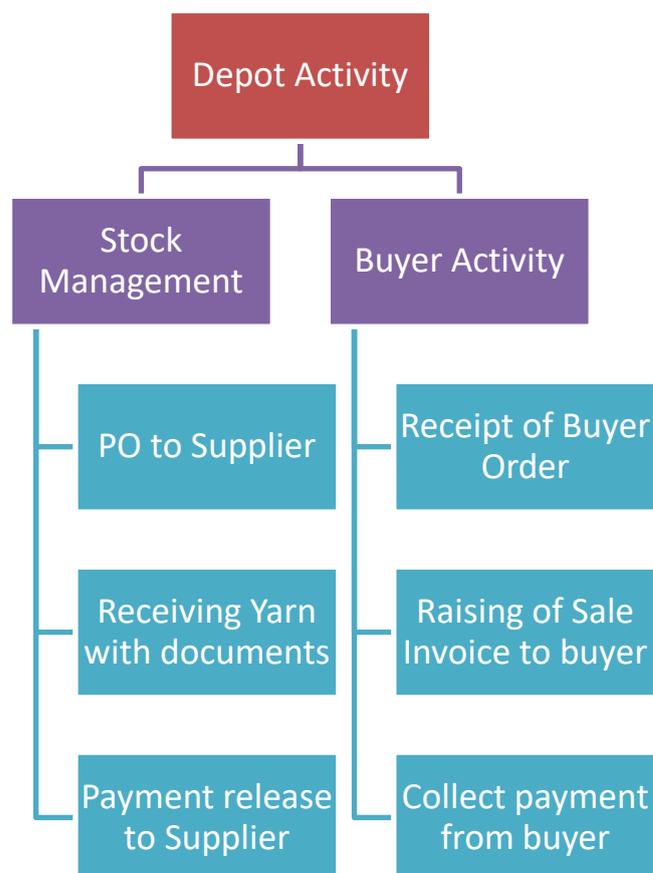


**Yarn Activity – Depot**

**Dyes & Chemicals Activity – Direct Billing (No Stock)**



## Dyes & Chemicals Activity – Depot



### 5.1.4 Brief Scope for the new application

The primary activity of NHDC, concerning Yarn, Dyes and Chemicals etc. is proposed to be covered by the ERP Module, which should have the following sub-modules –

- a. A full-fledged ERP module to take care of both Yarn activity and Dyes & Chemicals Activity, and any similar activities.
- b. A Front-end module to be accessed by Buyers and Suppliers, to place orders, bid for orders and see status of Orders etc.

## 5.2 Detailed Requirements of the ERP Module

### 5.2.1 Introduction

There are three main parties in the Supply Chain for Yarn, Dyes and Chemicals – The Customers/Handloom Weavers/ Weaver societies , The

Suppliers/Mill Owners/Material Suppliers and NHDC. NHDC has been formed with the intention of creating a Market-place, and to facilitate supply of Yarn, Dyes and Chemicals to the Customers who are predominantly Handloom Weavers.

### 5.2.2 Front-end for Customer/Buyer

A front-end application will be accessed by the Customer/Buyer to place orders for their requirement, check for status of their order, and for accepting delivery of material. Broadly, the following functionality is required at the Customer Module –

- Placing of Order for the Material required – there will be a screen where the Customer will input the details regarding the material they require – type, quantity and other details. There should be an option to indent for various shades & quality for the same count of yarn. For example - UV Clear, Non UV, High twist, Low twist, Soft etc . The same should also give a choice of supplier with a drop down menu giving a list of NHDC contracted suppliers with their contracted rates for the different types of yarns.
- Modification of Order – Customers can modify orders placed by them, if required, in exceptional circumstances. However, this option will be disabled, once the order has been processed by NHDC.
- View Status of Order – Customers can view the status of their orders. Broadly, following will be the various status options of the order –
  - Pending for NHDC to approve
  - Pending to receive quotations from Suppliers
  - Order Approved
  - Order placed with Selected Supplier
  - Order under execution with Selected Supplier
  - Order Under Dispatch
  - Order Received at Customer End
- Approval of Mill/Supplier – The customer/buyer can, in some cases, be asked to approve the Supplier selected, or to select the Supplier from the Options available. This option will be with NHDC, whether to ask for approval from the Customer. If NHDC chooses this option, then the Supplier/Mills quote will go to the Buyer/Customer for approval. Final Order with the Mill/Supplier will be placed only after approval by the Buyer/Customer.

- Receipt of Material – Customers will accept receipt of Material in this application, once they receive the physical goods.
- Rejection of Goods – Sometimes, the Customer may reject the Goods received, if they are not in proper or desired condition. The Application should provide this feature, including capture of details such as Reasons for Rejections, and flow of goods back to the Supplier.
- Making Payments – Customers will make the payment to NHDC. In some cases, the Payment is made in advance, or depending on the Payment Terms. The details of Payment Made by the Customer have to be captured along with the Payment Terms, and the dates when the Payments are made. These payments will be made against Bills raised by NHDC.

### 5.2.3 Front-end for Suppliers/Mills

The Supplier or the Mill is the person or company that supplies the material requested by the Customer or NHDC. Broadly, the following functionality is required at the Supplier Module –

- Submission of Quotations for demand by NHDC – NHDC will ask for Quotations from Suppliers based on the demand for Material from Customers. The Suppliers will have to submit quotations or bids for such demand.
- Reviewing and Accepting Orders placed by NHDC – NHDC will select a Supplier (sometimes along with the Customer) and place an order for supply of the material. The supplier has to accept this order, and agree to supply the material, at the agreed cost, timeframe and other conditions
- Manufacture/Procurement of Material – The Supplier will then manufacture or procure the material required. The supplier can update the status of the Order, at regular intervals, so that NHDC and the Customer are constantly updated about the status of their Order
- Dispatch of Material - The supplier dispatches the Material, once the manufacture or procurement of the same is over. The dispatch details are to be updated in the Application (such as Date of Dispatch, Quantity Dispatched, Details of the Material dispatched, Dispatcher /Transporter details etc.)
- Billing/Invoicing for Material Supplied – The Supplier will also invoice

or bill for the material Supplied. This invoice details should be captured in the Application

- Receipt of Payment – The buyer will make the payment to NHDC, and NHDC, in turn makes the payments to the Supplier. Details of the Payments made, are to be captured in the Application
- Rejection of Goods Supplied – sometimes the Customer might reject the goods supplied by the Supplier. In such cases, the Supplier has to check the reason for rejection, and accept or reject the same. The supplier may have to produce the goods again, or compensate for the rejection

## 5.2.4 Front-end NHDC Module

NHDC is the primary agency facilitating the Buyer-Supplier interaction detailed above. NHDC users will have the following functionality in this module –

### 1. Maintaining supplier and Buyer Data

Initially, NHDC will have to maintain Suppliers and Buyers, and create User IDs for the Suppliers and Buyers to access this application. Transporters who transport goods from Supplier to Customer will also be maintained in the System. Broadly, the following data would be maintained for Suppliers/Customers/Transporters –

- Name and Address
- Contact Number
- User Agency Type (Individual Weaver/Society/Weaver Entrepreneur etc.)
- Supplier Type (MSME/SSI/PVT/Cooperative etc.)
- Depot (Yes/No in case of customer only)
- Total number of looms (In case on customer only)
- Quota Allowed/allocated (In case on customer only)
- Identification Details (Aadhar/Weaver ID/PAN/GST etc., duplicity should be restricted)
- Unique Passbook number (In case of customer only)
- Bank Details – Bank Name, Account Number, IFSC Code, TIN/PAN, CST No.,
- Other Details specific to Customer/Supplier/Transporter as may be required

## **2. Reviewing and Approving Customer Requests**

Customers of NHDC will submit requirements for Material in the application using mobile application or through web. Such requirements will come to NHDC for review and approval. These requirements will be processed further, only after NHDC has reviewed and approved them in the application. While reviewing these requests, the system should show to the NHDC user, the performance of the customer in terms of timely payments made, and the amount outstanding from the Customer. If the customer has any old outstanding that has to be paid (say, the material has been delivered to the customer, but he has not paid as yet), NHDC can decide not to approve this new material request. The request can only be approved after; getting mandatory 15% advance in case of supply under 15% scheme, exemption may be given as per SOP.

## **3. Request for Quotations**

Once NHDC has found the Customer request to be in order, it will forward the request to suppliers for submission of Quotations. Normally, the request would be forwarded to three suppliers. Here, the application should have the feature for NHDC users to select the Suppliers from a Drop-down, based on the Suppliers maintained in the Application.

In some cases, the Customer bargains the deal with the Mills and places the Purchase indent along with Invoice for the issue of Purchase Order. Similarly, in the case of Silk Yarn, where the qualities number depends on count, gum percentage, yardage, and manufacturing process involved, the Customer can contact a Supplier empaneled with NHDC directly, negotiate the rate, along with the other terms, and send the indent along with the advance payment to NHDC. In such cases, the next 2-3 steps, relating to selecting a supplier etc. are skipped.

## **4. View Quotations Received**

The Suppliers will submit the quotations for the material asked for. NHDC users can view the Quotations details' submitted by the Suppliers.

## **5. Select and Approve a supplier along with the Customer**

NHDC will then, select a supplier for the material required. In some cases, NHDC can forward the quotations received to the Customer, for his preference/approval. Once the Customer has selected a Supplier, NHDC will

in turn, approve the same.

## **6. Place Purchase Order and Communicate approval to the Supplier**

Once NHDC and the Buyer approve or select a Supplier, Purchase and Sales committee will approve the minutes as per defined limit. NHDC will place a Purchase Order on the Supplier for supply of the required material.

## **7. View Supplier Confirmation of Order**

Once the Supplier receives the purchase Order, they have to accept the order, and take it for further processing/manufacture. NHDC can view the status of the Order, as having been received and accepted by the Supplier.

## **8. View/Track Delivery of Material to Customer**

After the Supplier has completed manufacture of the goods, they will dispatch the same to the Customer. The Supplier will update the dispatch details, including transporter details in the application. NHDC Users should be able to see the status of the order, its dispatch details etc. in the application, right up to the delivery of the material to the Customer.

## **9. Generate Buyer Bill**

NHDC will generate a bill in favor of the Customer, requesting them to pay for the Material supplied. The Customer pays the amount to NHDC.

## **10. Receipt of Payment and making payment to Supplier**

NHDC will receive the Payment from the Customer, and it has to make further payment to the Supplier. The details of Payments received from the Customer, and the Payments to be made to the Supplier should be captured in the Application. Inclusion of payment gateways is required for making payments to suppliers as well as receiving payment from customers. Payment Gateway will be provided by NHDC.

### **5.2.5 Customer / Supplier empanelment and verification**

NHDC is basically a trading organization and does not have its own manufacturing facilities. NHDC depends on suppliers for supply of raw

materials. As NHDC is also providing subsidy on the raw material as per RMSS scheme, so it's NHDC responsibility to verify the customer and supplier to ensure proper utilization of government subsidies.

- Customer / Supplier Empanelment – customer / supplier can submit their application using ERP and also able to upload their documents.
- Verification Report: Provision to submit verification report, system should capture Geo location of agency, Photograph and video can be captured using application.
- Data / Information feeding – Data like no. of looms, type of looms, no. of working looms, details of machine, type of yarn required, type of spinning unit, no of spindles, production capacity per day per month etc. with geo fencing/ geo tagging facility
- All process of empanelment should be driven through system i.e. receiving of application, processing of application, verification, approval of application by approving authority and creation of master in system.

## 5.2.6 Depot/Warehouse

### Introduction and Functionality

NHDC also maintains Depots/Warehouses of its own. These facilities are maintained mainly for storage, so that orders from Customers can be met faster. The quantity and type of material stored in these depots/warehouses, depends on the material which is more in demand. Depot functionality should work as follows –

- NHDC will maintain the quantity and type of material required to be stored at each depot.
- When the quantity of a particular material is less, or the material is over, the application should trigger an alert for NHDC to place an order for more of that material.
- NHDC user will trigger the placement of request to Suppliers for submission of Quotations.
- Suppliers will have access to the application to check the request, and submit quotations.
- NHDC will select a Supplier based on the quotes received.
- A Purchase Order will be issued to the selected supplier, once approved by the Purchase and Sales committee. The system should help selection of the supplier based on selected criteria of price, time

schedule of supply, cost of transportation based on distance and past performance rating as pre decided .

- The supplier will supply the material, updating the dispatch details in the application.
- NHDC will receive the material at their Depot/Warehouse and will make the payment.
- Details of Transporter, Receipt of Material and Payment details have to be captured in the Application.
- Dispatch to Customers from Warehouses/Depots
  - Customer will be able to check the stock status of warehouse and can place request as per requirement using E-Dhaga or web application.
  - NHDC will deliver the material as per the requests from customers against Stock available with them in their Depots/Warehouses.
  - NHDC will take Aadhar based biometric/OTP authentication for the delivered material.
  - NHDC will bill the Customers directly and get the Payments.
  - NHDC will make 15% subsidy payment to the eligible beneficiary account through DBT. The district/ state/ depot/ warehouse/ weaver/ society / RO wise subsidy payment reports should be generated by the system as per requirement

### **Reports for the Depot/Warehouse functionality**

The Depot/Warehouse functionality is a Key function of NHDC. Since NHDC is maintaining these warehouses; the material stored in them is the responsibility of NHDC. At the same time, precious money is blocked when the material is lying in the warehouse. As a result, various reports are required to monitor the status of the warehouse, the various materials lying in the warehouse etc. Some main reports required are –

- Stock Available – by type of Material – Warehouse wise – RO wise
- Stock Issued
- Stock received/Returned – Customer wise
- Stock Purchased – Supplier wise

Inclusion of Bar Coding functionality for stock and integration of the same in the software is required.

### **5.2.7 Special Schemes run by Government of India**

The Government of India runs several special schemes, including subsidy and reimbursement of expenses to promote the use of Handlooms and to help Weavers. NHDC is the nodal agency for facilitating this promotion and helping to Weavers. Some of the schemes available are –

### **1. Raw Material Supply Scheme with 15% Subsidy Scheme**

Under this scheme, the Government of India subsidizes to the extent of 15% on the price of Cotton Hank Yarn / Silk Yarn / Wool Yarn / Linen Yarn / Natural Fiber Blended Yarn. When a Customer places an order for Yarn, the customer pays 100% of the cost of the Yarn, than NHDC pays the 15% subsidy directly in the account of user agency through DBT.

The way this works is that NHDC gets an advance payment of this 15% from the Government, and it has to submit accounts to the Government for the utilization of this amount on a quarterly basis. This means that at the beginning of a quarter, the Government of India gives NHDC a specific amount, depending on past Usage, for paying the 15% subsidy. NHDC will utilize this amount, based on the Customer's orders for Material. The 15% subsidy scheme has limits and quota at Customer level, on the basis of the handlooms acquired by the Customer for Cotton, Linen, Silk & Wool Yarn.

The application should be able to perform the following for the 15% subsidy scheme –

- Maintain number of handlooms at each customer level, and, on the basis of this, calculate the subsidy amount that each customer will be eligible for.
- Track utilization of this subsidy at each customer level, and alert and block in case the limits are completely utilized.
- Allowing customer to take 3 months quota as per scheme.
- Maintain the amount received from the Government at the beginning, and track its utilization for the 15% subsidy scheme. At the end of every quarter, a statement should be generated which gives the break-up of the utilization, the opening balance and the closing balance of the amount in this account.
- Rest of the process, in terms of the Customer placing an order for the material required, NHDC asking for quotations from suppliers, selecting a supplier, placing an order, delivery of the material etc. is same as mentioned in the sections above.

## 2. Raw Material Supply Scheme (Mill Gate Price Scheme) – Normally with Freight/Depot Reimbursements

Raw Material Supply Scheme (RMSS) has been implemented by the Government of India through NHDC to ensure that weavers get the raw material at Cost, and are not subjected to price variations. NHDC reimburses the cost of Freight (Transportation) to the Weavers, and they have to pay only the actual cost of the material.

The Application should have the feature of a separate Scheme (MGPS) where the Cost of Material and the Transportation/Freight Cost are mentioned separately, and the Transportation Cost is reimbursed to the Customer by NHDC. The amount or quantum of transportation reimbursement is dependent on the Material being supplied. The application should have a table where the freight reimbursements for various materials are maintained, and calculated accordingly. An example of such a table is as follows –

### For supply in plains:

(% of value of yarn supplied)

Type of Yarn	Maximum freight reimbursement to eligible agencies	Depot operating expenses to eligible agencies	Service charge to implementing agency
Silk Yarn	1.0 %	2.0%	2.0 %
Jute/Coir Yarn	10.0 %	2.0 %	2.0 %
Other than Silk and Jute/Coir yarn	2.5 %	2.0 %	2.0 %

**Note: Depot Charges are limited to 15000/- maximum for one month.**

### For supply in Hills and North-East Region:

(% of value of yarn supplied)

Type of Yarn	Maximum freight reimbursement to	Depot operating expenses to	Service charge to
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	eligible agencies	eligible agencies	implementing agency
Silk Yarn	2.25 %	2.0%	2.5 %
Jute/Coir Yarn	10.0 %	2.0 %	2.5 %
Other than Silk and Jute/Coir yarn	7.5 %	2.0 %	2.5 %

There is another variant of the RMSS scheme for Customers who have a Depot. NHDC will reimburse the cost of Depot to such customers. This cost will be reimbursement along with the Order or Supply of Material. The cost is currently 2% (limited to 15000/- per month per customer) of the value of the order, and is paid out directly by NHDC to the Customer.

NHDC also charges a Service Charge for its services. This charge is currently at 2% and is payable by the Customer for all material under the General Scheme. The system should calculate this NHDC Service Charge separately, and Sale bill to the Customer will include the Service Charge also.

### **General Scheme**

NHDC also supplies material to Customers under a General scheme, which is Cost-plus. The Customer pays the cost of the material, as quoted by the Supplier, plus a Service Charge to NHDC. Rest of the process, in terms of Ordering, Quotations, Manufacture, and Supply etc. are same.

### **5.2.8 Marketing and Development Activities Management**

NHDC also conducts various exhibitions to promote the Use and Sale of Handloom Fabrics and finished goods and dissemination events to promote and educate about the various schemes run by Government of India. Data relating to these exhibitions & events should also be in the software. Further NHDC also does product development activities to help weavers for making their product better, improving productivity and innovative as per the requirement of market. The following functionality is required for developmental activities:

#### **Exhibitions:**

- Provision to apply for the Exhibition – Notification can be served to the exhibitors so they can apply for the exhibition. Also they can upload the required documents and information.
- Maintaining List of Invitees – A comprehensive List of Invitees should be maintained in the application, with their addresses and contact details
- Functionality to add Exhibitions details – Location, Dates, Purpose/Material being show-cased in the exhibition, name of exhibitors, their stall number etc
- Sponsor Details – maintaining sponsor details for the exhibition, if any. Details maintained include Name and Address of Sponsor, Amount being contributed etc.
- Maintaining details about Exhibition performance – including Leads Generated, Orders Placed and any new contacts made in the exhibitions
- Provision to be made for obtaining report on exhibition wise, agency wise sale and consolidated agency wise sales.
- Provision to Submit the TA/DA details along with the supporting documents for the exhibitors and making payments to them using ERP.
- Provision to be made for submitting the report of Exhibition and uploading the photographs of the event.

### **Buyer Seller Meet (BSM):**

- Maintaining List of Participants – A comprehensive List of Participants should be maintained in the application, with their addresses and contact details.
- Functionality to add Event details – Location, Dates, Purpose/Material being show-cased in the BSM etc.
- Functionality to Generate Invite Letters – The application should generate invite letters to the Invitees who are present in the location where the Dissemination Camp is being held. Format of the letter would be supplied later.
- Maintaining details about BSM performance – including Leads Generated, Orders Placed and any new contacts made in the exhibitions.
- Provision to be made for submitting the report of BSM and uploading the photographs of the event.

### **Dissemination Camps:**

- Maintaining List of Participants – A comprehensive List of Participants should be maintained in the application, with their addresses and contact details.
- Functionality to add Event details – Location, Dates, Dignitary attended the event etc.
- Functionality to Generate Invite Letters – The application should generate invite letters to the Invitees who are present in the location where the Dissemination Camp is being held. Format of the letter would be supplied later.
- Maintaining details about BSM performance – including Applications collected, Orders Placed, Converted to customer, lifting the material and application / weavers verified in event.
- Provision to be made for submitting the report of event and uploading the photographs of the event.

### **Product Development:**

- Provision to be made for submitting the product development proposal, product utility and estimated cost of development.
- Provision to be made to track the development of product.
- Provision to be made to submit the report and bills.

## **5.2.9 Data Mining/Forecasting – Order Trends and History**

The application should be able to capture and forecast trends for Material Order and Demand. The following are some of the Mining/Forecasting Requirements from the application –

- Maintaining History of Customer Orders - material wise - supplier wise – RO wise – BO wise – District wise – State wise – Scheme wise etc.
- Maintaining History of Stock material-wise, Supplier wise at each Warehouse and RO level.
- Maintaining Payment Record of Customers – whether they are prompt in Payments, how many days after the receipt of material do they pay

etc.

- Maintaining Delivery Record of Suppliers – how many days do they take to deliver, number of rejections of their material by Customers.
- Maintaining history of customer wise item wise sales.

### **5.2.10 Management of other Inventory Items – Office Items**

NHDC uses and stores several other equipment, for its official use. Some of the other equipment purchased and stored or used is as follows –

- Stationery – Pens, Paper, Note Pads, Printer Paper, Postit etc.
- Laptops
- PCs
- Printers
- Other Office equipment – Tables, Chairs, Dustbins etc.
- Cars for official Use

For the above items, the following should be recorded in the application –

- Request for an asset requirement and approval by competent authority
- PO for asset requirement
- Return of assets
- Date of Purchase
- Cost of the Equipment
- Quantity Purchased
- Details of Supplier
- Employee to whom the material is assigned
- Category of the item – if it is a Fixed asset

In the case of a Fixed Asset (Car/Laptop/PC etc.), the application should also calculate the Depreciation etc. as per normal rates.

The store inventory module should have the facility to record purchase, issue, inventory etc., of store items and reports thereon for proper control purposes.

### **5.2.11 Finance/Accounting Module**

The application should have a Finance/Accounting Module for capturing Financial Data pertaining to NHDC and its operations, and for generating

various Financial Statements for the Company's requirement and also as required by Law.

## 5.2.12 Financial Statements

The following Financial Statements are required to be generated –

### 1. Trial Balance

A trial balance is a list of all the General ledger accounts (both revenue and capital) contained in the ledger of a business. This list will contain the name of the nominal ledger account and the value of that nominal ledger account. The value of the nominal ledger will hold either a debit balance value or a credit balance value. The sum of all Debit Balances and all Credit Balances should be the same in a Trial Balance. A sample Trial Balance Statement is attached below:

GL Account Id	GL Account Class	GL Account Category	Account Name	Opening Balance	Dr	Cr	Ending Balance
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### 2. Balance Sheet

A balance sheet summarizes an organization's or individual's assets, equity and liabilities at a specific point in time. It shows the financial position of a company, at that particular point of time. The Balance Sheet lists out the Assets owned by the Company and the Liabilities that are due to be paid out by the Company. A sample Balance Sheet Statement is attached below:

**NATIONAL HANDLOOM DEVELOPMENT CORPORATION LIMITED**  
**BALANCE SHEET AS AT 31st MARCH 2022**

(Rs. In Lakhs)

	PARTICULARS	NOTE NO.	As on 31-03-2022	As on 31-03-2021
	1	2	3	4
<b>I.</b>	<b>EQUITY AND LIABILITIES</b>			
<b>1</b>	<b>Shareholder's funds</b>			
a)	Share Capital	1	1,900.00	1,900.00
b)	Reserves and Surplus	2	5,776.16	5,958.76
<b>2</b>	<b>Non- current liabilities</b>			
a)	Other long term liabilities (Corpus)	4	9,163.84	9,896.73
<b>3</b>	<b>Current liabilities</b>			
a)	Trade payables	5	36,072.97	33,348.89
b)	Other current liabilities	6	5,726.58	5,086.17
c)	Short term provisions	7	1,770.92	1,732.38
	<b>TOTAL</b>		<b>60,410.47</b>	<b>57,922.93</b>
<b>II.</b>	<b>ASSETS</b>			
	<b>Non current assets</b>			
i)	Property, Plant and Equipment	8	1,140.59	1,176.12
ii)	Intangible assets	9	23.39	57.75
b)	Deferred tax Assets ( Net)	3	345.79	238.71
c)	Long term loans and advances	10	-	-
d)	Other non current assets(Corpus)	11	7,504.74	8,237.64
e)	Other non current assets(Non Corpus)	12	3.08	3.08
<b>2</b>	<b>Current assets</b>			
a)	Inventories	13	223.10	177.25
b)	Trade receivable	14	31,814.36	30,133.05
c)	Cash and cash equivalents	15	13,755.99	13,390.78
d)	Short term loans and advances	16	4,907.47	4,162.10
e)	Other current assets	17	691.96	346.45
	<b>TOTAL</b>		<b>60,410.47</b>	<b>57,922.93</b>

Please note that the monthly consolidated statement of Profit & Loss at head office shall contain a column for budgeted figures in addition to columns for 'this year' (MTD & YTD) and 'last year' (MTD & YTD). [MTD -> Month to date, YTD -> Year to date]

### 1. Posting of Entries

The Finance and Accounting Module should facilitate maintaining of Accounts at individual offices and at consolidated Company Level. The Finance/Accounting Department should have the following functionalities –

- Facility to create Ledger Group, Ledger Master, Ledger Account, Ledger Type with Accounting Books like Bank Accounts, Grants, HO/Inter RO Accounts, Deposit Received, Sponsored Funds, Deposit Paid, Employee Advance, Advance to Others, Employee Loan, On Account Received, On Account Paid, Contra, Bank Book, Account Payable, Account Receivable, Search Payments, Batch

Payments, Group Payment, Adj of Payment Diff in Invoice, Reports, Add GST Invoice Item, GST Transactions, ITC Reversal, Initiate DBT Payment, Find DBT Group Payment, GST Accounts, PFMS, Bank Advice. Etc.

- Data Entry and Modification in the form of Vouchers with Debit/Credit of Relevant Accounts with appropriate Narration –
- Voucher Types: Payment, Receipt, Journal, Provisional, Debit Note, Credit Note

As per standard requirement, all the ledger accounts shall have column for line by line balance amounts in addition to columns for debit and credit.

## **2. Profit and Loss Statement**

The Profit and Loss statement is a financial statement that summarizes the revenues, costs and expenses incurred during a specific period of time - usually a fiscal quarter or year. This statement shows the financial performance of a Company during a particular period. A sample Profit and Loss Statement is attached below –

**NATIONAL HANDLOOM DEVELOPMENT CORPORATION LIMITED**  
**STATEMENT OF PROFIT AND LOSS FOR THE YEAR ENDED 31st MARCH 2022**

(Rs. In Lakhs)

	PARTICULARS	NOTE NO.	For FY 2021-22 (01-04-2021 to 31-03-2022)	For FY 2020-21 (01-04-2020 to 31-03-2021)
I. (a)	Revenue from operations	18	79,856.28	57,203.63
(b)	Grant in-aid against reimbursement of expenditure under Yarn Supply Scheme/Raw Material Supply Scheme	18	2,819.55	2,149.37
II.	Other Income	19	682.33	793.75
III.	<b>Total Income ( I+II)</b>		<b>83,358.16</b>	<b>60,146.75</b>
IV.	Expenses:			
	Purchases of stock in trade	20	79,618.94	57,002.33
	Reimbursement of Transportation/depot charges	21	1,578.24	1,471.75
	Changes in inventories/stock in trade	22	(45.85)	(27.14)
	Employee benefits expenses	23	1,730.14	2,015.97
	Finance costs	24	0.12	-
	Depreciation and amortization expenses	8 & 9	76.78	98.02
	Other expenses	25	661.32	544.19
	<b>Total Expenses</b>		<b>83,619.69</b>	<b>61,105.12</b>
V.	Profit before exceptional and extraordinary items and tax ( III-IV)		(261.53)	(958.37)
VI.	Exceptional items	26	2.09	22.91
VII.	Corporate social responsibility (CSR) Expenses	27	-	-
VIII.	Profit before extraordinary items and tax (V-VI-VII)		(263.62)	(981.28)
IX.	Extraordinary Items			
X.	Profit before tax ( VIII- IX)		(263.62)	(981.28)
XI.	Tax expense:			
1	Current Tax (Provision)	28	-	-
2	Deferred Tax -Current Year	3	(107.08)	(18.12)
XII.	Profit ( Loss) for the period from continuing operations (X-XI)		(156.54)	(963.15)
XIII.	Profit/loss from discontinuing operations		-	-
XIV.	Tax expenses of discontinuing operations		-	-
XV.	Profit/(loss) from discontinuing operations (after tax) ( XIII-XIV)		-	-
XVI.	Profit( Loss) for the period ( XII + XV)		(156.54)	(963.15)
XVII.	(i) Earnings per equity share ( Before extra ordinary items)			
(1)	Basic		(8.24)	(50.69)
(2)	Diluted		(8.24)	(50.69)
	(ii) Earnings per equity share ( After extra ordinary items)			
(1)	Basic		(8.24)	(50.69)
(2)	Diluted		(8.24)	(50.69)

Please note that the monthly consolidated statement of Profit & Loss at head office shall contain a column for budgeted figures in addition to columns for 'this year' (MTD & YTD) and 'last year' (MTD & YTD}. [MTD -> Month to date, YTD -> Year to date]

Employee Salaries, Administrative Expenses, Premises Cost, Stationery Cost etc. – All these are Cost Components, which are treated normally, as any going-concern.

Please note that NHDC follows the accrual concept for its Books of Accounts. This means that the income and expenses are booked in the

accounts on accrual basis and not on payment and receipt basis.

### **5.2.13 Treatment for Various Transactions**

The following transactions are posted by NHDC in its normal course of Business. All these transactions have to be recorded in the Application on a Gross Basis, and Appropriate Tax deducted at Source from the Payments made.

- Payments to Suppliers – NHDC orders material from Suppliers/Mills and makes Payment to the Suppliers. This item is treated as an Expense in NHDC's books of Accounts.
- Receipt of Payments from Customers – NHDC supplies Material to Customers and receives Payments from them. This receipt is treated as Revenue in NHDC's Books of Accounts.
- Service Charge – NHDC charges Service Charges to Customers for supplying the Material to them. This charge is the difference between the Payment made to Suppliers and the Payment received from Customers.
- Freight Charges payment to Customers – As Part of the Raw Material Supply Scheme (RMSS), NHDC reimburses Freight Charges to Customers. The Government gives this Freight Charges to NHDC as an upfront Payment, and NHDC in turn, reimburses the same to the Customer based on Actual bills from the Customer. The advance received from the Government is treated as an Income or Receipt and the Payment made to the Customer is treated as an Expense, as per the Books of Accounts.
- Depot Charges paid to Customers – NHDC pays customers for maintaining Depots at their end. The Government gives this Depot Charges to NHDC, as an upfront Payment, and NHDC in turn reimburses the same to the Customer based on the request by the Customer.
- 15% Subsidy as part of RMSS – As per the Government Subsidy Scheme, NHDC gives a 15% subsidy under RMSS for a particular type of Customer/Material. The Government gives this 15% Subsidy amount to NHDC. The advance received from the Government is treated as an Income or Receipt, and the Payment made to the Customer is treated as an Expense, as per the Books of

Accounts.

- Employee Salaries, Administrative Expenses, Premises Cost, Stationery Cost etc. – All these are Cost Components, which are treated normally, as any going concern.

#### **5.2.14 Module for Fixed Assets**

A module for managing all fixed Assets of NHDC should be made available. This module should contain all details of the Fixed Assets of NHDC, including the following data.

- Name of the Fixed Asset
- Category of the Asset
- Date of Purchase
- Depreciation Rate.
- Depreciation Accumulated.
- Date Written off
- Functionality of creating different depreciation rates e.g. company act / Income tax Act or User defined.
- Functionality of physical verification of fixed assets with location / allottee tagging.

#### **5.2.15 Taxation Module**

There should be a Taxation Module with the following functionality –

- (i.) Module for state wise GST/Income tax returns etc. with provision for updation as per amended state GST/ Income Tax law, related details and online filing.
- (ii.) Module for TDS returns calculation of income tax of employees and online filing.
- (iii.) Module for GST return, related details and online filing – service wise category & updating facility.

#### **5.2.16 Finance Report Requirements**

Various Finance reports are required as part of this application. Some of the common reports required are as follows:-

- i. Bank Reconciliation Report
- ii. Party Day Book Balance

- iii. Branch wise Party Day Book Balance
- iv. Party Day Book Abstract
- v. Party Ledger Report
- vi. GL Account wise party Ledger
- vii. Monthly TDS Report
- viii. Employee /Other Advances and Sub Schedule
- ix. Debtors Report
- x. Creditors Report
- xi. Cheque Bounce Report
- xii. Advance Outstanding Details
- xiii. Deployment Reports
- xiv. Deployment of Corpus Fund Report
- xv. Item Wise Party Ledger Report
- xvi. Cancelled Invoices Report
- xvii. Cancelled Payments Report
- xviii. Payments Report
- xix. TCS Report
- xx. Advances From Customers Based on Accounting Books
- xxi. Advances To Suppliers Based on Accounting Books
- xxii. AR Payment Register
- xxiii. AP Payment Register
- xxiv. GST MIS Sales
- xxv. GST Admin Sales
- xxvi. GST 3B Tax Report
- xxvii. GSTR 7 - TDS on GST Report
- xxviii. GL History Report
- xxix. HO/ Inter RO Transactions
- xxx. Daily GI Transactions Report
- xxxi. Agewise Analysis Outstanding Report
- xxxii. Branch Profitability Report
- xxxiii. Outstanding Report For More Than 3Years / More than 1 LAKH
- xxxiv. Agewise Advances Report
- xxxv. Outstanding Report For Invoice And Payments
- xxxvi. Retirement and Resignation
- xxxvii. Bank Reconciliation through ERP.
- xxxviii. Access to auditors to update comments/ reports.
- xxxix. Reply to auditors comments.

## **5.2.17 Salary Details and Salary Processing**

### **5.2.17.1 Maintaining Salary:**

At the time of joining, each employee will be assigned a particular salary. Details of this Salary including Break-up would have to be stored for the employee. The following components would be part of the Salary –

## 1. Earnings

- a) Basic Salary
- b) Dearness Allowance (DA)
- c) House Rent Allowance (HRA)
- d) Any other allowances, details of which will be given later for example Other Allowance, Leave Travel Assistance, Petrol Allowance, Car Allowance, Medical Allowance, etc.

## 2. Deductions

- a) Provident Fund Deduction
- b) Income Tax deduction
- c) Professional Tax Deduction
- d) Leave Without Pay
- e) NPS
- f) NPS Arrears
- g) NPS VC
- h) C.P.Fund
- i) C.P.Fund Arrears
- j) PF VC
- k) PF VC Arrears
- l) LIC Deduction
- m) DDE Scheme
- n) Computer Advance
- o) Vehicle Advance
- p) 2 month Salary Advance
- q) Any other deductions, details of which will be given later. for example, Loan Deduction Salary Advance Deductions etc.

**Net Salary Payable = Earnings - Deductions**

### **5.2.17.2 Other Salary related Front. ends/ Reports**

The application should provide the following features for Employees/Managers/HR Department –

## **1. Requests for Loans/advances by the Employee**

The employee should be able to raise a request for various loans/advances available to them. In each of these cases, the employee will raise the request, and the request has to be approved by the Employee's Manager. Once approved, the request would be sent to the HR Department for Processing. Following are the various loans/advances available to the employee – PLEASE SHARE DETAILS

## **2. Income Tax Savings Declarations**

The Employee should have the option to declare their Income Tax Savings Investments. The declaration window for the employees would be open at the beginning of the Financial Year. Every month, the declaration window should be closed by the 20th of the month. This is required for Salary Processing for that particular month. Once the Salary Processing is over, the window for adding/modifying the declaration can be opened again, for the next month.

Income Tax Declarations should be made by employees only up to June 30 of that financial year. No declarations should be accepted by the Application after that.

There should be a separate screen for submission of proofs for Income Tax related Savings investments made by the Employee. This screen should accept proofs till 31- Dec of that financial year. If, after 31-Dec of the financial Year, the employee has not submitted proofs for any of the investments declared by them, the application should not consider these investments at the time of Salary Computation, from the month of January of that financial year.

## **3. Views/Reports for Employees**

Employees should be able to. view the following in the Salary Module –

- i. Salary Slips – employees should be able to view their individual Salary Slips for all previous months. These views should be in PDF format, and

the employee can download or Print them, if required.

- ii. Income Tax Computation – employees can view their Income Tax computation for the Financial Year. This sheet should show the employees their Total Income for the Financial Year, various deductions available, the income tax related savings investments declared or made by the employee, and the net tax to be paid by the employee.

The HR Department/Employers Salary Administrator should be able to generate the following reports –

- 1) Salary Advance
- 2) Voluntary Provident Fund Declaration/Family Pension Fund Deductions
- 3) Provident Fund Loan/Withdrawal
- 4) Monthly Bank Advice Statement
- 5) Bank Request Letter
- 6) Pay Slip Employee Wise
- 7) Regional office Level Totals
- 8) Note Sheet Report
- 9) Employer CPF Report
- 10) Employee Wise Salary Details
- 11) Payroll Consolidated Summary Report MTD/QTD/YT
- 12) Benefits Or Deductions Report
- 13) Pay-Drawn Particulars Report

### **5.2.18 Other Salary related Front ends/ Reports**

Provident Fund is contributed by all employees of NHDC. The company also contributes an amount into the employee's PF account, as per PF Rules. NHDC manages the Provident Fund contributions of its employees through its own Trust. The Management of Funds and Accounting of this Trust should also be taken care by this application. The following functionalities are required as part of PF and PF Accounting –

#### **5.2.18.1 Contributions by Employees**

Employees contribute every month to the Provident Fund Corpus. The

Contribution is available to the PF Trust at the end of the month, through Salary Processing. After Salary Processing and payment of Salary is through, the application should take up the PF Contribution made by Employee, and accordingly show this entry in the PF module. As a contribution by the Employee. Each employee should be able to view their contribution made to the PF Corpus, and the total of all Contributions made.

The total of all contributions made should also include any Voluntary Contributions declared and made by Employees.

### **5.2.18.2 Contributions by Employers**

The employer, NHDC makes a matching contribution every month to the Employees Provident Fund. This contribution should be added every month to the PF balances of each employee. This contribution should be shown for each employee, as a separate Head called Employer Contribution. Each employee should be able to view not only their contribution, but also the Employer's Contribution made to the PF Corpus and the total of all Contributions made.

### **5.2.18.3 Investment Details**

The PF Trust of NHDC will invest the contributions made by Employees and Employer as per guidelines set by the Trust as well the Government. This application should capture details of all investments made by the Trust.

There should be a separate login for the PF Trust to add/modify the following details about the Investments made –

- Amount Invested
- Date of Investment
- Name of Company/Organization in which investment is made.
- Name of the Instrument in which investment is made
- Interest Rate to be paid
- Maturity Date
- Maturity Amount
- Any other comments, if any

#### **1. Balance Transfer to another employer**

Sometimes an employee might resign to join another employer. In such cases, the Employee might opt for Transfer of the PF Balances to the new employer. The application should allow for such a transfer. In such cases, the PF Balances are kept on hold. Interest is paid on such balances, but, no further contributions are made, either from Employee Side or the Employer Side. Once the employee joins another company, they send a request asking for transfer of Balances to the PF Trust of the new company. Once such a request is received, the amount of contributions by such employee should be paid out to the PF Trust of the new employee.

## **2. Withdrawal of Balance**

Sometimes an employee might ask for withdrawal of their PF Balances. The application should maintain the details of the date since when the Employee is a member of the PF Trust and should compute the amount due to the employee accordingly.

### **5.2.18.4 PF Accounting**

The PF Trust should maintain complete Books of Accounts, for the Contributions received, Investments made, Income Earned and Expenses for maintaining the Trust. Following Accounting Reports should be made available by the Application –

- a. Trial Balance as on a particular date
- b. Date of Expense
- c. Description of Expense
- d. Amount of Expense
- e. Type of Expense
- f. General Ledger for any period
- g. Balance Sheet
- h. Income Statement

### **5.2.18.5 PF Trust Income**

The Investments made by the PF Trust earn income for the Trust. The Trust also provides loans to its employees, for which employees pay Interest

to the Trust. All this forms part of the Income for the trust. There should be a front-end to capture the various incomes for the PF Trust, and also, the application should calculate the income earned by the Trust based on the Investment Details entered.

#### **5.2.18.6 PF Investments Write – off**

Sometimes the investments made by the Trust might go bad, as in, they might not be able to get the amount of investment back. There should be a front-end module where the PF Trust will select the Investment Made, and will write off the investment. In such cases, the value of the investment becomes zero, and the PF Trust Corpus will reduce accordingly.

#### **5.2.18.7 Settlement withdrawals and Loans**

The PF Trust provides employees with an opportunity to take Loans or make Partial Withdrawals against their PF Balances. PF Contributions, both employee and employer have to be settled for employees, at the time of retirement. or resignation. The Application should support all three modes, as per details below.

#### **5.2.18.8 Loans from PF Contributions**

Employees may avail Loans against their PF Contributions for various purposes. The employee should be able to raise a request for Loan, giving the Loan amount, purpose for which the Loan is taken, and the Duration for which the Loan is required. The application should have limits on the Amount, purpose and the Duration for which the loan is taken. This request from employee has to be approved by the Manager and then by HR. Once approved, the Loan has to be disbursed by HR/PF Trust. Details of Loans given to employees should be maintained in the PF Application.

#### **5.2.18.9 Partial Withdrawals**

Employees may make Partial Withdrawals of their PF Contributions for various purposes. The employee should be able to raise a request for Partial Withdrawal, giving the Withdrawal amount, and the purpose for which the Withdrawal is being done. The application should have limits on the Amount and the Purpose for which the withdrawal is being done. This request from employee has to be approved by the Manager and then by HR. Once approved, the Amount has to be disbursed by HR/PF Trust.

Details of Partial Withdrawals made by employees should be maintained in the PF Application.

### **5.2.18.10 Full & Final Settlement**

Full Settlement of Complete Withdrawal of PF Contributions is allowed at the time of Retirement or Resignation. In such cases, a request would be received from HR asking for Full and Final Settlement of PF Balances for a particular employee. The PF Trust should have an option for Full and Final Settlement based on the Employee ID, and once this is selected, the application should calculate the full balance for the employee, and make a payment regarding the same. There are totally three scenarios here for Full and final Settlement of PF Balances –

#### **1. Balance Transfer to another employer**

Sometimes an employee might resign to join another employer. In such cases, the Employee might opt for Transfer of the PF Balances to the new employer. The application should allow for such a transfer. In such cases, the PF Balances are kept on hold. Interest is paid on such balances, but, no further contributions are made, either from Employee Side or the Employer Side. Once the employee joins another company, they send a request asking for transfer of Balances to the PF Trust of the new company. Once such a request is received, the amount of contributions by such employee should be paid out to the PF Trust of the new employee.

#### **2. Withdrawal of Balance**

Sometimes an employee might ask for withdrawal of their PF Balances. There are Government and Income Tax Rules relating to such withdrawal. If an employee has been the member of a PF Trust totally, for less than 5 years. then as per Income Tax Rules, 30% of the PF Balance is to be deducted and paid out to the Income Tax Department. The rest of the Amount can be paid out to the Employee. The application should maintain the details of the date since when the Employee is a member of the PF Trust and should compute the amount -due to the employee accordingly.

If the employee is a member of the PF Trust for more than 5 years, then they are entitled to the complete PF Balance amount. The application

should, then, calculate the total amount due to the Employee, including the employee's contribution, employer's contribution, interest earned etc., and should pay out the amount to the employee.

### **5.2.19 Pension Fund**

All employees contribute about 8.33 % of Rs 6500/-, towards Pension Fund. This fund is also managed separately by the PF Trust. Details of Contribution. Investments, Income and Expenses for this contribution should also be stored and calculated by the Application

#### **5.2.19.1 Reports and Front-end Views**

The PF Trust and employees should be able to view various details about the PF Trust and contributions.

1. PF Trust
2. Contribution report
3. Party Ledger Report
4. Employee Wise contribution report
5. EPF Balance Report
6. Consolidated Final Settlement Report
7. ECR Report
8. Inoperative account report
9. Interest on Contribution report
10. Employee Login
11. Their Contributions both Minimum and Voluntary shown separately and Employer's Contributions
12. Interest Earned
13. Pension Contribution
14. Details of Loans taken, if any
15. EPF Balance Report

#### **PF Trust: - Posting of Entries**

The PF Trust Module should facilitate maintaining of Accounts at individual offices and at consolidated Company Level. The Finance/Accounting Department should have the following functionalities –

Facility to create Ledger Group, Ledger Master, Ledger Account, Ledger Type with Accounting Books like Bank Accounts, Contribution Reports, Subscription Receipt, Subscriptions, Create Investments, Masters Members, Create Member, Loan, RPFC Transfer, Final Settlement, Final Settlement Inoperative, PF Nomination, Reports, Investment Report, Interest Reports, Loan Reports, LIC Reports etc.

- Data Entry and Modification in the form of Vouchers with Debit/Credit of Relevant Accounts with appropriate Narration –
- Voucher Types: Payment, Receipt, Journal, Provisional, Debit Note, Credit Note
- As per standard requirement, all the ledger accounts shall have column for line by line balance amounts in addition to columns for debit and credit.

### **5.2.19.2 Posting of Entries**

The Finance and Accounting Module should facilitate maintaining of Accounts at individual offices and at consolidated Company Level. The Finance/Accounting Department should have the following functionalities -

- Facility to create Ledger Group, Ledger Master, Ledger Account, Ledger Type with Accounting Books like Cash Book, Day Book, Bank Book, Journal Register, Sale Register, Purchase Register etc.
- Data Entry and Modification in the form of Vouchers with Debit/Credit of Relevant Accounts with appropriate Narration -
  - Voucher Types: Payment, Receipt, Journal, Provisional, Debit Note, Credit Note.
  - Final Bill Generation/Processing by Commercial Department
  - Data would be stored in Sale and Purchase format for Accounts Department for Processing Payments and Receipts
- View Profit and Loss Statement – individual offices and consolidated NHDC Level, for a particular period
- Generate Trail Balance individual level, RO Level and consolidated NHDC level as on a particular date
- Generate Balance Sheet individual office level and consolidated NHDC level as on a particular date
- Tax Computation and Deductions (Service Tax, TDS, VAT, Income Tax) on Bills and employees salary

### **5.2.19.3 Treatment for Various Transactions**

The following transactions are posted by NHDC in its normal course of Business. All these transactions have to be recorded in the Application on a Gross Basis, and Appropriate Tax deducted at Source from the Payments made.

- Payments to Suppliers – NHDC orders material from Suppliers/Mills and makes Payment to these Suppliers. This item is treated as an Expense in NHDC’s books of Accounts
- Receipt of Payments from Customers – NHDC supplies Material to Customers and receives Payments from them. This receipt is treated as Revenue in NHDC’s Books of Accounts
- Service Charge – NHDC charges Service Charges to Customers for supplying the Material to them. This charge is the difference between the Payment made to Suppliers and the Payment received from Customers, in a normal, General Supply of Material. NHDC adds the Service Charge to the Bills submitted to Customers for Payments
- Freight Charges payment to Customers – As Part of the Mill Gate Price Scheme (MGPS), NHDC reimburses Freight Charges to Customers. The Government gives this Freight Charges to NHDC, as an upfront Payment, and NHDC in turn, reimburses the same to the Customer based on Actual bills from the Customer. The advance received from the Government is treated as an Income or Receipt, and the Payment made to the Customer is treated as an Expense, as per the Books of Accounts
- Depot Charges paid to Customers – NHDC pays customers for maintaining Depots at their end. The Government gives this Depot Charges to NHDC, as an upfront Payment, and NHDC in turn, reimburses the same to the Customer based on The material requested by the Customer. The advance received from the Government is treated as an Income or Receipt, and the Payment made to the Customer is treated as an Expense, as per the Books of Accounts
- 10% Subsidy as part of MGPS – As per the Government Subsidy Scheme, NHDC gives a 10% subsidy under MGPS for a particular type of Customers/Material. The Government gives this 10% Subsidy amount to NHDC, as an upfront Payment, based on past trends of similar payments. NHDC, in turn, pays this 10% directly to the supplier. The customer has to pay only the remaining 90%. The advance received from the Government is treated as an Income or

Receipt, and the Payment made to the Customer is treated as an Expense, as per the Books of Accounts

- Employee Salaries, Administrative Expenses, Premises Cost, Stationery Cost etc. – All these are Cost Components, which are treated normally, as any going-concern

Please note that NHDC follows the accrual concept for its Books of Accounts. This means that the income and expenses are booked in the accounts on accrual basis and not on payment and receipt basis.

## 5.2.20 Report Requirements

Various reports are required as part of this application. Some of the common reports required are as follows –

### 1. Yarn Reports –

#### a. Sales Reports

- i.** Sale Purchase register
- ii.** Monthly Information reports.
- iii.** Scheme-Wise Sales.
- iv.** Supplier wise, Fiber wise, Scheme-wise Sales.
- v.** Sale Purchase Details Ro wise, BO wise, state wise.
- vi.** Agency-wise Count-wise supply.
- vii.** State-wise, agency-wise, variety-wise reports
- viii.** Sale Bill-wise report
- ix.** State-wise sales
- x.** Branch-wise Sales
- xi.** District-Wise Sales.
- xii.** RO/BO wise Agency-Wise Sales & Agency wise Sales return.
- xiii.** Scheme-wise Sales hank-wise, cone-wise & consolidated.
- xiv.** Cancelled sales report
- xv.** Sale report for on-behalf
- xvi.** E-Invoice report
- xvii.** Sales report for TCS

#### b. Subsidy Report

- i.** Transport Subsidy Claim – State wise - agency wise
- ii.** Transport Subsidy – depot – grouped
- iii.** Transport Subsidy – non depot – grouped.

- iv.** Claims Reports
- v.** RO wise State wise consolidated report
- vi.** Number of Beneficiary and subsidy report
- vii.** DBT reports beneficiary wise
- c.** Indent Reports –
  - i.** RO/BO wise Indent Register
  - ii.** Party-wise Indent Register
  - iii.** Indent report for on-behalf
  - iv.** Pending Indent Position with dispatches
  - v.** Pending Indent Position.
- d.** Purchase Order Reports –
  - i.** Purchase Order Register
  - ii.** Pending PO Positions
  - iii.** M1 Reports
- e.** Purchase Reports –
  - i.** Mill-wise/Count-wise purchase of Yarn.
  - ii.** Mill-wise source-wise supply.
  - iii.** Purchase return supplier wise.
  - iv.** Purchase register report
- f.** MGPS Reports
  - i.** Supply made to individual weavers through depot operating agency
  - ii.** Debtors ageing
  - iii.** Supply under 10% scheme.
  - iv.** Pending PO.
  - v.** Supply Details against PO.
- g.** Other Reports –
  - i.** Credit and Debit note report
  - ii.** Statement of agency wise indent placed under 15% subsidy
  - iii.** Statement of Claim for reimbursement of Yarn Subsidy
  - iv.** State-wise summary of claim for reimbursement
  - v.** Agency-wise Quantity and Value.
  - vi.** Invoice-wise supply of Yarn.
  - vii.** Weaver (through Depot agency) wise quota and lifting.
  - viii.** State-wise/agency-wise supplies with Contact Details.
  - ix.** DOA wise supply & number of transactions.
  - x.** Print state-wise Invoice wise outstanding.
  - xi.** State-wise Invoice Outstanding
  - xii.** State-wise Agency-wise comparative Sales

- xiii.** Debtors ageing with grouping
- xiv.** Agency-wise passbook
- xv.** Bank Payment Detail, Pay-in-slip
- h.** Database Report
  - i.** Customer Master RO/BO wise – District/State wise – Agency type wise
  - ii.** Supplier Master District/State wise – Agency type wise
  - iii.** Product Master
  - iv.** Society member report
  - v.** Agency quota report
  - vi.** Number of looms category wise
  - vii.** Party Contact Details
- i.** Management Reports
  - j.** Fibre wise – Count wise – Mill wise Purchase
  - ii.** Fibre wise – Count wise – Agency Wise Sales
  - iii.** Supplier Wise Count Wise Purchase.
  - iv.** Stock Report

These reports are also required for Dyes & Chemicals and Fabric activity's, some reports are not required which is related to the RMSS scheme as scheme is not applicable on Dyes & Chemicals and Fabric.

2. In addition to the Books of Accounts, various other Accounting related reports to be generated are:-

- (i.) Monthly Statement of Profit & Loss, Balance sheet, Cash flow statement at Regional office level and consolidated. Similarly annual financial statements.
- (ii.) Key operational data for review with the Managing Director.
- (iii.) State-wise, agency wise, debtor's ageing with column for corpus fund and YTD sales, grouped in cluster 'corpus' and 'non-corpus' debtors.
- (iv.) State wise, supplier wise creditor's ageing with column for YTD purchases.
- (v.) Party wise Advance's ageing – for customer, supplier, employees etc.
- (vi.) Item wise inventory ageing with column for YTD purchases - branch wise and consolidated.

- (vii.) Item wise stock tally with quantity and value under the heads opening stock, purchase, sale and closing stock.
- (viii.) Sub group wise expense details viz; repair and maintenance – building repair, machinery repair, AMCs etc.
- (ix.) Cheque printing with option for English as well as for Hindi.
- (x.) Statement of Head Office Expenses sent to DCH, having columns for 'this year' (MTD & YTD) and 'last year' (MTD & YTD).
- (xi.) Summarized financial statements (i.e. balance sheet and statement of P & L) sent to DCH, having columns for 'this year' and 'last year'.
- (xii.) Bank reconciliation statement through system.
- (xiii.) Cost center facility.

Details of fields / filters etc. required for the above reports would be communicated later.

### 5.3 Requirements of the HR Module

NHDC currently uses ERP application for its business and operational purposes. For managing the HR functions, currently the custom built ERP HR Module is being used that has the functionality of maintaining basic Employee related Data.

#### **NHDC HR Department performs the following activities for its employees –**

- A. Employee – the basic unit of an organization, who will have various rights and views as described in the sections below.
- B. Reporting Manager – who is also an employee, but in addition, has employees reporting to him/her. The manager role is mainly used for approval of various requests from the employee, such as Leave Request, Loan Requests etc., as detailed in the sections below.

C. HR – The HR Department will manage this application centrally. The Functions to be performed by the HR Department are detailed in the sections below.

There should be a Flexible User admin module to manage User access to various modules and specific menu options in the application including locking/ unlocking of users.

The HR Department performs the following activities: –

1. Manpower Information – Employee related Data
2. Time Office & Leave Management
3. Pay Structure & salary Input
4. Loans & Advances
5. Training & Development
6. Appraisals & ACR
7. Resignation and Superannuation

### 5.3.1 Manpower Information

The Manpower Information section would be the main section of the HR module. This would be the first entry point for all employees joining NHDC. The HR department would create an Employee ID for a employee, and would store various data/information and documents related to that employee. The following basic data is expected to be entered and stored for employees while generating his/her employee ID–

#### A. Employee Information:-

- Employee Code
- Employee Name
- Gender (M/F)
- D.O.B (DD-MM-YYYY)
- Type of employment
- Date of joining (DD-MM-YYYY)
- Pay Scale
- Designation
- Department
- Place of Posting
- Contact No
- Email Id

#### B. Employee Personal Information

- Photo
- Religion
- Category (GEN/SC/ST/OBC/EWS)
- Disability (PH-Specify type of disability if any)

- Blood Group
  - Place of Birth (State & city)
  - Permanent Address (Can be changed only one's)
  - Correspondence address
  - Personal marks of identification
  - Govt. ID proofs adhar, pan, driving license, etc
  - Emergency Contact Person Name & relation & Phone No
  - Languages Known (Hindi/English/others)
- C. Employee Qualification:-
- Diploma/Name of Certificate Course & year of passing
  - Graduate level Degree/name of course & year of passing
  - PG Level Degree/Name of course & Year of passing
  - Any other Course (Pls specify)
- D. Employee Family Information:-
- Marital Status (Married /Unmarried /Widow /Widower /Divorcee)
  - Spouse Name, DOB & Dependency Status
  - Child 1 Name & DOB Dependency Status
  - Child 2 Name & DOB Dependency Status
  - Fathers Name, DOB & Dependency Status
  - Mothers Name, DOB & Dependency Status
  - Any other Dependent (Pls specify)

The HR Department users will have rights to add/create/modify the above information. The individual employee will have only view access to his/ her above information. If an individual employee wants any change/updation in the above information (eg. Mobile no/Address etc.), he will have to send a request to the HR Department, who in turn will validate the request and change the information as per the rules of the corporation.

## **5.3.2 Time Office & Leave Management**

### **5.3.2.1 Time Office**

Employee attendance on daily basis to be linked with the biometric system to auto track & view any date & time of check-in & check-out of all employees. An employee working days calculation is based on this timesheet. The HR Department users will have rights to add/create/modify the above information and the individual will have the viewing rights of his/her time office. Based on the timesheet the system will auto calculate

the salary of the employee Time office is used for salary calculation & punctuality

### **5.3.2.2 Gazetted Holiday & Restricted Holiday Year-wise Calendar**

Gazetted Holiday & Restricted Holiday List/calendar of holiday is released by the HR Department every year which is different for the Head Office & each Regional Offices; the Branch Offices & Warehouses follow the Holiday calendar of their respective Regional Office. The system must allocate the employee attendance based on the holiday calendar.

### **5.3.2.3 Leave Management**

Each individual employee has his/her Leave allocated in advance in his Leave account on yearly basis or pro-rata basis –

#### **Type of Leave**

Every employee is eligible for fixed type & number of leaves in each calendar year.

The following are the various types of leave available to the employee –

#### **A. Casual Leave-**

- Casual leave will be allowed to an employee with full pay and allowances to the extent of 12 days in a calendar year.
- Un-availed Causal leave will lapse at the end of the year.
- Causal Leave will be granted on the basis of half-day or full day, as may be applied for by an employee. If taken on basis of half-day, the lunch interval will be taken as the dividing line.
- Casual Leave Can be combined with Restricted holidays/Special Casual Leave only.
- Sundays and Holidays including Restricted Holidays falling within a spell of Causal Leave will not be debited to the Casual Leave Account.
- Casual Leave can be combined with Sundays and Holidays but the total absence including intervening Sundays and Holidays should not exceed 8 days on any occasion. The Head of Division/ In-charge in respect of the employees working in the Division under his control and the Managing Director in respect of Heads of Division may, however, waive this condition in individual cases, if they consider that there are exceptional circumstances justifying a relaxation in this regard.

#### B. Restricted Holiday –

- Employees are Credited with 02 Restricted Holiday per calendar year which can be availed on the days of Restricted Holiday List that is released every year.
- Un-availed Restricted Holiday will lapse at the end of the calendar year.

#### C. Medical Leave –

- Employees are Credited with 10 Medical Leave per calendar year due to reasons pertaining to health.
- Medical Leave exceeding 3 days needs to be supported by a Medical Certificate
- Medical Leave can be credited to a maximum of 180 days in total service period
- The system should accumulate the balance at the end of each Calendar Year, subject to the maximum mentioned above.

#### D. Earned leave

- The employees will be credited Earned Leave advance in two installments of 15 Days (i.e. on 1st of January & 1st of July every calendar year) which is 30 leaves per calendar year, and can accumulate up to 300 days.
- Sundays and Holidays falling within a spell of Earned Leave will be debited.
- The system should accumulate the balance at the end of each Calendar Year, subject to the maximum mentioned above.

#### E. Leave without pay

- Extraordinary Leave sanctioned under special circumstances without any pay and allowances.

#### F. Maternity Leave

- As per the Maternity Act 2017

#### G. Special Casual Leave

- To be granted when an employee is prevented from attending duty due to causes such as elections, riots, curfew, disruption of public transport system, natural calamities etc.

#### H. Transit Leave

- Can be availed by an employee on account of Transfer to a maximum of 6 working days, in case of span of more days only Earned Leave can be combined
- Sundays and Holidays falling within a spell of Causal Leave will not be debited to the Casual Leave Account.
- If not availed, it can be transferred into the Earned Leave account.

### **5.3.3 Leave Allocation**

The application should allocate the leaves allowed to all employees at the time of their joining and at the beginning of every calendar year. For employees joining in the middle of a Calendar Year, the allocation should be done pro-rata (i.e. 1 CL for each month, 1 RH for 3-6 months & 2.5 EL for each month in case someone joins in the mid-month than 1 EL will be credited for 12 days)

HR Department would have access to an admin module in Leave Management where they can change/update the number of leaves allocated at the organization level. For example, if the organization decides to increase the number of casual leaves for every employee from 12 to 14. HR department should have a feature to change this figure.

### **5.3.4 Leave Requests**

The application should have the feature for an employee to raise Leave Requests. The employee should have the option to select which leave he wants to avail – Casual, Restricted or Earned etc.

The request, once raised by the employee, would go to the employee's manager, who has to approve or reject the request. Once the request has been approved by the employee's manager, the employee can avail of the leave. The Balance of leaves will reduce accordingly, once the employee has availed of the leave (the date has passed).

Employees can also raise leave requests post-facto, or after availing the leave, in case of any unplanned or emergency leaves. Once the employee joins office back, they can raise the leave request for a past-date. The request would go to the employee's manager, who has to approve the same. Once approved, the Leave Balance should reduce automatically.

Employees can also raise a request for Leave without Pay. This normally happens when the Employee does not have any leave left to avail. In such cases, the Manager and HR have to approve the Leave as per normal

process. During the month-end Salary Process, Salary for the number of days of Leave without Pay availed by the Employee is deducted and the Balance is paid out to the Employee.

HR Department or the Employee's Manager should have a feature to cancel a Leave entered by the Employee.

#### **5.3.4.1 Leave Lapse and Carry Forward**

The application should have the feature to let unutilized leave to lapse at the end of the Calendar Year. The following leaves lapse at the end of every calendar year -

- Casual Leave – currently at 12 leaves per calendar year.
- Restricted Holiday – currently at 2 per calendar year The following leaves can be carried forward, subject to limits.
- Medical Leave – currently at 10 per calendar year, and can be accumulated up to 180 days
- Earned leave – Currently at 30 leaves per calendar year, and can accumulate up to 300 days.

For both of the above leaves – Medical and Earned, the application should accumulate the balance at the end of each Calendar Year, subject to the maximum mentioned above.

#### **5.3.4.2 Leave Views and Reports**

The following views/reports should be available in the HR Application –

- Regional Incharges should be able to generate attendance report for employees of their Region or at an individual employee level, or for their entire team.on a daily/monthly basis.
- HODs and HR Department should be able to generate attendance report for any employee/ all employee on a daily/monthly basis or as per requirement.
- The Gazetted Holiday & Restricted Holiday Year-wise Calendar should be viewable at an individual employee level.

#### **5.3.4.3 Encashment of Earned Leave**

- Encashment of Earned Leave may be allowed to an employee only once in a calendar year, on the prescribed form (proforma enclosed Annexure

- C). Encashment of Earned Leave will be limited to a maximum of 90 days in a Calendar year out of the earned leave due.
- A minimum number of 30 days of EL must remain in the individual employees Earned Leave account after Encashment.

### **5.3.5 Pay Structure**

At the time of joining, each employee will be assigned a particular Pay Scale on which the his/ her Salary will be calculated. Details of this Salary including Break-up would have to be stored for the employee. The following basic components would be part of the Salary, which will reflect –

#### **B. Earnings**

- Basic Pay
- Industrial Dearness Allowance (IDA)
- House Rent Allowance (HRA)
- Cafeteria Allowance
- Arrears (if any)
- Any other allowances, etc.

#### **C. Deductions**

- Provident Fund
- Voluntary Provident Fund
- Income Tax
- Professional Tax
- Loan & Advances
- Leave Without Pay
- Any other deductions, etc.

#### **5.3.5.1 Salary Computation**

At the time of joining of an employee, the HR Department should be able to enter all the Details pertaining to the Pay Scale of the Employee. When the Pay Scale & Basic Pay is entered by the HR Department the system must auto calculate the applicable IDA, HRA & Cafeteria Allowance.

- Pay Scale is fixed with the designation.
- Basic Pay is fixed on the initial pay of a Pay scale.

- Industrial Dearness Allowance (IDA) changes on quarterly basis and is calculated on the Basic Pay, HR Department should be able to update/change IDA rates as per rules.
- House Rent Allowance (HRA) is fixed on the basis of location and is calculated on the Basic Pay. Hence, a table showing the various cities/states with specified percentage will be made available later. HR Department should be able to update/change HRA rates as per rules.
- Cafeteria Allowance is currently fixed as 35% of Basic Pay.
- Provident Fund is a Contribution towards Savings by the Employee. This is currently fixed at about 12% of the Employee's Basic and applicable IDA.
- Voluntary Provident Fund is the additional PF amount (subject to a max 12%) that is provided by the individual employees to be contributed more than the minimum Provident Fund specified. The request for VPF must be approved by the Reporting Manager. The HR department will then, approve the request, and the deduction would be applicable from the next salary cycle.

The application should automatically calculate the PF deduction applicable for each employee, based on their Basic

### **5.3.5.2 Salary Inputs**

Salary for all employees is normally paid at the end of the month. For this, HR department should run a time office/ attendance process, based on which the F&A Department will run the Salary Processing Program, which will compute the Gross Salary, Deductions and Net Salary for all employees.

Any other Arrears / Allowances to be paid or any Income Tax/ Professional Tax/ Loans & Advances to be deducted will be determined/ calculated by the F&A Department for individual employees at the time of Salary Calculation/Computation and the Net Salary computed accordingly.

Based on this computation, the application should give out as output the Salary Slips of all employees.

### **5.3.5.3 View/Report**

Salary Slip –

- Employees should be able to view their individual Salary Slips for all previous months.
- The HR Department should get the right to view/download any employees Salary Slip for any/all previous months.

- These views should be in PDF format, and bilingual (i.e. in Hindi & English) the employee may download or Print them, if required. Only the name and address related data will be presented in both the languages however, remaining data will be in single language only.

#### **5.3.5.4 Loan & Advances**

Employees are provided the benefit of taking various loans and advances by the Corporation. Some of these benefits are Computer Advance, Transfer Advance and Provident Fund Loan etc.

For all such cases, there should be a frontend for the Employees to raise a request to avail of such Loans/Advances. Such requests should go to the Employee's Reporting Manager for approval. Once approved, the amount would be processed by the HR Department and disbursed by the F&A Department as per rules. The Deductions would start from the Salary Month, immediately after the amount has been disbursed to the employee.

#### **Requests for Loans/Advances by the Employee**

The employee should be able to raise a request for various loans/advances available to them. In each of these cases, the employee will raise the request, and the request has to be approved by the Employee's Reporting Manager. Once approved, the request would be sent to the HR Department for Processing.

- A. Following are the various loans/advances available to the employee –
- Salary Advance
  - Transfer advance
  - Medical Advance
  - Computer Loan
  - Vehicle Loan
  - Provident Fund Withdrawal

Employee can give a request for withdrawal from his Provident Fund Balances for any specific purpose and the request would have to be approved by the Reporting Manager and will be processed as per the rules of NHDC PF Trust.

B. The HR Department should be able to view the following F&A Department reports for individual or all employee on time period basis-

- Statement of Income Tax Declarations
- Statement of Other Deductions

- Statement of Conveyance Advance Deductions
- Statement of LIC Deductions
- Statement of E.P.F deductions
- Statement of Pension Contributions
- Statement of Salary for Officers and Staff

### ***5.3.6 Tanning and Development***

Training & Development is needed for boosting the productivity of employee and making him/her aware of the new ideas/trends.

The application should have a flow to capture the training process, like what kind/type of training is given, the period, no and name of employees who attended and the cost of each training.

Also, their needs to be a application form for training requirements if any, where the HODs or Reporting Managers can ask for specific training requirements for individual employees/ team which may result in boosting the performance of their respective departments.

### **5.3.7 Appraisals & ACR's**

#### ***5.3.7.1 Quarterly & Final Probation Report***

In order to have an effective follow-up system on the performance of the Probationers, we have introduced Quarterly/Final Appraisal System and formats have also been designed and introduced (proforma enclosed Annexure E & F). It is needless to mention that performance of an employee on probation is to be followed up closely during the probation period by the concerned Controlling/Sectional/Departmental Heads in case of unsatisfactory performance, the employees concerned should be counseled pin-pointing their strengths and weaknesses to enable them to know where they stand Counseling to be followed up with written communications, if the performance of the employees do not improve. Copies of such letters/memos should be endorsed to HR Department.

While raising the quarterly/final reports, actions already taken by the Reporting Officer by way of counseling, written warning and training imparted are to be reflected against the column provided in the reports.

The final reports of probationers should reach the HR Department 15days before the expiry of the probation period for timely action for

confirmation/extension/discharge as the case may be, to avoid resultant administrative & legal complications

### **5.3.7.2 Increment**

Increment will be allowed to the employees who have successfully completed their probation period and have been confirmed in the Scale, thereafter it will be given every year on a uniform rate of 3% of his/her basic pay and rounded off to the next multiple of Rs. 10/. on the month of increment due every year.

There are 3 types of increment as mentioned below:

- A. Annual Increment – will be at a uniform rate of 3% of the existing Basic Pay.
- B. Promotional/Up gradation increment – One notional increment equal to the increment being drawn by the employee in the Pay Scale before such promotion/upgradation would be granted and pay will be fixed in the promoted/ upgraded scale and rounded off to the next multiple of Rs. 10/.
- C. Stagnation Increment – The rate of stagnation increment will be 3% of Basic Pay. An employee may be allowed to draw a maximum of 3 stagnation increment, 01 after every two years, upon reaching the maximum of the pay scale.

The increment when added manually by the HR in the system must be able to generate reports on monthly/ yearly basis.

### **5.3.7.3 Annual Performance Appraisal**

The annual appraisal year for performance will be 1st April to 31st March. This system initiates an effective follow-up system on the performance of the regular employees who have been confirmed and particular formats have also been designed for the purpose. It is needless to mention that performance of an employee on yearly basis is to be followed up closely, for their strengths and weaknesses to enable them to know where they stand.

The annual performance reports on yearly basis are needed for promotion/ up-gradation of an individual employee the bench marks prescribed for the same will be provided later.

### **5.3.8 Resignation**

Employees of NHDC might resign to pursue other opportunities. The application should have a flow to capture and process such resignation requests. Following would be a typical flow –

1. Employee submits a request for resignation in the application
2. The request should get routed to the employee's manager for approval
3. After approval by the Manager, the request should go to HR for approval
4. Once approved by HR, the resignation is considered accepted. HR and the Manager will enter the last date/relieving date for the employee
5. After HR has approved the same, the request would go to various departments for their approval, in terms of no dues or payables to be received from the employee
6. Each department should approve the Resignation request, and should enter any amounts due from the Employee
7. Once all departments have approved the resignation request, HR would get the request finally
8. HR has to then process the Resignation request, calculate any dues from Employee, and Dues to employee. If there are any dues to be received from the employee, the employee should pay the same, before their last date in NHDC
9. Based on the above, HR would issue a Relieving Letter to the Employee
10. Final Settlement of Dues, along with payment of the same to the employee will happen subsequently

### **5.3.9 Superannuation**

Employees of NHDC retire in the normal course after attaining the age of Superannuation, which currently is 58 years.

The Superannuation/retirement process should flow as below –

- The application should initiate a mail to HR and to the employee and their Manager, about 3 months before an employee is due to Retire, based on their Date of Birth, as maintained in the Personal Information System on the Retirement Age.
- Basis this email, HR should initiate the final settlement process in the application
- Once the process has been initiated, this request should go to all departments for their approval, in terms of no dues, etc.
- Each department should approve the request, and should enter any amounts due from the Employee.

- Once all departments have approved the request, HR Department has to then process the Final Settlement request, after calculating any dues from Employee or, Dues to the employee. If there are any dues to be received from the employee, the employee should pay the same, before their last date in NHDC.
- Based on the above, HR would issue a Superannuation/retirement Letter to the individual Employee.
- Final Settlement of Dues, along with payment of the same to the employee will

### **5.3.10 Right to Information (RTI):**

Being a public sector organization NHDC is also dealing with various RTI cases online and offline related to the various activities of NHDC. The following functionality is required for monitoring the RTI applications:

- Details of RTI like date of RTI received Applicant name and address, related to department.
- Brief of RTI and closing date of RTI to submit reply.
- Provision to upload the copy of RTI.
- Provision to send the RTI to the concerned department / person
- Provision to track current status of RTI and notification for closing date of RTI.
- Provision to upload the reply of RTI.
- Provision to close the RTI and submission of reply to applicant
- Provision to escalate the RTI to the higher official if required

### **5.3.11 Court Case:**

NHDC is also dealing with various court cases mainly related to the commercial activities i.e. for recovery of debtors and administrative matters like recruitment, disciplinary matter, suspension etc. The following functionality is required for monitoring the court cases.

- Type of court case i.e. commercial / administrative.
- Details of case like filing date, petitioner and defendant, place of filing case i.e. which District Court / High Court / Supreme Court.
- Brief of case, grounds of case and appeal to case.
- Provision to upload the affidavits and court orders.
- Provision to track current status of case and notification for next date of hearing.
- Brief summary of hearing.
- Final order of court
- Appeal in upper court if any and their details

### 5.3.12 Tour Program / Report:

Being a National level agency and a commercial organization, NHDC employees travel to various places. Following functionality is required

- Provision to apply for tour program and its approval
- Notification to be sent to HR when tour is approved
- Provision to submit report
- Provision to submit bills

## 5.4 User Types and Rights

There would be the following Types of Users in this application –

### 1. ERP Module –

- a.** Suppliers/Mill Owners – These are the people who will supply Yarn/Dyes and Chemicals etc. to NHDC and End-Customers.
- b.** Customers/Weavers – These are the people who will order for Yarn/Dyes etc., and will consume these raw materials to produce Handloom products.
- c.** NHDC Employees – Employees of NHDC who will coordinate the procurement and supply of this raw Material, arrange for Payments etc.
- d.** Exhibitors – These are the people who participate in various exhibitions organized by NHDC.

### 2. HR Module

- a.** Employee – the basic unit of an organization, who will have various rights and views as described in the sections above
- b.** Manager – who is also an employee, but in addition, has employees reporting to him/her. The manager role is mainly used for approval of various requests from the employee, such as Leave Request, Loan Requests etc., as detailed in the sections above
- c.** HR – The HR Department which will manage this application centrally. The Functions to be performed by the HR Department are detailed in the sections above
- d.** PF Trust – This set of users will manage the PF module, including maintaining details of the Contributions, Investments, Income, Expenses, Loans and Withdrawals etc. Details of their roles are given in the sections above.

There should be a Flexible User admin module to manage User access to various modules and specific menu options in the application including locking / unlocking of users.

## **5.5 Migration**

NHDC currently has existing integrated applications for both the ERP Functionality and the HR Functionality. The details of these applications are given in the above sections. Data Migration from these existing applications to the new Application should also be considered in the scope of this solution. Details of the data to be migrated, formats of the data etc. will be worked out later. NHDC will provide data in pre-defined Excel format to the bidder for data migration.

## **5.6 Bi Lingual (English & Hindi)**

System should be able to generate certain (fixed & pre-identified) reports in both the languages such as pay slips, transfer details etc. However, such bilingual reports will be limited to 15 reports. System should have facility to store selected data (i.e. name of individual/organization and address only) in both (English & Hindi) languages.

## **5.7 Software maintenance and support services.**

- 1) Vendor shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements and maintenance. If any major change is required in the software, then it will be considered as Change Request and charges will be paid extra to the bidder. For this, bidder should provide cost estimates and timeline for the required changes, and if it is approved by NHDC then bidder should implement the same and additional cost will be paid to the bidder as agreed by NHDC.
- 2) If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done as part of AMC.
- 3) Vendor should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.
- 4) Updates/Upgrades/New releases/New versions. The Vendor shall provide and implement from time to time the updates/ Upgrades/ New releases/ New versions of the software and operating systems

as required. The Vendor should provide upgrades, updates & patches of the ERP software and tools to NHDC as and when released by OEM without any cost to NHDC.

- 5) Vendor shall provide patches to the licensed software including the ERP software, operating system, databases and other applications.
- 6) Vendor shall provide complete manufacturer's technical support for all the licensed software problems and/or questions, technical guidance, defect and non-defect related issues. Vendor shall provide a single- point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.
- 7) The manufacturer's technical support shall at a minimum include online technical support and telephone support during the NHDC's business hours (Business hours in NHDC will be from 0930 hours to 1800 hours on weekdays (Mon-Sat) with access for NHDC and Vendor to the manufacturer's technical support staff to provide a maximum of 4 hour response turnaround time. There should not be any limits on the number of incidents reported to the vendor. NHDC shall have access to the online support and tools provided by the vendor. NHDC shall also have 24x7 access to a variety of technical resources including the vendor's knowledge base with complete collections of technical articles.
- 8) Tuning of ERP, Databases, third party software's and any other components provided as part of the solution to optimize the performance.
- 9) The Vendor shall apply regular patches to the licensed software including the operating system, databases and other applications as released by the OEMs.
- 10) Software License Management. The Vendor shall provide for software license management and control. Vendor shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance. Vendor should perform periodic audits to measure license compliance against the number of valid End User software licenses consistent with the terms and conditions of site license agreements, volume purchase agreements, and other mutually agreed upon licensed software terms and conditions and report to NHDC on any exceptions to Vendor terms and conditions, to the extent such exceptions are discovered.

- 11) The Vendor shall undertake regular preventive maintenance of the licensed software.
- 12) The System down time should not be more than 0.01%.
- 13) The Vendor should have analytics that can determine the underlying cause of performance issues if any and provide proactive measures to prevent those problems.
- 14) The offered system should be scalable / flexible and able to cater the future requirements.
- 15) ERP vendor should comply with industry security, data protection and privacy standards and regulations, as well as have documented, established processes to test and evaluate security at any given time.
- 16) Maintenance & support is to be carried out remotely and no onsite resources are required to be deployed for it.

## **6 Non-functional Requirements**

Following are some of the non-functional requirements that should be met by the proposed solution –

- The desired software should cover all the requirements described above, in an integrated manner.
- Software should be able to handle & process large volume of data. Bidders need to mention their performance benchmarks as part of their EOI response for the recommended hardware configuration.
- It should provide multi-session facilities.
- It should be web-based having cloud computing facilities.
- It should be compatible to integrate with our E-Dhaga app. Bidder should provide web service / API to integrate their solution with E-Dhaga app. Any changes required in E-Dhaga application pertaining to this solution, will be carried out by the existing E-Dhaga application. Bidder is expected to provide support to E-Dhaga application developer for this integration.
- It should provide external interface requirements like user interfaces, software interfaces & communication interfaces.
- It should include bar coding function for warehousing.
- It should be designed in such a way that User can submit GRN using Biometric / OTP authentication based on Aadhar. If a user is authenticating using OTP so he/she must give his/her biometric

authentication at least once in a year.

- It should be having KYC details for customers & suppliers, SMS alerts to customers, system generated emails & SMS, profitability of branch, delivery schedule & credit limit functionality.
- Any user/customer/supplier can be enabled/disabled as per requirement.
- Number of Users – Currently, NHDC has about 150 employees, and all are expected to be using this application. The application should support up to 300 employee Users of NHDC. In addition, there are about 2500 Suppliers/Vendors who supply Yarn, Dyes etc. to NHDC. There are about 750000 Customers/Weavers, who procure Raw Material in the form of Yarn/Dyes etc. through NHDC and there are about 2000 exhibitors who participate in various exhibitions organized by NHDC. The proposed application should support an increase of 100% from the above number of Users at Suppliers and Customers alike.
- Number of Transactions/Orders – It is expected that, on a monthly basis, 10000 purchase orders & 12000 sale bills transactions would be processed through the ERP System. In addition to above, there will be various other transactions like sales orders, purchases, receipts, payments etc. Also, the HR System would be used by all the 150 employees of NHDC, which may be extended to about 300 employees. The application should be capable of handling this volume of transactions.
- Availability and Performance – The application should have availability at 99.9% uptime. Performance testing of the application should be conducted for availability and for volume/load handling.
- As per Government of India Policy on the Rajbhasha , certain reports/documents should be made available in HINDI as well. Only key data should be made available in English & Hindi. The exact details would be worked out during detailed requirements gathering phase.
- The software must be IPV6 compliant.
- Any new scheme announced by Government of India should easily be programmable and available in software at short notice. For eg. Import / Export of Yarn/Fabric.
- Construction of simple queries/report (like drag and drop) should be made available to management.
- Bidder shall provide technical and functional support of implemented system as provided in stabilization period & propose appropriate

manpower to cover all activities.

- Post stabilization, bidder shall deploy skilled personnel for handholding, helpdesk services. Go live run of all modules at Head Office and Regional offices with real time data along with "Stabilization of the System" for the duration of three (3) months from Go-Live date.
- Android app is required to be integrated with ERP for customers /suppliers
- SMS / Email gateways are required to be integrated with the application. SMS Gateway will be provided by NHDC.
- Application should be able to integrate with third party applications using API.
- Request / Feedback / Grievance form should be available in application and provision to monitor and dispose off the Request / Feedback / Grievance.
- Payment Gateway for online payment will be provided by NHDC.

## **7 Jurisdiction**

Any disputes arising out of the Scope of this Assignment will be under the Jurisdiction of the Courts in Gautam buddha Nagar, Uttar Pradesh, India.

## **8 Contacts**

For any queries/clarifications, please contact –  
Mr. Vipin Singh Kandhol

[tender@NHDC.org.in](mailto:tender@NHDC.org.in)

National Handloom Development Corporation

## Annexure 2

S.No.	RFP Section No.	Brief Requirement as given in the RFP	Existing Functionality(E)/Workaround Available(W)/Customization(C)/Not available(N)	Comment any
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				
14				

### Annexure 3

<b>Sr.No</b>	<b>Family Name / First Name</b>	<b>Position held in the firm</b>	<b>Nationality</b>	<b>Employment Status with Firm (Full time, regular staff or other.</b>	<b>Education / Degree (Year / Experience)</b>	<b>No of years of Relevant Experience</b>	<b>Major Domain / Areas of Experience</b>
1							
2							

### Annexure 4

<b>Sr.No</b>	<b>Office Name</b>	<b>Strength</b>

## **Annexure 5**

### **DECLARATION REGARDING SUBMISSION OF BIDS WITH ACCEPTANCE OF TERMS & CONDITIONS:**

To,

National Handloom Development  
Corporation Ltd, Wegmans  
Business Park,  
Tower 1, Sector Knowledge Park – 3,  
Surajpur Kasna Road, Greater Noida – 201306

Sir,

I have carefully gone through the Terms & Conditions contained in the EOI Document [No. NHDC/ERP/2023/001] for Design, Implementation and Support of a Cloud based ERP System for NHDC Ltd.

I declare that all the provisions of this EOI Document are acceptable to my Firm/Agency. I further certify that I am an authorized signatory of my company, therefore, competent to make this declaration.

Yours truly,

Signature

Name:

Designation:

Company:

Address:

Note: - Copy of authorization by competent authority in the bidder's company pertaining to not only this form but entire bid should be enclosed.

## **Annexure 6**

### **INTEGRITY PACT:**

(Format for Affidavit) (On the letterhead of the Agency duly stamped and signed)

TO WHOMSOEVER IT MAY CONCERN

This is certifying that our Agency:

1. Does not owe any money beyond 60 days to any other agency.
2. Has not been blacklisted/de-listed by any of the Central /State Government /Public Sector Undertakings /Public Sector Banks/any regulatory institution in the past 3 years.
3. Does not have any legal, civil, criminal, taxation and other cases pending against the Agency that may have an impact affecting or compromising the delivery of services required.

(AUTHORISED SIGNATORY)