
 eTendering System Government of Kerala Tender Details		Date : 21-Jun-2024 03:34 PM		
 Print				
Basic Details				
Organisation Chain	Kerala Co-operative Milk Marketing Federation Ltd KCMMF Ltd Head Office, Pattom, Trivandrum Quality Control			
Tender Reference Number	KCMMF/HO/MTG/68/2024			
Tender ID	2024_KCMMF_677125_1	Withdrawal Allowed	Yes	
Tender Type	Open Tender	Form of contract	Item Rate	
Tender Category	Works	No. of Covers	2	
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No	
Payment Mode	Not Applicable	Is Multi Currency Allowed For BOQ	No	
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No	
Cover Details, No. Of Covers - 2				
Cover No	Cover	Document Type	Description	
1	Fee/PreQual/Technical	.pdf	NIT	
2	Finance	.xls	BOQ	
Other Important Documents				
S.No	Category	Sub Category	Sub Category Description	Format/ File
1	Certificate Details	Permanent Account Number	Permanent Account Number	
2	Certificate Details	Registration Certificate	Registration Certificate	
3	Certificate Details	Service tax registration No	Service tax registration No	
4	Financial Details	Annual Turn over certificates from CA	Annual Turn over certificates from CA	
5	Financial Details	B22. P/L and Balance Sheet 2021-2022	P/L and Balance Sheet 2021-2022	
6	Financial Details	B23. P/L and Balance Sheet 2022-2023	P/L and Balance Sheet 2022-2023	
7	Miscellaneous	Miscellaneous Docs	Miscellaneous Docs	
8	Miscellaneous	Work Completed Certificate Copies	Work Completed Certificate Copies	
9	Miscellaneous	Company profile	Company profile	
10	Miscellaneous	Tender documents	Tender documents	
11	Work Details	Works Completed Details	Works Completed Details	
12	Work Details	Existing Commitments Details	Existing Commitments Details	
Tender Fee Details, [Total Fee in ₹ * - 0.00]		EMD Fee Details		
Tender Fee in ₹	0.00	EMD Amount in ₹	0.00	
Fee Payable To	Nil	EMD Exemption Allowed	No	
Tender Fee Exemption Allowed	No	EMD Fee Type	fixed	
		EMD Payable To	Nil	
		EMD Percentage	NA	
		EMD Payable At	Nil	
Click to view modification history				


Work /Item(s)					
Title	SFA AND DMS MODULE FOR KCMMF LTD				
Work Description	SFA AND DMS MODULE IMPLEMENTATION SALES FORCE AUTOMATION SOFTWARE AND DISTRIBUTION MANAGEMENT SOFTWARE				
Pre Qualification Details	AS INDICATED IN THE TENDER DOCUMENT				
Independent External Monitor/Remarks	NA				
Tender Stage to disclose bid details to other bidders/public domain	No				
Tender Value in ₹	30,00,000	Product Category	Miscellaneous Works	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	90	Period Of Work(Days)	730
Location	KCMMF AND ITS REGIONAL UNIONS	Pincode	695004	Pre Bid Meeting Place	NA
Pre Bid Meeting Address	NA	Pre Bid Meeting Date	NA	Bid Opening Place	KCMMF LTD
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates			
Publish Date	21-Jun-2024 05:00 PM	Bid Opening Date	09-Jul-2024 02:00 PM
Document Download / Sale Start Date	21-Jun-2024 05:00 PM	Document Download / Sale End Date	08-Jul-2024 02:00 PM
Clarification Start Date	21-Jun-2024 05:00 PM	Clarification End Date	08-Jul-2024 02:00 PM
Bid Submission Start Date	21-Jun-2024 05:00 PM	Bid Submission End Date	08-Jul-2024 02:00 PM

Tender Documents				
NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	NIT	373.36
Work Item Documents	S.No	Document Type	Document Name	Description
	1	BOQ	BOQ_1052918.xls	BOQ

Bid Openers List			
S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	muruganvs@milma.com	Murukan VS	MURUKAN V S
2.	bilssy@milma.com	Bilssy Devi O.B.	BILSSY DEVI O B
3.	jacksonk@milma.com	Jackson Koshy	Jackson Koshy

Tender Properties			
Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Show Bid Details in Public Domain stage	Technical Bid Opening
BoQ Comparative Chart model	Normal	BoQ Comparative chart decimal places	2

BoQ Comparative Chart Rank Type	H	Form Based BoQ	No
			
Tender Inviting Authority			
Name	MANAGING DIRECTOR		
Address	MILMA BHAVAN PATTOM TRIVANDRUM		
Tender Creator Details			
Created By	Murukan VS		
Designation	Manager		
Created Date	21-Jun-2024 03:09 PM		



Kerala Co-operative Milk Marketing Federation Limited
Milma Bhavan, Pattom Palace.P.O. Trivandrum 695004
Phone: 0471-2786436, 2786424
Email: marketing@milma.com Website: www.milma.com

KCMMF:HO:MKTG:68:2024

21.06.2024

**NOTICE INVITING E-TENDER FOR SFA & DMS MODULE
IMPLEMENTATION (SALES FORCE AUTOMATION SOFTWARE &
DISTRIBUTION MANAGEMENT SOFTWARE)
DUE ON 08/07/2024 AT 5 PM**

E-tenders are invited from reputed Software companies for Implementation of Sales force
Automation software module for KCMMF Ltd.

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I BID FORM

1	Registered name of bidder	
2	Address	Office Address :
3	Telephone	Land Phone : Mobile : E - mail : Fax :

II POINTS BIDDERS SHOULD BEAR IN MIND

BIDS ARE INVITED IN ACCORDANCE WITH E-TENDER PROCEDURES OF GOVT OF KERALA.

- 2.1 Bids not accompanied by bid security (Earnest Money Deposit) shall be summarily rejected.
- 2.2 Non-compliance with even a minor pre-qualification requirement should be specifically stated by the bidders in the given format
- 2.3 Bidders should furnish their complete address for the purpose of further correspondence pertaining to bidding document.
- 2.4 Negligence of the bidder in preparing bid confers no right to withdraw the bid after it was opened.
- 2.5 Conditions, schedules etc. of bidding document constitute an integral part of the bid
- 2.6 All the bids, along with enclosures should be in English only.
- 2.7 In the case of pre-qualification bid, all the bidders should upload data and the scanned copies of required documents. Also upload duly signed copy of bid document from page no.1 to 20. Rate shall be uploaded in price bid cover only and no manual submission of this data permitted.
- 2.8 Bids should be kept valid for acceptance for a period of **90 days** from the day bids are opened.
- 2.9 The bidding document shall be governed and interpreted according to the laws of the union of India. Managing Director, Kerala Cooperative Milk Marketing Federation Ltd, reserves the right to accept or reject any or all bids without any explanation to bidders.

BIDDERS ARE REQUESTED TO SUBMIT THEIR OFFER IN BOTH

1. PRE-QUALIFICATION BID FORMAT
2. PRICE BID

ORIGINAL OF ALL THE DOCUMENTS REQUESTED IN THE TENDER SHOULD BE SUBMITTED IF REQUIRED BY US.

**KERALA CO-OPERATIVE MILK MARKETING FEDERATION
LIMITED, MILMA BHAVAN, PATTOM PALACE, TVM.**

III E-TENDER NOTICE

Kerala Co-Operative Milk Marketing Federation Limited invites e-tender for implementation of SFA & DMS module (sales force automation software & distribution management software) for **KCMMF/ AFFILIATED REGIONAL UNION's**. Interested eligible bidders may obtain further information from the office of the Managing Director, KCMMF Ltd., Milma Bhavan, Pattom Palace ,TVM. Ph.No. 0471 2786436, 424

The bid will be in two cover system and both pre-qualification and price bids shall be submitted in two cover. The price bid of those who qualify in the pre-qualification bid only will be opened. Detailed terms and conditions, scope of work etc. as indicated in the invitation to bid are contained in the bidding document of the above work.

Bid reference : **KCMMF/MKTG/68/2024 dated 21/06/2024**

Tender downloaded from the website www.etenders.kerala.gov.in

EMD	: NIL
Price of bidding document	: NIL
Bid publish date	: 21.06.2024 , 05.00 pm
Bid download start date and time	: 21.06.2024 , 05.00 pm
Clarification start date and time	: 21.06.2024 , 05.00 pm
Clarification end date and time	: 08.07.2024 , 02.00 pm
Bid submission start date and time	: 21.06.2024 , 05.00 pm
Bid submission closing date and time	: 08.07.2024 , 02.00 pm
Date and time of opening bid	: 09.07.2024 , 02.00 pm
Address for communication	: The Managing Director, KCMMF Ltd., Milma Bhavan, Pattom Palace, TVM

Place of bid opening: KCMMF Ltd, TVM.

Bid Validity : 90 days from

MANAGING DIRECTOR

IV General Tender Terms and Conditions for e-Procurement

This tender is an E-Tender and is being published online for hiring service provider/agencies for implementation of SFA & DMS module (sales force automation software & distribution management software) in MILMA for a minimum period of two years. The tender is invited in two cover system from the registered and eligible firms or through individuals through e-procurement portal of Government of Kerala (<https://www.etenders.kerala.gov.in>). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e- procurement portal.

The tender timeline is available in the critical date section of this tender published in www.etenders.kerala.gov.in.

4.1 Online Bidder registration process:

Bidders should have a Class III or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on www.etenders.kerala.gov.in website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471- 2577088, 2577188, 2577388 or 0484 – 2336006, 2332262 – through
E-mail: etendershelp@kerala.gov.in for assistance in this regard.

4.2 Online Tender Process:

The tender process shall consist of the following stages:

4.21 Downloading of tender document: Tender document will be available for free download on www.etenders.kerala.gov.in. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.

4.22 Pre-bid meeting: No pre-bid meeting for this tender.

4.23 Publishing of Corrigendum: All corrigendum shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere.

4.24 Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document (clause No.3, Instruction to Bidders) of www.etenders.kerala.gov.in. No

manual submission of bid is allowed and manual bids shall not be accepted under any circumstances.

4.25 Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications..

4.26 Opening of Financial Bids: Bids of the technically qualified bidders shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

(V) SELECTION / EVALUATION PROCEDURE

The bidding process will be a two-stage bidding process. The agencies qualified as per the criteria mentioned in Tender Notice shall submit the proposal in the format mentioned in the RFP document. Quality cum Cost-Based Selection (QCBS) technique will be used for selection of the agencies based on their Technical and Financial bid. The procedure for the selection of agencies will be carried out as detailed below,

5.1 Technical Bids

The Technical Bid document will cover the following areas - Annual turnover, years of experience, work experience in relevant category, clients handled including FMCG brands, team strength, work done by the firm and presentation. The evaluation criteria and the corresponding marks for technical evaluation are given in this document.

The firm will have to do a presentation before the selection panel with emphasis on their **SALES FORCE AUTOMATION SOFTWARE & DISTRIBUTION MANAGEMENT SOFTWARE** and innovations in the area. The date of presentation will be informed later. Each firm will be allotted with a time slot for the presentation which will be intimated through e-mail. It is advised that the firm shall be ready with the presentation as the intimation for presentation will be given in short notice. The total time allotted for a team will be 30 minutes in which 20 minutes will be for presentation and 10 minutes for discussion. The presentation can be done in online or offline mode. The evaluation of subjective

parameters and presentation in the technical bid will be done by the selection panel and its decision shall be final.

5.2 Financial Bids

The financial bid will be based on the price for activities of each mentioned in the tender document. Separate quote shall be given for a) SFA module implementation (Attendance, Activity Tracking and Order Management), b) Distribution management Software implementation and c) combined quote for implementing both SFA module and DMS module for Milma including per user per month charges for the software and any other charges if any. Price for all the activity must be quoted by the firm. The financial bid price sheet should be filled and submitted via e-tender on www.etenders.kerala.gov.in on or before the last date and time of submission mentioned in the schedule of selection process.

5.3 Method of evaluation of Technical & Financial bid

The companies should submit the Technical bid and Financial Bid through e-tender website (www.etenders.kerala.gov.in). The Technical Bids will be opened by the evaluation committee and marks will be given based on the criteria detailed in the technical bid document. The Technical Marks obtained will be referred to as Technical Scores (St). Agencies will be ranked on the basis of the Technical Score (St), and only agencies who have qualified in technical bid will be considered for financial evaluation. The list of technically qualified applicants will be intimated on the date shown in the schedule of selection process.

The Financial Bids of the agencies that have scored 70 or more Technical Score (St) will be opened on the date shown in the schedule of selection process. The lowest Financial Proposal (Fm) will be given a Financial Score (Sf) of 100 points. The financial scores of the other Financial Proposals will be determined using the following formula:

$Sf = 100 \times Fm/F$; in which Sf is the Financial Score, Fm is the lowest Financial Proposal, and F is the Financial Proposal under consideration.

5.4 Combined Technical and Financial Score

For final evaluation, the agencies will be ranked in accordance with their combined Technical (St) and Financial (Sf) scores with weightage. Separate calculation will be done for all three quotes (SFA, DMS & SFA+DMS) received from single firm. The Technical Score (St) will be given **80%** weightage and Financial Score (Sf) will be given **20%** weightage, so that the combined Score will be:

$S = St \times Tw + Sf \times Fw$; Where S is the Combined Score, and Tw and Fw are weights assigned to Technical Score and Financial Score that will 80:20

5.5 Selection of the Firm:

The Firm with highest Combined Technical and Financial Score (S) will be selected based on the above QCBS System. In the event of two or more agencies obtain same highest Combined Technical & Financial Score (S), the firm with maximum technical score will be selected.

5.6 Period of Selection

The initial appointment shall be for a period of Two years. However, at the discretion of KCMMF, the same can be extended on mutually agreed terms, if services are found to be satisfactory.

5.7 Evaluation Criteria:

Technical evaluation criteria and the corresponding marks are given separately for Attendance Recording, Geo location & Tracking Absence Reporting. Technical parameters and presentation will be evaluated by the selection panel and its decision shall be final. It shall be noted that the document proof should be serially numbered and marked against each Category and Criteria for easy identification. KCMMF will not be responsible for any failure of the firm in getting marks, if the documents are not provided as required above or submitted haphazardly.

Sl no	Criteria	Max. Score	Guidelines	Proof to be submitted
1	Company Profile and Experience	5	Proven experience in DMS & SFA Implementations or any one. Experience - Min 5 year (1 mark) every additional year gets 0.5 marks extra	Expertise and certifications. Documents stating experience
2	Number of Clients	5	Each reputed client scores one mark each	Proof certificates like work order agreements, etc
3	Technical Proposal and Solution Fit	5	Customization capabilities. Marks based on Mock presentation.	Mock software presentation
4	Implementation Plan and Timeline	5	Project management approach	Company capacity , man power , facilities, offices etc
5	Integration Capabilities	5	Compatibility with existing systems Integration with third-party applications	Proof from implemented firms
6	Support and Maintenance Services	5	Post-implementation support SLA commitments	Service centers, etc
7	Financial Stability	5	Financial health and sustainability	P & L or equivalent details of past 3 years
8	Client References and Feedback	5	Past client satisfaction reviews	Online reviews, awards and achievements from authorized bodies.
9	Presentation	60		
	Total	100		

5.6 Documents Comprising Bid:

Pre-Qualification or Technical proposal shall contain the scanned copies of the following documents which every bidder has to upload:

1. Company Registration Details
2. Photocopy of the company PAN CARD.
3. GST Registration Details
4. Details regarding Turn Over
5. Details regarding Experience
6. Other certificates mentioned in evaluation criteria (5.7) for scoring.
7. A brief description about the functionalities and prerequisite of the SFA and DMS software

The Second Stage (*Financial cover or as per tender cover system*):

The bidder shall complete the price bid as per format given for download along with this tender.

Note: The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

Fixed price: Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/ variable price quotation will be treated as non - responsive and rejected.

VI SUBMISSION PROCESS:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Pre- qualification bid and financial bid online on www.etenders.kerala.gov.in.

For page-by-page instructions on bid submission process, please visit www.etenders.kerala.gov.in and click "Bidders Manual Kit" link on the

home page.

It is necessary to click on “Freeze bid” link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

VII Scope of

: Work for SFA Module

7.1 Attendance Management

Specific Functionality: The software should provide tools to track and manage field sales team attendance efficiently.

Features:

- Attendance Recording
- Geo location Tracking
- Absence Reporting

7.2 Order Management:

Specific Functionality: Order management capabilities streamline the process of capturing, processing, and fulfilling customer orders.

Features:

- Order Taking: Sales reps should use the mobile app to take orders from customers directly in the field, eliminating the need for manual paperwork.
- Order Tracking: The software should allow tracking of order status, from creation to delivery, providing visibility into order fulfillment timelines.
- Inventory Management: To integrate with inventory systems to ensure accurate stock availability and prevent over-selling or stock outs.
- Order Routing: The system should route orders to the appropriate warehouses or fulfillment centers based on predefined rules and priorities.

7.3 Activity Management:

Specific Functionality: Activity management tool shall help sales teams plan, track, and analyze their sales activities for improved productivity.

Features:

- **Task Management:** - Sales reps can create and manage tasks such as customer visits, follow-ups, and meetings directly within the app.
- **Activity Tracking:** - The software captures data on sales activities, including the number of customer visits, calls made, and demos conducted.
- **Performance Analytics:** Managers can analyze activity data to measure sales team performance, identify top-performing reps, and track progress towards targets.

Reporting and Insights: Has to generate reports and dashboards that provide insights into sales activities, trends, and opportunities, facilitating data-driven decision-making.

Overall, Sales Force Automation software should combine attendance management, order management, and activity management functionalities to streamline sales operations, improve sales team efficiency, and enhance customer engagement. It leverages mobile technology, data analytics, and automation to empower field sales teams and sales managers with real-time visibility, actionable insights, and streamlined processes.

7.4 Improved Field Sales Efficiency:

SFA tools should be streamlining the process of capturing orders, managing customer data, and generating invoices for Milma's field sales representatives.

Mobile apps integrated with SFA should enable sales reps to access customer information, product catalogs, pricing details, and promotions on-the-go, enhancing their productivity and responsiveness.

7.5 Enhanced Customer Relationship Management (CRM):

SFA solutions should centralize customer data, including purchase history, preferences, feedback and interactions, allowing Milma to create personalized experiences and targeted marketing campaigns.

SFA should help sales reps stay on top of customer interactions, ensuring timely responses and proactive engagement.

7.6 Optimized Route Planning and Tracking:

SFA software should provide route optimization features, helping sales reps plan efficient visit schedules based on customer locations, order volumes, and delivery priorities.

GPS tracking capabilities in SFA apps should monitor sales reps' movements in real-time, allowing managers to track field activities, ensure route compliance, and optimize resource allocation.

7.7 Inventory Management and Demand Forecasting:

SFA systems integrated with inventory management modules should provide real-time visibility into stock levels, product availability, and replenishment needs for Milma's dairy products.

Advanced analytics in SFA has to analyze sales data, consumption patterns, and market trends to forecast demand accurately, optimize inventory levels, and prevent stock outs or overstocking.

7.8 Efficient Sales Reporting and Analytics:

SFA platforms should automate sales reporting processes, generate customized reports, and provide actionable insights into sales performance, product performance, market share, and competitor analysis.

Dashboards and analytics tools in SFA should visualize key metrics, KPIs, and trends, empowering sales managers to make data-driven decisions, identify growth opportunities, and address performance gaps. The software shall have all the above features for the effective use of Sales Force Automation. Software company shall give a demonstration for the same.

VIII Scope of Work for DMS software

The scope of the proposed Distribution Management System includes, but is not limited to:

- 8.1 **Order Management:** Streamlined processing of customer orders, real-time order tracking, and automated notifications.
- 8.2 **Inventory Management:** Real-time tracking of inventory levels, automated stock replenishment, and inventory forecasting.
- 8.3 **Route Optimization:** Efficient planning and optimization of delivery routes to reduce transportation costs and delivery times.
- 8.4 **Fleet Management:** Monitoring and managing the fleet of delivery vehicles, including maintenance scheduling and brand lisanse schedules.
- 8.5 **Warehouse Management:** Optimization of warehouse operations including receiving, storing, and dispatching products.
- 8.6 **Reporting and Analytics:** Comprehensive reporting and analytics capabilities to monitor key performance indicators (KPIs) and make data-driven decisions.
- 8.7 **Integration Capabilities:** Seamless integration with existing ERP systems and other third-party applications.

8.8 Vendor Requirements

Interested vendors must demonstrate their ability to meet the following requirements:

- Proven experience in developing and implementing Distribution Management Systems.
- Strong technical expertise and a robust development team.
- Capability to provide ongoing technical support and maintenance services.
- Experience in integrating DMS with ERP systems and other third-party applications.
- Demonstrated success in similar projects with other organizations.
- Financial stability and capability to deliver the project within the stipulated timeframe and budget.

IX Other terms and Conditions

- 9.1 The rate quote shall be inclusive of all taxes and statutory expenses including license fees, if any.
- 9.2 GST invoices shall be raised and shall be submitted to the Managing Director KCMMF Ltd, Pattom.PO, Trivandrum. Payment will be released within 30 days from the satisfactory completion of the project.
- 9.3 The firm should have a minimum 2 Crore Annual Turnover in the last three financial years.

9.4 Agreement: The successful Bidder shall be required to execute an agreement on non-judicial stamp paper of Rs.200/- before commencement of services. Till then the letter of award, letter of acceptance and terms & conditions of Tender document shall be binding and form part of the agreement between KCMMF and the Service Provider/ Agency.

9.5 Security Deposit: The Service Provider / Agency shall furnish to KCMMF a Security Deposit of Rs 50000.00 within 15 days from the date of issue of Letter of Award (LOA). Security Deposit shall be paid in the form of Bank NEFT/RTGS/Draft/Banker's Cheque/Bank Guarantee only. The Security Deposit will be refunded to the Service Provider/ Agency after necessary adjustment regarding dues etc., if any, on completion of three months after expiry of the contract including extension period(s) given, if any. No interest shall be payable on the Security Deposit by KCMMF for the period.

9.6 Termination of Services: KCMMF may terminate the contract for poor performance and breach of terms and conditions of the agreement, by giving 15 days notice.

9.7 Jurisdiction of Court: The agreement shall be subject to the exclusive jurisdiction of the courts at Thiruvanthapuram Only.

9.8 **Labour Laws** : The Service Provider/Agency shall comply with the provisions of all labour legislations' including the requirements of:

- (i) Payment of Wages Act
- (ii) Employee's Compensation Act
- (iii) Shops and Establishment Act
- (iv) PF & ESI Acts
- (v) Child Labour (Prohibition and Regulation) Act, 1986.
- (vi) Contract Labour (R&A) Act, 1971
- (vii) Minimum Wages Act, 1948
- (viii) Goods and Services Tax Act, 2017.
- (ix) Any other relevant law applicable to this work

The KCMMF will not accept any responsibility for the loss/damage/injury (including death) caused to the Agency/Service provider or to the personnel engaged by him in the process of rendering services under this contract and no claim / compensation will be entertained in this regard.

9.6 Compliance of Instructions: The Service Provider/Agency shall comply with any other instructions issued by KCMMF from time to time as may be necessary to ensure better services.

9.7 Sharing of Information with KCMMF: The Service Provider / Agency shall furnish all information, record, etc, Within desired period of time as may be required by the KCMMF from time to time, failing which, the KCMMF reserves the right to impose suitable penalties on the Agency/Service Provider including termination of the Agreement.

9.8 Indemnity by agency: The Service Provider/Agency shall at all times indemnify and save harmless the KCMMF from and against all actions, suits, proceedings, losses, costs, damages, charges, claims and demands of every nature and description brought or recovered against the KCMMF by reason of any act or omission of the Agency / Service Provider, his agents or employees, in rendering services under the contract or in his guarding of the same.

KCMMF reserves the right to amend any of the clauses of the agreement and also to add fresh clauses from time to time. The rider agreement in this regard shall be executed between the parties within 15 days of the amendment / changes.

Further, KCMMF reserves the right to extend or reduce the time stipulated in any clause in the tender/ contract conditions herein above, in order to meet operational exigencies. The decision of the KCMMF in this regard shall be final.

Annexure I

Form for quoting rates for SFA & DMS Implementation-Sample

Particular	Remarks		
Name of the Firm			
Office Address with PIN Code			
Form of Organization			
Firm Registration No			
PAN of the firm			
GST No. if any			
Details of Experience:	No of Years		
Name Address of the Firm			
1.			
2.			
3.			
Rates for SFA & DMS Combined Implementation	Amount in INR	Tax	Total Amount
One time Configuration and implementation charges for SFA & DMS module			
Per user per month charges for SFA & DMS module payable yearly in advance.			
Annual Maintenance Charge/ Any other expense, if any.			

Annexure II

Form for quoting rates for SFA Implementation- Sample

Particular	Remarks		
Name of the Firm			
Office Address with PIN Code			
Form of Organization			
Firm Registration No			
PAN of the firm			
GST No. if any			
Details of Experience:	No of Years		
Name Address of the Firm			
1.			
2.			
3.			
Rates for SFA Implementation	Amount in INR	Tax	Total Amount
One time Configuration and implementation charges for SFA module (Order Management, Attendance Management, Activities Management)			
Per user per month charges for SFA module (Attendance, Activity Tracking, Order Management) payable yearly in advance.			
Annual Maintenance Charge/ Any other expense, if any.			

Annexure III

Form for quoting rates for DMS Implementation- Sample

Particular	Remarks		
Name of the Firm			
Office Address with PIN Code			
Form of Organization			
Firm Registration No			
PAN of the firm			
GST No. if any			
Details of Experience:	No of Years		
Name Address of the Firm			
1.			
2.			
3.			
Rates for DMS Implementation	Amount in INR	Tax	Total Amount
One time Configuration and implementation charges for DMS module			
Per user per month charges for DMS module payable yearly in advance.			
Annual Maintenance Charge/ Any other expense, if any.			