

**TENDER FOR SELECTION OF AGENCY FOR DESIGNING,  
DEVELOPMENT AND MAINTENANCE OF  
WEB BASED MANAGEMENT APPLICATION**

Notice Inviting Tender- MPLUN/IT /2020-21/01



**THE MADHYA PRADESH LAGHU UDYOG NIGAM LTD.**  
(M.P. GOVERNMENT UNDERTAKING)  
FIRST FLOOR, PANCHANAN BHAVAN, MALVIYA NAGAR  
BHOPAL - 462 003

TENDER SPECIFICATION NO MPLUN/IT /2020-21/01. (DUE FOR OPENING ON  
DATED 26-02-2021)

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## Important Dates

S. No.	Activity	Date and Time
1	Start Date of Purchase of RFP	10-02-2021 02:30 PM onward
2	Date of Pre-Proposal Conference	15-02-2021 at 3:00 PM
3	Last Date of Purchase of RFP	24-02-2021 till 3:00 PM
4	Last Date of Submission of Proposal	25-02-2021 till 2.00 PM
5	Date of Opening of Pre-qualification bid	26-02-2021 at 2:00 PM
6	Date of opening of Financial bid	Will be announced
7	Expected date of Signing of Contract	Will be announced

### Disclaimer

All information contained in this Request for Proposal (RFP) provided is in the good interest and faith. This is neither an agreement and nor an offer/ invitation to enter into an agreement of any kind with any party.

Though adequate care has been taken in the presentation of this RFP document, the interested bidders shall satisfy themselves that the document is complete in all respects. The information published in this document is not intended to be exhaustive. Interested Bidders are required to make their own enquiries and assumptions wherever required.

Intimation of discrepancy, if any, should be given to the specified office immediately. If no intimation is received by this office by the date mentioned in the document, it shall be deemed that the RFP document is complete in all respects and firms submitting their bids are satisfied that the RFP document is complete in all respects.

THE MADHYA PRADESH LAGHU UDYOG NIGAM LTD has the right to reject any or all of the applications submitted in response to this RFP document at any stage without assigning any reasons whatsoever. THE MADHYA PRADESH LAGHU UDYOG NIGAM LTD also reserves right to withhold or withdraw the process at any stage with intimation to all who have submitted their bids in response to this RFP. THE MADHYA PRADESH LAGHU UDYOG NIGAM LTD reserves the right to change/ modify/ amend any or all of the provisions of this RFP document without assigning any . Any such change would be communicated to the bidders by posting it on the website i.e.mptenders.gov.in. Neither THE

MADHYA PRADESH LAGHU UDYOG NIGAM LTD nor their employees and associates will have any liability to any prospective Bidder interested to apply or any other person under the law of contract to the principles or resolution or unjust enrichment or otherwise for any loss, expense or damage which may raise from or be incurred or suffered in connection with anything contained in this RFP document, any matter deemed to form part of this RFP document, the award of the assignment, the information and any other information supplied by or on behalf of THE MADHYA PRADESH LAGHU UDYOG NIGAM LTD or their employees and Prime Bidder or otherwise arising in any way from the selection process for the assignment.

Information provided in this document or imparted to any Bidder as part of RFP process is confidential to THE MADHYA PRADESH LAGHU UDYOG NIGAM LTD and shall not be used by the Bidder for any other purpose, distributed o, or shared with any other person or organization.

## Abbreviations

Abbreviation	Description
RFP	Request for Proposal
EMD	Earnest Money Deposit
FY	Financial Year
LoI	Letter of Intent
MPLUN	Madhya Pradesh Laghu Udhyog Nigam Limited
MoU	Memorandum of Understanding
NIT	Notice Inviting Tender
SLA	Service Level Agreement
SD	Security Deposit
SP	Service Provider
SCM	Supply Chain Management

### 1. Request for Proposal

Sealed bids are invited from eligible, reputed, qualified bidders with sound technical and financial capabilities for Selection of Agency for Designing, Development and Maintenance of Web Based Supply Chain Management Application, as detailed out in the Scope of Work under this RFP Document.

The intent of this (Request for Proposal) RFP is to invite proposals from the Agencies/Companies (also referred to as bidders) to enable the MPLUN for Request for Proposal for Selection of Agency for Designing, Development and Maintenance of Web Based SCM Application.

#### Fact Sheet

S. No.	Items/Events	Description
a)	Cost of Bid document	INR 2,360/- (non-refundable, inclusive of GST) to be paid online
b)	Earnest Money Deposit	INR 1,00,000/- (One Lac Only) to be paid Online
c)	Sale of Bid Document	Can be downloaded from the websites, <a href="https://mptenders.gov.in">https://mptenders.gov.in</a> from 10-02-2021
d)	Date & Time for Pre-Bid Meeting	Date : 15-02-2021 at 3 PM  Place : MPLUN, First Floor, Panchanan Bhavan, Malviya Nagar, Bhopal - 462 003
e)	Last date & time for Purchase of Tender	Date : 24-02- 2021 till 3:00 PM
f)	Online Bid Submission Last Date & time (EMD, Technical Bid, Financial Bid)	Date : 25-02-2021 till 2:00 PM
g)	Opening Of EMD & Technical Bid	Date : 26-02-2021 at 2:00 PM
h)	Project Presentation	Date : will be announced

### 3.2. Pre-Bid Meeting

MPLUN will host a pre-bid meeting as per the schedule given in this RFP to provide clarifications sought by the bidders.

Bidders are permitted to submit their queries through e-mails to MPLUN in format 4 at least two days before pre bid meeting date and time.

\*Any future Corrigendum/ Information/ Reply to Pre-bid Queries shall be posted only on website <https://mptenders.gov.in>

### 3.3 Structure of the RFP

This RFP is meant to invite proposals from interested (Service providers) capable of delivering the services described herein. This Request for Proposal document consists of Four Sections viz:

Section 1 : Introduction & Important Instruction to Bidder

Section 2 : Scope of Work

Section 3 : General Instruction to Bidder

Section 4 : Formats & Templates

# Section 1: Important Instructions to Bidders

## Introduction to MPLUN

Madhya Pradesh Laghu Udyog Nigam Limited (MPLUN) is a Govt. of Madhya Pradesh undertaking engaged in the promotion and development of the Micro and Small Enterprises of the State. MPLUN has diversified, expanded and increased its activities - all aimed at encouraging, developing and sustaining the SSI sector of Madhya Pradesh - be it infrastructure development, supply of raw materials or Madhya Pradesh's SSI sector, weavers. Or marketing the finished products of artisans & sold out through Emporium

### 1. E-Tendering :

- i.) For participation in e-tendering module, it is mandatory for prospective bidders to get registration on website <https://mptenders.gov.in> Therefore, it is advised to all prospective bidders to get registration by making on line registration fees payment at the earliest.
- ii.) Tender documents can be downloaded from website <https://mptenders.gov.in> However, the tender document of those bidders shall be acceptable who have made online payment for the tender documents fee of Rs 2360/- (Rs. Two Thousand Three Hundred and Sixty only) plus service & gateway charges, without which bids will not be accepted.
- iii.) Service and gateway charges shall be borne by the bidders.
- iv.) Since the bidders are required to sign their bids online using class-II or class-III Digital Signature Certificates, they are advised to obtain the same at the earliest.
- v.) For further information regarding issue of Digital Signature Certificate, the bidders are requested to visit website [www.mptenders.gov.in](http://www.mptenders.gov.in). Please note that it may take up to 7 to 10 working days for issue of Digital Signature Certificate. Client will not be responsible for delay in issue of Digital Signature Certificate.
- vi.) If bidder is bidding first time for e-tendering, then it is obligatory on the part of bidder to fulfil all formalities such as registration, obtaining Digital Signature Certificate etc. well in advance.
- vii.) Bidders are requested to visit our e-tendering website regularly for any clarifications and/ or due date extension or corrigendum.
- viii.) Bidder must positively complete online e-tendering procedure at <https://mptenders.gov.in>
- ix.) MPLUN shall not be responsible in any way for delay/ difficulties/ inaccessibility of the downloading facility from the website for any reason whatsoever.

## 2. Proposal Preparation:

The bidders are advised to go through the e-procurement guidelines and instructions, as provided on the e-procurement website, and in case of any difficulty related to e-procurement process, may contact the helpline as provided on the website.

Bidder is expected to examine all instructions, forms, terms and requirements in the RFP document and prepare the proposal accordingly. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect may result in the rejection of proposal.

The proposals submitted should have all pages numbered and duly signed. It should also have an index giving page wise information of documents. Proposal that are incomplete or not in prescribed format will be summarily rejected.

The proposals should be submitted to MPLUN in three parts as mentioned in the following sections:-

Tender Document Cost and Earnest Money Deposit:

Tender Document Fees and e-procurement processing Fees (non-transferable & non-refundable) must be paid online at e-procurement portal (<https://mptenders.gov.in>).

EMD must be paid online at e-procurement portal (<https://mptenders.gov.in>),

Pre-qualification and Technical Proposal –

Scanned copy in PDF file format, signed on each page & comprising of with file name clearly mentioning: “PQ and Technical bid for RFP”

Commercial Proposal –

“Format 5: Financial Bid” in excel format, with file name clearly mentioning: “Financial Bid for RFP”.

Prices should not be indicated in the Pre-Qualification and Technical Proposals. If found bids are liable to be rejected.

In case of discrepancy between amount given in words and figures, the details given in words shall prevail.

All the columns of the quotation form shall be duly, properly and exhaustively filled in. The rates and units shall not be overwritten. Rates shall always be both in the figures and words. The Bidder is allowed to submit only one proposal against this RFP. The bidder has to submit the complete proposal not in part or for particular quantum of



work, such proposal will automatically be disqualified without any intimation to bidder. References of on-going proposals will be not considered. Documents in support of eligibility must be enclosed with the tender. Offers without satisfying eligibility conditions will be out rightly rejected and no correspondence in this regard will be entertained.

### 3. Pre-Qualification (PQ)

Bidder needs to submit following documents shall as a part of PQ:-

**1)** The bidder should be a valid, legal and duly registered/incorporated entity— Partnership Firm/ Company registered in India. The Bidder should have a legal office in Bhopal for Day to Day Coordination.

Required supporting documents as a proof:

- i. Certificate of Incorporation if any or relevant registration documents.
- ii. Shop Act or any relevant document for address proof.
- iii. Permanent Account Number (PAN) of organisation from Income Tax authorities of bidder.
- iv. GSTIN Certificate.

**2)** The organization should have had total average annual financial turnover of at least Rs.80 lacs in the last three financial years.

Required supporting documents as a proof:

- i. Balance Sheet and Profit & Loss Document or Turnover Certificate

**3)** The bidder should not be blacklisted by any State Government/ Centre Government/ PSU organisation.

Required supporting documents as a proof:

- i. Undertaking for not being blacklisted, as per Format 3: Declaration Regarding Clean Track.

**4)** The bid shall be submitted by only the bidder: no consortium is allowed in this bid.

Required supporting documents as a proof:

- i. Declaration in this regard needs to be submitted.

**5)** The Bidder should have experience in software/web application development services providing to the Government Organizations/ PSU.

Required supporting documents as a proof:

i. Submit the copy of Work Orders of Projects developed for Government Organizations/ PSU.

6) The Bidder should have at least One Work Order with value not less than Rs. 20 Lakh.

Required supporting documents as a proof:

i. Submit the copy of Work Orders of Projects developed for Government Organizations/ PSU.

7) The Bidder should have experience of development or Integration with Payment Disbursement System for any Govt. Organization/ PSU.

Required supporting documents as a proof:

i. Submit the copy of Work Orders of Projects developed for Government Organizations/ PSU.

8) The Bidder should have experience of development of Vendor/ Contractor/ 3<sup>rd</sup> Party Agency Registration and Management System for any Govt. Organization/ PSU.

Required supporting document as a proof:

i. Submit the copy of Work Orders of Project development Government Organizations/ PSU.

## 4. Bid Evaluation Process

### 4.1. Bid Evaluation Committee

The bid evaluation committee constituted by MPLUN shall evaluate bids. This may involve the representations from department's experts. The decision of the bid evaluation committee in the evaluation of the PQ and Financial Bids shall be final.

### 4.2. Pre-Qualification

Pre - qualification bid documentation shall be evaluated as under:

The evaluation committee will check if the bidder has deposited the EMD along with the Technical Proposal and the same are found to be in order.

The documentation furnished by the bidder will be examined prima facie to see if the agency's capacity, skill base and other Bidder attributes as claimed therein are consistent with the needs of this project.

MPLUN may ask bidder(s) for additional information, and/ or arrange discussions with their professional, technical resource to verify claims made in bid documentation. If the bidder fails to submit the additional supporting documents, the bid shall be rejected.

#### 4.3 Commercial Evaluation

Bid evaluation committee will evaluate and compare the bids determined to be substantially responsive. It is bid evaluation committee's intent to select the proposal that is most responsive to the project needs and each will be evaluated using the criteria and process outlined in this section.

Financial Bids will be opened of only those bidders who are qualified in the prequalification & Financial Bids of the non-responsive and disqualified bidders will not be opened.

The evaluation shall be strictly based on the information and supporting documents provided by the bidders. It is the responsibility of bidders to provide all supporting documents as listed in forms necessary to fulfil the mandatory eligibility criteria.

MPLUN shall award the contract to bidder whose offer determined to be the lowest evaluated bid (L1) as per price bid and substantially to the bid document provided the bidder is determined to be eligible and qualified to perform the contract.

### 5. Contract Finalization

#### 5.1 Issuance of LoI

MPLUN shall notify to the bidder, through a Letter of Intent that its bid has been accepted. The letter of intent will be accompanied by proforma for contract, incorporating all agreements between the parties.

After issuance of LoI if the successful bidder denies accepting the LoI or executing the project, EMD will be forfeited and bidder will be blacklisted.

#### 5.2 Signing of Contract

Within 15 working days of receipt of the LoI, the successful bidder shall sign the contract and return it to MPLUN. The selected bidder will initiate the execution of the work as specified in the agreement.

## SECTION 2: SCOPE OF WORK

### Objectives of the Project

MPLUN has been promoting the development of micro and small industries in Madhya Pradesh and multi-dimensional activities such as development, construction and maintenance of industrial sector, weavers and handicrafts of the state through the Emporium, the business facility is operating iron/ steel and coal based industries to micro & small industries, testing facility for goods produced by micro & small industries and Estate & Construction wing for the task- building of infrastructural facilities for various Government and Semi-Government institution.

### Brief about the Existing Application -

At present MPLUN is using a standalone applications and offline software since 2002 which is covering all the functions of all the verticals of MPLUN i.e. All the Emporiums, Raw Material Depot, Testing Labs, Finance & Accounting etc. The existing application efficiently used by authorised users and successfully running since 18 years. As application is working since a long time and it has all the required features. Following are the features are available in existing application -

- The existing application was developed in the latest technologies of that time Visual Basic and MS Access for database.
- It is a completely offline solution which is a standalone application isolated for every location/ emporium.
- The Existing Application is not centralized so it is required to manually update the latest version of standalone application in every system.
- The existing application generates all the required reports and MIS of concerned section but there is only limitation that the reports and MIS are not centralized and it cannot be accessible or monitored on the real time basis. Whenever reports or MIS is required it is required, it can be shared by the location wise authorized users of concerned section on mail.

Hence it is required to convert the existing standalone application to a centralized and web based integrated solution for MPLUN which can be accessible from anywhere from web browser using the internet.

## Requirement of New Centralized, Integrated and Comprehensive Solution -

MPLUN is planning to develop a comprehensive and integrated web application which will cover the functionalities of all the major verticals of MPLUN i.e. Emporiums, Quality Marking and Testing Laboratory, Raw Material and BDC, Finance Accounting and Estate and Civil Construction.

The required solution in upgraded open source technology need to be covered following functionalities for different verticals will cover the key features in required application -

### A. Emporium Vertical

MPLUN have a chain of 8 Emporium Outlet across the India to display and sell a wide range of products like Sarees, Dress Materials, Home and Office Furnishings, Handicrafts, Jewellery, Gift items etc. The highly developed skills of weavers, craftsmen, and artisans reflect the glory of Madhya Pradesh through the products manufactured by them. The following key features will be required to cover the in the required application -

- To provide a Online and Centralized Platform for Registration and On-Boarding of all the suppliers, vendors, weavers, craftsmen, and artisans etc.
- To manage & track the product supply mechanism from purchasing from local Weavers to sell out from store along with raw material purchase management.
- To provide a web based account and profile for individual suppliers, weavers and organisations/ handloom owners to get information enroll for different schemes and market their products.
- Required an easy to use platform with just one 'Sign-In' for all the information and enrolments.
- To provide a uniform web based point of sale, inventory and stock management solution to all the emporiums.
- It will thereby lead to promotion and development of Indian handloom and textile industry in the long run.
- Centralize & real time monitoring of sale, demand and supply of different emporiums.

## B. Quality Marking and Testing Laboratory Vertical

Quality Marking and Testing Laboratories of Madhya Pradesh Laghu Udyog Nigam (MPLUN) has been established to encourage, develop & promote SSI in the era of liberalisation & globalization. MPLUN has modernised these centres in many folds with requisite facilities & Technical personnel tune-up the technical updation and demand of users of regions. Quality Marking & Testing Laboratory (QMTL) Indore & Jabalpur. State-of-the-art- testing facilities provided by QMTL is open for all users. MPLUN's Testing Lab offers 50% rebate to MPMSE. MPLUN offers various type of testing facility to Private and Govt. Organisation at very low cost for their Raw Material and provide test certificate. The following key features will be required to cover the in the required application -

- Provide the information of basic infrastructure facilities to the small scale industries.
- Provide the information of testing lab facilities to those small scale units which cannot install these facilities in their premises due to less capital.
- To provide a Online and Centralized Registration facility of all the MSME's, Private and Govt. Organization, so that they can register and create an account from where organizations can online submit the request for different type of testing.
- To provide a facility to all the registered MSME, Private and Govt Organizations can access, view and download the testing results online.
- Test results can also shared by the e-Mail to all the registered users.

## C. Raw Material and BDC Vertical –

MP. Govt had appointed the MPLUN as State Nodal Agency to allot/ distribute coal among the state MSME units. As per coal distribution policy of Govt of M.P. unit will have to apply for their coal demand to concerned District Trade & Industries Centre as well as to MP. Laghu Udyog Nigam Ltd. District Trade & Industries Centre will arrange District Level Committee (DLC) for recommendation of coal. Coal is distributed on pro rata basis in favour of those MSME consumer units whose recommendations received from District Level Committee (DLC) and who have executed Fuel Supply Agreement (FSA) with the Nigam as stated in State Coal

Distribution Policy. The following key features will be required to cover the in the required application -

- To provide an Online and Centralized Registration facility of all the MSME Units, so that they can register and create an account from where organizations can online submit the request for allotment.
- Fuel supply agreement of units with recommended quantity of coal by the corporation.
- Online application in timeframe to get coal from coal company.
- Allotment of coal and grade wise coal received from the coal company, on the basis of pro-rata among the contracted units to make allocation in time frame as per their demand.
- After approval of allotment, sending the information of quantity of coal allocated to the units for depositing online amount by NEFT / RTGS in the bank account of the corporation.
- Transferring the amount received from the units in the corporation's bank account to the Coal Company through RTGS by the due date.
- D.O. from Coal Company (Delivery Order) compiled and authorized representatives of the respective units received DO. Hand over
- Monitoring of coal raised by the units on quarterly coal usage, obtained from the units and uploaded on the website of the corporation.
- Monitoring of the coal raised by the units by obtaining quarterly coal utility certificate issued by the District Trade and Industry Center.
- To give quarterly coal use letter of coal by the corporation to the Coal Company and return of quarterly coal lifting to MSME department. Transmitting rule.
- To download the purchase bill from the website of the company and issue the cell bill of the corporation to the units. Maintaining bank book, purchase register, cell register, main ledger, sub ledger.
- To reconcile bank account and coal company accounts with the accounts of the corporation.

- To refund the units by matching the balance deposit / EMD to the accounts of the corporation.
- Prepare and send desired information to tax department for filing monthly / quarterly GST / TDS returns.
- Sale of iron and steel through raw material store, Bhopal, under the main activities of the Department of Raw Materials.
- Purchase of iron and steel from Steel Authority of India (SAIL) on the basis of annual demand received from micro and small entrepreneurs through raw material stores, Bhopal (and going to start Jabalpur).
- To make available the funds (amount) raw material from the Finance Department Headquarters, Bhopal, after examining the demand received from the store from time to time.
- Monthly review of the material being purchased and sold by the raw material stores.
- To determine the rate and marketing of other raw material products (cement, tar steel) according to the prescribed procedure on receipt of demand.

#### D. Finance and Accounting

For execution of Centralized Finance and Accounts work, MPLUN has a separate independent Finance and Accounts Department, which will ensure the sound Financial Health of the MPLUN, control on the overall accounting of MPLUN & prepare chart on regular basis. The following key features will be required to cover the in the required application –

- Centralized management of all receipts and payments of all the verticals of corporation.
- Corporation staff pay bills and revise claims of customers.
- Preparation of annual financial assessment (budget) and monthly progress report of the corporation Tax planning Internal, statutory and accountant audit of the accounts of the corporation.
- To carry out annual physical verification of all the units of the corporation and issue certificate of the valuation of the wing.



- Preparation of annual financial accounts Annual report of the corporation to be presented for laying on the table of the assembly.

## E. Estate and Civil Construction Vertical

MPLUN's Estate and Civil Construction Vertical has given the goal of playing the dual role of constructing infrastructure facilities for various government and semi-government institutions. Presently, offices, schools, colleges, auditoriums and VIPs Specialization in interiors of guest houses etc.

The corporation has done construction work for various departments, such as Jawahar Navodaya Vidyalaya Samitis and Tribal Welfare Department etc. The corporation has successfully started prestigious projects like Indo-German Tool Room Indore, MAP-IT and CIPET (CIPET) Bhopal. MPLUN Required Following Features for managing the functionality of Estate and Civil Construction Vertical.

### 1) Management of fixed assets

Fixed asset management is the process of tracking and managing an organization's physical assets and equipment. Asset types include all kind of Equipment, Material, building and property.

Fixed asset management enables organizations to monitor equipment and vehicles, assess their condition, and keep them in good working order. In this way, they minimize lost inventory, equipment failures and downtime and improve an asset's lifetime value.

Using an asset management system, organizations will be able to keep following records

- Track and monitor fixed assets
- Oversee equipment and machinery in multiple locations
- Improve operational efficiency
- Maintain a record of retired, sold or lost assets

2) End to end Monitoring of civil works (from issuing work order to final payment)

The required system will be design for empanelment & engagement of the Contractors/ Vendor. It will be integrated with Payment Disbursement system to disburse the payment as per work completion. Required application include following functionalities.

- Work Order Creation & allotment,
- Contractor/ Vendor will be able to update Work Progress.
- Consolidated billing/ Invoice against the work Completion
- Payment Disbursement against approved Invoice
- Create a centralized database of all qualified contractors across the organization.
- Monitor contractor project progress

3) E-measurement book and payment system

“Measurement Book” is an important document in which measurements are recorded for the work done by the contractor, or for the materials received at the site or services rendered. e – Measurement Book (e-MB) will be an application through which Measurement Book (MB) and other bill forms will be generated, checked, finalized and stored using this centralized system. Contract management and Works Monitoring will effectively do through this system.

Since, it will be an online application; the higher authorities keep track of works at any given point of time.

- Application generates useful reports by which finance information can be accessed and analyzed.
- It will strictly follow a predefined state of rules and produces the desired output by proper Data Calculation, Data Handling and Data Management.

- Contractor payments will be done based on the measurements recorded in the e-MB using centralized payment disbursement system.
- System will maintain automate measurement book, according to the progress of work and task completion.
- System will calculate the material consumption & labor cost according to the task completion.
- System will generate material consumption report in PDF format.

The following are the indicative modules mention in Table-1 to be covered under the required comprehensive and integrated web application –

Table-1

Sr. No.	Name Of Module	Name of Sub Module	Vertical Covered
1	Store Creation & Store Management	Store Creation Module	Emporium
		Store Access Management Module	Emporium
		Store Management Module	Emporium
2	Supplier/ Vendor Management	Online Supplier/ Vendor Registration Module	For Emporium, Raw Material Depot, Testing Lab
		Supplier/ Vendor Secure Login Panel	For Emporium, Raw Material Depot, Testing Lab
		Supplier/ Vendor Profile & Account	For Emporium, Raw Material Depot, Testing Lab
3	Product Management	Product Catalogue Manager	Emporium
		Product Price Setup	Emporium
		Product Barcode/ QR Code Generation	Emporium
		Product Tag	Emporium
		Product Category	Emporium
		Product Sub-Category	Emporium
		Promotion & Discount	Emporium
Product Attributes Setup	Emporium		

4	Inward (Purchase)	Demand Generation	Emporium
		Purchase Order	For Emporium, Raw Material Depot
		Own Purchase by committee	For Emporium
		Item taken on approval for sale (Through Challan)	Emporium
		Generation on bill against approval sale	Emporium
		Generation of bill against consignment	Emporium
		Purchase of GST enabled Good/ Service for Office use	Emporium
		Product taken on consignment	Emporium
		Product Return after sale(Credit Memo)	Emporium
		Product return after job work	Emporium
		Product return against approval sale	Emporium
		Inter Unit Receipt	Emporium
5	Outward (Sales)	Multiple Point Of Sales (POS)	Emporium
		Sale through Exhibition	Emporium
		Inter Unit Transfer	Emporium
		Return to Vendor/ Supplier (After Purchase)	Emporium
		Product given to vendor for job work	Emporium
		Product given to customer against approval sale	Emporium
		Credit Sale (For own product & for consignment product)	Emporium
6	Warehouse Management	Stock Availability	Emporium & Raw Material Depot
		Stock Transfer	Emporium & Raw Material Depot
7	Customer Management (CRM)	Customer Management	Emporium
		Customer Billing Management	Emporium
		Customer Transaction Management	Emporium
		Important Days/ Event/ Anniversary	Emporium
8	Finance Module	Vouchers & Receipt	Finance
		Tax	Finance
		Journal	Finance
		General Expense	Finance
		Store Expense Management	Finance
		Vendor Payment	Finance
		Customer Refund (Counter Sale)	Finance

		Employee Salary & Payroll Management	Finance
		Incentive Management	Finance
		Day Book (Cash Book & Bank Book)	Finance
		Bank Reconciliation	Finance
		Ledger & Sub Ledger	Finance
		Trial Balance	Finance
		Trading Account	Finance
		Profit & loss	Finance
9	User Access Management System	- Department User Management	All Vertical
		- User Master	All Vertical
		- Role Master	All Vertical
		- User Permission	All Vertical
10	Report Management	Sales Report	Emporium & Raw Material Depot
		- Emporium / Depot wise Report	Emporium & Raw Material Depot
		- Consignment wise report	Emporium & Raw Material Depot
		- Sale staff wise report	Emporium & Raw Material Depot
		- Counter wise sale report	Emporium & Raw Material Depot
		Purchase Report	Emporium & Raw Material Depot
		- GST Inward	Emporium, Finance
		- Outright Purchase	Emporium, Finance
		- Consignment Credit Purchase	Emporium, Finance
		- Approval Purchase	Emporium, Finance
		- Counter Consignment Purchase	Emporium, Finance
		- Inter Unit Receipt	Emporium, Finance
		- GST Enable expenditure	Emporium, Finance
		- Sale Return	Emporium, Finance
		GST Outward	Emporium, Finance
		- Point of Sale	Emporium
		- Consignment Credit Sale	Emporium
		- Exhibition sale	Emporium
		- Counter Consignment Sale	Emporium
		- Inter Unit Transfer	Emporium

		- GST Enable receipt	Emporium, Finance
		- Purchase Return	Emporium
		TDS on GST	Finance
		- Inward	Finance
		- Outward	Finance
		TDS (Income Tax)	Finance
		- Inward	Finance
		- Outward	Finance
		RCM (Reverse charge mechanism for GST)	Finance
		Stock Availability Report	Emporium & Raw Material Depot
		Stock Ledger Report	Emporium & Raw Material Depot
		Stock Register Report	Emporium & Raw Material Depot
		Stock Verification Report	Emporium & Raw Material Depot
		Inter Unit Receipt	Emporium
		Fast/ Slow Moving Item Report	Emporium
		Payment Report	Finance
		Payment Report by Mode of Collection	Finance
		Budget Report	Emporium & Raw Material Depot
		Monthly Progressive Report	Emporium & Raw Material Depot
		Alerts & Notification	All Vertical
		- SMS (Transactional & Promotional)	All Vertical
		- Email	All Vertical
11	Raw Material and BDC Management System	Supplier Registration	Raw Material Depot
		Supplier Management	Raw Material Depot
		Product Master(Category/ Subcategory)	Raw Material Depot
		P O Module	Raw Material Depot
		Delivery/ Dispatch Instruction Module	Raw Material Depot
		Material Receipt	Raw Material Depot
		Bank book, purchase register, cell register, main ledger, sub ledger	Raw Material Depot
		Invoice Submission of Supplier	Raw Material Depot

		Payment Disbursement Against Invoice	Raw Material Depot
		Dynamic Dashboard for Monitoring	Raw Material Depot
12	Quality Marking and Testing Laboratory Module	Online Registration & Management of MSME/ Govt/ Private Org.	Testing Lab
		Product Type	Testing Lab
		Category	Testing Lab
		Subcategory	Testing Lab
		Testing Type	Testing Lab
		Testing Type Wise Form	Testing Lab
		Testing Results PDF(On Mail/ Registered User's Account)	Testing Lab
13	Estate and Construction Module	Assets Management	Estate and Construction
		Work Order Management	Estate and Construction
		Work Tracking System	Estate and Construction
		E-Measurement Book Filling	Estate and Construction
		Inspection, Approval/ Rejection of Work	Estate and Construction
		Bill Approval	Estate and Construction
		Payment Disbursement	Estate and Construction
		Report & MIS	Estate and Construction

Table-1

## SECTION 3: GENERAL INSTRUCTIONS TO BIDDERS

### 1. Authentication of Bid:

The response Bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the Contract. A written Power-of-Attorney accompanying the Bid shall support a letter of authorization. All pages of the Bid, except for un-amended printed literature, shall be initialed and stamped by the person or persons signing the Bid.

### 2. Validation of interlineations in Bid:

The Bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case the person or persons signing the Bid shall initial such corrections.

### 3. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of their Bid including cost of presentation for the purposes of clarification of the Bid, if so desired by the MPLUN. The MPLUN will in no case be responsible or liable for those costs, regardless of the outcome of the Tendering process.

### 4. Bid Prices

- The Bidder shall indicate price in the prescribed format, the unit rates and total Bid Prices of the services, it proposes to provide under the contract. In absence of the above information as requested, the Bid may be considered incomplete and hence rejected. The price components furnished by the Bidder in accordance with format below will be solely for the purpose of facilitating the comparison of Bids by MPLUN and will not in any way limit MPLUN's right to contract on any of the terms offered.
- The Bidder shall prepare the Bid based on details provided in the Tender Document. It must be clearly understood that the scope of work is intended to give the Bidder an idea about the order and magnitude of the work and is not in any way exhaustive and guaranteed by MPLUN. The Bidder shall carry out all the work in accordance with the requirement of the Tender Document & due diligence and it shall be the responsibility of the Bidder to fully meet all the requirements of the Tender Document. If during the course of execution of the project any revisions to the work requirements are to be



made to meet the goals of the MPLUN, all such changes be carried out with the extra cost as negotiated by the successful bidder.

## 5. Firm Prices

- The prices quoted should be 'FIRM' and final and shall not be subject to any upward modifications on any account whatsoever. However, MPLUN reserves the right to negotiate the prices quoted in the Bid to effect downward modification.
- The Financial Bid shall clearly indicate the price to be charged without any qualifications whatsoever and shall include all duties, fees, levies, works contract tax and other charges as may be applicable in relation to activities proposed to be carried out. It is mandatory that such charges wherever applicable/payable shall be indicated separately. However, shall there be a change in the applicable taxes; MPLUN reserves the right to negotiate with the Bidder.

## 6. Bid Currencies

Prices shall be quoted in Indian Rupees (INR).

## 7. Bid Security/Earnest Money Deposit

- The bidder shall furnish a bid security (EMD) as stated in the fact sheet.
- The Bid Security (EMD) of Rs. 100000/- (In Words Rs. One Lakh Only) for Non SSI/ MSME/ NSIC shall be in Indian Rupees (INR) shall be paid online.
- The EMD of Rs. 25000/- (In Words Rs. Twenty-Five Thousand Only) required to submit by the bidders who are registered with SSI/ MSME/ NSIC, for the specific goods/ services (to be procured) as per tender enquiry specifications, at the time of submission of the Tender, a from EMD. These bidders must submit a soft copy of their valid registration certificate along with technical proposal.
- The EMD shall be valid for at least 180 (one hundred and eighty) days from the date of submission of proposal. No interest shall be payable on EMD under any circumstances.
- The successful Bidder's EMD shall be discharged upon the signing of agreement by the Bidder, and submission of Performance Guarantee.

- The Bid security will be forfeited at the discretion of Bidder on account of one or more of the following reasons-
  - ü The Bidder withdraws its Proposal during the period of proposal validity
  - ü Bidder does not respond to requests for clarification of its proposal
  - ü In case of a successful Bidder, the said Bidder fails-to sign the Agreement in time.
  - ü In case of successful bidder, the bidder has to submit the Performance Security, as defined in this RFP

## 8. Bid Validity Period

- Bids shall remain valid for 180 days after the date of opening of bids prescribed by the MPLUN. A Bid valid for a shorter period may be rejected as nonresponsive. However, the prices finalized after opening the tenders shall not increase throughout the period of implementation and operation. The prices of components quoted in the Financial Bid by the Bidder shall remain valid for the project period.

Extension of Period of Bid Validity: In exceptional circumstances, MPLUN may request the Bidder(s) for an extension of the period of validity. The request and the responses thereto shall be made in writing (or by e-mail). The validity of EMD shall also be suitably extended.

## 9. Withdrawal of Bids

### Written Notice

The Bidder may withdraw their Bid after the Bid's submission, provided that MPLUN receives written notice of the withdrawal, prior to the last date prescribed for receipt of Bids.

### Signing and Marking of Notice

The Bidder's withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions said earlier. A withdrawal notice may also be sent by e-mail but followed by a signed confirmation copy, post marked not later than the last date for receipt of Bids.

## 10. Exit Management

- i. Exit Management Purpose

This provision will apply on completion of the project or termination of the service by MPLUN or exit on mutually agreed terms.

The Parties shall ensure that their respective associated entities carry out their respective obligations set out in the Exit Management Plan.

ii. Exit Management Plan

The detailed Exit Management Plan shall be provided to the successful bidder by MPLUN after the finalization of process.

iii. Transfer of Assets

The Bidder shall be entitled to use the assets for the duration of the exit management period, which shall be the four months period from the date of expiry of contract, or termination of the services.

iv. Co-operation and Provision of Information

During the exit management period the Bidder will allow the client access to information reasonably required for defining the current mode of operation associated with the provision of the services to enable the client to assess the existing services being delivered.

## 11. Confidential Information, Security and Data

The Bidder will promptly, on the commencement of the exit management period, supply to the MPLUN or their nominated agencies, the following:

Information relating to the current services rendered and performance data relating to the performance of the services; documentation relating to MPLUN, Selection of Agency For Designing, Development And Maintenance Of Web Based Supply Chain Management Application; any other data and confidential information related to the project. Project data as is reasonably required for purposes of the Selection of Agency For Designing, Development And Maintenance Of Web Based Supply Chain Management Application or for transitioning of the services to the Replacement Bidder in a readily available format.

All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the Client and their nominated agencies, or their replacement Bidder to carry out due diligence in order to transition the provision of the Services to Client or their nominated agencies, or their Replacement Bidder (as the case may be).

## 12. PERFORMANCE GUARANTEE:

- i. The successful Bidder has to furnish a performance guarantee as to guarantee his/ her (Bidder) performance of the contract.
- ii. The Successful bidder has to submit Performance Bank Guarantee in two phases:
  - a) First Phase- The Successful bidder has to submit Performance Bank Guarantee or Performance Security deposit @ 3% of Total Development Cost value within 15 days from the date of issue of Work order for the duration of project of any of Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank (operating in India having branch at Bhopal) as per the Annexure - II.  
  
“And ”
  - b) Second Phase- The Successful bidder has to submit Performance Bank Guarantee or Performance Security deposit @ 3% of Total AMC Cost value within 15 days from the date of issue of AMC Start Date Order for the duration of AMC From any of Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank (operating in India having branch at Bhopal) as per the Annexure - II.
- iii. The Performance security shall be payable to the MPLUN as compensation for any loss resulting from the Vendor's failure to complete its obligations under the Contract.
- iv. In the event of any contract amendment, the bidder shall, within 21 days of of such amendment, furnish the amendment to the Performance Security, rendering the same valid for the duration of the Contract, as amended for further period.
- v. No interest shall be payable on the PBG amount. MPLUN may invoke the above bank guarantee for any kind of recoveries, in case; the rec the bidder exceed the amount payable to the bidder.

## 13. Project Execution Period

The Development period of the required solution will be 4 months from the date of issuance of work order and Annual Maintenance contract shall be initially for 12 months. The AMC of Application will be started after completion of Development period i.e. 4 months from the date of issuing work order Or if Development of Application will be completed before the given timeframe then AMC of Application can be started only after approval of MPLUN. In case of any changes in timelines, successful bidder has to submit a request for the timeline revision in writing with proper justification and MPLUN will have the rights to accept or reject the request for timeline revision.

#### 14. Payment Terms & Condition

Phase wise/ Milestone wise payment shall be release after development & demonstration of modules as per scope of work within 4 months of Development Period, and its acceptance by MPLUN Bhopal –

- 1) 10% payment will be released after process finalization
- 2) 30% payment will be released after development of store creation & store management module, product management module, customer management, inward and outward sale module
- 3) 30% payment will be released after development of Supplier and Vendor management, Estate and Construction module, Warehouse management module, User access management Module.
- 4) 20% payment will be released after development of raw material & BDC management module, Quality marking and Testing laboratory, Finance module & Report module.
- 5) 10% payment will be released after successful deployment of application & run successfully for 2 month.

#### 15. AMC of Proposed Solution:

The Annual Maintenance contract shall be initially for 12 months. The Maintenance Charges will be paid on monthly basis after completion of development of the required solution.

#### 16. Repeat Order:

MPLUN can repeat the order on mutually decided cost, timeframe and terms. Whenever any repeat order will initiate, the Bidder has to confirm & give the acceptance against this

clause within mutually decided terms and condition. It will be entirely the discretion of the MPLUN to place the repeat order or not.

#### 17. Extension Of Order

The MPLUN reserves the right to place an extension order for any new development/ change request on mutually agreed terms & conditions.

The Annual Maintenance contract shall be initially for 12 months. The MPLUN reserves the right to place an extension order of AMC for further years. For the AMC price variation, if CPI will increased then AMC cost will be increased but if CPI will decrease then AMC cost will remain same.

#### 18. Force Majeure

Notwithstanding anything contained in the RFP, the bidder shall not be liable for liquidated damages or termination for default, if and to the extent that, it's delays in performance or other failures to perform its obligations under the agreement is the result of an event of Force Majeure.

For purposes of this clause "Force Majeure" means an event beyond the control of the selected bidder and not involving the selected bidder's fault or negligence and which was not foreseeable. Such events may include wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargos. The decision of the MPLUN regarding Force Majeure shall be final and binding on the selected bidder.

If a Force Majeure situation arises, the selected bidder shall promptly notify to the MPLUN in writing, of such conditions and the cause thereof. If otherwise directed by the MPLUN in writing, the selected bidder shall continue to perform its obligations under the agreement as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

#### 19. Limitation of Liability

In no event shall either party be liable for any indirect, incidental, consequential, special or punitive loss or damage including but not limited to loss of profits or revenue, loss of data, even if the party shall have been advised of the possibility thereof. In any case, the aggregate liability of the bidder, whatsoever and howsoever arising, whether under the contract, tort or other legal theory, shall not exceed the total charges received as per the

Contract, as of the date such liability arose, from the Purchaser, with respect to the goods or services supplied under this Agreement, which gives rise to the liability.

## 20. Resolution of Disputes

The Parties agree that the avoidance or early resolution of disputes is crucial for a smooth execution of the Contract and the success of the assignment. The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

MPLUN doesn't go for any arbitration on dispute and department decision will be final and binding on the selected bidder.

## 21. Legal Jurisdiction

All legal disputes between the parties shall be subject to the jurisdiction of the court situated in Bhopal, Madhya Pradesh only.

## 22. Binding Clause

All decisions taken by MPLUN regarding the processing this tender and award of contract shall be final and binding on all parties concerned.

## 23. Notice

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing. Any such notice request consent shall be deemed to have been given or made when delivered in person to an authorized representative of the party to whom the communication is addressed, or when sent to such party at the address mentioned in the project specific Contract Agreement

## 24. RECOVERIES AND LIABILITIES AGAINST OTHER CONTRACTS:

All amount recoverable from the agency against earlier contracts including orders on sister concern with the Company will be adjusted from payment due against the contract that may be awarded under this specification.

## 25. Correspondence

All important correspondence on subject should be sent on emails only at support.lun@mp.gov.in

## 26. Intellectual Property Rights

The documents created during the course of this project, manuals, data, networking equipment, CDs, Drivers, Training material and the source codes of the required web application etc. provided by the MPLUN will be the exclusive property of the MPLUN.

## 27. Hardware, Licence & Server

All the required hardware, licences, tools, servers, SDK, web services, APK, SMS Gateway, e-Mail Gateway, Payment Gateway or any other 3rd party utilities etc will be provided by the MPLUN to the successful bidder and successful bidder has to utilise or implement the same in required solution.

## 28. CORRUPT, FRAUDULENT AND UNETHICAL PRACTICES:

- i. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the process of contract execution and
- ii. "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition.
- iii. "Unethical practice" means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc. after opening of first bid will be treated as unethical practice.
- iv. MPLUN Bhopal will reject a proposal for award and also may debar the bidder for future tenders in MPLUN Bhopal, if it determines that bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract.

Encl: -

1. [Format 1 : Bid Form](#)
2. [Format 2 : Bidder Profile](#)
3. [Format 3 : Declaration Regarding Clean Track](#)
4. [Format 4 : Request for Pre-bid Clarifications](#)
5. [Format 5 : Financial Bid Format](#)



## SECTION 4: Formats and Templates

Format 1: [Bid](#) Form

(To be submitted on letterhead of the Bidder)

To,  
Managing Director  
MPLUN Ltd.  
Bhopal (MP.)-462011.

Dated -----, 2021

Ref: Request for Proposal (RFP) for Selection Of Agency For Designing, Development And Maintenance Of Web Based Supply Chain Management Application ,” AGAINST TENDER NO.

DEAR SIR,

Having examined the tender document of Request for Proposal (RFP) for Selection Of Agency For Designing, Development And Maintenance Of Web Based Supply Chain Management Application, as detailed in the tender document, Terms & Conditions and scope of procurement, Specifications etc., and having understood the provisions and requirements relating to the procurement and all other factors governing the tender, We hereby submit our offer for the tender document of Request for Proposal for Engagement of Agency for Selection Of Agency For Designing, Development And Maintenance Of Web Based Supply Chain Management Application, in accordance with terms and conditions and confirm our acceptance t the order within the time period specified in the tender document, at the rates quoted by us in the accompanying financial Bid.

We accept the RFP document and if we fail to complete the delivery as per the order, we agree that, MPLUN shall have full authority to forfeit the earnest money/ Performance Security and cancel our order with no obligation on their part.

We confirm having deposited earnest money of INR 1, 00,000/- (INR One Lakhs only) online through e-procurement portal.

Signature of the Bidder

With stamp and date

Format 2: Bidder's Profile

(To be submitted on letterhead of the Bidder)

TECHNICAL PROPOSAL SUBMISSION FORM		
Section 1: Organizational Details/Personal details		
1.1 Name of the Firm/ Organization/ Individual		
1.2 Address of the Head Office:		
1.3 Address of the Project Offices:		
1.4 Telephone, Fax and Email details		
1.5 Name and Designation of the Authorized Representative of the renderer to whom all the references shall be made :		
1.6 Address, phone, fax and email of the Authorized Representative		
Section 2: Registration Details		Reference page
2.1 Registration no. and date		
2.2 PAN card number details		
2.3 Any other registration		
Section 3: Earnest money deposit (Bid Security) and validity		
3.1 Details of Earnest money deposit		
(i) Amount of EMD		

Signature of the Bidder

With stamp and date

Format 3: Declaration Regarding Clean Track

(To be submitted on letterhead of the Bidder)

To,  
Managing Director  
MPLUN Ltd.

Dated -----, 2021

Bhopal (MP.)-462011.

Ref: "Request for Proposal (RFP) for Selection of Agency for Designing, Development And Maintenance Of Web Based Supply Chain Management Application," against tender No.

Dear Sir,

I have carefully gone through the Terms & Conditions c in the RFP Document regarding "Selection of Agency for Designing, Development And Maintenance Of Web Based Supply Chain Management Application".

I hereby declare that my company has not been debarred/black listed by any Government/ Semi Government organizations in India. I further certify that I am competent officer in my company to make this declaration.

In accordance with the above we would like to declare that:

1. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
2. We are not blacklisted by any Central/ State Government/ Public Sector Undertaking in India.
3. The information provided in the tender document is true and no false representation has been made.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation Seal Date:

Business Address:

Place:

Bidder's signature

Date:

With seal.

it@mplun

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Format 4: Request for Pre-bid Clarifications

Bidder's Request for Clarification for Selection of Agency For Designing, Development And Maintenance Of Web Based Supply Chain Management Application	
Name of Organization	
Name & position of person	
Full formal address including phone, mobile and email	

Sl. No.	Page No.	Clause No.	Clause heading	Query Clarification sought /	Suggestion

Format 5: Financial Bid Format

To,

Date-----, 2021

Managing Director  
MPLUN Limited  
Bhopal (MP.)-462011.

Ref: "Request For Proposal (Rfp) For Selection Of Agency For Designing, Development And Maintenance Of Web Based Supply Chain Management Application

Sir/Madam,

With reference to tender document, we submit our Financial Bid as under -  
FORMAT 5(A)- FINANCIAL BID(For Development)

S.No.	Description	Duration (In Month)	Cost in Rs.	GST AMT in Rs. @18% OF (C)	Total Cost in Rs.
(A)	(B)		(C)	(D)	(E=C+D)
1.	Development Of Web Based Supply Chain Management Application	4			
Grand Total(in Rs.)					
Grand Total(in Words)					

FORMAT 5(B)- FINANCIAL BID(For Maintenance)

S.No.(A)	Description(B)	Duration (In Month)	Per month of AMC Cost in Rs.(C)	GST @18%	Total Cost in Rs. (E=C*D)
1.	Maintenance Cost Of Web Based Supply Chain Management	12			

	Application				
2.					
Grand Total(in Rs.)					
Grand Total(in Words)					

Note:

1. GST shall be paid extra by the Department.