



**Ernakulam Regional Co-operative Milk Producers' Union Limited**

**Head Office, Edappally, Kochi - 24 Kerala,**

**Ph:0484 2541193,2556863 Fax : 2558741**

**Web: [www.ercmpu.in](http://www.ercmpu.in), [www.milma.com](http://www.milma.com) ; E-mail: [ercmpu@milma.com](mailto:ercmpu@milma.com)**

**TENDER REF No.EU/PUR/10/2024-25**

**TENDER DOCUMENT FOR THE  
IMPLEMENTATION &  
MANAGEMENT OF CLOUD  
TELEPHONY AUTOMATED LIVE  
ORDER BOOKING SYSTEM FOR  
ERCMPU LTD.**



1. Registered Name of Bidder :

2. Address :

3. Telephone

i) Land phone :

ii) Mobile :

iii) E-mail :

iv) Fax :

4. GST ID:



## Ernakulam Regional Co-operative Milk Producers' Union Limited

Head Office, Edappally, Kochi-24 Kerala,

Ph: 0484 2541193, 2556863 Fax: 2558741

E-mail: [ercmpu@milma.com](mailto:ercmpu@milma.com), Website - [www.ercmpu.in](http://www.ercmpu.in), [www.milma.com](http://www.milma.com)

No.EU/PUR/10/2024-25

Dated: 10.05.2024

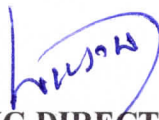
### TENDER NOTICE

The Ernakulam Regional Co-operative Milk Producers' Union Limited invites sealed tenders from reputed organizations for the “**Implementation and Management of Cloud Telephony Automated Live Order booking system**” at various units) under ERCMPU(Ernakulam, Thrissur, Kottayam and Idukki districts. Interested eligible Bidders may obtain further information from the Head office of the Ernakulam Regional Co-operative Milk Producers' Union Limited, Edappally.

Tender Reference No.	EU/PUR/10/2024-25 / 2061
Estimated Cost	₹ 1.5 Lakhs
Amount of Bid Security - EMD (DD in favour of Managing Director, ERCMPU Ltd Payable at Ernakulam)	₹ 1,500/-
Last date and time of submission of Bids	25.05.2024, 11.00 AM
Date of presentation	25.05.2024, 11.00 AM
Date & Time of Opening of bids.	25.05.2024, 03.00 PM
Place of Presentation & Tender Opening	Ernakulam Regional Co-operative Milk Producers' Union Ltd., Head Office, Edappally, Kochi - 24, Phone: 0484 2556863, 2541193
Technical Specifications	Enclosed.

Tender duly completed shall be addressed to “ **Managing Director, ERCMPU, milma, Head Office, Edappally**” submitted in envelope duly sealed and super scribed “**Tender for the Cloud Telephony Automated Live Order booking system**” and should reach this office on or before above critical date.

The tender document can also be downloaded from our website [www.ercmpu.in](http://www.ercmpu.in), [www.milma.com](http://www.milma.com) and should be submitted along with its EMD. The Ernakulam Regional Co-operative Milk Producers' Union shall not take the responsibility for any delay in receipt of the bidding document if it is sent by post.

  
**MANAGING DIRECTOR**  
**ERCMPU LTD**

Copy to: All Notice Boards/Website  
Head(MIS&S)/Asst. Manager (FIN)  
Mf/Oc



## **TERMS & CONDITIONS**

### **1. Bid Security (Earnest Money Deposit):**

- a. The Bidder shall furnish, as part of its bid, bid security for the amount as specified in the tender through **in the form of Demand Draft drawn in favour of Managing Director, ERCMPU Ltd.** payable at Edappally. The EMD can also be remitted by cash at our Head office from 10 am to 3 pm during working days and the receipt number should be mentioned in the submitted tender. The tender without EMD will be summarily rejected.
- b. The bid security is required to protect the ERCMPU against the risk of Bidder's conduct, which would warrant the security's forfeiture.
- c. No interest shall be paid by ERCMPU on the bid security furnished by the bidder.
- d. The bid security may be forfeited if a Bidder withdraws his bid during the period of bid validity specified by the Bidder on the Bid Form; or in the case of successful Bidder, if the Bidder fails:
  - I. To sign the Contract
  - II. To deliver the items in stipulated time

### **2. Eligibility Criteria:**

The Bidder shall furnish, as part of its bid, documents establishing the Bidder's eligibility to bid and its qualification to perform the Contract if its bid is accepted. For the purpose of this, bidder shall meet the following qualification criteria as a minimum.

- a. The bidder should have experience in similar service preferably experience in the Food Industry sector for a minimum period of last 3 years.
- b. The bidder should have GST registration.
- c. The bidder should not have been blacklisted, independently or as a part of any consortium, by any State/Central Government/Co-operative organization in India as on bid date.
- d. Proof of the above may be submitted along with the tender-sealed and signed by bidder, failure of which will lead to disqualification of the bidder.
- e. Apart from the procedures involved in the standard selection criteria (Technical bid document evaluation), the bidder has to demonstrate the solution and it should be presented before a screening committee on the date stipulated in this tender.

### **3. Submission of Tender:**

The tender should be submitted with 2 separate sealed cover for Technical bid and finance bid.

### **4. Documents for submitting Tender:**

#### **a. Technical bid**

- i. Copy of purchase orders/Work completion certificate/Letter from Customer/ GST invoices
- ii. Copy of GST registration
- iii. Affidavit on letter head with authorized seal and sign stating bidder should not have been blacklisted, independently or as a part of any consortium, by any State/Central Government/Co-operative organization in India as on bid date.
- iv. Copy of PAN card
- v. This tender document sealed & signed by the bidder along with EMD specified in this tender notice

#### **b. Finance bid**

Price schedule/price offer by the bidder in their letter head. Tender reference No. shall be mentioned in the same. (Price bid Format is attached as Annexure I)



**5. Price basis:**

The rate quoted should include all expenses for implementation and management of “Cloud Telephony Automated Live Order booking system” at various units (Ernakulam, Thrissur, Kottayam and Idukki districts) under ERCMPU. No any extra/incidental expenses will be allowed. The price shall be quoted in bidder’s letter head as per the attached price bid format.

**6. Validity:**

The offer should remain valid for acceptance for a period of 6 months from the date of opening of bids. The prices finalized for the items coming under contract are fixed for the validity of contract period.

**7. Period of Contract:**

The period of contract will be for 6 months. The Managing Director, ERCMPU Ltd reserves the right to extend the contract based on the for a further period of three years based on performance of the service provider.

**8. Tender Evaluation criteria:**

Tender evaluation shall be based on the evaluation of technical bid, demonstration by bidder and financial bid.

**a. Technical bid document evaluation:**

Bidder eligibility shall be evaluated on verifying technical bid documents submitted by the bidder.

**b. Demonstration by bidder:**

- i. Apart from the procedures involved in the standard selection criteria (Technical bid document evaluation) based on technical bid documents submitted by the bidders, the bidders have to demonstrate “*Cloud telephony automated live order booking system solution for ERCMPU*” and it should be presented before a screening committee on the date specified in this tender document.
- ii. The normalized score of demonstration of the bidders will be calculated, while considering the demonstration score of each of the bidders as follows:

$$\text{Normalized Demonstration score of a bidder} = \frac{\text{Demonstration score of that bidder}}{\text{Highest Demonstration score}} \times 100$$

(adjusted to 2 decimals)

**c. Finance bid evaluation:**

The normalized financial score of the technically qualified bidders will be calculated, while considering the financial quote given by each of the bidders in the financial bid as follows:

$$\text{Normalized financial score of a bidder} = \frac{\text{Lowest financial quote received}}{\text{Financial quote of bidder under consideration}} \times 100$$

(adjusted to 2 decimals)

**d. Final score Calculation:**

The final score will be calculated through quality and cost selection method based with the following weightage:-  
Demonstration-50% & Financial-50%

$$\text{Final score} = 50\% \text{ of Normalized demonstration score} + 50\% \text{ of Normalized financial score}$$



The bidder with highest final score will be treated as successful bidder.

In the event the final scores are tied, the bidder securing the highest score in demonstration will be adjudicated as the best value bidder for award of tender.

**9. Agreement:**

Successful bidder should execute an agreement within 7 days from the date of purchase order in non-judicial stamp paper (Kerala) worth ₹ 200/- for satisfactory completion of work. shall obtain membership with ERCMPU by paying a nominal membership fee of Rs. 90.00.

**10. Security Deposit**

- a. 5% of the total value of the contract rounded to the nearest rupee shall be remitted or a bank guarantee of equal amount shall be submitted by the successful bidder as security deposit (Valid till the end of Contract) within 15 days from the date of placement of order. Security Deposit will be released only after the contract period.
- b. The Security deposit is required to protect the purchaser against risk of Bidder's conduct and performance, which would warrant the forfeiture if required.
- c. The security deposit will be forfeited in favour of ERCMPU Ltd., in case of any violation of the terms and conditions or abandoning of the contract by the contractor without due notice.
- d. If the performance of the contractor is not satisfactory or if the contractor tends to withdraw from the contract before maturity period, the ERCMPU Ltd shall have the right to terminate the contract and make an alternative arrangement and the additional loss there by incurred by the Dairy for the completion of the contract period shall be recovered from the contractor. In such cases the Security deposit remitted by the contractor will be forfeited in favour of ERCMPU Ltd.
- e. The bidder shall meet all the eligibility criteria specified above. In case, If it is found out that the bid Information/documents uploaded to this effect are false/incorrect/forged, after awarding contract, the tender inviting authority has the right to summarily reject their bid and the security deposit remitted by the party will be forfeited and will not be refunded.

**11. Implementation And Completion Period:**

The software shall be implemented in our units within 30 days from the date of order.

**12. Payment terms:**

- a. 100% payment of software implementation shall be made from concerned dairies within 15 days after successful completion of supply and implementation, on submission of original invoice and recommendation from concerned department.
- b. 100% payment of monthly rent shall be made from concerned dairies within 15 days on receipt of monthly original invoice and on certification of the concerned department.

**13. Liquidated Damage Clause:**

If the contractor fails to deliver any or all of the goods or perform the contract within the time period specified in the contract, ERCMPU Ltd shall without prejudice to its other remedies under the contract, deduct from the contract price, as liquidated damages, a sum equivalent to

- a. 0.5 % of the unexecuted contract value for each week of delay. The total amount so deducted shall not exceed 5% of the contract value. Once the maximum is reached, we may consider the termination of the contract.
- b. Any incidental taxes and levies on account of delay in performance of the contract by the supplier shall be at his account.



However genuine reasons if any will be given due consideration, on production of documentary evidence before operating the liquidated damages clause.

**14. Arbitration & Jurisdiction:**

- a. In case of disputes arising out of this tender, an arbitrator as mutually acceptable to the supplier and union will be appointed by the Managing Director, ERCMPU Ltd. The arbitrator's decision shall be final, conclusive and binding on both the parties.
- b. In case if either supplier to the tender is aggrieved by the award of the arbitrator so appointed as per clause above or otherwise, they can appeal to Court. The court situated in Ernakulam alone shall have jurisdiction to entertain such disputes.

**15. Deviation Statement:**

Non-compliance with even a minor technical requirement, terms and conditions should be specifically stated by the bidders in the technical deviation statement to be submitted along with the bid.

- 16.** No bidder shall submit more than one offer/tender. If a bidder submits more than one offer/tender, all the tenders submitted by the bidder shall be disqualified.

**17. Scope of Supply/System specification:**

The Cloud telephony automated live order booking system shall be used for handling indents through different channels including indent through customer cell over phone. And it should include:

- a. Analytical dashboard for comprehensive insights
- b. Dealer database management with multiple phone numbers
- c. Different time slots and routes for optimized delivery
- d. Manual and automated order options through IVR
- e. Detailed /Summary reports available in multiple formats.
- f. Order list is available with multiple filters and date wise orders.
- g. Full screen support on order creation window.
- h. Unlimited route creation for dynamic logistics
- i. Orders list downloads tailored to specific requirements.
- j. Call tracking, call queuing, call recording, Black listing
- k. Customized integrations High level data security
- l. 25000 No.of Total free SMS per month
- m. Round the clock service and support should be provided for ERCMPU in managing the system.

- 18.** Managing Director, ERCMPU reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part, as the case may be, without assigning any reason thereof. Any offer containing incorrect and incomplete information shall be liable for rejection. The Ernakulam Regional Cooperative Milk Producers Union Ltd. will not be responsible for any kind of courier/postal delay.



**PRICE QUOTE FORMAT FOR IMPLEMENTATION & MANAGEMENT OF CLOUD TELEPHONY AUTOMATED LIVE ORDER BOOKING SYSTEM FOR ERCMPU LTD**

Ref: Tender No.EU/PUR/10/2024-25/2061, dated 10.05.2024

The Managing Director  
Ernakulam Regional Co-Operative Milk Producers' Union Ltd,  
Edappally.

Sir,

With reference, I/We herewith submitting my/our Tender for items indicated below:

Sl No.	Description	Qty	Rate Incl.all(₹)	Amount Incl.all (₹)
1	Cost for panel setup, Integration, Direct inward Dial (DID)	1LS		
2	Monthly rental per Unit	1 Unit		
3	Monthly rental per channel per unit	1 Channel		
4	Cost per SMS after the free limit (minimum 25000 Nos.)	1SMS		
Total Amount Incl.all (₹)				

\*The above price inclusive of all Taxes,charges and Duties

I/We hereby once again confirm that, I/We have thoroughly studied the Tender Document and understood the tender conditions, tender specification, details of goods required. I/We, fully understand the nature of item, I/We have quoted for, the quantity & specifications of the same. My/Our offer to supply the stocks is strictly in accordance with these requirements. I/We hereby agree that, the decision of Managing Director, ERCMPU shall be final in any dispute regarding the supply, terms & conditions of this tender.

Name of the Bidder & Address

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**SIGNATURE OF BIDDER /  
AUTHORISED SIGNATORY**

**Name & Designation:**

**Date:**

P.S: If necessary, the Bidder can make use of the firm's letterhead to quote the price/s and enclose.