NAFED Invites Quotation from Interested Vendors for Development & Deployment of NAFED Retail Business Software

1.   Introduction

The Request for Quotation (RFQ) outlines the requirements for the development and deployment of an advanced and integrated software solution for retail business operations, covering end-to-end retail processes, including e-Retail, Inventory Management, Procurement, Vendor Management, Order and Supply Chain Management, Invoicing, and POS Sales. The objective of this software is to enhance operational efficiency, streamline supply chains, and provide real-time data insights for better decision-making across all retail channels.

2.   Scope of Work

The scope of work includes the development, deployment, and maintenance of a fully integrated NAFED Retail Business Software, incorporating the following modules:

Module (a): e-Retail & Online Shopping

- User-friendly e-commerce portal for selling NAFED products.
- Customer registration, login, and profile management.
- Product catalog management (categories, images, descriptions, pricing, etc.).
- Shopping cart, order management, and payment gateway integration.
- Billing and invoicing system.
- Discounts, promotions, and loyalty programs.
- Order tracking and delivery status updates.
- Customer support and feedback system.
- Integration with logistics partners for efficient delivery management.

Module (b): Inventory & Warehouse Management

- Stock tracking and monitoring at godown and store levels.
- Product inward/outward management.
- Barcode and RFID-based inventory tracking.
- Automated alerts for low stock and reordering.
- Integration with procurement, sales, and store operations.
- Multi-location warehouse/godown management.
- Centralized dashboard for inventory visibility across all outlets.

Module (c): Procurement & Vendor Management

- Vendor registration and database management.
- Procurement planning and order placement.
- Approval workflows and contract management.
- Goods Receipt Note (GRN) generation and verification.
- Quality check and compliance tracking.
- Payment processing and invoicing.
- Supplier performance tracking and evaluation.

Module (d): Order & Supply Chain Management

- End-to-end order processing and fulfillment.
- Supply chain tracking and coordination.

- Automated order scheduling and dispatch.
- Integration with third-party logistics (3PL) partners.
- Real-time tracking of shipments and deliveries.
- Returns and refunds management.

Module (e): Offline Retail Store & POS Management Module

- Comprehensive retail store management for NAFED's offline outlets.
- Billing and invoicing with POS integration.
- Inventory synchronization between online and offline stores.
- Real-time sales tracking at store level.
- Loyalty program management and customer retention tools.
- Staff management and access control.
- Integration with central ERP for seamless data flow.

Module (f): Reporting & Analytics

- Real-time dashboard with key performance indicators (KPIs).
- Customizable reports for sales, inventory, procurement, and vendor performance.
- Predictive analytics for demand forecasting.
- Audit trail and compliance reporting.

3.   Vendor Eligibility Criteria

- The bidder should have a minimum of 3 years of experience in software development.
- Must have prior experience in developing inventory, procurement, or e-commerce solutions.
- Should have executed at least two projects of similar scale and complexity.
- Experience in developing e-commerce websites will be preferred.
- Must have a team of qualified developers, UI/UX designers, and system analysts.
- Experience in retail and POS system development is an added advantage.

4.   Deliverables

- Fully functional NAFED Retail Business Software covering online and offline retail operations.
- Source code and documentation.
- Training for NAFED staff.
- 1-year post-implementation support and maintenance.

Development of Business Requirement Document within 7 days and deployment of the system for user acceptance testing shall be completed within 30 days of signing the contract.

5.   Submission & Evaluation Criteria

- **Technical Proposal along with documents (GST, Pan Card, Experience) validating the claims against technical eligibility to be submitted. Technical Proposal** (including Methodology, Technology Stack, Project Plan, Experience) will be evaluated through a presentation to be made before the designated Committee.

- **Financial Proposal to be submitted through password protected document in foll template:**

Details	Amount in Rs.	GST @18%	Total Including GST
Consolidated rate for Development, Deployment and maintenance (upto 1 year) of NAFED Retail Business Software			

Firm/ agency quoting lowest rate will be offered the contract.

6. Payment Terms

- Initial 25% payment will be made after User Acceptance Testing (UAT).
- Remaining payments shall be made in 3 equal instalments at regular intervals after satisfactory completion of work.

7. EMD and Security Deposit.

- EMD of Rs. 10,000 + GST to be mandatorily paid by applicants in the following bank account:

- Further Security Deposit of 2% of contract value will need to be deposited by the agency to which work will be awarded.

8. Timelines

(a)   Date of floating RFQ: 04.04.25
(b)   Pre-bid meeting: 15.04.25 (11:00 AM)
(c)   Corrigendum uploading, if any: 16.04.25
(d)   Last date for submission of bids: 21.04.25 (3:00 PM)

9. Submission of Technical and Price Quotation

Offline: GM RBD, NAFED House, Siddhartha Enclave, Ring Road, Ashram Chowk, New Delhi-110014

Online: Email to **retailbusinessdivision@nafed-india.com**. **Financial quote in password protected format to be emailed only.**

(General Manager)
Retail Business Division
NAFED/ 04.04.25