

About Carpet Export Promotion Council

The Carpet Export Promotion Council (CEPC) is an apex body setup by the Ministry of Textiles (Govt. of India) for promoting the export of hand-knotted rugs and all other types and styles of floor coverings. It is an official body of handmade carpet exporters for promotion of exports from the country and projected India's "Make in India" image abroad as a reliable supplier of high quality handmade carpet products. CEPC therefore, helps in R & D, quality assurance, timely delivery of finished products across the globe in addition to skill enhancement of weavers / artisans / entrepreneurs, strengthening base in existing markets, identifying potential markets, educating about government policies and its compliances, providing assistance for brand building of Indian hand-made carpets, through publicity, participating in and organizing world renowned trade fairs, expositions and road shows etc around the world in established markets. Also exploring potential and upcoming markets globally for promotion of Indian handmade carpets, rugs, floor coverings etc.

1. Project Overview

Project Name: CEPC ERP System (Online Members Management Portal)

Project Description: The Council enrolls exporters as members, charging a membership fee based on their export figures. Members make payments to the Council under various categories such as membership fees, fair participation charges, and Kaleen label purchases etc. To manage these day-to-day processes efficiently, the Council seeks to develop a comprehensive and secure Portal/ERP system.

This project involves migrating existing member data from the current portal to a new, technologically advanced system. The new portal will include features for managing all financial transactions within the council, with capabilities to flag or mask entries in sub-heads, and issue payment receipts and GST invoices. Additionally, it will have a module to manage Kaleen Label Inventory. A user flow chart detailing the portal's functionality for different users will be provided by the council. The software will be accessible via web browsers and will include key functionalities such as user authentication and authorization, real-time data analytics and reporting, a user-friendly dashboard, integration with third-party services (e.g., payment gateways, other APIs), customizable user profiles, and a responsive design that ensures compatibility across various devices and screen sizes.

2. Scope of Services

The services provided will include:

Development of Portal/ERP System:

- Develop a new Portal/ERP system using the latest and secure technology.
- Ensure compatibility with all devices (laptops, desktops, iPads, mobiles, etc.).
- Implement a user-friendly interface.

- Feature for uploading members concerned documents
- Hosting environment will be provided by the council for going live. Production environment will be at the agency end.

Data Migration:

- Migrate all member data from the existing portal to the new portal.
- Ensure data integrity and accuracy during the migration process.

Financial Transaction Management:

- Develop modules to manage all financial transactions within the council.
- Implement functionality to flag or mask entries in sub-heads i.e Membership Fee, Fair Participation Fee, Kaleen Label Purchase etc.
- Ensure secure handling of financial data.

Payment Receipts and GST Invoices:

- Implement functionality to issue payment receipts.
- Develop modules to generate and manage GST invoices.

Reporting Module:

- The module generates reports in various formats such as tables, charts, graphs, or dashboards based on the processed data.
- Users can typically export reports in different formats (e.g., PDF, Excel, CSV) and share them with members via email.

Kaleen Label Inventory Management:

- Develop an inventory management system for Kaleen labels.
- Ensure the system is intuitive and easy to manage.

Event Management

- Manage Members Participation in Council's Events.
- The Event will be add for every financial year under different Schemes of GoI

Members Export Figures Management

- The council manages members' annual export figures to determine their membership fees accurately
- Develop a module to manage members annual export figures with document uploading feature.

API Integration:

- Develop functionality to integrate the portal with APIs from other portals.
- Ensure seamless data exchange and compatibility.

User Flow Chart Integration:

- Integrate the flow chart of portal functioning provided by the council.

- Ensure the portal meets the specific needs of different user roles.

Security Audit:

- Council may conduct the security audit of the portal.
- Agency has to facilitate the process of a security audit for the newly developed portal, if requested by the council.
- Ensure the portal meets all security standards and best practices.

Support and Maintenance:

- The Agency shall provide 6-months warranty maintenance support after going live of the portal. The 6-months warranty support may include on-site technical support to address, analyze and fix any technical glitches within the existing features. The scope of technical support includes rectification of errors within the already developed solution
- Agency will provide maintenance & support after completion of the warranty maintenance period. Agency shall submit the AMC Charges separately. A separate work order will be issued after successful completion of warranty and maintenance period. Any increase / decrease in AMC charges will be decided by CEPC's competent authority while awarding.
- Resolution Service Level Agreement (SLA) during warranty maintenance and AMC support: The reported issue will be classified as High / Medium / Low by CEPC
 - High level issue: To be attended and resolved within 04 working hours from the time of reporting
 - Medium level issue: To be attended and resolved within 12 working hours from the time of reporting
 - Low level issue: To be attended and resolved within 24 working hours from the time of reporting
 - Any Failure to resolve the issue within stipulated time will render the vendor liable for levy of liquidated damages and the amount of the same will be decided by the council.

The broad scope of work for the assignment shall be as mentioned in, but not limited as above. Agency is required to comply with the same for ensuring the completion of each phase of activity which is entirely up to the satisfaction of CEPC.

3. Timeline

- **Project Start Date:** [T] Days
- **Milestone 1:** Completion of Requirement Analysis - [T+10]
- **Milestone 2:** Completion of Design Phase - [T+20]
- **Milestone 3:** Completion of Development Phase - [T+60]
- **Milestone 4:** Completion of Testing Phase - [T+70]
- **Milestone 5:** Deployment and Go-Live - [T+80]

Interested agencies may submit the revised timeline in their proposal.

4. Project Deliverables

The following deliverables are expected from this project:

- **Software Requirements Specification (SRS):** A comprehensive document detailing the software requirements.
- **Design Documentation:** Includes wireframes, architecture diagrams, and UI/UX designs.
- **Developed Software:** Fully functional software with all specified features.
- **Testing and Quality Assurance Reports:** Documentation of all testing processes and results.
- **User Manuals and Training Materials:** Guides to help users understand and use the software.
- **Maintenance and Support Plan:** A plan outlining post-launch support and maintenance.

5. Payment Terms

- No advance payment shall be made.
- 10% payment of total order value will be made after successful completion of Milestone 2
- 20% payment of total order value will be made after successful completion of Milestone 3.
- 50% payment of total order value will be made after successful completion of Milestone 5.
- 20% payment of total order value will be made after warranty and maintenance period.
- All Payment shall be made in Indian Rupees only.
- Payments shall be subject to deductions of any amount for which the agency is liable under the agreement against this contract. Further, all payments shall be made subject to deduction of TDS (Tax deduction at Source) as per the prevailing Income-Tax Act and any other taxes as on the date of invoice submission and/or payment date, whichever is higher.

6. Submission of Proposal

- Agency may submit Details proposal containing following:
 - Company Profile
 - Similar Work Experience
 - Detailed Proposal and understanding of the Project
 - Team to be deployed in the project during the project and after.
 - Proposed Project Cost in INR.
 - Timeline of the Project
- In case of any queries or for a better understanding of the project, interested parties may approach the Council before the last date of submission. Upon requests, the Council will arrange an online meeting for all interested bidders.
- Proposal must be submitted through email as well as physical copy at following

Officiating Executive Director,
Address: Carpet Export Promotion Council,
507, Copia Corporates Suites, Jasola

New Delhi - 110025
Tel: +91-11-45089420
Email: info@cepc.co.in

- Last Date for Submission of Proposal is 08-08-2024
- Physical copies of proposals received after the deadline will only be considered in cases where the proposals were also received via email within the prescribed timeline
- Selected agencies will be invited for in-person presentation meetings with Council.
- Mere fulfillment of eligibility criteria and offering the lowest bid does not guarantee a letter of award. The decision of the competent authority of the council will be final.
- Council may reject any proposal without assigning any reason to the agency.

7. Instructions for Agency

- **ACKNOWLEDGEMENT OF UNDERSTANDING OF TERMS:** By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this EOI, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.
- **PRE-QUALIFICATION CRITERIA:** The invitation for bids is open to all entities registered in India who fulfill prequalification criteria as specified below:
 - a) The bidder should be an Indian company registered to take up tendered items of work.
 - b) The company's annual turnover, specifically in the website development and maintenance in the last 3 financial years, should be more than Rupees 50 Lakh (please enclose a copy of Auditor certified Annual Turnover Certificate for the last 3 financial years).
 - c) Success case stories of the Bidder may be mentioned. Further, the bidder should have capability and experience in:
 - d) Having a minimum 5 years of experience in undertaking website development and maintenance for some government organizations of repute.
 - e) The Bidder must have technical and experienced manpower to execute the project.



Online Members Management Portal (OMMP)

Flow Chart

Introduction



The Council is embarking on an innovative initiative with the development of the Online Members Management Portal (OMMP). This new online module is poised to revolutionize the day-to-day operations of the council by offering a comprehensive platform that encompasses all processes and services provided to members and other entities.

Unlike the previous online portal, which solely managed membership fees, OMMP represents a significant upgrade, now capable of handling a wide array of processes related to members and other entities. A key feature of OMMP is its capability to capture all financial transactions related to members, maintaining individual ledgers and generating a plethora of insightful reports. Moreover, the portal will facilitate efficient management of members' participation in events while also overseeing inventory and sales of the kaleen label. With OMMP, the council is not only streamlining its operations but also fostering enhanced engagement and transparency in members records.

Phase - 1



1. System Development Life Cycle
2. Core Users Roles Identifications
3. Data Processing in system & UI
4. Reporting Module

Phase - 2

1. Dashboard For Members
2. Reporting Module for member
3. Event / Fair Management Module

System Development Life Cycle



1. Conversion of Data from Existing Online Portal
2. Development of Portal
3. Testing from Core user
4. Development of Reporting Module

Core Users Roles Identifications

1. Admin: Manage the All Users
2. Finance: Manage Finance related entries
3. Core: Manage Members given funds in Sub-Heads
4. Registration: Add New Members, De-Registration, Re-Entrance
5. Reporting: Can view reports Members Basic Data

Silent Features

Automated GST Invoice & Receipt Generation | Automated Customized Discrepancy Email sending | Customized Templates | Customized Fees Slabs

Data Processing in system



1 Add New Member

Registration User will Add new Members in system with their Basic Details Available on DGFT Portal. Amend Details as per request

2 Add Funds

Finance User will Add details of Money given by the Member in Respective Members Account

3 Add funds in sub Heads

Core Users will Mask the Money under sub heads. i. e Membership Fee, Fair Participation, TDS etc.

4 Enter Export Figures

Core Users will upload CA Certificate accordingly fee slabs will be generate

5 Manage Fair / Events Participation

Core Users Manage Members Fair Participation along with Payment.

3 Kaleen Label

Core Users will Manage the Kaleen Label Sale & Inventory



1. Due to Non-Availability of API of DGFT Portal, initially Members will be add manually as per details available on DGFT Portal using customized template in excel or csv format.
2. Any amendments will be done manually or in bulk using customized template in excel or csv format.
3. De-Registration (With date & Reason) of member individually or in bulk using customized template in excel or csv format.
4. RE-Entrance of Member (With date & Reason) of member individually or in bulk using customized template in excel or csv format.

Management of Money Received in CEPC Account



1. All Funds received in CEPC account by the Members or any other entity will be upload on OMMP manually or bulk upload using bulk using customized template in excel or csv format.
2. In Case of Members money it will mask with Membership Number
3. In Case of other Entity Money it will Mast with the Name of entity
4. Issue of Receipt / GST Invoice by selecting single or multiple Members / Entity.
5. GST record will be Managed Separately

Masking of Received Funds in Sub-Heads



1. Received funds will be masked in Members account under sub-heads i.e Membership Fee, Fair Participation, Kaleen Label etc.
2. In case Fair Participation (Specified with Fair / event name) and Total Receivable Money from Member will be add by Fair Dealing Official.

Total Money Received: 50,000

Membership : 5,900

**Fair Participation :
30,000**

Kaleen Label : 2,000

Other: 2,000

Unused Fund : 10,100

Validation of Membership Fee



1. Once Funds added in Member's Account under Membership Subscription Head. Core user were able to Export Figures provided by the Member and upload Valid CA Certificate.
2. Upon their Export figures System will Identify Members Fee Slab.
3. In Case of Short Payment, Core users further mask short money from Unused Fund if available or issue discrepancy of Short Payment.
4. Core User may able to send reminders to members who didn't submitted their valid CA Certificate.

Fair / Events Management



1. Admin User will Add Events in Starting of Financial Year
2. Accordingly funds will be masked in respective event and participated Member.
3. Participants Details will be add by fair / event dealing person manually or bulk upload in prescribed format which contains Amount to be paid & Other Participation Details.

Kaleen Label Management



1. Council's dealing officer may able to maintain Kaleen Label inventory.
2. Members can apply for Kaleen Label online with pay with Payment Gateway.
3. Once approved by the dealing Officials it Kaleen Label will issue to Members
4. The payment will be uploaded by Finance and core user will mask the payment in Kaleen Label head

Reporting Module



1. Dynamic Reports Generation as per records available in database
2. Reports module may able to extract As on date reports i.e As on Date Valid Members, Members with Short Payment, Top Exporters List, Financial year wise Membership
3. Report will be displayed using pie, charts.



1. Members may able to see association with council: download receipts, invoices, events details and participation details
2. Members able to upload CA Certificate
3. Basic amendments requests i.e Email, Mobile No change etc.
4. Members login will be controlled by Admin User
5. Login will be through OTP Only