MALABAR REGIONAL CO-OPERATIVE MILK PRODUCERS UNION LTD.
Kunnamangalam P.O., Peringolam, Kozhikode 673571
Phone: 0495 – 2805415, 2805431
Email: mis@malabarmilma.coop.

MRU:MIS&S:57:2025: 22   Dated: 27-11-2025

NOTICE INVITING E-TENDER

1. Invitation of E-Tender

   E-tender invited from reputed parties in the field of Web and Mobile Application Software Development and support services for Malabar Regional Co-operative Milk Producers' Union Ltd

2. Details of Tender

2.1. Tender reference No.	:	MRU:MIS&S:57:2025:22
2.2. Estimated cost	:	Rs.35 lakhs (all inclusive)
2.3. Tender download	:	Can be downloaded from the www.etenders.kerala.gov.in
2.4. E-tender ID	:	2025_KCMMF_821120_1
2.5. Bid submission fee	:	Rs. 1000/-
2.6. EMD	:	Rs. 50,000/- (as online payment)
2.7. Bid submission starting date	:	27-11-2025, 16.00 hrs.
2.8. Bid submission closing date	:	18-12-2025, 11.00 hrs.
2.9. Bid opening	:	19-12-2025, 11.30 hrs.
2.10. Bid validity	:	90 days

   The undersigned reserves the right to reject any or all tenders without assigning any reason. Tenders should be submitted online only through the e Procurement portal of Government of Kerala www.etenders.kerala.gov.in.

                                                                      Sd-

                                                                      MANAGING DIRECTOR

A. GENERAL INSTRUCTIONS

1. **_Name of Work: -_** Software Development and support services for Malabar Regional Co-operative Milk Producers' Union Ltd

2. **_The e-tender should be submitted as follows_:**

   Prequalification - Documents to be uploaded: -

   Online Cover I
   a *GST Registration number*
   b *Should possess PAN registration*
   c *Details of Previous contract executed and on hand along with address of clients, contact person, contact number and E-Mail ID etc (Form IV).*
   d *Bidder's average annual turnover should be minimum of Rs.75 Lakh for last two financial years (FY 2023-24, 2022-23). Audited balance sheet of last three FY 2023-24, 2022-23 is to be submitted with summary as cover page on company's letterhead.*
   e *Bidder should have successfully executed similar projects of development of Web/ & mobile application in Kerala for any Central/ State Government/ Semi Government/ Public Sector in last three financial years.*
   f *Bidder should submit copy related to software development work (i) Work order (mandatory) & Any two documents out of the following: (ii) Payment receipts (iii) Proof of release of performance security after completion of the contract (iv) Proof of settlement/release of final payment against the contract (v) Certificate for successful completion of work/Performance report by the client.*
   g *The bidder should not be black listed by any Govt/Semi Govt./State Govt./PSU etc. Undertaking regarding this should be provided by the bidder. Relevant document proof should be submitted by the bidder.*
   h *Form –I to V duly filled, sealed and signed*
   i *Pre-qualification bid signed on all pages. (Only authorized person need to sign all the documents submitted in this tender).*
   j *Commitment of Single source responsibility in the company's letter head*

   Online Cover II

   • *Price bid be quoted in the prescribed form in the website www.etenders.kerala.gov.in. available as BOQ1 and BOQ2 price to be quoted for 5 year (each year separately) AMC after completion software Development and Six Months Warranty period.*

3. **_Opening of Tenders: -_** *The tenders will be opened on the date and time of opening, as notified.*

4. *Unless accepted in writing, the conditions of the tender document will be valid and no extension of time for submission of tenders will be granted on any account.*

5. *The Malabar Regional Cooperative Milk Producers' Union Ltd, is not bound to accept the lowest price bid offer. Managing Director (MRCMPU Ltd) has the absolute right to reject any or all the tenders without assigning any reason thereof.*

6. *The tenderer have to comply with all the statutory requirements in respect of the tender submitted by them.*

7. *The language of the tender should be English and the corrections, if any, should be attested under seal with full signature.*

8. *Only the authorized signatory should submit the tender.*

9. *The tenderer have to familiarize themselves with the locations and the conditions of the different locations for supply and installation and should have a clear idea of the plan of action.*

10. *The tenderer is required to submit in Form I to V along with the tender document*

11. *The Malabar Regional Co-operative Milk Producers' Union Ltd reserves the right to vary the quantities of any item with prior notice for the same price bid quoted and accepted by the Malabar Regional Co-operative Milk Producers Union Ltd or decide not to purchase at all.*

12. *At any time prior to the deadline for the submission of tenders, Malabar Regional Co-operative Milk Producers' Union Ltd may, for any reason, whether at its own initiative or in response to a clarification requested by any prospective tenderer, may modify the tender documents by amendments and in such an event, it shall be binding on all tenderers who have submitted the tenders online.*

13. *Amendments if any will be brought to the notice through the online website www.etenders.kerala.gov.in or www.malabarmilma.com to all prospective tenderers, and that will be binding on them.*

14. *Purchase order shall be issued on the lowest responsive bidder.*

15. **Taxes: -** *The percentage of taxes and duties quoted in the tender, if any, should be indicated clearly. During the currency of the service period, the price shall remain firm, however, any increase in statutory levies shall be paid on the production of documentary evidence and similarly in case of a decrease in levies suitable adjustments shall be made while effecting payment. The price quoted should be inclusive of all taxes duties etc. which are or may become payable by the successful tenderer under existing or future laws or services during the course of executions of the contract. It will be assumed that the prices quoted are inclusive of all such taxes duties etc. and extra claims therefore will not be accepted. The successful tenderer has to bear all the statutory taxes. MRCMPU Ltd will make necessary deductions from the payment and issue a certificate to that effect.*

16. *In case the Malabar Regional Cooperative Milk Producers' Union Ltd., decides to withdraw the contract the same would be taken out of this contract with a written intimation to the successful tenderer.*

17. *Payment Conditions: Payment to the bidder for carrying out the works under the contract shall be made by MRCMPU in accordance with the guidelines and conditions specified herein. Payments will be released in stages only upon the successful completion of the specified software development works and fulfillment of the corresponding contractual obligations by the tenderer, subject to acceptance and approval by MRCMPU. No advance payment will be made.*

18. *The rate quoted will be considered firm for acceptance till 90 days from the date of opening of the bid. If any tenderer withdraws from his tender before the expiry of the period fixed for keeping the rates firm for acceptance, the earnest money deposited by him will stand forfeited to MRCMPU Ltd.*

19. *The tender value will be evaluated against the items quoted altogether for the items in BOQ1*

20. *Tenders not stipulating the period of firmness of price and tenders with price variation clause and or "subject to prior sale" conditions are liable to be summarily rejected.*

21. *Tenders submitted subject to conditions will not be considered. They are liable to be summarily rejected on that sole ground, and the EMD will be forfeited.*

22. *The final acceptance of the tenders rests entirely with the Managing Director, MRCMPU Ltd., who does not bind himself to accept the lower or any bid. But the tenderers on their part should be prepared to carry out the work as per the work order allotted to them. In any case, the decision of the Managing Director, MRCMPU Ltd., shall be final and no correspondence shall be entered into, as to why a tender was not accepted.*

23. *No representations for enhancement of rate once accepted will be considered.*

24. *Any attempt on the part of the tenderers or their agents to influence MRCMPU Ltd. in their favour by personal canvassing will disqualify the tenderers.*

25. ***Jurisdiction***: *Even though the supply and installations are to be made at different locations in Malabar Region, for the purpose of jurisdiction regarding this tender, the court situated in Kozhikode City alone will have jurisdiction with regard to the Contract.*

FUNCTIONAL REQUIREMENTS

DESIGNING, DEVELOPMENT, TESTING AND DEPLOYMENT OF WEB APPLICATION SOFTWARE

OBJECTIVES

The data of all dairy farmers belonging to each Primary Dairy Cooperative Society will be collected and frequently updated by the concerned Societies through the data collection software.

1. **Ensure Accurate and Updated Farmer Data:** To maintain a centralized, regularly updated database of all dairy farmers through Primary Dairy Cooperative Societies, enabling accurate identification and efficient service delivery.
2. **Strengthen Transparency and Accountability:** To create a transparent digital ecosystem where all scheme-related activities—registrations, approvals, fund allocations, and benefits—can be tracked and audited.
3. **Streamline Scheme Implementation:** To standardize and simplify the workflow for scheme applications, approvals, fund management, and monitoring across units, subunits, HQs, and societies.
4. **Improve Administrative Efficiency:** To minimize manual processes and reduce paperwork by adopting an automated system that ensures faster processing, timely approvals, and efficient communication across all levels.
5. **Enhance Monitoring and Reporting:** To provide real-time, dashboard-based insights for HO, units, subunits, and HQs for better decision-making, performance evaluation, and fund utilization monitoring.
6. **Empower Societies and Farmers:** To give societies an easy-to-use platform for updating farmer data, submitting applications, and accessing scheme-related information, thereby ensuring timely benefits for farmers.
7. **Maintain Scheme Integrity and Compliance:** To ensure that all scheme applications and fund disbursements follow predefined rules, eligibility criteria, and approval hierarchies.
8. **Facilitate Seamless Coordination Across Hierarchy Levels:** To improve coordination between HO, unit heads, subunit heads, HQ In-Charges, and societies through a role-based access system and clear approval workflows.
9. **Data Entry and Report Formats:** The finalized data entry formats and all required report templates will be provided to the selected vendor after the tender process is completed. The system must be capable of accommodating these finalized formats without compromising performance or accuracy.

USER ROLES

1. **Super Admin (HO)**

   1. Complete System Access:
      The Super Admin has unrestricted access to all modules, settings, and functionalities within the software, enabling full administrative control at the Head Office level.

2. Unit Management:
   They can add new Units, edit existing Unit details, or deactivate Units when required. This includes ensuring that each Unit is correctly configured according to the organizational structure.

3. Subunit Management:
   The Super Admin can add, edit, or deactivate Subunits and also reassign Subunits under the correct Unit whenever structural changes or corrections are needed.

4. HQ Management:
   They can add, edit, or deactivate HQs and reassign HQs under the appropriate Subunit or Unit to maintain accurate hierarchy mapping.

5. User Account Administration:
   The Super Admin is responsible for creating new user accounts across all levels, transferring users between Units/Subunits/HQs, and deactivating users as per administrative or operational requirements.

6. Report Access and Monitoring:
   They can view all system-generated reports and track the status of registrations across the entire organization, ensuring smooth monitoring and timely decision-making.

7. Master Data Management:
   The Super Admin manages all master data entries, including the creation, modification, and deactivation of master records. This ensures that the system remains updated, standardized, and aligned with organizational needs.

2. Admin Users (Dairy MIS)

Dairies under MRCMPU: Kasaragod, Kannur, Wayanad, Kozhikode, Malappuram and Palakkad Dairies

1. Dairy-Level Administrative Control:
   The Admin Dairy MIS has limited access restricted to the specific Dairy (Unit) they are assigned to, allowing them to manage operations only within that scope.

2. User Management at Dairy Level:
   They can create, edit, and deactivate users associated with their Dairy (Unit level) and ensure that user roles and permissions within the Dairy are properly assigned.

3. Access to Dairy-Specific Data:
   The Admin Dairy MIS can view and manage only the data and activities related to their assigned Dairy, ensuring data privacy and controlled access.

4. Module Management for Dairy Users:
   They are responsible for managing the modules assigned to the users under their Dairy, including enabling, disabling, or configuring module access.

5. Visibility of Organizational Data Under the Dairy:
   The Admin Dairy MIS can view details of the Unit, its associated HQs, and the societies that fall under the Dairy, helping maintain oversight of all subordinate entities.

6. Report Access and Monitoring:
   They can view its associated HQs system-generated reports and view the status of registrations across the entire organization, ensuring smooth monitoring and timely decision-making.

3. Users:
Users are categorized into six distinct levels based on their roles and responsibilities within the system:

1. HO level Users
2. Unit Head level Users
3. Sub Unit level Users
4. HQ Level users
5. Society level users
6. Farmers

1. HO LEVEL USER– UNION HEAD

1. **Manage Schemes (Add/Edit/Deactivate):**HO-level users can create new schemes, Activate /deactivate schemes as per policy changes or operational requirements.
2. **Scheme Allocation & Access Control (Unit-wise / Subunit-wise):** They assign schemes to specific units or subunits and define access permissions for users at each level.
3. **Budget & Fund Management (Unit-wise / Subunit-wise):** HO users allocate, update, and monitor budgets for each scheme across units and subunits, ensuring proper fund distribution and utilization.
4. **Monitoring & Reporting:** HO users oversee scheme performance, fund usage, and unit-wise progress through dashboards and detailed reports.
5. **View Organizational Data (Societies / Farmer Details):** They can view information related to societies and farmers under all units and subunits, enabling comprehensive monitoring.
6. **Report Access and Monitoring:**
   They can view all system-generated reports and track the status of registrations across the entire organization, ensuring smooth monitoring and timely decision-making.
7. **Data Entry and Report Formats:** The finalized data entry format and all required report templates will be provided to the selected vendor after the tender process is completed. The system must be capable of accommodating these finalized formats without compromising performance or accuracy.

Create/Add Schemes /Budget & Guidelines for Expenditure (Financial year basis)

1. **Schemes for Dairy Farmers**
2. **Schemes for Dairy Co-operative Societies**

The Scheme Head serves as the main category under which various schemes are grouped. It helps classify multiple schemes for easier identification, budgeting, approval workflows, and reporting.

1. HO-level users shall have the authority to create and manage scheme heads on a financial year–wise basis
2. Scheme Heads ensure that all schemes follow a consistent structure and are aligned with organizational planning.
3. A Utilization and Comparison Report is required, including scheme-wise, month-wise, and financial-year-wise analysis. The finalized data entry format and all required report templates will be provided to the selected vendor upon completion of the tender process.

Type of Funds

This is a master setting required while creating Scheme Heads.
Examples:
1. Major YPO Heads
2. Revolving Funds and Advances Heads

Selecting the correct fund type determines how schemes, budgets, and reports will be categorized.

YPO Heads: YPO Heads define YPO-level schemes and budget allocations.

- Enter the name of the YPO major head (Example: Veterinary Input, Dairy Farm Management Support Programs)
- Enter the allocated budget
- Select the financial year
- Enter the account code or account name (Example: 4801, 4802)

Major Heads: Represent high-level scheme categories under YPO Heads.

- Select the type of YPO
- Enter the major head name (Example: Samrudhi Scheme)
- Enter the account code or account name (Example: PI484401, PI484404)

Sub Schemes: Sub Schemes are specific scheme components created under a Major Head.

- Select the Major Head
- Enter the Account Code (Example: Sub-scheme ID – P14880101)
- Enter the Sub-scheme Name
- Specify the allocated budget for the sub-scheme
- Enter detailed, multiline guidelines for expenditure
- Upload or attach the blank application form for easy download by units, societies, and farmers

2. **UNIT HEAD LEVEL USERS**

   (6 units: Kasaragod, Wayanad, Kannur, Kozhikode, Malappuram, Palakkad)

   1. Access to Unit-Level Reports: Unit Heads can view and analyze all reports related to their unit's activities, including operational data, scheme performance, fund utilization, and registration details. This access helps them track progress, identify gaps, and ensure compliance with guidelines.
   2. View Newly Allocated Schemes: They can view all newly assigned schemes allocated to their unit by the Head Office. This includes scheme guidelines, budget allocations, eligibility criteria, and related documents, enabling smooth implementation at the unit level.
   3. Monitoring & Reporting: Unit Heads actively monitor scheme performance, fund usage, and overall progress across units, sub units and HQs under their control. They can access dashboards and detailed reports to evaluate outcomes and ensure proper execution.

4. Approve Farmer Details Forwarded by Sub unit head & HQ In-Charge: They review and verify farmer applications submitted by HQ In-Charges, ensuring accuracy and eligibility before providing approval or sending back for corrections.
5. Approve Society Applications Forwarded by Sub unit head & HQ In-Charge: Unit Heads evaluate and approve society-level applications forwarded by Sub unit head & HQ In-Charges, confirming compliance with scheme guidelines and validating the documents and forward to HO head for further processing.

3. SUB UNITS LEVEL USERS

(Presently available Under Kozhikode P&I : Sub unit Vadakara P&I &

Presently available under Palakkad P&I : Sub units are Pattambi P&I, Moorkanad P&I, Attapadi P&I)

1. View Subunit Reports: They can access and analyze reports related to the performance, activities, and progress of their under their unit.
2. View Newly Allocated Schemes for Their Unit: Sub Unit Heads can view all new schemes allocated to their unit by the Head Office, including scheme guidelines, financial allocations, eligibility criteria, and related documents.
3. Monitoring & Reporting: They continuously monitor scheme performance, fund usage, and progress across their units and HQs. Dashboards and detailed reports help them ensure that operations are executed effectively and in compliance with guidelines.
4. Approve Farmer Details Forwarded by HQ In-Charge: Unit Heads review farmer applications forwarded by HQ In-Charges, verify eligibility and documentation, and either approve them or return them for corrections.
5. Approve Society Applications Forwarded by HQ In-Charge: They evaluate society-level applications forwarded by HQ In-Charges, ensuring that all required information is valid and aligned with scheme norms before granting approval and forwarding to units head for further processing.

4. HQ LEVEL USERS (38 USERS)

1. **Register a Society:** The HQ In-Charge shall have the authority to register new societies under their jurisdiction, ensuring accurate data entry and proper documentation. All existing software configurations and related functionalities should be seamlessly enabled and incorporated into the new software.
2. **Enable/Disable a Society:** They can activate or deactivate societies based on operational requirements, eligibility, or instructions from higher authorities.
3. **Edit Society Details:** They can update society information upon receiving a request from the society. After editing, the updated details are automatically forwarded to the Unit/Subunit Head for approval.
4. **Edit Farmer Details:** The HQ In-Charge can modify farmer information based on requests submitted by societies. Once updates are completed, the changes are sent to the Unit/Subunit Head for approval.
5. **View Registered Farmer Details:** They can access and review the list of all farmers registered under their HQ, along with their application statuses and related data.
6. **View Registered Societies Under HQ:** The HQ In-Charge can view all societies mapped to their HQ, including active and disabled societies.
7. **View New Schemes for Their HQ:** They can view newly introduced or allocated schemes applicable to their HQ, including guidelines, eligibility, and required documentation.

8. **Verify and Forward Society Applications:** They are responsible for verifying society-level applications and forwarding them to the Unit/Subunit Heads for approval and further processing.

5. **SOCIETY LEVEL USER (APPROX. 1200 SOCIETIES)**

   1. **Add Farmer Details:** Society users shall be able to register new farmers by entering their personal, livestock, and banking information into the system. Upon successful registration, the system must automatically generate a unique ID for the farmer. This unique ID should be immediately delivered to the farmer's registered mobile number via SMS, WhatsApp, and mail.
   2. **Activate/Deactivate Farmers:** They can enable or disable farmer accounts based on membership status, milk supply activity, or other valid reasons.
   3. **View Registered Farmers:** Societies can view the complete list of farmers registered under them along with their basic details and application status.
   4. **Submit Requests for Editing Farmer Details:** Societies cannot edit farmer details directly. Instead, they can send edit requests to the respective HQ In-Charge for necessary updates.
   5. **View New Schemes for the Society:** They can view all new schemes applicable to their society, including guidelines, eligibility criteria, and required documents.
   6. **Apply for Various Schemes on Behalf of Farmers:** Based on requests received from farmers, the society can upload and submit application forms (PDF) for various schemes. Each submission will include the required documentation, follow eligibility guidelines, and be assigned a unique application code for easy tracking and reference.
   7. **View & Monitor Live Application Status:** Societies can track application progress in a step-by-step manner—similar to live tracking in Amazon or Flipkart—showing the status at each approval level (HQ → Subunit → Unit → HO).

FORM MANAGEMENT AND DOWNLOAD

Form Management is a new and essential functionality designed to support field staff and farmers who may still prefer using physical application forms. This module ensures easy access to accurate, updated, and standardized scheme-related forms.

   1. **External Form Repository:** The system will include a dedicated **Forms/Templates** module that serves as a centralized repository for all active reimbursement scheme forms. This repository ensures that users always have access to the correct templates required for different schemes.
   2. **Scheme-Based Form Download:** Users—such as Milma society operators—should be able to quickly download the appropriate blank application forms for each scheme. These forms must be available in standard, printable formats such as **PDF** or **DOCX**, ensuring convenience and compatibility.
   3. **Version Control:** A simple version control mechanism will be implemented to ensure that only the **latest, most accurate** version of each form is available for download. This prevents errors caused by outdated forms and ensures uniformity across all participating societies and farmers.
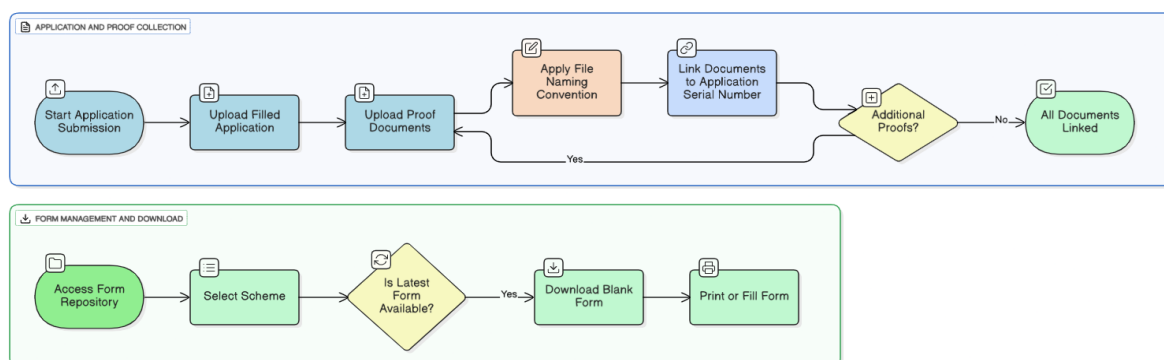
FARMERS REGISTRATION

Represents individual milk suppliers registered under Dairy Cooperative societies. Each farmer can submit applications based on the available schemes. MRCMPU has already having certain data through an internal application, which can be used in the new system. The new application will also provide an interface to register, edit, and manage farmer details and their status.

Each farmer will be provided a Unique 12-character alphanumeric identification code **(Eg : G G 10004 00011)**, structured as follows:

- **1st Character:** District code
- **2nd Character:** P&I Unit code
- **3rd to 6th digits:** Dairy Cooperative Society code
- **7th to 12th digits:** Farmer's serial number within the society

This unique identification system will serve as the backbone for targeted service delivery, enabling the following functionalities:

Automated Notifications: WhatsApp, Email, and SMS text messages shall be automatically delivered to farmers immediately after their registration or application is submitted in the data collection software.

Digital Submission of Welfare Scheme Applications: Farmers will be able to submit digital applications for various welfare schemes through their respective registered societies.

Real-Time Information Access: Farmers can view real-time details of available schemes and benefits through a dedicated mobile portal.

Online Application Tracking: Societies will be able to track the status of applications submitted for various Union schemes through an online tracking module.

COLLECTION OF FARMER DETAILS

The Farmer Registration module is designed to capture all essential information of the farmer and ensure secure access to the system through mandatory two-factor authentication (2FA).

During the initial registration process, the system will capture essential information related to the farmer, such as Name, Address, Farmer ID, etc.. *The complete and finalized data format and required report formats will be provided once the tender process is completed.*

Once the basic information is submitted, the farmer proceeds to the mandatory verification steps.

Two-Factor Authentication (2FA) Workflow

After completing the registration form, an enhanced security mechanism will be activated to ensure the authenticity of the farmer's identity.

Mobile Number OTP Verification: The farmer must enter the OTP in the system to complete mobile verification.

Activation of Two-Factor Authentication: The mobile OTP verification are successfully completed. Two-Factor Authentication (2FA) will be enabled for the farmer's profile. The Union can utilize this database to efficiently design support programs most suitable for dairy farmers.

COMPLIANCE AND DATA PROTECTION

The system must fully comply with applicable data protection standards and ensure end-to-end security across all modules and workflows. The following measures are mandatory:

- Data Encryption: All sensitive data handled by the software must be encrypted both in transit and at rest, ensuring maximum protection against unauthorized access or breaches.
- Secure Communication (HTTPS): Every interaction with the software platform must occur over HTTPS secured with SSL/TLS, guaranteeing safe and encrypted communication between the server and users.
- Role-Based Access Control (RBAC): Access to data, features, and operations within the software will be strictly governed by Role-Based Access Control, ensuring users can only view and perform actions permitted for their role.
- Comprehensive Audit Logging: All user activities in in the software—including logins, updates, approvals, document uploads, configuration changes, and data corrections—must be logged to support auditing, compliance, and accountability.

DELIVERABLES

- Functional Web Application: A responsive, secure, and user-friendly web-based software system, accessible across devices.
- Admin and User Dashboards: Role-specific dashboards offering insights, alerts, and quick access to essential functions.
- Role-Based Access Control System: A structured permission framework implemented to ensure precise control over actions and data visibility.
- Data Validation Engine: Automated validation rules for allocation checks, farmer eligibility criteria, and document consistency.
- Documentation: Complete User Manual and Technical Guide for the system, covering workflows, Source code, configuration, and maintenance.

OUT OF SCOPE

- Direct Fund Disbursement: Software will not handle direct payments or fund disbursements to farmer accounts.
- External System Integration: Software will not integrate with accounting, banking, or external payment systems unless planned for future phases.
- Offline Data Entry: Manual/offline data entry from paper forms is not included; Software supports only digital inputs.

IMPLEMENTATION

The implementation of this initial digital module—focused on collecting structured farmer data and digital application proofs—marks a significant milestone in modernizing the reimbursement workflow across Milma MRCMPU.

By introducing the Application Document Management and Integration Module, the Union establishes a standardized and traceable entry point for all scheme applications. This system ensures:

- Standardized Data Quality: Software captures essential farmer information uniformly across all societies, ensuring accuracy and consistency.
- Digitized Paperwork: The platform replaces physical forms with secure PDF/JPEG uploads, simplifying handling, reducing storage requirements, and enabling quick retrieval.

Overall, this limited-scope software creates a digital pipeline that converts unstructured application documents into auditable, easily transferable digital records, setting the foundation for improved transparency, efficiency, and scalability in future phases of the its ecosystem.

Notification Services: MRCMPU is responsible for providing the required applications, APIs, or service integrations for sending notifications through WhatsApp, SMS, and email.

Admin Access Requirements: Administrative users should use a desktop, laptop, or tablet to access the software admin modules for optimal performance and usability.

Cloud Server Provisioning: A Windows-based cloud server along with the necessary file storage infrastructure required for hosting and running the software application will be provided by MRCMPU.

Database Infrastructure: A Linux/Windows-based PostgreSQL (PostgreSQL) database server required for secure data storage and management will also be provided by MRCMPU.

Data Migration: Existing Unit and society data previously collected by MRCMPU through internal systems will be imported into the newly developed web based software application. The system should support ongoing registration, updating, and management of society details and statuses.

Hosting Requirement: The new web application must also be hosted on the existing MRCMPU cloud server infrastructure, ensuring seamless integration with current systems and optimal utilization of available resources during live.

Hardware & Connectivity: A laptop (or equivalent device) with the minimum required configuration and stable internet connectivity must be available at the client's premises to operate and manage the application effectively.

Database Documentation: The vendor shall submit complete database documentation to MRCMPU upon completion of the development work. This documentation must include the Entity–Relationship (ER) diagram, detailed schema descriptions, and the database flow chart.

Source Code Submission: The vendor shall provide the full source code of the software to MRCMPU. The code must be shared either through a GitHub repository or via a secure drive-sharing method.

Form-I (In cover -1)
TECHNICAL SPECIFICATIONS OF THE SOFTWARE

Layer	Required Technology	Minimum	Notes	Compliance (Yes/No)
Front-end (Web / Mobile)	React or Flutter	React ≥ 18.x / Flutter ≥	Functional components react with Hooks + JavaScript/Type script; Flutter for Android/iOS	
Routing / Full-stack Framework	Rwact Router V7	7.x	Client- and server-side rendering; runs on Node ≥18.x for SSR/streaming.	
State Management	Redux Toolkit / Get (Flutter)	Latest	GetX for Flutter; React Query recommended	
Back-end API	Node.js with Express.js	Node ≥ 20	Type modern ES6 modules	
Database	PostgreSQL	≥ 14	Hosted on internal MRCMPU servers	
Authentication	JWT / OAuth2 / Sessions	Latest	JWT recommended for mobile/web	
API Documentation	Swagger / OpenAPI / SRS	Latest	Interactive documentation	
Hosting	Windows Server	Windows server os 2019 / SSL need to	Internal MRCMPU deployment	

Form-II (In cover -1)
TECHNICAL SPECIFICATION

1	Name of the firm	
2	Name of the Authorized person submitting the Bid	
3	Designation of the authorized person submitting the Bid	
4	Address of the firm	
5	Mobile No of the authorized person	
6	E-mail	

Form-III (In cover -1)

DELIVERY SCHEDULE WITH TIMELINE FOR WEB AND MOBILE APPLICATION

Sl.no	Activity	Description and Time duration	Compliance (Yes / No)
1	Design & Development	Upon issuance of the Work Order, the bidder shall adhere to the following timelines: • Phase I: Completion within 30 days • Phase II: Completion within 60 days • Phase III: Completion within 120 days The end-to-end development and successful implementation of the Web and Mobile Application shall be completed within a maximum period of four (4) months from the date of issuance of the Work Order.	
2	6-Months Warranty Period (After completion of the development)	During the Warranty period, the bidder shall execute any requirement requested by Malabar Regional Co-operative Milk Producers' Union Ltd., which includes change request management such as design, development, technical and functional requirements, testing, security patches, updates, bug fixes, etc.	
3	5 year AMC	After the 6 months warranty period, a five-year AMC will be provided by the tenderer based on BOQ2 and the satisfactory and successful completion of the required services, at the sole discretion of Malabar Regional Co-operative Milk Producers' Union Ltd.	

Form-IV (In cover -1)

LIST OF MAJOR CLIENTS

Sl.No	Name and address of the Clients	email id	phone number
1			
2			
3			
4			
5			

Form-V (In cover -1)
DETAILS OF OFFICES/SERVICE SUPPORT CENTRES
IN KERALA

Sl.No	Officer / Service center address with PIN Code	email id	Contact number
1			
2			
3			
4			
5			

UNDERTAKING

I/we hereby undertake that the information furnished are true to the best of my/ our knowledge and understanding. Under the event, if any, statement/s is/ are found to be incorrect or misleading, I/we am/are aware that the application forms shall be rejected at any stage of scrutiny and cancellation of future tenders along with blacklisting of my/ our firm from future participation in Malabar Regional Co-operative Milk Producers' Union Ltd.

I / We hereby agree to abide by the decision of Malabar Regional Co-operative Milk Producers' Union Ltd   in all matters related to this prequalification.

I/We hereby offer our tender at the rates given in the enclosed Form -I to V   duly filled in and signed by me/us and hereby also affix my/our signature(s) below this tender voluntary and full acceptance of all the terms and conditions of this tender, which shall be the agreement between the above tender calling authority and myself/us.

Signature of the Tenderer:

Name of the Tenderer / Firm:

Capacity in which signing:

 Full address of the Tenderer with Seal

Place:

Dated: