

NHFDC FOUNDATION

Initiative of National Handicapped Finance and Development Corporation (NHFDC)

Reg. No. 872 /2019

*What we do today is the Foundation
upon which future will stand*

File No: NHF/1/29/Digital Marketing-2020

Date:02.09.2020

Sub- Inviting of Quotation for designing, development, implementation and maintenance of agile, customized and responsive E-commerce application.

Sir,

NHFDC Foundation wants to develop the new marketing platform to promote and sell products of PwD's/organization working with PwD's online. In this regard NHFDC Foundation is seeking quotation for designing, development, implementation and maintenance of agile, customized and responsive E-commerce application that extends to web browser (mobile and PC) and later can be extended to Android mobile application integrated with our seller accounts on marketplaces like Amazon, Flipkart etc. The details of Project, objectives, application work flow, scope of work is mentioned mentioned at Annexure - 'A'.

1. TERMS AND CONDITIONS :

1.1. Bidder should have credentials of directly working in the field of Ecommerce Application Development, Mobile Application Development, Software Customization, IT / ITES solutions, Portal Development, Ecommerce CMS like Woocommerce, Nopcommerce, Magneto etc. for at least 3 years and should have executed at least three projects for E-commerce in the last 3 years. Order copies / Completion certificate to be attached.

1.2. The bidder should have adequate skilled Technical Manpower

1.3. The Bidder must have experience of having successfully completed Ecommerce application and its integration with marketplaces like Amazon and Flipkart.

1.4. Project manager should have at least 3 years' experience in the field of web portals, application development /Ecommerce CMS like Woocommerce, Nopcommerce, Magneto etc. CV of the project manager, operations manager and other senior professionals who shall be involved in the design, development, implementation and maintenance of the project also needs to be submitted.

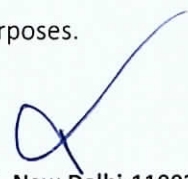
1.5. Companies/Firms who are presently Black Listed by the Central/State Government, PSUs and other Govt. bodies are ineligible to participate. Certificate / affidavit/undertaking mentioning that the bidder is not blacklisted is also required to be submitted by the bidder.

1.6. Development and ownership rights:

a) The quotationer will provide all the source code of the application software and mobile application to NHFDC Foundation.

b) The ecommerce application designed and developed by the quotationer will be sole property of NHFDC Foundation with all rights.

c) The quotationer shall not copy or replicate the developed software for any other purposes.



Reg. Address: Unit No. 11 & 12, Ground Floor, DLF Prime Tower, F-79 & 80, Okhla Phase-I, New Delhi-110020
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1.7. Documentation:

- a) The quotationer shall provide technical & user manual documents to NHFDC Foundation.
- b) The quotationer should maintain the confidentiality of business affairs method of operation or other information.

1.8. Penalty: The quotationer should complete the work within the scheduled time frame (i.e in 45 days).

1.9. Technology Platform: E commerce CMS like Woocommerce, Magneto, Nopcommerce, etc.

1.10. Schedule for completion of tasks: The design, development, updation and implementation of Ecommerce application is required to be prepared within a period of one and half month from the date of award of the work.

1.11. Evaluation of Bids:

- a) The Bids should be given on firm's letter-head giving address. Telephone number, E-mail address etc.
- b) Any dispute arising between parties hereto shall be referred to the sole arbitrator to be appointed by CMD, NHFDC and the decision /award of such arbitrator shall be binding upon the parties hereto.
- c) The courts of competent jurisdiction at New Delhi will have the sole and exclusive jurisdiction to decide the issue of any dispute between the parties hereto.

1.12. Payment terms:

- a) Payment will be made on the successful completion of work order.
- b) No advance payment will be made.
- c) All the payments made through e-payment only
- d) All the payments will be made subject to deduction of tax, duties and levies if any as per rules.
- e) The quotationer should provide support i.e Annual Maintenance Cost(AMC) free of cost of maintenance of work for one year.

You are requested to submit your quotations on or before 16.09.2020 by 5:00 pm. In case of any query kindly contact at nhfdcmarketing@gmail.com and 011 45803730 Ext(230)



Secretary

NHFDC Foundation

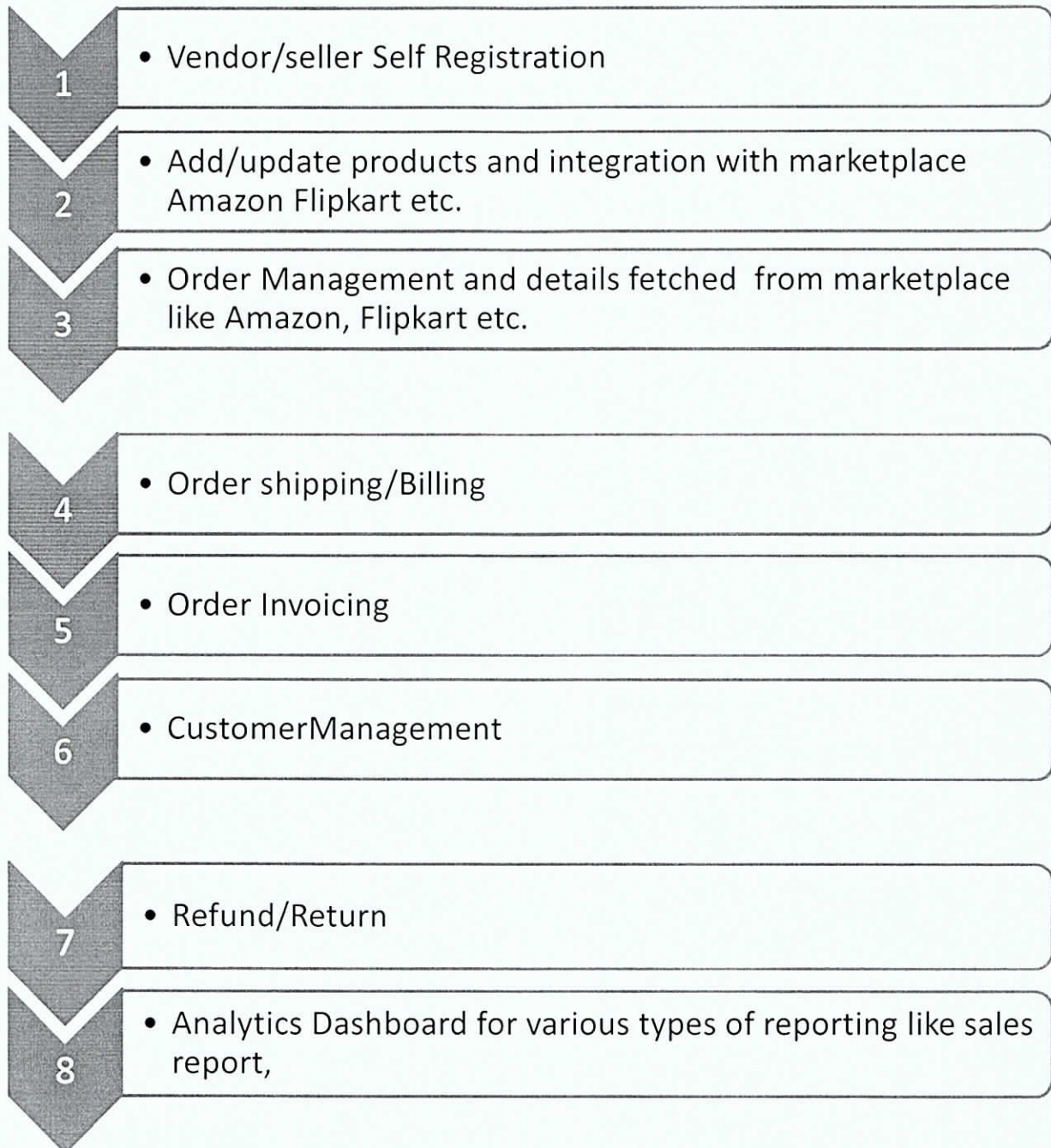
PROJECT BACKGROUND

About the Project- To develop a customized and agile web application that extends to web browser (mobile and PC), and later can be converted Android mobile app integrated with our seller accounts on marketplaces like Amazon, Flipkart etc. through leading E-commerce CMS like Woocommerce, Nopcommerce, Shopify, Magneto etc in order to promote and sell products of Divyangjans/organizations working with Persons with Disabilities (PwD's) online through leading ecommerce websites like Amazon, Flipkart etc and manage the orders, shipments integration with the application.

OBJECTIVES:

- Application that enables sellers to primarily list products on the platform which further get enlisted on multiple marketplaces under the seller account and manage the orders, shipments & payouts.
- Option for admin and vendors to communicate to each other through either push notifications/chats/messages/emails/dashboards etc.

Application work Flow



SCOPE OF WORK

1. Vendor/seller self registration-

- Vendor registration will be done after KYC completion which includes submission of set of document etc. Quick and easy vendor registration allows vendors to register with complete details. Unique vendor account is created for each vendor by filling details in a simple registration form. Complete details of vendor company, name, mobile no, address, bank details etc. to be captured subsequently.
- Before registering vendor to agree to certain terms and conditions i.e.
 - a) NHFDC foundation will take the products on credit basis. The vendors while registering on the portal will be notified the same. Once the vendor approves to list their product on the credit based system then only the products will be listed on marketplaces. These products will be sent to Amazon FBA center at Delhi. Once the order is placed and sold on marketplaces then only payment will be made to Vendor.
 - b) The products that will be sent to Amazon FBA will not have any vendor's logo, company details etc.
- Separate Vendor dashboard for each vendor gives easy understanding of inventory and order status. Vendor gets a snapshot of his business using the dashboard which provides order summary, sorting functionality, sales report, best selling products, revenue details and much more.

2. Add/update products-

Once vendor registration is approved by admin through admin panel/admin dashboard, vendor account to be made for easy management of products wherein vendors can add, edit, upgrade products by logging in. Give them the authority to add and view complete inventory, product variants, product details, pricing, product image etc.

- The image uploaded by vendor should have white background and quality of image should be good and presentable. The image uploaded of products should be taken from different angles in order to give better understanding to customers.
- Admin has full control to approve or reject the products uploaded by the vendors. Products uploaded by vendors can be displayed on marketplace only after approval from the admin thus applying a check on any unwanted product uploads. The products after approval from admin will be then uploaded on marketplaces Amazon, Flipkart seller accounts etc

3. Order Management-
 - Send order placing notifications from marketplaces like Amazon, Flipkart to the admin panel/admin dashboard and vendors dashboards informed using email, SMS, browser and mobile push notifications.
4. Order Shipping
 - Order and shipping management to be done using Amazon FBA. Integration of shipping details from marketplaces against the product ordered with the admin dashboard/admin panel.
5. Order Invoicing/Billing-
 - After placing the order by the customer, order invoice to be generated having the tax settings.
 - The invoice to be generated to be pulled into the admin dashboard showing the complete breakup of marketplace cost, shipping cost, base price and taxes.
6. Customer Management-
 - Customer details placing the order to be fetched into the admin dashboard.
7. Refund/Return-
 - Return /Refund details to be fetched into admin dashboard and vendor dashboard to be notified accordingly.
8. Analytics Admin Dashboard for reporting-
 - Once the payment is received to NHFDC Foundation from Amazon and other marketplace seller accounts, the platform will generate the excel sheet with the bank details of vendor and amount to be remitted given by the vendor at the time of product uploading and commission on the product.
 - Various types of sales report based on vendor, product and date.
 - After payment is done to vendor from NHFDC Foundation, the status of payment to be updated on application thus reflecting the date of payment and amount

Note-

Currently the application does not include cart facility, customer reviews, 3rd party shipping integrations and automatic payment gateway integration. But the application in future can include these features, so the application should be designed keeping in view that these features can be included in application later on.