

**REQUEST FOR PROPOSAL (RFP) FOR
OFFICE AUTOMATION
FOR
KERALA CRICKET ASSOCIATION (KCA)**

1. Introduction

1.1 **THE KERALA CRICKET ASSOCIATION**, is a society registered under the Travancore, Cochin, Literary, Scientific and Charitable Societies Registration Act, 1955 (Act XII/1955) Registration No. 468/88 and affiliated to the Board of Control for Cricket in India (**BCCI**), having its Headquarters at KCA Complex, T. C. 28/152, Sasthamkovil Road, Thycaud, Thiruvananthapuram 695014, Thiruvananthapuram District, Kerala (Phone: 0471-2326522). The aims and objectives of the KCA is to promote, conduct and control cricket in the State. The development of infrastructure has been pivotal for the promotion and development of the game of cricket within the State of Kerala.

1.2 Purpose of the RFP

This EOI is issued to solicit proposals from qualified vendors to develop a comprehensive platform for scheduling and organizing matches/tournaments, managing claims, and facilitating digital transactions for all stakeholders.

2. Project Overview

2.1 Project Goals

- Develop a platform to schedule and organize matches/tournaments.
- Enable stakeholders to raise and settle claims online.
- Provide detailed transaction-level reporting.
- Ensure all transactions are digital.
- Connect all stakeholders via app and WhatsApp.
- Enable better communication by reducing internal & external response time and coordination

- Reduce turnaround time of operations
- Automate workflows to minimize manual intervention & human error
- Implement dashboard for real time monitoring

2.2 Scope of Work

The platform must include the following functionalities:

- Match/tournament Scheduling and Organization: Tools for scheduling matches, managing teams, and communicating schedules.
- Claims Management: Functionality for stakeholders to raise claims, review them, and process settlements.
- Transaction Management: Detailed tracking and reporting of all financial transactions within the system.
- Digital Connectivity: Integration with mobile apps and WhatsApp for communication and notifications.
- Conduct a study on key areas of automation
- Implement digital documents management system to store and return files

3. Functional Requirements

3.1 Match Scheduling and Organization

- User-friendly interface for scheduling matches/tournaments.
- Team and player management.
- Notifications and reminders for scheduled matches.

3.2 Claims Management

- Secure portal and app for stakeholders to submit claims.
- Workflow for review and approval of claims.
- Online settlement of approved claims.

3.3 Transaction Management

- Detailed transaction tracking for all activities.
- Real-time reporting and analytics.
- Secure payment gateway integration.

3.4 Digital Connectivity

- Mobile application for Android and iOS.
- WhatsApp integration for notifications and updates.

4. Technical Requirements

4.1 Platform Specifications

- Web-based platform with mobile app support.
- Scalable architecture to handle growing user base.
- Secure and compliant with relevant data protection regulations.
- Data security and storage on cloud preferred

5. Project Management

5.1 Project Timeline and execution model

- Expected days to start the project once awarded
- Expected days to get the platform
 - o If phased development, when to have the first deliverable
 - o If one time implementation, then time for development completion
- Implementation method or process

5.2 Project Team

- Outline of the vendor's project team who will be working on this engagement.
- Who will be point of contact during and post implementation
- How progress will be communicated and reviewed

6. Vendor Qualifications

- Expertise in handling big customers
- Pricing model/Cost
- Local presence

7. Proposal Submission Guidelines

7.1 Submission Deadline

- Proposals must be submitted by 5 PM, 22nd November 2024.

7.2 Submission Instructions

- Proposals should be submitted electronically to office@keralacricknet.in
- Any questions regarding the RFP should be directed to Ajay PA at email: ajay.pa@keralacricknet.in and Ph.No.8891489161.

7.3 Proposal Format

- Executive summary.
- Detailed response to functional and technical requirements.
- Project plan and timeline.
- Pricing breakdown.
- Vendor qualifications and references.
- Duly filled in form attached.

8. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Accurate Understanding of operations of KCA and Projects
- Quality and functionality of the proposed solution
- Customization of an existing solution or newly developed solution
- Experience and qualifications of the vendor
- Local development and support team
- Local Executive support
- Local Language support for stakeholders involved
- Project timeline and management approach

- Maintenance and Support
- > 20-member company only need apply
- Experience with other Entities like associations, or government run projects

KCA Secretary reserves the right to cancel or call off any part or full thereof of this RFP.

Secretary

Kerala Cricket Association

Date: 15.11.2024