



*Your Assurance of Pure Silk*  
**TENDER DOCUMENT**

**Price : Rs. 500.00 /-**

**Silk Mark Organisation of India,  
Central Silk Board Complex,  
BTM Layout, Madivala,  
Bangalore – 560068  
Ph : 080-26282151**



*Your Assurance of Pure Silk*  
Silk Mark Organisation of India(SMOI)  
Central Silk Board,  
Ministry of Textiles, Govt. of India

**SMOI/SMES/15-16/F-102**

23rd May 2016

## T E N D E R   D O C U M E N T

Sub: Inviting quote for developing and maintaining centralised billing system for Silk Mark Expos – reg

Silk is one of the natural fibre made of protein and is of high importance in high valued textile application. India produces four important varieties of silk - Mulberry, Tasar, Eri and Muga. The demand for silk is growing in leaps and bounds due to its superior properties and increasing consumer interest in high performance apparels. The quantum of production of silk is not meeting the demand. This has led to high price and adulteration of silk with cheap variety of textile fibres.

In order to protect the consumer interest, Central Silk Board – An apex body for development and promotion of silk in India has set up an exclusive organization – ‘Silk Mark Organisation of India’ (SMOI). SMOI has introduced a label for pure silk – ‘SILK MARK’. There is a testing protocol to test and certify the product as made from pure/natural silk. The label is provided to the manufacturers and traders who become ‘Authorized Users’(AU) of Silk Mark for affixing on silk products. A number of initiatives including awareness programmes, seminars, Silk Mark Expos, etc are implemented by the SMOI.

Silk Mark Expo is one of the main promotional tools and SMOI has organised more than 100 expos in various cities and towns across the country over a period of ten years. The main objective is to provide a platform for Silk Mark authorised users, who are manufacturers, traders, weavers etc and provide a wide range of silk

merchandise from across the country to the consumers at a platter. The main focus is on display and sale of 100% silk products through the Authorised Users (AU). There are about 10 to 15 expos every year in different parts of the country.

It is proposed to improve the billing system with the help of technology, so that the consumers find it easy to operate and the stall owners do not waste time in making the billing. The same system will help to capture the data which will be helpful for the analytics and arrive at useful information for making crucial decisions.

The proposed system envisages the following for smooth transactions –

- The expo will have a centralized server connected by 2 or more Point of Sale systems, printers, tabs for the Authorised Users along with a printer and connected through wi-fi and will be handled by the service provider, who has been awarded the tender
- The service provider will have two or more credit card machines
- The expo will have several stalls each numbered and allotted to one Authorised User. One Authorised User can book more than one stall
- The booking is done by paying the fixed rent part for which a receipt is given from the system
- The payment in cash and online are done through centralized billing service only
- The expo will have a clearly demarcated entry and exit points and these are manned by the security
- The entry is usually against payment for the entry ticket and complimentary passes are also allowed
- The entry ticket is generated in the system through a printer with unique ticket id
- The consumers make purchases in the stalls and the AU makes the entry of the billing in the tab provided and prints the slip in three numbers and a copy of the slip is given to the consumer
- The entry of the billing will also capture the type of material, consumer details etc
- The billing at the stall is being viewed by the service provider and a runner is instantly sent for pick up and the material is sent to the final delivery at the exit along with the second copy of the slip pinned to the bag
- Alternatively the Authorised User may himself/herself send the material with the consumer for final billing

- The consumer may choose to further continue with purchases and make the final billing at the time of exit or he/she can make payment and pick up the material with every purchase made
- The Point of Sale counter will make final invoice and the delivery counter boy/girl will deliver the parcel after making the stamp 'delivered'
- The security at the exit gate will verify the invoice and merchandise and allow the consumer to exit
- The service provider will reconcile and distribute the collected amount to the respective stall after deducting the due share for SMOI and the service provider on the same day itself. The online payments will be settled within three days.
- In case of credit/debit card and other online payment methods, the service provider will bear the commissions to the banks/financial institutions from the service provider share.
- The service provider will arrange to supply the bags with specific Silk Mark design (the specific artwork will be provided by the SMOI) for the delivery of the purchased material and the same cost of transporting will be covered in the share of the service provider. The indicative specifications of the bags are as follows:
  - Non Woven Hot Sealing Fabric Bags
  - Size: 14 inch x 14 inch x 5 inch
  - Quality: 70 GSM hot sealing non woven fabrics bag with handle
  - Printing: Offset printing with 3 Colors
- The service provider will train the Authorised User to use the application and the gadget and provide necessary trained manpower for this purpose.
- The service provider will provide enough number gadgets and printer and extra numbers in case of emergency.
- The maintenance of the hardware and the networking is the responsibility of the service provider and in case of a failure at a larger scale there enough provision like physical back up for smooth running of the system
- The service provider will provide manpower for billing, cash handling, runners to collect merchandise and make delivery at the exit counter and the costs will be covered from the share indicated in the bid.
- In cases where the sales tax registration for the expo is to be taken up, the service provider will register, collect the invoices and deal and settle the tax issues with the tax authorities and the respective sales tax will be collected from the consumer through making the invoices with the respective taxes. He may deduct the tax(es) wherever applicable, in addition to the regular percentage of commission.

- The transportation, stay and other expenses for the manpower hired, equipments etc will be borne by the share indicated in the bid.
- The software will also provide details of analytics like number of visitors, number of invoices created, sale of each expo, total sale, sale by different categories and varieties, each stall-wise sale, expense, profit/loss account, sales and other taxes payable
- The agreement will be valid for 2 years with a provision to extend it by one more year on the basis of performance and mutual consent
- It is estimated that the average sale per expo is about Rs. 65 lakhs(App.)

The technical details is presented below:

### **Brief overview-**

Proposed Silk Mark Centralised Expo Point of Sale needs to work as a Client / Server application to work off LAN/WAN at locations where the expos will be held. The proposed Point of Sale should be robust and scale-able model need to work online with all the stalls and the central billing counter.

### **Minimum hardware requirement-**

- Expo server
- Expo billing counters (minimum 2 numbers)
- Expo billing printer
- Tabs (minimum of 7" display screen) - 60 numbers
- AU stall printers (Bluetooth printers) – 60 numbers
- Wireless LAN facility
- UPS for central billing counters

### **Hardware in specific-**

#### Hardware for the system at EXPOS

- Cash Register
- PC with 4GB RAM, 500GB Hard-disk and other standard peripherals with the Application in offline mode
- Barcode scanner(Optional)
- Barcode Labels (Optional)

### Software Required for the system on the offline Mode

- Java Runtime environment
- Tomcat Container for application Deployment
- MySQL Database Installed
- Browser like Firefox, Chrome etc

### Hardware for the Server for Online Sync

- 1 Linux VPS with 2GB RAM and 40GB Storage or cloud environment with Linux Cent-os 6.5.
- Internet Connectivity for the client and the server to communicate

### Software Required for the system on the Online Mode

- Java Runtime environment
- Tomcat Container for application Deployment
- MySQL Database Installed
- Browser like Firefox, Chrome etc
- Linux Centos 6.5

### **Software requirement -**

- The proposed package should be developed on a system which can be executed on Tabs that runs on Android operating system.
- The client server package will be developed either on PHP / Java environment.
- The whole package should work on Wireless LAN environment

### **Proposed modules of POS-**

- Expo Masters
- City Masters
- AU/Retailers Masters
- Expo Facility Master
- Expo Facility Usage Payment by Retailers
- Products Master
- Price Master

- Offers Master
- Customer Master
- Tax Master
- Bill/Invoice Configuration
- Commission/ Service Charges configuration
- User management
- Password maintenance
- Login Management

### **Transactions**

- Expo Facility Payment by Retailers
- Bills/ Invoice based on the products for the retailers
- Cash/Card Transactions
- Settlement at the close of Business Hours to the retailers
- Print the Bills
- Integrating with the Point of sale hardware printer, scanner, tabs, billing counters.

### **Reports**

- Settlement Reports Day wise per Retailer / SMOI / Service provider
- Collection Report Expo wise
- Sales Report Retailer wise
- Sales Report Expo wise
- Sales Report product wise
- Balance Report
- Tax Collected report

### **Minimum Services provided by the agency in each expo**

- Deploy SMOI Centralized POS with proposed hardware
- Link it with participating AU's
- Train AU's for using Centralized POS
- Provide real time assistance in billing to AU's and SMOI
- Provide dedicated staff to handle final billing, cash, card, material and returns
- Provide printing of reports daily for settlement of accounts with SMOI & AU
- System backup and data migration on daily basis

- Provide real time analytics to SMOI
- Transport and keep the bags in sufficient numbers

### **Services provided by the agency as a whole**

- Develop customized POS for SMOI expos exclusively
- Package to be made mobile, TAB, thin client usable
- To work of WAN / LAN mode under secure environment
- Provide exclusive Thin clients (TABS) / Servers / POS printers / POS terminal for all Expos
- Provide dedicated Man power to handle both software and hardware for all the expos on site
- Alternate solution in place in case of primary billing failure
- Data and system backup system
- Physical system in case of failure of electronic system
- Provide bags for each sale

## **SILK MARK ORGANISATION OF INDIA (SMOI)**

**Central Silk Board Complex,**

**B.T.M. Layout,**

**Bangalore-560068**

### **TENDER NOTICE No. SMOI/SMES/15-16/F-102 Dated 23/05/2016**

Tenders in two separate sealed covers viz; Technical (Cover – A) and Financial (Cover – B) are invited by the SMOI for providing centralized billing system. Details are given in the tender document. Interpretation of the terms & conditions and other related issues in the tender would lie with SMOI only. The tender document can be downloaded from the website of SMOI at [www.silkmarkindia.com](http://www.silkmarkindia.com) The document fee of Rs. 500/- has to be enclosed as a Demand Draft in favor of Silk Mark Organisation of India, along with the technical bid. An Earnest Money Deposit (EMD) of Rs. 50,000/- has to be submitted. Tenders without EMD will not be considered at all. Last Date for Submission of Duly Filled-up Sealed Tender at SMOI, Bangalore is 17/06/2016 up to 1.00 p.m and the technical bids will be opened



at 4.00 p.m on the same day, in the SMOI office. The bidder or his authorized representative may be present at the time of opening of the tenders, if they so desire. After detailed analysis of technical bids, the short listed bidders will be invited to present explaining the proposed processes and a real time demo of the system, if any, before the committee constituted for this purpose, for ascertaining the technical capabilities and the date will be intimated separately. The invoice copy is enclosed for reference. The financial bids of those found to be technically responsive will be opened on **05/07/2016 at 4.00 p.m.** SMOI reserves the right to accept or reject any or all the bids either in full or any part at its discretion without assigning any reason thereof.

**Address for communication:** The CEO, Silk Mark Organisation of India, Central Silk Board Complex, B.T.M. Layout, Bangalore-560068. **Tel:** 080 2628 2151/ 2152/ 2114/ 2117

#### TERMS AND CONDITIONS- GENERAL

1. The centralized billing system may be discontinued if found unfeasible or for any unforeseen circumstances at any point of time at the discretion of the CEO, SMOI and the vendor can not claim any compensation for the same.
2. Modifications, if any, made in the above documents will be done by addenda / corrigenda, which will be uploaded on our website, and the copies will be sent in duplicate to each bidder before the due date of the tender. One copy should be signed, sealed and submitted along with the technical bids. The bidder shall not make any additions / deletions to or amend the text of the documents except in so far as may be necessary to comply with any addenda / corrigenda issued. The bidders shall use only tender documents as issued by SMOI for submitting their bids and shall comply with various terms and conditions.
3. All pages of tender documents shall be signed by the person authorised to file the tender.
4. The full name of the person authorised to file the tender, designation, current and main office address, Phone No., Fax No. & E-mail address shall be indicated in the tender.
5. Tenders sent through E-mail, Fax and Telex will not be entertained.

6. The tender should be filled in and submitted in English/Hindi. All accompanying literature and correspondence shall also be in English/Hindi.
7. No claim for costs, charges, expenses incurred by the bidder in connection with preparation of tender submission and for subsequent clarifications of their tender shall be entertained.
8. The SMOI will not be responsible for any typographical errors/ ambiguity/ additions /omissions committed by the bidder while filling up of the tender.
9. Submission of a bid by a tenderer implies that he has read all terms & conditions, and has made himself aware of the scope and specifications of the items to be supplied, availability of materials, local conditions and other factors bearing on the execution of the supply.
10. The bidder shall be deemed to have full knowledge of documents and no extra charges consequent on any misunderstanding or otherwise shall be allowed.
11. Any question regarding the tender document and discrepancies shall be directed to the Tender Issuing Authority in writing minimum 10 days prior to the due date of submission of tender. The Tender Issuing Authority will issue all clarifications, interpretations, meanings and specific directions, if any, in duplicate in writing to all the bidders and also upload it on the website. One copy of these shall be returned duly signed and seal affixed along with the technical bids.
12. The bidder shall be deemed to have satisfied himself before tendering as to the correctness and sufficiency of his tender and about the rates quoted by him and cover all his obligations under the tender.

### **13. EARNEST MONEY DEPOSIT (EMD)**

- 13.1 Tender must be accompanied by an amount of Rs. 50,000/- Earnest Money Deposit (EMD) either in the form of DD or pay order or Bank Guarantee in favour of “SMOI, Bangalore” and shall be interest free.
- 13.2 The EMD deposited by the successful bidder shall be held back without any interest, towards the security deposit as stipulated in the terms & conditions.
- 13.3 Tenders not accompanied by Earnest Money Deposit shall be rejected.
- 13.4 The EMD of the unsuccessful bidder will be returned within 3 months from the date of opening the technical bids.

### **14. SECURITY DEPOSIT**

- 14.1 The successful bidder shall have to deposit an amount of Rs. 5.00 lakhs (including the retained EMD amount) towards interest free security deposit and retention money, in the form of Demand Draft (DD) or Bank Guarantee (BG). This BG or DD should be submitted along with the acceptance of the Purchase Order. The security deposit (BG or DD) should cover the entire warranty period of the items to be supplied.

### **15. AUTHORITY OF SIGNING**

- 15.1 If the tender is submitted by an individual, it shall be signed by him/her.
- 15.2 If the tender is submitted by a proprietary firm, it shall be signed by the proprietor.
- 15.3 If the tender is submitted by a partnership firm, it shall be signed by all the partners of the firm or by its authorised signatory.
- 15.4 If the tender is submitted by a limited company or a corporation, it shall be signed by its authorised signatory.

### **16. PRICE & CURRENCY BID**

- 16.1 The tender shall be filled in English/Hindi with a neat hand/type written and all the figures and words shall be legible.
- 16.2 The rates shall be written both in words and in figures. The bidder shall also show the amount of each item, the total of each section and the grand total of the whole tender.
- 16.3 Correction, if any, shall be made by crossing out, initialing with date and rewriting.
- 16.4 In case of conflict between the figures and words in the rates, the latter shall prevail.

- 16.5 The tenders shall be verified by the bidder for accuracy in the arithmetical calculations, prior to submission.
- 16.6 The price should be offered in Indian Rupees only.

## **17. SUBMISSION**

- 18.1 The tender shall be submitted before the scheduled date & time and at the address mentioned in the Tender Notice. The technical bids should be kept in one sealed cover (Cover – A) superscribed “Technical Bids” and financial bids should be kept in a separate sealed cover (Cover – B) superscribed “Financial Bids”. Both these covers (A & B) should be kept together in a bigger sealed cover superscribed “**Quotation for the Expo Centralised Billing System**”. All the covers should have the name of the bidder clearly written on them.
- 18.2 Cover “A” (Technical bids) shall contain
- a) Earnest Money Deposit (EMD) in the form of a DD for an amount as mentioned in the document.
  - b) D.D for Rs.500/- towards application fee
  - c) Original Tender document duly signed by the authorised person on all pages.
  - d) Compliance to technical specifications for which bids are submitted – Authorised person to indicate the compliance of technical specifications in the respective pages of the tender document and sign the same.
  - e) Compliance to the terms and conditions of the tender document - Authorised person to specify, “All the above terms and conditions will be complied with“ and sign in respective pages of the tender documents, where “terms and conditions” are given.
  - f) Adherence to the stipulated delivery schedule – Authorised person to specify “delivery schedule given above will be complied with“ and sign in respective pages of the tender documents, where “delivery schedule ” is given.
  - g) Covering letter, in the letter head of the bidder stating:
    - a. That the bid conforms to the terms and conditions of the tender;
    - b. Confirmation that the quoted rates are valid for 6 months.
  - h) Addenda / corrigenda /clarification issued by SMOI before due date of tender, duly signed by the authorised person.
  - i) Descriptive leaflet/brochure giving the technical details
  - j) A letter indicating assumptions, criterion, technical alternative etc., if any. However, the alternatives suggested by the bidder would not be taken as the basis for technical/financial evaluation of the bids.
  - k) Power of attorney authorizing the person who has filed the tender, if applicable..

#### **18.4 COVER “B” (FINANCIAL BIDS) SHALL CONTAIN -**

- a) The percentage of share of the revenue generated through sale of merchandise by the stalls and the contract period will be for two years and extendable by one year on mutual agreement and performance.

#### **19. VALIDITY OF THE TENDER -**

Rates quoted by the bidder shall be valid for 6 months from opening the tender, or to an extended date as agreed on mutually.

The Bidder shall not withdraw or revise or alter any conditions, rate(s) quoted within this stated period, unless he is called upon to do so on mutual agreement / negotiations. The CEO, SMOI reserves the right to forfeit the earnest money deposit if the bidder revokes or withdraws the tender within this stated period.

#### **20. OPENING OF TENDER**

The tender shall be opened by a Purchase Committee constituted by the competent authority, SMOI, at Bangalore, at the time, date and venue as given in the “Tender Notice”.

#### **21. ACCEPTANCE OF P.O.**

The successful bidder shall sign and return copy of Purchase Order placed with him, as a token of acceptance of the terms and conditions of the Purchase Order. The bidder shall also enclose the applicable security deposit in the form of BG or DD as specified.

#### **22. CRITERION FOR REJECTION**

- 22.1 The SMOI reserves the right to accept or reject any or all the tenders without giving any reasons whatsoever for their decision.
- 22.2 Tenders are liable to be rejected in which any of the prescribed particulars / information is either missing or incomplete in any respect and/or if the prescribed conditions are not fulfilled.
- 22.3 Tenders which are found to be technically non- responsive shall be rejected and their financial bids shall not be opened.
- 22.4 Canvassing in connection with tender is strictly prohibited and tender submitted by bidder who resorts to canvassing will be liable for rejection.

- 22.5 Tenders containing counter conditions of the bidder other than the terms and conditions given in the tender document and not acceptable to the SMOI are liable to be rejected.
- 22.6 If the tender document is not duly signed by the authorized person on all pages, the tender is liable to be rejected
23. Hence, Purchase Committee may at its discretion give preferences to more popular brands, which give results that are widely accepted internationally by buyers abroad and the decision of the Committee will be final.
24. Before submission of the tender, the prospective bidders are expected to examine technical specifications , terms and conditions, etc., given in this tender document. Failure to furnish all information required in the tender document may result in the rejection of the bid.