



Your Assurance of Pure Silk

12th October 2021

No. SMOI/SW/2018-19/57

NOTICE INVITING TENDER

Sub: Development of Integrated Website & mobile app in Android, iOS, Improvement of Existing ERP, maintenance of software / ERP and websites – Two bid systems (Technical & Financial) - Reg.

Silk Mark organization of India, Central Silk Board (CSB), Ministry of Textiles, Government of India intends to invite bids /quotes in respect of following works.

- **Development of Integrated website silkmarkindia.com**
- **Development of mobile app in android/ios**
- **Improvement of Existing ERP**
- **Maintenance of softwares – Label & QR code / ERP**


Tender documents may be downloaded from CSB web site www.csb.gov.in, Silk Mark website www.silkmarkindia.com (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under.

CRITICAL DATE SHEET

Date of Publishing on CPP Portal	12-10-2021	17:00 Hrs
Document Download Start Date	13-10-2021	10:00 Hrs
Document Download End Date	10-11-2021	10:00 Hrs
Date of Pre-bid conference	22-10-2021	11.00 Hrs
Bid Submission Start Date	14-10-2021	10:00 Hrs
Last Date & Time for Uploading of Online Tender	10-11-2021	12:00 Hrs
Date & Time for Opening of Technical Bids	11-11-2021	11:00 Hrs

Both Technical and Financial Bids shall be submitted online only through CPPP website: <https://eprocure.gov.in/eprocure/app>. **Physical submission of bids will not be entertained**

Bidders are advised to follow the instructions provided in the instructions to the Contractors / Tenderer for the e-submission of the bids online through the Central Public Procurement Portal at <https://eprocure.gov.in/eprocure/app>.


(K S Gopal)
CEO-SMOI

Silk Mark Organisation of India

[Central Silk Board, Ministry of Textiles - Govt. of India]

Corporate Office: CSB Complex, B.T.M. Layout, Madivala, Bengaluru - 560 068. India

Ph: 080-2628 2114 / 2117 / 2151 / 2152; Fax: 080-2668 9356; e-mail: silkmark@silkmarkindia.com; www.silkmarkindia.com



**SILK MARK
INDIA**

Your Assurance of Pure Silk

Silk Mark Organisation of India

[Central Silk Board, Ministry of Textiles, Govt. of India]

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e-mail: silkmark@silkmarkindia.com

SMOI/SW/2019-20/57

Dt. 12th OCTOBER 2021

TENDER NOTICE

Sub: Development of Integrated Website & mobile app in Android, iOS,
Improvement of Existing ERP, maintenance of software / ERP and
websites – Two bid systems (Technical & Financial) - Reg.

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 organisation – ‘Silk Mark Organisation of India’ (SMOI). SMOI, CSB has introduced a purity assurance label for 100% pure silk products. There is a testing protocol to test and certify the product as made from pure and natural silk. The label is provided to the manufacturers and traders who become ‘Authorised Users’(AU) of Silk Mark for affixing on 100% pure silk products. A number of initiatives including awareness programmes, seminars, Silk Mark Expos, etc. are organised by the SMOI. The main focus is to induce confidence in the consumers of pure silk products. SMOI has more than 4000 Authorised Users enrolled and spread across the country.

It has 10 branch offices situated all over India, which is entrusted with responsibilities to collect data from all the chapters and prepare reports for the various mandatory needs.

Functions of Silk Mark Organisation of India

- Enrolling and renewal of silk traders/manufacturers and other stakeholders as members and maintaining a database.
- Organising training programmes, supply and maintenance of serially numbered Silk Mark quality assurance Tag/sticker Labels (with QR Codes and holograms), sew-in labels and conducting surveillances.
- Maintaining data base of Authorised Users of Silk Mark and generate monthly and yearly reports. Generating reports of Registered members, renewal details, member-wise supply of Silk Mark Labels, Awareness Programmes, Road Shows Training Programmes, Exhibitions conducted, Exhibitions participated, Quarterly Newsletters supplied, Samples tested, visits to Authorised User by the officers, etc.

Silk Mark Organisation of India invites bids in respect of following works.

Job No 1: Development of website silkmarkindia.com

- 1 The SMOI is maintaining a website www.silkmarkindia.com and it is proposed to redesign the website with better and latest features which shall make it look aesthetic and user friendly and responsive.
- 2 The developer should include features to modify/edit/delete/update the text, image, video, scroll and other media.
- 3 Should prepare an operating manual and train the selected officials for maintaining the website, viz., uploading, editing, deleting different documents, images, messages, etc. with password protection.
- 4 The website shall be hosted in the Cloud server and the domain name is registered for seven more years in the name of SMOI.
- 5 There shall be a dynamic search facility for the users, consumers, general public to search name-wise, city-wise, area-wise, pin code wise list of Authorised User (AU), drawn from the details of Authorised showrooms/outlets from the ERP database being maintained by SMOI.
- 6 There shall be a dynamic search for label number, providing AU details, chapter details.
- 7 The website should be GIGW compliance with security audit.
- 8 Links for other related websites should be provided in the website.

The maintenance includes the updates/deletions/edits/uploads, etc. on a regular basis as requested from the SMOI offices across the country.

Job No 2: Improvement of Existing ERP, Maintenance of software – Label & QR code software & ERP

SMOI has developed and using the 'Label & QR code software' integrated with ERP software.

1. The Label & QR code server is developed using java software and is hosted from Cloud server
2. The software generates QR code from the label numbers given and consumer should get specific message (message with our silk mark logo will be provided by SMOI) in their mobile phone.
3. The awarded software developer needs to generate the QR code for each serial number of the label, verify randomly and submit to SMOI in a suitable format for printing on the Silk Mark labels.

ERP software

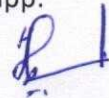
1. The ERP software is developed using Vtiger open source software and is hosted from Cloud server.
2. The software should help the SMOI chapters to enter the registration of member/AU, renewal, product profile, complete address, etc.
- 3 The ERP software should facilitate for 'searching the authorised showroom' in the website with search facility - state wise, city wise, area wise, pin code wise, near me, etc. with map direction.
- 4 The feature to send SMS/email to the registered members as alerts and other messages are available and needs to be activated
- 5 Redesigning of invoices pertaining to membership, renewal, label sales, magazine sales etc., according to the latest format and rules

Job No 3: Development of mobile app in android /iOS and its maintenance.

In order to facilitate the consumers to be able to locate the Authorised Users premises, with product profile of AU and to provide value addition to the AU, it has been decided to develop mobile app for the android/iOS version with the following features.

- 1 Current location of the user in Google map
- 2 Locating the Authorised Users using the search facility with Name, State, City, Area, Pin Code, Near Me, etc.
- 3 The AU list shall be displayed after a search is made selecting state, city etc.,
- 4 Route Directions to the selected AU in the Google map.
- 5 The selected AU details shall be displayed with an image, address, product profile and a button to prompt for the direction
- 6 An interface for upload, delete and edit the images, listings etc. to be managed by the admin
- 7 Facility to Authorised Users to maintain their records with OTP credentials
- 8 The opening page will display the advertisements on paid basis
- 9 Facility to accept payment for the advertisements and renew automatically
- 10 Alerts to inform the expiry/renewal date of the advertisements
- 11 QR code scanner / search with label number - to inform the users the authenticity of the labels and the genuineness of the product. On clicking should be able to reach the AU profile.
- 12 Details of 'Silk Testing Centers' with location/address/directions through Google maps.

The data (Authorised User name and Registration number) are to be drawn from the ERP in an automated mode to a local database for the mobile app.



Development of Integrated Website & mobile app in Android, iOS, Improvement of Existing ERP, maintenance of software / ERP and websites

Financial Bid Form

The applicant should submit the financial quote as per the tables I, II & III below.

Table I:

Cost for one time development work

#	Subject	Cost (Rs)	Tax (Rs)	Total (Rs)
1.	Development of website www.silkmarkindia.com as per the specification indicated above			
2.	Development of Mobile Apps in Android/iOS			
Total-Table I				

Table II:

Cost of Deploying app and SMS charges

#	Subject	Cost (Rs)	Tax (Rs)	Total (Rs)
1	Deploying the app in Google play store			
2	SMS charges for 50,000 numbers of SMS with integration in ERP server			
Total-Table II				

Table III:

Annual maintenance work

#	Subject	Quote	1 st year	2 nd year	3 rd year
1.	Maintenance of website www.silkmarkindia.com	Cost			
		Tax			
		Total (1)			
2	Maintenance of Android /iOS app	Cost			
		Tax			
		Total (2)			
3.	Maintenance of Label & QR code software & ERP	Cost			
		Tax			
		Total (3)			
Total-Table III		1+2+3			

Grand Total: Table I+II+III				
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Place:

Date:

Signature with seal of the Authorised Person
with Name/Designation/Mobile number



**Development of Integrated Website & mobile app in Android, iOS,
Improvement of Existing ERP, maintenance of software / ERP and websites of SMOI.**

TERMS AND CONDITIONS

1. TWO BID SYSTEM – TECHNICAL AND FINANCIAL – Interested parties should submit the 'Technical Bid' and 'Financial Bid' only through CPP portal (<https://eprocure.gov.in/eprocure/app>). **Physical submission of bids will not be entertained.** Further, all the details sought should also be submitted through CPP portal only.
2. The applicant should submit PAN copy, GST No., Bank details, IT returns and statutory Audit report for last 3 years.
3. The applicant should submit the website links, apps for having developed necessary software of the projects undertaken so far.
4. The applicant should submit the list of client details, projects undertaken, profile of the company with staff strength, key heads and other points of importance if any.
5. The applicant should submit a one page note on their ideas/technology to be adopted to refurbish the present website www.silkmarkindia.com, integrated mobile app, maintenance of software and ERP system.
6. The Technical Bid should contain the following 1. Application form along with requisite documents; 2. Check List; 3. Bid security declaration form.
7. Financial Bid should contain the **Financial Bid Form**.
8. There will be a pre-bid conference for discussions on requirements pertaining to the project on **22nd October 2021 at 11.00 A.M.** through a Video Conference link below:

<https://meet.google.com/bod-opsv-nvr>
9. RATES AND APPLICABLE TAXES: The vendors should clearly quote the rates and applicable rate of taxes in their quotation. In case no taxes are mentioned it will be presumed that the rates are inclusive of all taxes.
10. VALIDITY: The rates quoted should be valid for a minimum period of two years from the date of work order.
11. ESCALATION CHARGES: No escalation charges will be entertained once the quotation is accepted and contract awarded.
12. LAST DATE FOR SUBMISSION OF QUOTATION: The last date for uploading of the competitive quotations through CPP portal is **10TH November 2021 up to 12.00 NOON.**
13. OPENING OF THE QUOTATIONS: The quotations so received through CPP portal well within the stipulated time, shall be opened on **11TH November 2021 at 11.00 AM.**
14. EVALUATION OF TECHNICAL BID AND OPENING OF FINANCIAL BID: **Only the Technical bid will be opened on 11TH November 2021 at 11.00 AM.** After scrutiny of the Technical bids, eligible applicants will be called for presentations. Based on the performance in the presentation, the financial bids of the selected applicants will be opened. **The date of the opening of Financial bids will be intimated well in advance to the selected applicants.**
15. The CEO, SMOI, Bangalore reserves the right to accept any of the quotation or reject all the quotations. The decision of the CEO, SMOI, Bangalore will be final and no correspondence will be entertained in this regard.
16. The L1 has to deposit an amount of 3% of the total contract value as 'Performance Security' with SMOI/CSB. The same will be refunded after completion of the stipulated contract period of 2 years from the date of the work order.
17. PAYMENT: Payment will be made in two stages- 25% after completing the developmental work and remaining 75% upon successful running of the **entire project** for 60 days.

18. The maintenance charges (Job –III) will commence only after successful running of the applications for an initial period of 60 days as mentioned above. The maintenance charges will be paid on quarterly basis.
19. Successful bidder should be in a position to provide any service(s) during the contract period whenever there is a request from SMOI/CSB pertaining to improvement of the website, ERP, mobile app with any additional features, formats etc., without charging any additional cost.
20. The maintenance contract will be renewed on annual basis based on the performance and mutual consent.
21. ADDITIONAL INFORMATION, IF ANY: For any information, applicant may contact The Deputy Director(Insp.), Silk Mark Organisation of India, Central Silk Board, B.T.M. Layout, Madiwala, Bangalore-560068 (Phone: 080-26282117/2152/2220).

Important dates to be noted by the bidders				
#	Description	Date	Time	Place/Venue*
1	Pre-bid conference	22 nd October 2021	At 11.00 A.M.	Board Room / VC Room, Central Silk Board, Madiwala, Bangalore – 68
2	Last date of Submission of quotations.	10 TH November 2021	By 12.00 NOON	Through CPP portal (https://eprocure.gov.in/eprocure/app)
3	Opening date of Technical bids.	11 TH November 2021	At 11.00 A.M.	
4	Opening date of Financial bids	Will be intimated through email.		
*Due to prevailing pandemic conditions, Pre-Bid conference may be held 'in virtual mode' with prior intimation.				


 (K S Gopal)
 CEO-SMOI

Application for "DEVELOPMENT OF INTEGRATED WEBSITE & MOBILE APP IN ANDROID,
IOS, IMPROVEMENT OF EXISTING ERP, MAINTENANCE OF SOFTWARE / ERP AND
WEBSITES OF SMOI

1	Name of the Agency / Organisation	:				
2	GST No.	:				
3	PAN copy	:				
4	Office address	:				
5	Email for correspondence	:				
6	Bank details		Acct Name			
			Account No			
			IFSCCode			
			Branch			
7	Residential Address of the proprietor / Partner	:				
8	Correspondence address	:				
9	Details of contact person		#	Name/ Designation	Mobile No.	Aadhaar No.
			1			
			2			
			3			
10	Details of the work undertaken earlier. (Please indicate supporting website links and list of clients)	:				
11	Please attach Details of the branches/ Staff strength with designation & Experience	:				
12	Audited IT returns & Statutory Audit Report for last 3 years. (Please attach documents)	:				
Please attach One page note on ideas/technology to be adopted to refurbish the present SMOI website						

Information given/documents submitted are true to the best of my knowledge and I abide by the terms & conditions detailed by Silk Mark Organization of India, CSB, Bangalore

Place:

Date :

List of Enclosures :

(Documents mentioned in the
T & C of the tender document
As per the check list)

Seal & Signature of the Authorised Person
with Name/Designation/Mobile number



CHECK LIST OF THE DOCUMENTS SUBMITTED - ONLINE

	DESCRIPTION OF THE DOCUMENT	YES/NO	REMARKS
1	Technical Quote	YES/NO	
2	Financial Quote	YES/NO	
3	Company/firm registration details	YES/NO	
4	Details of contact person(s)	YES/NO	
5	Email for correspondence	YES/NO	
6	PAN copy	YES/NO	
7	GST copy	YES/NO	
8	Bank details	YES/NO	
9	Documents of IT returns & Statutory Audit Reports for last 3 years.	YES/NO	
10	Website links for having developed websites by your company	YES/NO	
11	One page note on Ideas/technology to be adopted to refurbish the present SMOI website	YES/NO	
12	Bid security declaration form	YES/NO	

Place:
Date:

Seal & Signature of the Authorised Person
with Name/Designation/Mobile number



Bid Security Declaration Form

Date: _____ Tender No. _____

To
The CEO,
Silk Mark Organisation of India
Central Silk Board,
C S B complex, B T M layout
Madiwala
Bangalore - 560068

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or reuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed:

(insert signature of person whose name and capacity are shown)

in the capacity of

(insert legal capacity of person signing the Bid Securing Declaration)

Name:

(insert complete name of person signing the Bid Securing Declaration)

Duly authorized to sign the bid for an on behalf of
(insert complete name of Bidder)

Dated on _____ day of _____

(insert date of signing)

Corporate Seal (where appropriate)



Indicative Flow Chart for Website & Mobile app for Silk Mark Organisation of India

SILK MARK MOBILE APP			
HOME	CONSUMER	AUTHENTICITY	SILK CARE
SILK MARK	OUTLETS	LABEL NUMBER	SELECTION
SILKS	SEARCH	QR CODE SCAN	BUYING
CHAPTER CONTACTS	NAME WISE	PRODUCT DETAILS	TESTING
ONLINE PURCHASE LINKS	AREA WISE	AUTHORISED USER	CARING
	CITY WISE	CONTACT NUMBER	STAIN REMOVAL
	PIN CODE WISE		WASHING
	COMPLAINTS		
SILK MARK WEBSITE/ERP			
HOME	SEARCH	AUTHENTICITY	AUTHORISED USER
SILK MARK	OUTLETS	LABEL NUMBER ENTER	LABEL REQUEST
CoA MEMBERS	NAME	QR CODE SCAN	RENEWAL
CHAPTER CONTACTS	AREA	PRODUCT DETAILS	PAYMENT GATEWAY
CHAPTER ADDRESS	CITY	AUTHORISED USER	EXPO STALL BOOKING
CONTACT NUMBERS	PIN CODE	CONTACT NUMBER	USERNAME PASSWORD
MEMBERSHIP			UPDATE PROFILE
SILK MARK CHAPTER			
			CHAPTER LOGIN
			MEMBERSHIP
			RENEWALS
			SUPPLY OF LABELS
			PROGRAMMES
			CIRCULARS
			INVOICE /PAYMENTS
			REPORT GENERATION
			EL /LTC/CL APPNS
*REPORTS: FROM DATE TO DATE, CHAPTER WISE, YEAR WISE, CUMULATIVE MEMBERS, LABELS, PROGRAMMES, TRAININGS, SILK MARK MAGAZINES			
LINKS			
ISEPC	MoT	CONSUMER	NEWS & EVENTS
WSC	CSB	SELECTION	SILK MARK IN MEDIA
APCO	CSR&TI	BUYING	TRENDING
COOPTX	CSTRI	TESTING	CALENDAR OF EVENTS
PRIYADARSHINI	P3D	CARING	PUBLICATIONS
TANTUJA	VSMPC	STAIN REMOVAL	SILK FLASH
TEX COMMITTEE	TRAINING	WASHING	SILK MARK EXPO
		STUDENTS	ADVERTISEMENTS
			ENQUIRY
			RTI
			FAQ
			BLOG
			DOWNLOADS
			FEED BACK
			SUGGESTIONS
			COMPLAINTS
			BUSINESS
			TENDERS
			ONLINE PURCHASE LINKS
			ENQUIRIES
			GALLERY
			GLOSSARY
			VISION STATEMENT
			INDIAN SILKS

