

 <p><i>Your Assurance of Pure Silk</i></p>	<p align="center">Silk Mark Organisation of India [Central Silk Board, Ministry of Textiles, Govt. of India] Corporate Office, CSB Complex, BTM Layout, Madivala, Bangalore 560 068 Ph.080-2628 2117, 2152 Fax.080-26689356 visit us at: www.silkmarkindia.com e-mail: silkmark@silkmarkindia.com</p>
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SMOI/SW/2019-20/57

Dt. 22 February 2020

TENDER NOTICE

Sub: Development of Integrated Website & mobile app in Android, maintenance of softwares / 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’ 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.

SMOI has 10 branch offices situated all over India. It 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, 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 /quotes 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 Central Silk Board 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: Maintenance of softwares – 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 Central Silk Board 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 CDs for printing on the Silk Mark labels.

ERP software

1. The ERP software is developed using Vtiger open source software and is hosted from Central Silk Board 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 the invoices according to the latest format and rules

Job No 3: Development of mobile app in android

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 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 party 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.

The applicant should submit the quote for the following separately as per the Annexure

Annexures

Table I:

Cost for one time development work

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

Table II:

Cost of Deploying and SMS charges

#	Subject	¹ Cost (Rs)	² Tax (Rs)	¹⁺² Total (Rs)
1	Deploying the android 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	¹ Cost (Rs)	² Tax (Rs)	¹⁺² Total (Rs)
1.	Maintenance of silkmarkindia.com for 1 year			
2	Maintenance of Android app for 1 year			
3.	Maintenance of Label & QR code software & ERP for 1 year			
	Total-Table III			

**Grand Total: Table I+II+III			
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The entire contract for the work mentioned in the Table III may be extended for 2 more years based on the performance and mutual consent.

The ****Grand Total** is used for price comparison.

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 ENTER	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	UPDATE PROFILE	WASHING
	COMPLAINTS		

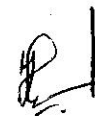
SILK MARK WEBSITE			
HOME	SEARCH	AUTHENTICITY	SILK MARK CHAPTER
SILK MARK	OUTLETS	LABEL NUMBER ENTER	CHAPTER LOGIN
CoA MEMBERS	NAME	QR CODE SCAN	MEMBERSHIP
CHAPTER CONTACTS	AREA	PRODUCT DETAILS	RENEWALS
CHAPTER ADDRESS	CITY	AUTHORISED USER	SUPPLY OF LABELS
CONACT NUMBERS	PIN CODE	CONTACT NUMBER	PROGRAMMES
MEMBERSHIP			CIRCULARS
			INVOICE /PAYMENTS
*REPORTS: FROM DATE TO DATE, CHAPTER WISE, YEAR WISE, CUMMULTIVE MEMBERS, LABELS, PROGRAMMES, TRAININGS, SILK MARK MAGAZINES			

LINKS	CONSUMER	NEWS & EVENTS	ENQUIRY	BUSINESS	VISION STATEMENT
ISEPC	SELECTION	SILK MARK IN MEDIA	RTI	TENDERS	INDIAN SILKS
WSC	BUYING	TRENDING	FAQ	ONLINE PURCHASE LINKS	GALLERY
APCO	TESTING	CALENDAR OF EVENTS	BLOG		
COOPTEX	CARING	PUBLICATIONS	DOWNLOADS		
PRYADARSHINI	STAIN REMOVAL	SILK FALSH	FEED BACK		
TONTUJA	WASHING	SILK MARK EXPO	COMPLAINTS		
TEX COMMITTEE	TRAINING	ADVERTISEMENTS			

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TERMS AND CONDITIONS

1. TWO BID SYSTEM – TECHNICAL AND FINANCIAL – Interested parties should submit both “TECHNICAL BID” and “FINANCIAL BID” online at CPPP website: <https://eprocure.gov.in/eprocure/app> . The financial BID will have the quote for the items of quotation for Table: I, II and III indicated above.
2. TECHNICAL BID AND FINANCIAL BID shall be kept in a separate sealed covers. Sealed covers of TECHNICAL BID & FINANCIAL BID shall be kept in another SEALED COVER, with the superscription “QUOTATIONS FOR DEVELOPMENT OF INTEGRATED WEBSITE & MOBILE APP IN ANDROID, MAINTENANCE OF SOFTWARES / ERP AND WEBSITES (TECHNICAL AND FINANCIAL)”; shall be submitted to the Silk Mark Organisation of India, Central Silk Board, C S B Complex, B T M Layout, Hosur Road, Madiwala, Bengaluru-560068, Karnataka.
3. The applicant should have well established office or branch office in Bangalore to attend our needs without delay. Submit Bangalore office address proof and list of staffs with their bio data/ experience.
4. The applicant should submit PAN copy, GST No, Bank details, Turn over/ IT return details for last 3 years and certificate from NASSCOM.
5. The Technical BID will consist one design each for the website, android app, the links of existing similar websites and android app developed by the applicant, the sample website and android app developed for this project, the list of clients and projects undertaken, the profile of the company with staff strength, the key heads and other points of importance in support of your application. The technical cover will also have the EMD along with other documents.
6. The software developer should also submit one sample design using word press along with the cost for developing the website with the design.
7. There will a pre-bid conference on 07th Feb 2020 at Board room, 6th Floor, Central Silk Board, Madivala, BTM Layout, Bangalore – 68 at 11.00 A.M. explaining about the project and answering the queries.
8. RATES AND APPLICABLE TAXES: The parties 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 rate is inclusive of all taxes.
9. VALIDITY: The rates quoted should be valid for a minimum period of 90 days from the date of Quotation opening.
10. ESCALATION CHARGES: No escalation charges will be entertained once the quotation is accepted and contract awarded.
11. E.M.D: THE TECHNICAL BID SHALL BE ACCOMPANIED WITH AN EMD AMOUNT OF Rs.5,000/- IN THE FORM OF A DEMAND DRAFT/PAY ORDER IN FAVOUR OF “SILK MARK ORGANISATION OF INDIA” PAYABLE AT BANGALORE. QUOTATIONS RECEIVED WITHOUT EMD WILL BE SUMMARILY REJECTED.
12. LAST DATE FOR SUBMISSION OF QUOTATION: The last date for submission of the sealed competitive quotations is 14th Feb 2020 up to 1.00 PM. The envelope containing the competitive quotation should be sealed and submitted, duly superscribing on the envelope as “QUOTATION FOR THE DEVELOPMENT & MAINTENANCE OF WEBSITE, SILK MARK MOBILE APP AND MAINTENANCE” and addressed to the CEO, Silk Mark Organisation of India, Central Silk Board, B.T.M. Layout, Madivala, Bangalore-560 068.
13. OPENING OF THE QUOTATIONS: The quotations so received well within the stipulated time shall be opened at 4.00 PM on 14th Feb 2020 at the Office of the Silk Mark Organisation of India, Central Silk Board, CSB Complex, 1st Floor B.T.M. Layout, Madivala, Bangalore – 560068.
14. EVALUATION OF TECHNICAL BID AND OPENING OF FINANCIAL BID: Only the Technical BID will be opened on the day and time specified. After scrutinize of the Technical bids, eligible applicants will be called for presentation and based on the performance in the presentation, the financial bids of the selected applicants will be opened online only. The date of the Technical / Financial bids will be intimated well in advance to the selected applicants and the bidders or their representatives can be present at the time of opening of the BID if they desire.
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. Refund of E.M.D: The EMD amount of the unsuccessful bidders shall be returned after the successful quotationer is finalized. The EMD of the successful quotationer shall be discharged only after satisfactory completion of the contract.
17. PAYMENT: For Job I & II 25% of the amount will be released after successful demo of the “Website design & Mobile app”. 50% will be paid after completing development. Remaining 25% will be paid after successful running of the application for 60 days. The bills should be submitted along with the work executed with supporting documents and reports. For Job III, maintenance charges will be made quarterly after successful assessment & satisfaction.
18. 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, Madivala, Bangalore-560068 (Phone: 080-26282117/2152/2151).



Important dates to be noted by the bidders				
#	Description	Date	Time	Place/Venue
1	Pre-bid conference	7 th February 2020	At 11.00 A.M.	Board Room, 6 th Floor, Central Silk Board, Madivala, BTM Layout, Bangalore – 68
2	Last date of Submission of quotations.	14 th February 2020	By 01.00 P.M.	Silk Mark Organisation of India, Central Silk Board, B.T.M. Layout, Madivala, Bangalore-560 068.
3	Opening date of Technical bids.	14 th February 2020	At 04.00 P.M.	Silk Mark Organisation of India, Central Silk Board, B.T.M. Layout, Madivala, Bangalore-560 068.



**SILK MARK
INDIA**

Your Assurance of Pure Silk

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[Central Silk Board, Ministry of Textiles, Govt. of India]
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visit us at: www.silkmarkindia.com
e-mail: silkmark@silkmarkindia.com

Application for Development of Integrated Website & mobile app in Android, maintenance of softwares / ERP and websites – Two bid systems (Technical & Financial)

1	Name of the Agency / Organisation	:	
2	Office address (with telephone / mobile & e-mail)	:	
3	Residential Address of the proprietor / Partner	:	
4	Contact address in Bangalore	:	
5	Details of the work undertaken with supporting documents	:	
6	Details of the branches/ Staff strength with Bio data & Experience	:	
7	Legal status of the agency (Is it a registered firm/company) (Copy of the certificate of registration to be enclosed)	:	
8	Clients list with Projects	:	
9	EMD (Attach DD for Rs. 5000/- drawn on a nationalized bank payable to Silk Mark Organisation of India, Bangalore). Details of DD with number, date and bank of Issue.	:	

Date :

List of Enclosures :

(Documents mentioned in the Terms & Conditions of the BID Document should enclosed)

Signature of the Authorised Person

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**AGREEMENT TO BE SUBMITTED BY SUCCESSFUL BIDDER FOR DEVELOPMENT OF MOBILE APP IN
ANDROID, WEBSITE DEVELOPMENT, MAINTENANCE OF SOFTWARES AND WEBSITES**

(ON NON-JUDICIAL STAMP PAPER OF Rs.100)

AGREEMENT

THIS AGREEMENT is made at Bangalore on this _____ day of _____ 2020 by and between Silk Mark Organisation of India, a registered Society under the Central Silk Board, Ministry of Textiles, Government of India having its Head Office at Central Silk Board, Madivala, Bangalore 560068 hereinafter referred to as "SMOI", which expression shall unless it be repugnant to the context or meaning thereof be deemed to mean and include its successors, assignees or representatives of the One Part and

M/s. _____ having its registered office at _____ hereinafter referred to as the "**software developer**" which expression shall unless it be repugnant to the context or meaning thereof include its successors, assignees, representatives or partners as the context may admit of the Other Part.

WHEREAS:

1. The **SMOI** has placed a work order with _____ the software developer, for development of mobile app in android, website development, maintenance of softwares and websites.

2. The software developer has agreed to design, implement- mobile app in android, website development, maintenance of software and websites at the conditions given in work order No. _____ dated _____ details indicated below.

3. Maintenance of Server centos

- The server should be administered for various performance bottle necks.
- Administration and maintenance of SMOI intranet (Linux / Apache / PHP / MySQL)
- Maintenance of OS Patches

4. Maintenance of MySql Database server

- Database Administration of Mysql
- Database Backup & Restoration

5. Management for the existing website silkmarkindia.com, reshamghar.in and worldofindiansilks.com

- Installation, configuration and maintenance of silkmarkindia.com
- DB mgt for the website.
- Content management of the site with update, deletion, edit etc.
- Development of additional pages on request on cost basis

6. ERP DB Management

- Vtiger configuration, maintenance of the existing ERP.
- DB maintenance for the same
- DB Backup and restore

- 7. Silk Mark Android App
 - Development of android app, deployment in app store
 - Maintenance of the app

- 8. Ticketing system for Chapters and Silk Mark office
 - E-support ticketing system maintenance

- 9. QR Code in Java - maintenance of DB only
 - QR Code software maintenance
 - QR Code DB maintenance and backup
 - QR Code software for Silk Mark label and its inventory management

- 10. Maintenance of Silk Mark Blog
 - Blog maintenance using wordpress
- 11. The assigned person should always be available on phone. The maintenance contract is for two years.
 - All the softwares and the websites and the related collaterals will be the property of SMOI and the username and password for them are to be maintained by the Authorised persons only and given to authorised SMOI officials on request.
 - Any misuse of the facilities or non-cooperation with the SMOI officials will be viewed seriously and CEO may decide to terminate the tender/contract without any notice.
 - The maintenance contract is for two years after successful implementation.

The maintenance includes the updates/deletions/edits etc. on a regular basis as requested from the SMOI offices across the country. The requests should be attended to within 24 hours and also occasionally on urgent basis and in case of delay, the reason should be sent to SMOI admin well in advance and the time required to solving the issue. Software developer should submit a monthly report indicating the tasks performed and time taken to complete it. The assigned person should always be available on phone.

- 12. The Supplier shall abide by the terms and conditions as set out in work Order
- 13. Except in the case of deliberate negligence on the part of the **SMOI**, for which SMOI hereby indemnifies the software developer, the SMOI shall not be liable for any loss or damage sustained by the web designer due to the act of omission whatsoever and howsoever for itself, during the contract proceeds.
- 14. Both the parties shall bear with the force-majeure, which could not be reasonably foreseen.
- 15. Any disputes or differences under this agreement shall be resolved mutually between the parties.

Signed:
 Authorised Signatory of
 Name and Designation
 Seal of SMOI

Signed:
 Authorised Signatory of web designer
 Name and Designation
 Seal of the Supplier