NOTICE INVITING TENDER


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 website silkmarkindia.com
- Maintenance of softwares – Label & QR code software & ERP
- Development of mobile app in android

Tender documents may be downloaded from CSB web site www.csb.gov.in (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**

<table>
<thead>
<tr>
<th>Description</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>Date of Publishing on CPP Portal</td>
<td>22-JAN-2020</td>
<td>17:00 Hrs</td>
</tr>
<tr>
<td>Document Download Start Date</td>
<td>23-JAN-2020</td>
<td>10:00 Hrs</td>
</tr>
<tr>
<td>Document Download End Date</td>
<td>14-FEB-2020</td>
<td>13:00 Hrs</td>
</tr>
<tr>
<td>Bid Submission Start Date</td>
<td>23-JAN-2020</td>
<td>10:00 Hrs</td>
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<tr>
<td>Last Date &amp; Time for Uploading of Online Tender</td>
<td>14-FEB-2020</td>
<td>13:00 Hrs</td>
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<tr>
<td>Date &amp; Time for Opening of Technical Bids</td>
<td>14-FEB-2020</td>
<td>16:00 Hrs</td>
</tr>
<tr>
<td>Earnest Money Deposit (EMD)</td>
<td>Rs. 5,000/-</td>
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Bids shall be submitted online, only at CPP website: https://eprocure.gov.in/eprocure/app, hard copies must be submitted to Silk Mark Organisation of India, Central Silk Board, C S B Complex, B T M Layout, Hosur Road, Madiwala, Bengaluru-560068, Karnataka

The bids can also be submitted directly to the Silk Mark Organisation of India, Central Silk Board C S B Complex, B T M Layout, Hosur Road, Madiwala, Bengaluru-560068, Karnataka.

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, http://www.silkmarkindia.com/downloads

(Silk Mark Organisation of India)
[Central Silk Board, Ministry of Textiles, Govt. of India]
Corporate Office: CSB Complex, B.T.M. Layout, Madiwala, Bengaluru - 560 068, India
Ph: 080-2628 2114 / 2117 / 2151 / 2152; Fax: 080-2668 9356; e-mail: silkmark@silkmarkindia.com; www.silkmarkindia.com

(KS Gopal)
CEO-SMOI
TENDER NOTICE

Sub: Website development, maintenance of software / ERP and websites, Development of mobile app in Android – 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 the following works.

**Job No 1: Development of website silkmarkindia.com**

1. The SMOI is maintaining a website [www.silkmarkindia.com](http://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.
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 pages from other SMOI websites [www.worldofindiansilk.com](http://www.worldofindiansilk.com) & [www.reshamghar.in](http://www.reshamghar.in) should be added/combined with [www.silkmarkindia.com](http://www.silkmarkindia.com). The rest of the current pages shall be part of the refurbished website with updates given by SMOI.
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

<table>
<thead>
<tr>
<th>#</th>
<th>Subject</th>
<th>²Cost (Rs)</th>
<th>²Tax (Rs)</th>
<th>³²Total (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Development of website <a href="http://www.silkmarkindia.com">www.silkmarkindia.com</a> as per the specification indicated above</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Development of Mobile Apps in Android</td>
<td></td>
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</tbody>
</table>

**Table II:**
Cost for other development / hosting / work on job work basis

<table>
<thead>
<tr>
<th>#</th>
<th>Subject</th>
<th>²Cost (Rs)</th>
<th>²Tax (Rs)</th>
<th>³²Total (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Development of web pages as and when the need arises. The cost per page of development</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Development charges on hourly basis for these softwares for additional improvement work</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Deploying the android app in Google play store</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4</td>
<td>SMS charges for 50,000 numbers of sms with integration in ERP server</td>
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</table>

**Table III:**
Annual maintenance work

<table>
<thead>
<tr>
<th>#</th>
<th>Subject</th>
<th>²Cost (Rs)</th>
<th>²Tax (Rs)</th>
<th>³²Total (Rs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Maintenance of silkmarkindia.com, reshamghar.in and worldofindiansilk.com websites for 2 years - payable on quarterly basis.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Maintenance of Android app for 2 years - payable on quarterly basis</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Maintenance of Label &amp; QR code software &amp; ERP for 2 years - payable on quarterly basis</td>
<td></td>
<td></td>
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</tbody>
</table>

The entire contract for the work mentioned in the Table II & III may be extended for 2 more years based on the performance and mutual consent.
TERMS AND CONDITIONS


2. 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.

3. Applicant should have annual turnover of above 50 lakhs, with more than 3 years of experience. Applicant should submit PAN copy, GST No, Bank details, Turn over/ IT return details for last 3 years and certificate from NASSCOM.

4. The Technical tender 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.

5. The software developer should also submit one sample design using word press along with the cost for developing the website with the design.

6. The financial tender will have the quote for the items of quotation for Table: I, II and III indicated above. The Technical and financial tenders should be kept in a separate cover and sealed with the superscription “QUOTATION FOR THE DEVELOPMENT & MAINTENANCE OF WEBSITE, SILK MARK MOBILE APP AND MAINTENANCE”

7. There will be a pre-bid conference on 7th February 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 two years from the date of work order.

10. ESCALATION CHARGES: No escalation charges will be entertained once the quotation is accepted and contract awarded.

11. E.M.D: The quotation should 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 except Micro and Small Enterprises [MSEs] as defined in MSE procurement Policy issued by department of Micro, Small and Medium Enterprises’. 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 14th February 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 February 2020 at the Office of the Silk Mark Ogranisation 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 tender will be opened on the day and time specified. After scrutinizing the technical bids, in accordance with the terms of Tender, only those qualified as technically responsive will be called for Presentation on the Day and Time specified. The financial Bids will be opened, only those bidders qualified both in the Technical and Presentation. 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 tender 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: The bills should be submitted along with the work executed with supporting documents and reports.

18. ADDITIONAL INFORMATION, IF ANY: For any information, the quotationers may contact The Assistant Director (insp.), Silk Mark Organisation of India, Central Silk Board, B.T.M. Layout, Madivala, Bangalore-560068 (Phone: 080-26282117/2152/2151).

19. The selected bidder may be required to submit the performance Bank Guarantee equivalent to the 10% of the Contract value in the form of un-conditional and irrecoverable bank Guarantee any Scheduled Bank in favour of CEO, SMOI, Bangalore valid for the period of contract with 60 days client period beyond the completion of all the contractual obligations. The said Performance guarantee has to be submitted after award of contract but before signing of agreement.

20. All the pages of the Tender Document are required to be signed.

21. The bidder has to submit a Self-certified letter indicating that they have not been blacklisted by any Government Departments, Organisations/ Corporations.

22. If the Bidder is not able to complete the work in the prescribed time, the penalty will be imposed i.e., 1% of the contract value per week or part thereof for delay subject to a maximum of 10% of the contract value.

23. The tender document is uploaded in e-procurement CPP portal, besides SMOI website and available from 22/Jan/2020 till 14/Feb/2020 upto 01.00 P.M.

24. The Bidder has to submit the list of clients and projects undertaken during the last three years.

25. Dispute settlement:
   - The contract shall be governed by the laws of Union Govt. of India. Settlement of disputes shall be within the jurisdiction of courts of Bangalore.
   - Alternatively, any disputes / differences if any, arising shall be settled through arbitration amicably by mutual consultations. If fail to resolve the differences by such mutual consultations within 15 days, then either CSB or the agency shall give notice to the other party of its intention to commence arbitration as per the Indian Arbitration and Conciliation act, 1996. The venue of arbitration is Bangalore. Member Secretary, Central silk Boardr has the power to appoint arbitrator.

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<tr>
<th>#</th>
<th>Description</th>
<th>Date</th>
<th>Time</th>
<th>Place/Venue</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Pre-bid conference</td>
<td>7th February</td>
<td>At 11.00 A.M.</td>
<td>Board Room, 6th Floor, Central Silk Board, Madivala, B.T.M. Layout, Bangalore – 68</td>
</tr>
<tr>
<td>2</td>
<td>Last date of Submission of Quotations</td>
<td>14th February</td>
<td>By 01.00 P.M.</td>
<td>Silk Mark Organisation of India, Central Silk Board, B.T.M. Layout, Madivala, Bangalore-560 068.</td>
</tr>
<tr>
<td>3</td>
<td>Opening date of Technical bids.</td>
<td>14th February</td>
<td>At 04.00 P.M.</td>
<td>Silk Mark Organisation of India, Central Silk Board, B.T.M. Layout, Madivala, Bangalore-560 068.</td>
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Website development, maintenance of software / ERP and websites, Development of mobile app in Android – Two bid systems (Technical & Financial)

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<tbody>
<tr>
<td>1</td>
<td>Name of the Agency / Organisation</td>
</tr>
<tr>
<td>2</td>
<td>Office address (with telephone / mobile &amp; e-mail)</td>
</tr>
<tr>
<td>3</td>
<td>Residential Address of the proprietor / Partner</td>
</tr>
<tr>
<td>4</td>
<td>Contact address in Bangalore</td>
</tr>
<tr>
<td>5</td>
<td>Details of the work undertaken with supporting documents</td>
</tr>
<tr>
<td>6</td>
<td>Details of the branches/ Staff strength with Bio data &amp; Experience</td>
</tr>
<tr>
<td>7</td>
<td>Legal status of the agency (Is it a registered firm/company) (Copy of the certificate of registration to be enclosed)</td>
</tr>
<tr>
<td>8</td>
<td>Clients list</td>
</tr>
<tr>
<td>9</td>
<td>EMD (Attach DD for Rs. 5000/- drawn on a nationalised bank payable to Silk Mark Organisation of India, Bangalore. Details of DD with number, date and bank of issue.)</td>
</tr>
<tr>
<td>10</td>
<td>Details of Bank Account</td>
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<td>Acct. Name:</td>
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<td>Account No:</td>
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<td>IFSC Code:</td>
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<td></td>
<td>Bank Name:</td>
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<td>Branch Name:</td>
</tr>
</tbody>
</table>

Date: ___/___/_____

List of Enclosures:
(Documents mentioned in the Terms & Conditions of the tender Document should enclosed)

Signature of the Authorised Person
AGREEMENT TO BE SUBMITTED BY SUCCESSFUL BIDDER FOR DEVELOPMENT OF MOBILE APP IN ANDROID, WEBSITE DEVELOPMENT, MAINTENANCE OF SOFTWARES/ERP 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 ERP and websites.

2. The software developer has agreed to design, implement- mobile app in android, website development, maintenance of softwares /ERP 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
   ➢ Virger configuration, maintenance of the existing ERP.
   ➢ DB maintenance for the same
   ➢ DB Backup and restore

6. Silk Mark Android App
   ➢ Development of android app, deployment in app store
   ➢ Maintenance of the app

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

8. 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

9. Maintenance of Silk Mark Blog
   ➢ Blog maintenance using wordpress

10. The assigned person should always be available on phone and notice of avoiding the calls, emails etc. will lead to termination of the contract. 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.

10. 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 and the notice of avoiding the calls, emails etc. will lead to termination of the contract.

11. The software Developer should provide manual and training to the selected SMOI staffs and should provide all user name & password for deletion, updates, uploads, correction etc whatever can do from SMOI side.
12. The Software Developer 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 Software Developer