



Central Cottage Industries Corporation of India Ltd.

(A Govt. of India Undertaking)

Request for Supply & Implementation of Readymade Retail Software Solution



Bid Schedule & Venue

S.No.	Activity	Scheduled Date & Time
1.	Date of commencement of Bid Document	10.01.2011
2.	Pre-Bid Conference at Jawahar Vyapar Bhawan, 1,Tolstoy Marg, New Delhi 110001	27.01.2011 at 2.30 PM
3.	Last Date to obtain Bid Document	09.02.2011
4.	Submission of Technical & Financial Bid	Bids should be dropped in tender box for the same purpose, by 09.02.2011 till 3:00PM
5.	Location of Tender Box	Reception of Central Cottage Industries Emporium, Jawahar Vyapar Bhawan, 1,Tolstoy Marg, New Delhi 110001
6.	Venue of Opening of Technical Bid	Central Cottage Industries Emporium, Jawahar Vyapar Bhawan, 1,Tolstoy Marg, New Delhi 110001
7.	Date & time of Opening of technical Bid	At 4:30 PM on the date in pt. no. 4
8.	Demo of Software solution on site	Shall Be Informed

TENDER FOR SUPPLY & IMPLEMENTATION OF READYMADE SOFTWARE
FOR RETAIL SOLUTION

CCIC invites Sealed Bid for supply & implementation of readymade retail software for our offices in Delhi/NCR as per the configuration and terms and conditions listed in the enclosed Annexure.

The necessary Tender Documents are attached in the form of Annexure.

1. SUBMISSION OF BID

The Bidding Process shall be in two parts, viz.

Part- I : Technical Bid

Part- II: Financial Bid

Technical & Financial Bid is to be submitted on same date and time in different sealed envelopes super scribing “**TECHNICAL BID FOR SUPPLY & IMPLEMENTATION OF READYMADE RETAIL SOFTWARE**” and “**FINANCIAL BID FOR SUPPLY & IMPLEMENTATION OF READYMADE RETAIL SOFTWARE**” respectively.

The bidder should take care in submitting the bid properly filed so that enclosed papers are not found loose. The bid document should be properly numbered and signed on each page by the authorised signatory of the company under company seal and submitted in a file in proper manner so that paper do not bulge out and tear during scrutiny. The bids not signed properly are liable to be reject.

1.1. Parts of Technical Bid

ANNEXURE - I contains instructions to the vendors for the tender.

ANNEXURE – II is a composite format, which, besides detailing the features /requirement, also provides space to indicate/ record your response in an unambiguous manner. The response / offer should be indicated with ‘Y’ for Yes or ‘N’ for No in the appropriate column. For any other supplementary information a separate sheet should be used.

ANNEXURE III is a format of undertaking to be given by the System Integrator/Solution Provider.

ANNEXURE – IV is a format for Technical Bid



ANNEXURE – V is a format for Mandate for payment through NEFT/ RTGS.

1.2. Part of Financial Bid

ANNEXURE – VI is a format to be used for Financials.

ANNEXURE – VII is a format to be used for quoting License Renewal / Maintenance cost.

ANNEXURE – VIII contains specimen of the Performance Bank Guarantee.

1.3. Above bids with all the relative annexure as detailed above should dropped in tender box kept at Reception of Central Cottage Industries Emporium, Jawahar Vyapar Bhawan, , Tolstoy Marg, New Delhi 110001 by the date of Submission of Technical & Financial Bid as per Bid Schedule/Venue on Page No 2.

1.4. To ensure uniformity at the time of evaluation and finalization of offers you should ***strictly follow the format & procedure*** indicated in the Annexure and also adhere strictly to the indicated configuration while submitting the offer.

1.5. The specification/features given in the Tender Documents are the minimum level of specifications that are required. You may choose to supply higher version, but no downward deviation from the specified configurations will be permitted.

2. Earnest Money Deposit, Bid Security Deposit & Performance Bank Guarantee

2.1. Technical Bid should be accompanied by A Pay order/demand Draft of Rs 2,00,000/- favouring “CCIC OF INDIA LTD. “towards EMD. *Technical bids not accompanied with the above Pay order/Demand Drafts are liable to be rejected.* The EMD of unsuccessful bidders will be returned to them on completion of the tender process. The EMD of the successful bidder(s) shall be converted to bid security deposit on award of contract. Bid Security shall be 5 % of Tender Value awarded. The bidder has to submit balance bid security on acceptance of contract to bring it to 5% of bid value. Bid Security shall be returned on successful completion of the project. No interest shall be paid on the EMD/Bid Security. If any of the selected bidders, refuses/ or is unable to execute the order, his EMD/Bid Security will be forfeited.

2.2. **Performance Bank Guarantee** as mentioned in Point No 5 on Payment Terms.

3. **Demo of Software:** Vendor has to arrange a demo of the software solution at site.



4. The Technical bids will be examined by the Technical Committee of CCIC which may call for clarifications/ additional information from the vendors which must be furnished to the Technical Committee in the time stipulated by the Technical Committee.
5. Financial Bid of the vendors short-listed by the Technical Committee will only be opened. The prices quoted in Financial bid should be Local Delivery at Site inclusive of all taxes, duties, etc. The Bids should be firm and valid for six months from the date of Tender Closing Date i.e. 09.02.2011. No price escalation on any ground whatsoever will be entertained during the period of validity of the rates.

Yours Faithfully

-sd-

Vineet Gupta
AGM (Finance & MIS)



Technical Bid



ANNEXURE - I

TENDER DOCUMENT FOR SUPPLY & IMPLEMENTATION OF READYMADE RETAIL SOFTWARE SOLUTION

TERMS & CONDITIONS OF THE TENDER

1. GENERAL.

- 1.1. The response to the present tender will be submitted by way of two stage bidding process. The technical details with the relevant information/documents/acceptance of all terms and conditions strictly as described in this tender document should be submitted. If short listed, the Financial Bid of the vendor will be opened.
- 1.2. Tender should strictly conform to the specifications. Tenders not conforming to the specifications will be rejected summarily.
- 1.3. Any incomplete or ambiguous terms/conditions/quotes will disqualify the offer.
- 1.4. CCIC reserves the right to change location or increase/decrease the number of location where software is to be implemented. CCIC also reserves the right to order individually, any one or more of the item (s) for any of its location till the validity of rates.
- 1.5. CCIC reserves the right to accept/reject any or all Bids without assigning any reasons therefore.
- 1.6. Any set of terms and conditions from the Vendors are not acceptable to CCIC.
- 1.7. CCIC reserves the right to stop the tender process at any stage and go in for fresh tendering without assigning any reasons.
- 1.8. The bids should be valid for 6 months and L1 vendor is bound to execute the orders placed at L1 rates during the currency of the tender.
- 1.9. CCIC reserves the right to impose and recover penalty from the vendors who violate the terms & conditions of the tender including refusal to execute the order placed on them for any reasons.
- 1.10. The vendor(s) who do not qualify in the technical bid will not be considered for financial bidding.
- 1.11. No binding legal relationship will exist between any of the Respondents and CCIC until execution of a contractual agreement. Bids must remain valid and open for evaluation according to their terms for a period of at least six (6)



months from the date/time of submission of Bids. Bids valid for less than 6 month are liable to reject.

- 1.12. CCIC may, in its absolute discretion, seek additional information or material from any Respondents after the Bids closes and all such information and material provided must be taken to form part of that Respondent's response.
- 1.13. Respondents should provide details of their Fax, email and full address(s) to ensure that replies to Bids could be conveyed promptly.
- 1.14. If CCIC, in its absolute discretion, deems that the originator of the question will gain an advantage by a response to a question, then CCIC reserves the right to communicate such response to all Respondents.
- 1.15. CCIC may, in its absolute discretion, engage in discussion with any Respondent (or simultaneously with more than one Respondent) after the bid closes to improve or clarify any response.
- 1.16. Any form of canvassing/lobbying/influence/query regarding short listing, status, etc will be a disqualification.
- 1.17. If any further clarification is required , please get in touch with the following officer of this Department within ten days of tender notification date, after which no such communication will be entertained:

Shri Vineet Gupta, Phone: 27306425

Email : vineet@cottageemporium.in

vineet_ccic@rediffmail.com

2. INSTRUCTIONS TO THE VENDORS:

- 2.1. NAME OF WORK: Supply & Implementation of Readymade Software of Retail solution at the offices in Delhi & NCR, and branches (Mumbai, Kolkata, Bangalore, Chennai) of CCIC OF INDIA LTD.
- 2.2. Please read the terms & conditions governing the tender carefully.
- 2.3. Please fill in the relevant information in the blanks provided.
- 2.4. Please sign in full by the Authorised Signatory (ies) with Company Seal in all the relevant Annexure and return the complete set in sealed cover.



- 2.5. Sealed Envelop of Bids should be dropped in Tender Box kept in CCIC of India Ltd. Jawahar Vyapar Bhawan, 1-Tolstoy Marg, New Delhi. No advance copy of bid through Email/Fax or in any other form should be disclosed to any of the employee/consultant of CCIC.
- 2.6. No consideration will be given to bids received after the time stipulated above and no extension of time will be permitted for submission of quotation.
- 2.7. The vendor will submit his Bids after carefully examining the document/conditions and the items covered under the tender.
- 2.8. Bids not fulfilling any or all of the conditions prescribed or which are incomplete are liable to be rejected.
- 2.9. No amount should be quoted during warranty period towards training/ any other charges, violation of these instructions would entail disqualification.
- 2.10. All prices quoted in financial bid should be Local Delivery on site inclusive of all taxes, duties, levies etc. Bids offering any discounts may be disqualified. CCIC will not issue certificates of any kind pertaining to tax exemptions.
- 2.11. During the validity period of tender quotes, any upward change in the exchange rate/excise duty and customs duty are to be borne by the vendor. In the event of any downward revision of levies/duties etc., the same should be passed on to CCIC, notwithstanding what has been stated in the quotation or in the Letter of Intent.
- 2.12. No price escalation adjustment or any other escalation will be payable.
- 2.13. Canvassing in connection with quotations is strictly prohibited and quotations submitted by vendors who resort to canvassing are liable to be rejected.

3. CONDITIONS GOVERNING THE TENDER:

- 3.1. Signature: The authorised person(s) should sign the Tender Document and related Annexure. A copy of the letter issued by competent authority authorising the person(s) to sign on behalf of the company should be enclosed.
- 3.2. Installation: The Application software should be installed at the offices of CCIC OF INDIA LTD., which shall be referred to as SITE in this document. This would include installation of the operating systems, whether supplied by the vendor or provided by CCIC.



4. **Phases of project**

Phase 1:

The vendor will study the working system of CCIC and put up a BPR report where Business Process Re-engineering is required. After acceptance of BPR vendor will submit a GAP Analysis, SRS. The CCIC will give an acceptance of GAP Analysis & SRS.

Phase 2:

Customisation of Software as per the BPR, Gap Analysis & SRS duly accepted by CCIC.

Phase 3:

Testing of the software by IT department along with HOD/Representative of the Concern User Department.

Phase 4: Implementation of software, Extensive System training of the members of IT department & operational training of the user departments.

5. **Delivery/Customization/training/implementation:**

Vendor will put up a schedule plan for execution. **Total time should not exceed beyond 06 months.** In case any vendor awarded the contract fails to implement the software solution in all respect (Installation, Customisation, training etc) within the specified period, its EMD/Bid Security will be forfeited.

In case any vendor awarded the contract is unable to implement the solution by the stipulated delivery date, CCIC may charge a **penalty of 0.5%** of order value for every week of delay.

The amount of penalty so calculated shall be deducted at the time of making payment. In the event of cancellation of the order, the vendor shall not be entitled to any compensation and EMD/Bid Security will be forfeited. Time shall be the essence of the contract.

CCIC reserves the full right to take any action as it deems fit in case the vendor does not implement the solution in all respect including forfeiture of Bid Security.

The vendor shall deliver, along with the solution, a complete set of application software systems documentation and manual.

6. **Vendor not to make any alteration in tender document:** No alterations, which are made, by the vendor in the specifications accompanying this notice shall be recognised,



and if any such alterations are made, the quotation shall be invalid. Any quotation, which purports to alter, vary or omit any of the conditions herein, is liable to be rejected.

7. Vendor to gather all information for/bear cost for submitting quotations:

1. The vendor must obtain for himself on his own responsibility and at his own expenses all the information necessary including risks, contingencies and other circumstances to enable him to prepare a proper bid and to enter into a contract with CCIC.
2. The vendor should also bear all the expenses in connection with the preparation and submission of his quotation.
3. The vendor whose quotation is accepted shall not be entitled to make any claim for increase in the rates quoted and accepted.

8. Rates should be complete in all respect. The Bid must be complete in itself, properly worked out to cover all the vendor's obligations under the contract and all matters and things necessary for the proper completion of the work, and the rates quoted therein must be correct and sufficient to cover the vendor's costs, overheads and profits etc, completely for the individual items of work including cost for all necessary materials and labour, taxes, excise or any other such tax or duty levied by Govt., Central or State or Local Authority as on the date of submitting Bids, if and as applicable, insurance against loss or damage by fire, theft or other usual risks during transit, and till the work is completed at site and handed over to the CCIC in all respects according to the true meaning and intent of the contract.

9. Quoted rates not subject to escalation: The rates should not be subject to any escalation in prices of material, exchange rate, taxes, duties, railway/freight and the like, labour rates, octroi etc.

10. The rate should be firm for a period of six months from the date of submission of bids

11. Rights of CCIC:

- 11.1. CCIC does not bind itself to accept the lowest quote and reserves the right to reject any or all the quotes received, without assigning any reason there for.
- 11.2. While placing the Purchase Order, CCIC further reserves the right to delete or reduce any item without assigning any reason there for.



12. **Assigning Work:** The work or any part of it should not be transferred, assigned or sub-let without the written consent of CCIC.

13. **Other agencies at work:** The vendor shall be required to co-operate and work in coordination with and afford reasonable facilities for such other agencies/specialists as are/may be employed by CCIC on other works/sub-works in connection with the project/scheme of which this work forms part and in this connection it shall be deemed that the vendor has prior to submitting the quotation inspected the premises and taken all circumstances into consideration.

14. **Demo of Software:** Vendor has to arrange a demo of the software solution at site within 7 working days of the Bid.

15. **PAYMENT TERMS:**

15.1. **No Advance Payment will be released along with the purchase order.**

15.2. The payment will be made as mentioned below. The vendor should submit the bills to the AGM (Finance & MIS) office that have issued the relative Purchase Order. The bill will be processed and Payment will be made through NEFT transfer. Account details for payment through RTGS/NEFT, Name of Bank, Name of Branch, IFSC Code, Account No. Etc to be submitted by the vendor along with technical bid (Form for the same is already enclosed and part of Technical Bid) .

15.3. Payment Schedule

20 % payment after completion of Phase 1

20 % payment after completion of Phase 2

20 % payment after completion of Phase 3

20 % payment after completion of Phase 4

20 % payment after successful running of application software system for 30 days (on submission of a **Performance Bank guarantee** for the 10% of Bid Value immediately after work completion).

15.4. **DOCUMENTS TO BE ENCLOSED:** Invoice(s) reflecting taxes and duties, all in duplicate. A copy of the relative Purchase Order should also to be submitted along with your claim.



16. **Training:** Vendor will provide operational training of the software to concern staff. An extensive training of operations, administration etc. will be given to officials of IT Department of CCIC.

17. Support Warranty :

All the software implemented under this tender should carry 12 months unconditional onsite support warranty or standard warranty whichever is higher.

Vendor /OEM shall provide to CCIC 12 months as detailed above, free maintenance service from the latest date of completion of implementation, which shall include free upgrades and updates. This condition also applies towards system software and application package delivered by the vendor /OEM along with the application software system. The vendor /OEM should particularly ensure that the application software systems and other software are free from all types of glitches and does not cause disruption or other damages to the computer system or information and data contained in the computer system at the time of installation or subsequently.

On-site Support Services: The Vendor /OEM shall arrange for services of qualified engineers having sufficient knowledge of system, acceptable to CCIC at the time of installation and during warranty period for trouble shooting, No charges, fees, accommodation, boarding etc. shall be paid or provided by CCIC to the service engineer or his assistants, if any.

18. **License Renewal / Maintenance Cost:** The vendor shall provide support services for the software at the quoted rates for minimum four (4) years after warranty. The cost shall not exceed **10% p.a.** of solution cost. The vendor shall not increase the renewal cost and shall keep it frozen for two years after the expiry of the warranty period. CCIC may however, elect for maintenance by a third party or undertake in-house maintenance with the backup support from the vendor. The vendor, in case CCIC opts for third party/in house maintenance shall provide required support services by way of actual maintenance by their engineers and/or arrange. The vendor shall provide/continue to provide support for the application software system for at least 5 years from the date of acceptance. However, the



rates after 3 years from the date of installation would be at a rate to be mutually negotiated based on prevailing cost and market AMC rates. CCIC may change the terms of the future AMC, if necessary, to meet changing needs, on mutual agreement with the vendor.

19. **Subcontracting:** The vendor shall not, without the prior written consent of CCIC OF INDIA LTD., sub-contract or permit anyone other than the vendor's own personnel to perform any of the work, services or other performance required of the vendor.



20. Others:

- 20.1. The vendor shall warrant that the support and maintenance service offered do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. The vendor shall indemnify CCIC from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.
- 20.2. The vendor shall further explicitly absolve CCIC of any responsibility/liability for use of application software system delivered alongwith the solution and of all cases of possible litigation /claims directly or indirectly arising out of any breach/claimed breach of patent/copyright /license/trade secret or other entity of the equipment sourced either from third parties or from themselves.
- 20.3. Updates / Upgrades of software etc are made available to CCIC by the vendor at no additional cost after renewal of License is taken by CCIC.
- 20.4. The vendor and their employees shall strictly undertake not to communicate or allow to be communicated, to any person or divulge in any way any information relating to the ideas, concepts, know-how, technique, data, facts, figures and all information whatsoever concerning, or relating to CCIC and its affairs to which the said employees have access in the course of the performance of their obligations to CCIC.
- 20.5. Within the period of warranty/maintenance cover stipulated above, CCIC shall have the right to: -
- 20.5.1. Shift the site to an alternate site at its choice.
 - 20.5.2. Transfer Data from the system to other system
- 20.6. CCIC shall bear the charges for such shifting and reinstallation and vendor should provide necessary assistance to CCIC for the smooth reinstallation process. The conditions contained herein would continue to be binding on the vendor after such shifting and reinstallation.



20.7. All disputes and differences of any kind whatsoever arising out of or in connection with this purchase order shall be referred to arbitration. The arbitrator may be appointed by both the parties or in case of disagreement; each party may appoint an arbitrator and the decision of the arbitrator(s) shall be final. Such arbitration shall be governed by the provisions of the Indian Arbitration Act.

21. CONDITIONS GOVERNING TROUBLE SHOOTING AND MAINTENANCE SERVICES (DURING WARRANTY & AFTER WARRANTY PERIOD)

21.1. The Vendor should undertake to provide CCIC at least 12 months free maintenance service, which will include trouble shooting, modification from the date of commissioning of the Application Software Systems. Thereafter, CCIC may decide for continued maintenance by the vendors at AMC rates quoted in the tender and found acceptable or may opt for comprehensive maintenance by a third party, or undertake in-house maintenance if needed with the backup support from the vendors.

21.2. The vendor shall ensure the Application Software is bug free and for this purpose, shall provide the support & services:

a) The vendor shall correct any faults and failures in the software and shall correct the software immediately.

b) The VENDOR shall ensure that faults and failures intimated by CCIC as above are diagnosed and repaired within one working day.

c) All changes/modification generally adopted hereafter by the VENDOR for application software system similar to that supplied shall be made to the system at no cost of CCIC.

d) A log/register shall be maintained INDIVIDUAL OFFICE-WISE by CCIC at the SITE to record each incident of application software system malfunction, errors, faults, failures, defects, etc., indicating the date and time at which the vendor was informed or noticed the malfunction, errors, faults, failures, defects, etc., and the date and time of commencement and successful completion of



trouble shooting work and nature of work performed in the system together with a description of the cause for work, either by description of the malfunction, errors, faults, failures, defects etc., or as discovered, and repaired during the regularly scheduled Preventive Maintenance. CCIC shall use the same log for recording the nature of malfunction, errors, faults, failures, defects, etc., observed in the system the date and time of their occurrence and the date and time of their communication to the vendor. The entries in the register under the initials of a CCIC representative shall constitute conclusive proof of the malfunction, errors, faults, failures, defects, etc.

f) Services Scope

These services would include a pilot implementation as well as all-India roll-out, data migration, training to end-users and IT staff and post implementation support on need basis. The SI would also be required to provide detailed requirements, standards and guidance for all in-house integration related projects.

g) Network security / Third Party Access

The solution vendor / System Integrator will provide sophisticated network security systems to ensure data security over the WAN as well as the internet. The network will also be used for providing third-party access to CCIC applications over Internet.

h) Disclaimer

The requirements mentioned above give broad scope of the project and are not exhaustive. The detailed requirements and timeframe for implementation will be given in the Request for Proposal, which will be issued later to short listed respondents.

22. CERTIFICATION AND AUTHORISATION

The vendor should be an original System Integrator / channel partner and should be in a position to supply & implement the application software system. (Refer Annexure III)

23. Evaluation Process & award of Contract

23.1. CCIC will constitute a Technical committee to examine in detail the competence of respondents to ensure capabilities to handle proposed project. CCIC also



reserves the right to include any outside consultants/experts in the said Technical committee.

- 23.2. CCIC will evaluate proposals of the Respondents on the basis of Financial Status and Technical Capability of the respondent and also the track record of successful delivering /implementation of the products/services required by the CCIC. Therefore, respondents should submit necessary details that would help evaluation. However, CCIC in its sole/absolute discretion can apply whatever criteria deemed appropriate in determining the responsiveness of the bid submitted by the respondents.
- 23.3. CCIC will scrutinize the offers to determine whether it is complete, whether errors have been made in the offer, whether required technical documentation has been furnished and whether the documents have been properly signed. Offers with incorrect information or not supported by documentary evidence, wherever called for, would be summarily rejected. However, the purchaser, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. The Purchaser reserves the right for such waivers and this shall be binding on all vendors.
- 23.4. Technical evaluation would be done to examine whether offered software matches the basic specifications asked for.
- 23.5. For proper scrutiny, evaluation and comparison of offers, the purchaser may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.
- 23.6. **The final selection of Lowest tenderer (L1) vendor will be decided on 5 Year Total Cost of Ownership of the Software Solution, inclusive of initial 1 Years' Warranty and Annual Maintenance Charges for 2nd, 3rd, 4th, 5th year and order will be awarded to him.**



The L1 tenderer shall be arrived on the basis of overall financial cost of all the item taken together.

Example as under

S.No.	Net Cost of Software solution with 1 year warranty	AMC for 2 nd year	AMC for 3 rd year	AMC Cost for 4 th year	AMC Cost for 5 th year	TCO
1.	A1	As mentioned in Annexure VII				$A = A1 + A2 +$
		A2	A3	A4	A5	$A3 + A4 + A5$

The L1 tenderer shall be arrived on the basis of overall financial cost of all the item taken i.e. **A**



23.7. ELIGIBILITY CRITERIA

S. No.	Part of Technical /Financial Bid	Criteria
1.	Part of Technical Bid	Vendor is Original System Integrator / Channel Partner
2.		Experience of having successfully executed similar value order for product bided during last 3 years ending on 31.03.2010 at either of the following: <i>Three similar completed works costing not less than 20 lacs each. In last three years</i> <i>Or</i> <i>Two similar completed works costing not less than 25 lacs each in last two years</i> <i>Or</i> <i>One similar completed work costing not less than Rs. 40 lacs each in last one year</i>
3.		Whether Turnover of last three years in Sale of Software is above 1 Cr.
4.		Past performance of the bidder as regards product–reliability, after-sales service, commitment to provide best uptime and the current size and infrastructure of business in the Software selling. (Supporting Documents & Certifications) <i>(Please attach copy of ISO certification/ excellence services certificate from CIO/CEO of PSUs or Banks / or any other institution.)</i>
5.		Readymade software of Retail Solution’ should be running in the other retail companies for at least 3 years.
6.		Support availability: Whether vendor will provide support for supplied software solution for 5 years
7.		Whether vendor commits for attend /close and after sales service call within same day.

ACCEPTED THE ABOVE CONDITIONS

SIGNATURE OF THE VENDOR WITH SEAL



ANNEXURE – II

FEATURES REQUIRED IN RETAIL SOFTWARE FOR CCIC

Sales & Inventory Management Module		
S. No.	Sub Module	Features
1.		Retail software to cater to end to end solution of retail management processes from selection of vendors, placement of orders, delivery, stores, handling, distribution, retail/whole sale/export sales, cash/credit card/cheque/DD collection, dispatch, gift wrapping, packing and shipping, generation of reports for MIS, finance etc.
2.	Purchase	Item/Category/Department/State wise Vendor Management (Supplier Master capturing all Supplier related information like Supplier Name, Address, Contact detail, Women Entrepreneur, Photo of Supplier, National / State Awarded, PAN, TIN, CST, WCST MSME, SSI, Bank Account Details for Online Payment with State from where the supplier / Type of Merchandise belongs to; this state may be different from operating address etc.)
3.	Purchase	Demand forecasting, inventory controls with automated Buying/ Selling procedures.
4.	Purchase	Purchases against Wholesale/Customer/ISD order should be segregated.
5.	Purchase	Authorization of Purchase Order on the System based on delegation of Financial Powers. <i>(Upto 25 K : DM, 50 K Mgr, and so on)</i>
6.	Purchase	Quarterly Supplier Wise/Item Wise/ Buyer Wise report of Sale, Stock and Slow Moving Items.
7.	Purchase	Inventory Level maintenance through reorder / maximum / minimum level
8.	Purchase &	Tracking System of purchase orders like Quantity, Validity period etc.



	Ware house	
9.	Ware House	Tracking of merchandise (Purchase order wise) right from the ware house gate, Quality check, rejection, account of rejection & return expenses, invoice generation, Barcode Labeling, Pass for payment, transfer to Point of Sale, Sale, Sales Return, Return to supplier, accounting for return to supplier expenses.
10.	In all Modules	Supplier wise List of Purchase Order (Quantity, Value) Supplier Wise, Purchase Order Wise Rejection Supplier Wise Product Wise Stock (In Showroom + Stores+ Branches + Franchisee) showing quantity and value. Supplier wise product database & ranking system. Supplier wise Procurement Frequency Supplier Wise/ Buyer Wise Age Wise Stock Reports
11.	Ware House	Supplier Performance Evaluation System Based on the Time delay in delivery of Merchandise, Quality of Merchandise, time period for Sale of the goods
12.		Monthly, 'Item Wise Balance Stock' with code nos. & quantity left in stores to keep track of the further purchases of slow moving items.
13.	Ware House	Management of goods received on Consignment Basis, its sale, sales statement to suppliers through email/hard copy and payment to suppliers on sale of their goods.
14.		Classification of products, unique handicraft item with defined features including supplier wise linking in the database with bar-coding compatible to GS 1 standard requirement.
15.		Linkages of procurement, sale & stock modules with finance module for maintenance of books, generation of product/ department/ profit center wise profitability & expenses for identifying loss making products/unit. Stock taking at franchise location.
16.		Price Changes & Generation of Barcode Labels.



17.		Raw material issue / receipt / returns and consumption and generation of cost of production
18.		Designing of New Coding pattern
19.	Ware House & Sales	Inventory level updation through online transfers from stores & vice versa
20.	Sales	Cash Sales / Whole Sale/ Credit Sales through ISD/ Export (Packing & Shipping Sale / Sales through Interior Decoration Department & services / Exhibition Sale should be segregated. Accounts of Sundry Debtors should be maintained.
21.	Sales	Complete Stock accounting for merchandise issued through challan / Approval Memo/Own Consumption
22.	Sales	Complete Financial / Stock adjustment in case of sales return with Reason/ feedback from the customer for various reports for quality check dept.
23.	Sales	Capture and analysis of Customer data at the time of sales for sales planning & forecast, customer loyalty, footfall & minute by minute sales pattern.
24.	Sales	Provision of Recording of Mobile No /email of Customers for sending Business Promotion SMS/email
25.	Sales	In case of Export Sale (Packing & Shipping) we should be able to get Shipping order wise/ Country wise Sales Data
26.	In All Modules	<p>In Supplier Master there should be provision for flag on/off at 7-8 user level.</p> <p>The purpose of the above flags is : if any of the users have any pending matter with a supplier, then no further transaction such as generation of purchase order, release of payment should be allowed without an action requiring to clear the flag(s)</p>

27.	Purchase	The original source of products / address such as Kashmir in case of silk carpets, honey, chain stitch, shawls etc should be recorded for working out state wise purchases. This should be different from the operating address which sometimes is local address. Sometimes VIP references are received asking for information such as purchases from north east, Kashmir, Himachal Pradesh etc. This provision will provide answers to such queries.
28.	Purchase	Department wise / Value per item Wise, Restriction on Generation of Purchase Order (Own Purchase)
29.	In All Modules	History of visits of a supplier may be recorded. A terminal at the entrance of buying/stores/Finance/Showroom to register the visits of suppliers / generation of gate pass

Finance Module

S. No.	Features
1.	Complete Financial accounting of Trading business/all type of Purchase, Sale, Stock Transfers among H.O., Branches, Franchisee and Vice-Versa including all type of taxes i.e. VAT, Tax, TDS, Service tax, WCST etc.
2.	Accounting of Cash, Cheques, Credit Card/Bank Transfers/ Collection
3.	Stock reports based on outright purchase and Consignment basis items
4.	Supplier wise/ Department/Sub Dept/ item wise shortage excess report
5.	Payments to Suppliers through Cash/ Cheques/Bank Transfer etc. and intimation through sms(Short Messaging Service).
6.	Online employee database for capturing employee costs, leave, monetary & non-monetary salary and benefits, performance analysis, TDS calculations and TDS return/reports etc.
7.	Various Branch wise/consolidated Financial Reports/Books like Ledgers, Sub Ledgers, Trial Balance, Balance Sheet, Profit & Loss, TDS Certificates, DVAT related Reports etc.

MIS Module

S. No.	Features
1.	Generation of Real time Dynamic MIS for user defined features/requirements.
2.	Generation of MIS reports pertaining to Stock Position of Products under all combinations and Stock in Hand for financial purposes, Target / Flash Reports etc.
3.	Generation of MIS reports pertaining to Sales, Commission on sales from Head Office, Sales Tax, Hot Selling Products, etc.

Unit Wise Integration Module

S. No.	Features
1.	Branches Integration with above mentioned all features for branches & franchisee location for monitoring stock movement, sales data transfers and MIS reports and finance etc.

- ✓ All above features are compulsory features any proposal which do not compliance is liable to rejected.

ANNEXURE - III

SYSTEM INTEGRATOR/ SOLUTION PROVIDER AUTHORISATION
FORM

Ref No:

Date:

To,

**AGM (Finance, EDP & MIS),
CCIC OF INDIA LTD.**
Bharat Nagar, New Delhi

Dear Sir,

Sub: RFP No. _____

We.....who are established and reputable
Enterprise wide Solution Provider of Having HO at
.....and.....do hereby authorize
M/s.....

..... (Name and address of vendors) is authorised to submit a
bid and sign the contract with you against the above RFP
No.....dated..... We hereby extend our full guarantee and warranty as
per the clauses of contract based on the terms and conditions of the RFP for the goods
and services offered for supply by the above firm against this RFP.

M/s.....
..... (Name and address of vendors) is our
_____ Status of The Bidder.

Yours faithfully,

For (Name of the Solution Provider)

Note: This letter of authority should be on the letterhead of the Solution Provider and should be signed by a person competent and having the power of attorney to bind the Solution Provider. It should be included by the bidder in its technical bid. In the absence of this letter Bids are liable to be rejected.



Annexure IV

Form A: Technical Bid Form

To,

Central Cottage Industries Corporation of India Ltd.
Jawahar Vyapar Bhawan,
1, Tolstoy Marg,
New Delhi – 110001

Description of the works : Supply of Retail Software and its customization

1.	Name of The Bidder (Company Name)	
2.	Address of Corporate Office	
3.	Address of Dealing Branch Office	
4.	Telephone No	
5.	Fax No.	
6.	Contact Person for the Project With Telephone No, Email	
7.	Type of Business	

Name and Signature of authorized signatory with Seal



8.	Any other name(s) Proponent is, or has been doing business under	
9.	Year of incorporation	
10.	PF No.	
11.	Closest field offices to CCIC H.O. and branches	
12.	Does your company have an existing relationship with CCIC? Describe the nature and extent of this relationship.	
13.	Name of Important clients / firms using the software	
14.	Turnover in Software Solution (enclose a copy of audited balance sheet, Profit & Loss A/c.)	
	Year 2009-10 (INR)	
	Year 2008-09 (INR)	
	Year 2007-08 (INR)	

Name and Signature of authorized signatory with Seal



15.	Detail of major orders executed with states/Central Govt./PSU/Banks in past 3 years	Please attach a separate list
16.	Brand Name of The software	
17.	Detailed features of the software	Please attach a separate list
18.	<u>Whether the Software complies with the basic requirement of CCIC mentioned in Annexure-II</u>	
19.	Whether the Vendor is ready to give an exhaustive demo of the software	
20.	Whether the software shall be modified to suite CCIC's requirement. If so whether cost of customization would be extra or will be included in financial bid	
21.	Any specific Hardware Environment required	
22.	Number of Support Centre in India & Delhi NCR	

Name and Signature of authorized signatory with Seal



23.	Escalation Matrix of After Sales Support	Please attach the list
24.	No of Support Engineers in Delhi NCR	
25.	Maintenance service will directly be provided by Solution Provider	Yes/ No
26.	Status of Vendor (Refer point no 1 of 23.7 of eligibility criteria)	
27.	Experience in the Business (Refer point no 25.B of selection criteria)	Please enclose supporting documents
28.	Past performance of the bidder as regards product reliability, after-sales service, commitment to provide best uptime and the current size and infrastructure of business in the Software selling. (Supporting Documents & Certifications) (Refer to point No. 4 of 23.7 of eligibility Criteria)	Please enclose copy of Certificates

Name and Signature of authorized signatory with Seal



29.	Age of Readymade software of Retail Solution' (Refer to point No. 5 of 23.7 of eligibility Criteria)	Please enclose supporting documents
30.	Max No. of years for which support services available after delivery (Refer to point No. 6 of 23.7 of eligibility Criteria)	
31.	Response time (Call closure time) (Refer to point No. 7 of 2..7 of eligibility Criteria)	
32.	Qualification & experience of key person (s), who will supervise the implementation of the project.	Please attach the Resume of key personnel

Signature of Authorized Signatory: _____

Name and Title Of Authorized

Signatory: _____

Name of Firm/Company: _____

Authorized Address of

Communication: _____

Telephone No. (Office) : _____

Mobile No.: _____

Fax : _____



Form B: Proposed Solution Architecture

This form is to be filled up by the prime vendor only.

C.1.1	Solution Architecture: Please provide high-level solution architecture for CCIC highlighting the different technical components.
C.1.2	Please describe at high-level the features and functionality of each of the components with relevance to CCIC's requirements.
C.1.3	Please highlight the benefits of your solution. (Please restrict your response to 2 pages.)

Name and Signature of authorized signatory with Seal



Form C: Product Details

C.1 Product Details

Product name	Product ownership details	First launch date	Current Version

C.2

Sl. No.	Contact Details of the existing clients Using the product (in India)	Running live since date

Name and Signature of authorized signatory with Seal



Form D: Contact Details

Name of the company	
Company's address in India	
Contact Person	
Telephone no.	
Fax	
E-mail address	

Name and Signature of authorized signatory with Seal



Annexure V

CCIC OF INDIA LTD. BHARAT NAGAR, NEW DELHI 110052.

Mandate for Payment through NEFT/RTGS

1.	Name of the Supplier/ Company/ Firm Name	
2.	Address of the Supplier	
3.	City	
4.	State	
5.	Land line no. with std code	
6.	Fax No. with std code	
7.	Mobile no.	
8.	E-mail Address	

9.	PAN no. (Mandatory)	
10.	TIN no.	



11.	CST no.	
12.	WCST no.	
13.	Service Tax Registration No. With Date	
14.	Core banking account no. (for NEFT / RTGS transfer)	
15.	Name of the account holder	
16.	IFSC code of bank branch (for NEFT / RTGS transfer)	
17.	Bank name	
18.	Branch name	
19.	Branch telephone with std code	
20.	Branch address	
21.	MICR code of bank branch	

1. **COPY OF CANCELLED CHEQUE** of above mentioned account and **COPY OF PAN CARD** is enclosed.
2. I hereby declare that particulars given above are correct and complete, if the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the CCIC OF INDIA LTD. responsible, I have read the option invitation letter and agree to discharge responsibility expected of me as a participant under the scheme.
3. I / We also undertake that I /We shall inform any changes in my / our bank account particulars in future to CCIC, failing which payment shall continue to be made as details submitted to CCIC by me/us, for which CCIC shall not be held responsible.
4. Certified that the particulars furnished above are correct as per my knowledge.

Date: _____

(Signature of the Proprietor / Partner / Director)
with Seal

Certified that the particulars furnished above are correct as per our records.

Signature of the Authorized Officer from
Bank with seal



FINANCIAL BID



ANNEXURE-VI
FORMAT FOR QUOTING PRICE

S.No.	Module	Net Price (INR)
1.	Name : Base Cost : (No. of License included in Base Cost :) Cost per Store: Cost per License :	
Net Total Price (inclusive of all)		

Signature of Authorized Signatory: _____

Name and Title Of Authorized Signatory: _____

Name of Firm/Company: _____

Authorized Address of Communication: _____

Telephone No. (Office) : _____

Mobile No.: _____

Fax : _____



ANNEXURE-VII

**LICENSE RENEWAL / MAINTENANCE COST AS PERCENTAGE OF THE
COST OF THE ITEMS EXCLUSIVE OF TAXES**

S.No.	Head	AMC Charges (%) exclusive of Tax
1.	Total AMC/License Renewal /Upgradation /upgradation Charges for 2 nd Year	
2.	Total AMC/License Renewal /Upgradation /upgradation Charges for 3 rd Year	
3.	Total AMC/License Renewal /Upgradation /upgradation Charges for 4 th Year	
4.	Total AMC/License Renewal /Upgradation /upgradation Charges for 5 th Year	
Total Price		

Taxes extra will be applicable at the time of AMC.

Signature of Authorized Signatory: _____

Name and Title Of Authorized Signatory: _____

Name of Firm/Company: _____

Authorized Address of Communication: _____

Telephone No. (Office) : _____

Mobile No.: _____

Fax : _____



ANNEXURE - VIII

PERFORMANCE BANK GUARANTEE (Specimen only)

To,

CCIC OF INDIA LTD.
Jawahar Vyapar Bhawan
1, Tolstoy Marg, Janpath
New Delhi 110001

This deed of guarantee made on this day..... 2010 by Bank, having its registered/Head office at and amongst all places a branch at And wherever the context so requires includes its successors and assigns (hereinafter called the SURETY) for the favour of CCIC OF INDIA LTD, JAWAHAR VYAPAR BHAWAN,NEW DELHI (hereinafter called CCIC) and wherever the context so requires include it successors and assigns. CCIC is placing the order for purchase is hereby called as "purchaser".

The Purchaser has placed an order no. Dated the (hereinafter called the 'Said Order') for supply & implementation Retail Software Solution at the CCIC offices in Delhi /NCR for the total value of Rs..... with M/s _____, a company having its registered office at and wherever the context so requires includes its successors and assigns (hereinafter called to or referred to as 'The Supplier').

In terms of the order, the supplier is required to furnish the purchaser at his own cost a Performance Bank Guarantee for an amount of Rs. _____ (equal to the 10% of the above total value) for fulfilling the conditions of technical delivery in the purchase order towards guarantee against all defects for a period upto _____ (12 months from the date of installation and acceptance thereof).

The surety at the request of the supplier agreed to issue a Performance Bank Guarantee in terms of the order. Further the supplier and the purchaser have agreed that the supplier shall provide support free of cost as mentioned in the warranty and guarantee clause.

We (Indicate the name of the Bank giving the guarantee) do hereby undertake to pay the amounts due and payable under this guarantee, without any demur merely on a demand from the purchaser stating that the amount claimed is due



by way of loss or damage caused to or would be caused to or suffered by the purchaser by reason of breach by the supplier in any of the terms or conditions contained in the said order or by reason of the supplier's failure to perform the order. (ANY SUCH DEMAND MADE BY THE PURCHASER SHALL BE CONCLUSIVE AS REGARDS THE AMOUNT DUE AND PAYABLE TO THE PURCHASER UNDER THIS GUARANTEE).

We undertake to pay to the purchaser any money so demanded notwithstanding any dispute or disputes raised by the supplier in any suit or proceeding pending before any Court or Tribunal or Arbitration relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this Guarantee shall be a valid discharge of our liability for payment there under and the supplier shall have no claim against us for making such payment.

We (Indicate the name of the Bank giving the guarantee) further agree with the purchaser that the purchaser shall have the fullest liberty without our consent and without affecting in any manner our obligations there under to vary any of the terms and conditions of the said order or to extend time of performance by the said supplier from time to time or to postpone for any time or from time to time any of the powers exercisable by the purchaser against the said supplier and to forbear or enforce any of the terms and conditions relating to the said order and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said supplier or for any forbearance, act or omission on the part of the purchaser or any indulgence by the purchaser to the said supplier or by any such matter or thing whatsoever which under the law relating to sureties, but for this provision, have effect of so relieving us.

We shall not be discharged or released from the guarantee by any arrangement between the purchaser and the supplier with or without consent of the surety or by any alteration in the obligations of the parties or by any indulgence, forbearance whether as to payment time, performance or otherwise.

This guarantee shall not be affected by any change in the constitution of M/s -----
----- i.e. supplier by absorption with any other body or corporation or other and this guarantee will be available to or enforceable by such body or corporation also.



Unless a claim under this guarantee is made by the purchaser against us on or before (date of expiry of guarantee), all the rights of the purchaser under this guarantee shall be forfeited and the bank shall be relieved and discharged from all liability under this guarantee.

Notwithstanding anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed Rs.----- (Rupees).
- b. This Bank Guarantee shall be valid upto----- and
- c. We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only and only if you serve upon us a written claim or demand on or before-----

DATED AT _____ (PLACE) THIS _____ DAY OF-----.

FULL SIGNATURE WITH SEAL OF THE BANK (SURETY)

