

EOI No- PD/PMU/SB/04/2014-15 dated 10/3/2015

**Sufal Bangla**

**Request for Proposal – Software Solution  
for Sufal Static Outlets / Mobile Vans/  
Hubs**

***2015***

## Organizational Overview

Project Management Unit (SUFAL BANGLA PROJECT) sources its requirement of fresh produce / fruits and vegetables from farmers / growers associations. It is SUFAL BANGLA PROJECT's constant endeavor to ensure that farmers regularly and continually receive market prices by offering quality fruits and vegetables to consumers at competitive prices.

At SUFAL BANGLA PROJECT, procurement of fruits and vegetables is controlled by structured process to ensure high product quality / reliability and safety. SUFAL BANGLA PROJECT markets & sells vegetables under the Sufal Bangla brand (like potato, onion, tomato, carrot, etc.), through its mobile vans. To further promote the sales of products, SUFAL BANGLA PROJECT is opening static outlets.

In times to come, SUFAL BANGLA PROJECT shall strive to become a leading player in the fresh produce / fruits and vegetables in India.

## Objectives

- Evaluate and select point-of-sale solution to be integrated and deployed at Sufal mobile vans and static outlets with centralized control and management features to achieve the following end results:
  - Identify locations of strong & weak sales turnover
  - Plan for optimum inventory levels
  - Achieve just-in-time inventory replenishment
  - Handle promotional schemes
  - Control and monitor prices centrally
  - Create Price groupings for stores
  - Indent from Stores directly
  - Achieve efficient and seamless integration with the ERP application

## Evaluation & Selection Procedure

- The parties will submit separate sealed technical and commercial proposals with the contents indicated clearly on the cover of the envelopes as per guidelines given below
- The party will technically qualify in this round based on the following criteria
  - **Technical Proposal** submission for following as desired in Annexure enclosed
    - Bill of material for entire solution
    - Specifications details to be filled by party in the Requirement Criteria (Annexure VI)
    - Application & Software Solution
    - Connectivity solution
    - Solution to achieve seamless integration with ERP. Packaged applications with service oriented integration components and workflow features will be given preference
    - Any other Hardware, Software, Accessory, Consumable or Service required to successfully deploy the entire solution
    - Any environmental parameters required to ensure smooth implementation and functioning of the solution
    - Any third-party components/dependencies in the proposed solution should be clearly indicated.
  - Apart from meeting the overall objectives, additional factors to be considered in designing the overall solution would be the footprint and the robustness of the components to be installed in the booth, the electrical power supply issues prevalent and network downtime related issues.
    - The **Commercial Proposal** should contain the following details clearly:
  - Bill of material with the detailed price breakup for each component of the solution with total price

- AMC cost along with payment terms for the entire solution after completion of warranty period. Any other inclusion / exclusion may be specifically mentioned.
- The information provided by the party will be verified by a Technical Selection Committee (TSC) SUFAL BANGLA PROJECT. TSC will evaluate all the proposals and give their final Recommendation.
- TSC will select the successful party/bidder based on most suitable techno-commercial offer. The Decision taken by TSC will be Final and binding on all parties/bidder.
- The successful party will then need to agree to the final Scope, Commercials and the Service Level Agreement (SLA) of the contract
- Once finalized, the successful party will be awarded the contract.

### **Disclaimer**

SUFAL BANGLA PROJECT reserves the right to withdraw the RFP and terminate the associated processes at any point of time without attributing any reasons whatsoever.

- **Deadlines:** The deadlines should be adhered to and any request for extension may negatively impact the rating.

Technical and Commercial bid submission	<b>20<sup>th</sup> March 2015 upto 2.00 PM</b>
Opening of Technical Bid	<b>20<sup>th</sup> March 2015 at 4.00PM</b>
Scope, Commercial & SLA discussions and negotiations	<b>Intimated later on</b>
Proof of Concept at SUFAL BANGLA PROJECT Store	<b>Intimated later on</b>
Vendor finalization	<b>Intimated later on</b>

- No extension of time shall be granted under any circumstances to any party for submission of its proposal on the grounds that the party did not obtain a complete set of the RFP
- SUFAL BANGLA PROJECT makes no representation or warranty, express or implied, as to the accuracy, correctness and completeness of the information contained in the proposal documents

### **List of Enclosed Annexure**

- Annexure-I - Assumptions
- Annexure-II - Terms & conditions for the RFP
- Annexure-III - General conditions
- Annexure-IV - Scope of work
- Annexure-V - Instruction to Bidder
- Annexure-VI - Requirement Criteria (Detailed specifications to be filled by the Party)

## Annexure - I

### Assumptions

Unless the context otherwise requires, the following terms whenever used in this Contract have the following meaning:

- a) **Applicable Law** means the laws and any other instruments having the force of law in India, as they may be issued and in force from time to time;
- b) **Vendor** means the successful bidder who is awarded the contract and includes its successors and permitted assigns;
- c) **Contract** means Purchase Order raised by Project Management Unit, SUFAL BANGLA on the Vendor together with the confidentiality agreement, Service level agreement and all the documents annexed and attached therewith;
- d) **Contract Price(s)** means the total price(s) as defined in the Purchase Order
- e) **Effective Date** means the date on which this Contract comes into force
- f) **Project Management Unit (PMU)**, a team headed by Project Director for SUFAL BANGLA project formed by the Department of Agriculture, Government of West Bengal.
- g) **Parties** means PMU or the Vendor, as the case may be;
- h) **Purchaser** means PMU;
- i) **Personnel** means persons to be deployed by the Vendor with the approval of PMU and assigned to the performance of the Services or any part thereof;
- j) **Project** means the supply, installation and testing of the weighing scale at SUFAL BANGLA PROJECT stores including the integration with proposed ERP connectivity with central server and subsequent, Real time integration with database etc as well as its configuration, customization, implementation, training and support across all specified locations of PMU.
- k) **Project Sign-off** means signed acceptance by the SUFAL BANGLA PROJECT that all deliverables in the project have been completed and there are no outstanding issues/activities. This implies issuance of Performance Acceptance Certificate, resolution of all critical and high priority issues after go-live at all locations as per project plan, subject to satisfactory completion of a minimum duration of 2 months after go-live at all locations.
- l) **Services / Work** means the work to be performed by the Vendor pursuant to this tender for the purpose of the Project

### Assignment

The Vendor shall not, without the express prior written consent of PMU, assign to any third party, the Contract or any part thereof, or any right, benefit, obligation, or interest therein or there under.

## **Annexure - II**

### **Terms and Conditions for the RFP**

#### **How to respond**

All proposals shall be in writing and shall cover the scope of work detailed in the Annexure attached to this Request for Proposal, and all prices and amounts (where applicable) stated in figures. Prospective parties must provide all requisite information stated in this Request for Proposal. Any proposal, which does not fully and comprehensively address the requirement in the Annexure to this Request for Proposal may be rejected.

#### **Cost of proposal**

A prospective party shall bear all costs associated with the preparation and submission of its proposal and SUFAL BANGLA PROJECT will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the proposal process.

#### **Proposal document**

The party is expected to examine all instructions, forms, terms and specifications in the RFP document. The RFP documents together with all its annexure thereto, shall be considered to be read, understood and accepted by the party, unless deviations are specifically stated seriatim by the party. Failure to furnish all information required by the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at party's risk and may result in the rejection of his proposal. You are advised to visit and examine the sites of works and its surroundings and obtain for yourself on your own responsibility all information that may be necessary for preparing the proposal and entering into a Contract. In this regard, you shall be deemed to have satisfied yourself before submitting your proposal. The costs of visiting the site shall be at your sole expense.

#### **Amendment of RFP**

At any time prior to the SLA signoff, SUFAL BANGLA PROJECT may for any reason whether at its own initiative or in response to a clarification requested by a prospective party pursuant to a site visit and inspection, modify these Terms and Conditions or the scope in the attached annexure by the issuance of an amendment. An amendment, if issued, will be sent to all prospective parties.

#### **Fixed prices**

The rates quoted by a prospective party shall be fixed for the duration of the SLA and shall not be subject to adjustment on any account. Proposals submitted with any price adjustment condition shall be treated as non-responsive and rejected.

#### **Currency of proposal & payment**

The financial component of the proposal shall be quoted by a prospective party entirely in Indian currency and all payment shall be made in Indian currency only.

#### **Sufficiency of Proposal**

Prior to submitting a proposal, a prospective party shall be deemed to have satisfied itself as to the correctness and sufficiency of the scope of work and of the financial components stated in its proposal, if any, which financial proposal shall, except insofar, as it is otherwise provided in the SLA, cover all of such party's obligations under the SLA and all matters and things necessary for the proper execution and maintenance of the scope of work.

#### **Subcontracting / Partnerships**

A prospective party shall state clearly in its proposal if any part of the proposed work is planned to be subcontracted to any other party or whether the prospective is allying with another entity to submit a proposal and the nature of such party's involvement and business. The proposal should also state as who will support all the third party products during the whole warranty / AMC period.

**Licenses and Permits**

A prospective party shall have any and all licenses and permits required to perform the work specified and shall furnish proof of such licensing authorization and permits with its proposals, if required.

**Withdrawals and Modification of Proposals**

Proposals may be modified or withdrawn in writing, prior to the proposal closing time specified by SUFAL BANGLA PROJECT. Proposals may not be modified or withdrawn after that time.

**Errors in Proposal**

Prospective parties are expected to examine any drawings, specifications, schedules and other instructions pertaining to the work, made available by SUFAL BANGLA PROJECT to the prospective parties for inspection. Failure to do so will be at the prospective party's own risk.

**Proposal Validity**

Proposals submitted shall remain valid for acceptance for a period of 180 days from the date of submission of such proposals.

**Late proposals**

Any proposals received by SUFAL BANGLA PROJECT later than the dead line for the submission of proposals as prescribed by SUFAL BANGLA PROJECT may be returned to the party submitting that proposal.

**Acceptance or Rejection of any or all proposal(s)**

This RFP does not commit SUFAL BANGLA PROJECT to award a contract or to pay any costs incurred in the preparations or submission of proposals, or costs incurred in making studies for the preparation thereof or to procure or contract for services. Notwithstanding any clauses stated above, SUFAL BANGLA PROJECT reserves the right to accept or reject any proposal and to annul the proposal process and reject all proposals, at any time prior to the award of the contract, without thereby incurring any liability to the affected party(ies) or any obligation to inform the affected party(ies) of the grounds for SUFAL BANGLA PROJECT 's action.

**Clarifications**

To assist in the examination, evaluation and comparison of the proposals, the TSC may ask prospective party(ies) individually for clarification of their proposals, including break-up of unit rates. The request for clarification and the response shall be in writing and shall be sent by email / Courier but no change in the price or substance of the proposal shall be required, sought, offered or permitted except as required to confirm the correction of arithmetic errors discovered by SUFAL BANGLA PROJECT during the evaluation of the proposal or pursuant to a change in scope.

**SLA and execution of SLA**

The successful party agrees to enter into a SLA in the form and substance prepared by SUFAL BANGLA PROJECT within 7 days of acceptance of the successful party's proposal. The original executed SLA shall be returned to SUFAL BANGLA PROJECT by the successful party within 1 day after receipt of the SLA.

**Program to be furnished**

A party shall, after the acceptance of its proposal, submit to the TSC for its approval a project plan showing the order of procedure in which it proposes to carry out the scope of work. A party shall after acceptance of its proposal and subsequently, whenever required by SUFAL BANGLA PROJECT, also provide in writing for its information a general description of the arrangements and methods which the party proposes to adopt for the execution of scope of work. All assumptions and pre-requisites to activate the contract should be clearly defined in the proposal.

## Annexure - III

### General Conditions

1. Commencement of work:

The successful party shall commence the works within the timelines agreed in the SLA after the receipt by it of a written order to its effect from SUFAL BANGLA PROJECT and shall proceed with the same with due expedition and without delay, except as may be expressly sanctioned or ordered by SUFAL BANGLA PROJECT.
2. Alterations, Additions And Omissions
  - a. Variations: SUFAL BANGLA PROJECT may make any variations of the form, quality or quantity of the scope or any part thereof that may, in its opinion, be necessary and for that purpose, or if for any other reason it shall, in its opinion be desirable, it shall have power to order the successful party to do any of the following:-
    - i. increase or decrease the quantity of any work included in the SLA,
    - ii. omit any such work,
    - iii. execute additional work of any kind necessary for the completion of the work,
    - iv. Change any specified sequence, method or timing of any part of the works, and no such variation shall in any way vitiate or invalidate the SLA, but the value, if any, of all such variations shall be taken into account in ascertaining the amount of the contract price
  - b. Valuation of Variations: All extra or additional work done or work omitted by order of SUFAL BANGLA PROJECT shall be valued at the commercials set out in the SLA if, in the opinion of SUFAL BANGLA PROJECT, the same shall be applicable. If the SLA does not contain any rates or prices applicable to the extra or additional work, then suitable rates or prices shall be agreed upon between SUFAL BANGLA PROJECT and the successful party. In the event the parties are unable to reach an agreement SUFAL BANGLA PROJECT shall fix such rates or prices as shall, in its opinion, be reasonable and proper.
  - c. Method of Measurement: The scope shall be measured net, as prescribed in the specification of works, notwithstanding any general or local custom
5. Arbitration
  - a. All disputes or differences whatsoever which shall at any time arise between the parties hereto on the construction of the SLA or any clause therein contained or any matter in any way connected therewith or the rights, duties, obligations of the parties thereto shall in the first instance be attempted to be resolved through amicable good faith discussions and negotiations for [20] days, failing which such dispute shall finally be settled by reference to arbitration in terms of the Arbitration and Conciliation Act, 1996, by a sole arbitrator appointed under the provisions of arbitration at, 1996.
  - b. The venue of the Arbitration shall be Delhi/New Delhi, subject to the arbitration provision, the courts at New Delhi shall have jurisdiction.
  - c. The award of the arbitrator shall be final and binding on both the parties
6. Taxation
  - a. The prices in the proposal by the prospective party shall include all taxes, duties including sales tax or works contract tax or turn over tax, service tax, etc. that may be levied according to the laws in force for the purpose of the SLA and on the services performed under the SLA. Nothing in the SLA shall relieve the successful party from its responsibility to pay any tax that may be levied on it in respect of payments received under the SLA.
  - b. The successful party's staff, personnel and labor will be liable to pay their respective personal income taxes in respect of such of their salaries and wages as are chargeable under the laws and regulations for the time being in force, and the successful party thereof as may be imposed on it by such laws and regulations.
  - c. All statutory deductions required to be made at source from the successful party's bills shall be so deducted and the successful party shall not lodge any claim of reimbursement for the said amount from SUFAL BANGLA PROJECT

7. Termination of SLA for SUFAL BANGLA PROJECT's convenience: SUFAL BANGLA PROJECT shall be entitled to terminate the SLA at any time for its own convenience after giving 30 days prior notice to the successful party.
8. 20% of the Contract Amount will be retained as Performance Security, which will be rereleased on successful running of the software for 3 months.

**Contract**

Any SLA resulting from this Request for Proposal will, inter alia, include these General Conditions of Contract



## Annexure - IV

### Scope of Work

1. Execution Methodology
  - The party has to ensure that the offered solution fully meets the needs of SUFAL BANGLA PROJECT and scale data, backend computers and central warehouse are integrated with the ERP.
  - Any support and directions required to generate data from scales have to be provided or arranged by SUFAL BANGLA PROJECT
  - Any problems or issues in integrating scale data with ERP have to be resolved by the party as per directions received from SUFAL BANGLA PROJECT. The party will participate fully in the design of the integration methodology and provide experts with appropriate skillsets to work on implementing the solution.
2. Completion Schedule, Warranty and Service Support
  - Party shall deliver as per schedule and make all the systems operational (Supply, Installation & commissioning, Acceptance of the systems and handing over to SUFAL BANGLA PROJECT) within maximum 1 week of the delivery.
  - SUFAL BANGLA PROJECT reserves the right to reschedule delivery and / or make all the systems operational (Supply, Installation & commissioning, Acceptance of the systems and handing over to SUFAL BANGLA PROJECT) by providing intimation through Email and / or Fax of intent 2 weeks in advance of the schedule to the successful party.
  - All the supplied software shall be covered under a free email / telephone / remote support for one (01) year. Support period shall start from the date of the installation.
3. Installation
  - Successful party shall supply, install, integrate, carry out testing of software and commission as detailed and achieve the functionality mentioned in the RFP document
  - For installation & commissioning work, it shall be the responsibility of the party to arrange and provide requisite tools, testing & measurement equipment and all other things required for carrying out the installation job
  - The party shall ensure that no other equipment / structure / setup get damaged due to their activities. Any damages if caused to SUFAL BANGLA PROJECT's property due to party's negligence shall be passed on the party's account
4. Acceptance Test (AT)
  - AT shall comprise of completion of following activities:
    - Checking of the Configuration as per the Purchase Order. In case SUFAL BANGLA PROJECT is not satisfied with installation / configuration, party must reinstall and /or reconfigure the entire / partial solution.
    - Complete functionality of the system shall be tested as per the Scope of Work & Technical Specifications
  - Party must ensure the deploying of all the necessary latest patches required on the Servers for the purpose of integration with ERP & other applications as mentioned in the scope of work
  - Acceptance Testing (AT) will be observed for a period 10 days from the day party confirms the readiness of the same through Email.
5. Service Level Agreement (SLA)
  - The Service Level Agreements (SLA) is as per enclosed SLA.
  - Successful party has to ensure delivery, installation, configuration, testing, training of complete P.O. within 60 days as per schedule given below :

Phase	Requirement	Deadline
Phase-I	Delivery, Installation & Configuration of ERP software.	Within 10 days from the date of issue of the PO
Phase-II	Delivery, Installation & Configuration of Central	Within 10 days from

	Warehouse software.	the date of issue of the PO.
Phase-III	Delivery, Installation & Integration of scale data from Static outlets	Within 15 days from the date of issue of the PO .

#### 6. Payment Terms

Payment Milestones	%
Successful delivery of phase I, II & III of the installation	75% (of the value of installed Software)
Final Handover after all Acceptance Tests (AT) and completion of training programme from SUFAL BANGLA PROJECT post final solution integration	25% (post final integration, acceptance and handover of the entire solution to SUFAL BANGLA PROJECT)

**EXCESS PAYMENT:** If the party has received any excess payment by mistake, or if any amounts are due to PMU due to any other reason, when it is not possible to recover such amounts under the Contract resulting out of this specification, PMU reserves the right to collect the same.

#### 7. Training

- The training site will be at the SUFAL BANGLA PROJECT's site or any other suitable location as decided by SUFAL BANGLA PROJECT. Party shall provide training for two batches (maximum of 15 numbers per batch) to SUFAL BANGLA PROJECT staff along with electronic / digital material for training containing operational instructions do & don't (Operator Manual). The cost of training should be included with the bidding offered rate. Only trainees expenses on account of travel, food and accommodation to be bear by the SUFAL BANGLA PROJECT.

#### 8. Technical Scope

- Party is required to visit & study the infrastructure available at SUFAL BANGLA PROJECT Stores and Central office location.
- Party shall supply, install, integrate, and carry out testing of Scales / Systems and commission in SUFAL BANGLA PROJECT Locations to achieve the full functionality of the solution.
- Party has to integrate the server(s) with existing network devices & security products such as firewall, VPN etc. The integration will also be required with network Switches & Routers for WAN links and Internet routers. All the necessary settings / configuration need to be done by the party to achieve the desired functionality. Any support required to configure software with existing hardware have to arranged or extended by SUFAL BANGLA PROJECT.
- The necessary software media and license also to be provided by the Successful party.
- The successful party has to be configured and provide the backup mechanism at central warehouse level to ensure data security.
- The successful party has to configure and provide the backup mechanism of central location to ensure data security at the time of any server failure.
- For installation & commissioning work, it shall be the responsibility of the Party to arrange and provide requisite tools, testing & measurement equipment and all other things required for carrying out the installation job.
- The Central Software should easily integrate with non-weighing scale based generic POS system.
- Submit various documents such as training document & manual, configuration document, user manual, implementation strategy and plan etc
- Provide information on Bandwidth and networking requirements (To be provided at the start of the project)
- Performance monitoring during the implementation of the project

- Installation of Server ERP and DB as applicable.
- Management of history data for analysis, reporting & forecasting purpose
- The Vendor will be responsible for completion of each phase in the implementation plan on time and as per expected quality levels
- The Party shall ensure that no other equipment / structure / setup get damaged due to their activities. Any damages if caused to SUFAL BANGLA PROJECT's property due to Party's negligence shall be passed on the Party's account.
- In case any issue arises, which will have material effect in the schedule of the implementation; the same should be communicated immediately to the SUFAL BANGLA PROJECT Management.
- Solution is envisaged to be implemented at all the locations covering West Bengal.
- Bidder is required to take into consideration the customization requirements in line with his response to RFP. Cost of the same will be billed separately.
- SUFAL BANGLA PROJECT may order and implement total solution in phases at the same rate quoted by bidder over the period of one year.

## **Annexure - V**

### **Instruction to Bidder**

1. Instructions To The Party and Recommended Makes and Models
  - Party shall offer only single Technical Solution to meet the specifications and scope of work as per the RFP document. The party should provide necessary documentary evidence supporting the technical specifications of the offered solution.
  - All the offered software shall be from the same developer.
  - All the expenditure for boarding, lodging, traveling SUFAL BANGLA PROJECT Site and any tool and tackles etc shall be borne by SUFAL BANGLA PROJECT.

SUFAL BANGLA PROJECT is under no obligation to enter into any contract with anyone by issuing the RFP and accepting a response. SUFAL BANGLA PROJECT reserves the right to award a contract, based on initial offers received from the parties, without discussion and without conducting further negotiations. SUFAL BANGLA PROJECT will award the contract to the successful party whose proposal has been determined to be substantially responsive provided that the party is determined to be qualified to perform the contract satisfactorily.

<b>Annexure VI – Requirement Criteria</b>	
<b>Requirement Criteria</b>	<b>Specifications</b>
<b>Processor Technology</b>	Microsoft .Net Framework 4.0 or higher
	Microsoft SQL Server 2008 or higher
<b>Operating System</b>	Microsoft Windows 7 Professional
<b>Architecture</b>	Hybrid (Centrally as well as locally)
<b>Connectivity</b>	Static IP
<b>Modules</b>	<ul style="list-style-type: none"> <li>Integrated ERP</li> <li>Point of Sale billing</li> <li>Inventory Management</li> <li>Financial Accounting</li> <li>Customer Loyalty Management</li> <li>Payroll (Time &amp; Attendance) Management</li> <li>Advance Retail Tools</li> <li>Schemes &amp; Promotions</li> <li>Analytical Reports</li> <li>Graphs and Charts</li> <li>Chain Outlet Management</li> <li>Connectivity / Integration with Scale</li> </ul>
<b>Functionality</b>	<ul style="list-style-type: none"> <li>Barcode Scan Item or Alternate (User-defined scan field)</li> <li>Barcoded and Non-barcoded Sales</li> <li>Sale for Other Location</li> <li>Sale from different Warehouses</li> <li>Look up / Choose items from Product List</li> <li>Customizable Product Search List</li> <li>User-defined Multiple Modes of Payment / Split Tender</li> <li>Cash</li> <li>Credit Sales</li> <li>Credit Cards</li> <li>Coupons</li> <li>Gift Vouchers</li> <li>Assign denomination Picture for fastest data entry</li> <li>Itemized Tax Definition</li> <li>Discounts by % and Amount on Bill</li> <li>Product</li> <li>Customer</li> <li>Manual</li> <li>Multiple Price List for Wholesale, Retail and Customer specific Billing</li> <li>Add Delivery Details to Bill</li> <li>Add Remarks to Scanned Items</li> <li>On hand Quantity Display</li> <li>Product Information</li> <li>Customer Information</li> <li>Exchange Items</li> <li>Credit Note (Sale Return)</li> <li>Complimentary Items</li> <li>Negative Sale</li> <li>Hold &amp; Retrieve</li> <li>Bill Cancellation</li> <li>Options to display specific columns at POS</li> </ul>

	<p> Sales Person's Accounting  with Commission on Quantity  with Commission on Value  Printing  Multiple Options to configure Printing  Standard 40 or 80 Columns receipt printing for  Retail Invoice  A4 printing for wholesale billing or Tax Invoice  Invoice Designer  POS Reports  Sales and Returns Registers  Details for Exchanged, Returned,  Complimentary Items  Day End Report  Sales person reporting  Operator / Counter Summary  Itemized Sale Report  Categorized Sale Report  Mode Of Payment Report  Inventory Management (Warehouse and Back-  office)  Product Related 5 Level Hierarchy  Location - Warehouse  Department  Groups  Sub Groups  Brands / Products  with Different Matrix like  Size, Color, Design  Serial Number, Warranty, IMEI Number  Mfg Date, Expiry Date, Batch Number  User-definable Matrix and Matrix Field Lists  Bin Location for Stock Identification  Opening Stock  Purchase Order, Purchase Invoice and  Purchase Return (Debit Note)  Barcode Label Designer  Stock Transfers  Production and Consumption - Repackaging  Physical Stock Verification and Adjustments  Multiple Unit Maintenance  Warehouse Management  Supplier specific Price List  Auto Fill Last Cost and Sale Price at Purchase  User-definable round off Sale Price formats  Easy Capture of Inventory Images  FIFO [First In First Out] Method of Selling  Back-office Reports  Purchase and Returns Registers  Stock Transfer Registers  Consumption and Production Registers  Stock Discrepancy Statements with Manual  Updation  Stock Ledger and Statement  Sales Tax Register Detail / Summary Format  Financial Management  Branch Accounting  User-definable Voucher Types  Ledgers, Groups and Cost Centers </p>
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	<p> Voucher Entry  Opening Voucher  Receipt / Payment / Contra / Journal Vouchers  Debit Note / Credit Note Vouchers  Primary Books of Accounts (Cash, Bank, Day &amp; Journal)  Ledgers, Groups and Cost Centers Report  Daily Transaction Sheet  Fund Movement  Tax Register  Confirmation of Accounts  Payment Due List  Monthly Trial  Cash Trial  Customer's Due / Deposit / Credit Sale  Bank Reconciliation Statement  Enhanced Tax [Non-Tax, Tax Paid, Inclusive, Exclusive]  Transfer Inventory Data to User Defined Ledgers  Customer Relationship Management (CRM)  Customer Database Maintenance  Easy Capture of Customer Images  Parent (Linked) Customer Definition  Create different Groups (VIP, Regular) for easy identification  Customer Specific Price List  Convert any Customer to Debtor for Accounting Purpose  or Group of Customers to a Single Account  Set likes and dislikes of Customer to understand them better  Customer Loyalty Programs using Barcoded Cards  Magnetic Cards  Smart Card  Reward Points Administration  Gift Issue and Maintenance  Customer's Feedback, Suggestion and Complaints  SMS and Email  CRM Reports  Birthday List  Anniversary List  Point Redemption Statement  Monthly Statement  Customer Barcode generation  Payroll  Employee Master  Work plan and holiday list  Pay head and salary structure  Attendance capture  Earning and deduction  Pay slip generation  Payroll reports  Analysis Reports  Audit Report  Activity Analysis  Profitability Sheet </p>
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	<p> Margin Mix Analysis  Day End Analysis  Fast, Slow, Non Moving Analysis  Minimum Movement Analysis  Price Point Analysis  Spending Pattern Analysis  Periodical Sales Analysis  Periodical Purchase Analysis  Top N Purchase  Top N Sales  Categorized Top N Purchase  Categorized Top N Sales  Auto Purchase Order  Top N Suppliers  Top N Customers  Stock Movement Analysis  Mode Of Payment Analysis  Monthly Trial  Cash Trial  Payment Due List  Ratio Analysis  Pivot Reports  Convert any inventory report to Pivot view  Create Data Cube for better Analysis  Advance Data Tools  Bulk Update of Data  Change Product Hierarchy for Single or a Group of Products  Change Account Hierarchy for Single or Multiple Accounts  Change Customer Type or Status for Single or a Group of Customers  Bulk Delete of Data  Copy Voucher  Reporting Features  Export Data to  Excel  Text (CSV, RTF)  HTML  PDF  Any Text Editors (Clipboard)  System Reports  Audit Report  Activity Report  Log Reports  Error Log  Message Log  Chain Store Data Synchronization Status  Graphs and Charts  Dashboard  Charts in all Inventory Registers  Charts in all Analysis Reports  Pivot Reporting for better Analysis  Chain Store Management  Create and Manage Multiple Stores / Location / Branches  Branch Accounting  Real-Time Data Synchronization  Create rules for data synchronization </p>
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	Use different methods for data synchronization
<b>Software Language (user interface)</b>	Available in more than one language (English, Bengali)