TERM OF REFERENCE FOR END-TO-END ELECTRONIC POINT OF SALE (ePOS) SOLUTION (SOFTWARE, HARDWARE, LOGISTICS AND TRAINING)

1. OBJECTIVES

To provide a proposed solution for an **END-TO-END ELECTRONIC POINT OF SALE (ePOS) SOLUTION (SOFTWARE, HARDWARE, LOGISTICS AND TRAINING)** project for Sarawak Digital Economy Corporation Berhad (SDEC).

The chosen solution will be used for all relevant digitalisation programs by SDEC for Micro, Small and Medium (MSMEs) across Sarawak and recognised as one of SDEC's preferred solution.

2. TECHNICAL REQUIREMENTS

The solution is divided into three main components:

2.1. Software – Point of Sale System Modules:
   2.1.1. Dynamic Dashboard
   2.1.2. Inventory Management (SKU/Purchase Order/Automated Low Stock Ordering)
   2.1.3. Barcode Scanner System (Supplier/Buyer)
   2.1.4. Quotation and Invoicing
   2.1.5. Customer Relationship Management
   2.1.6. Employee Management
   2.1.7. Discounts Management
   2.1.8. Category Management
   2.1.9. Sales Report
   2.1.10. Split Bill
   2.1.11. Payment Gateway (eWallet/Credit Card)
   2.1.12. Receipt Printing and Email
   2.1.13. Option for Table Management (For F&B)
   2.1.14. Modifier for Individual Items/Inventory
   2.1.15. Integration to Third Party Apps
   2.1.16. Solution must be able to work in hybrid mode (offline and online)
   2.1.17. To specify the compatible Operating System (OS) for the ePOS Solution.

2.2. Hardware
   2.2.1. Touch interface/screen for cashier
   2.2.2. Cash drawer
   2.2.3. Receipt Printer
   2.2.4. Customer Display
   2.2.5. Kitchen Display
   2.2.6. Waiter Ordering Terminal
   2.2.7. Barcode Scanner

2.3. Installation, Training and After Sales Support

2.3.1. To install the ePOS solution at the end user's premises across Sarawak as and when required.

2.3.2. To provide training for each user of the ePOS system across Sarawak.

2.3.3. To provide after sales support for users of ePOS System

The list above is non exhaustive, the participating vendors can propose other relevant modules, hardware, and services to be included.

3. SCOPE OF WORK

The scope of works includes:

1. Preparing the proposal which outlines all of the requirements as stated in the item 2 of the terms of reference (TOR);
2. Proposing the cost of the solution which shall be exhaustive and transparent, and may include the monthly/yearly subscription cost or one-off payment, logistics, training (if any cost) and any other items deemed necessary;
3. Preparing the Proof of Concept or Demo for the solution and to demonstrate the solution to SDEC;
4. Deployment, operationalisation, and integration (if any) of the proposed solution(s); and
5. To provide training and support for issues or maintenance required for the proposed solution(s).

4. PROJECT TIMELINE

The successful vendor will ensure that the ePOS Solution is able to be installed within two months to the user as and when requested by SDEC.

Additionally, the vendor will be appointed as one of the preferred ePOS providers for SDEC for SME Digitalisation related programs in the future with a time period that will be determined by both parties.

5. TOTAL COSTING OF THE SOLUTION

This RFP is to establish a working partnership with suitable vendor for the ePOS Solution. **No financial obligation** shall be raised by any parties in the development of the said solutions.

As part of SDEC vendor development initiative in developing System Integrators, SDEC is offering the use of its **SDeCLOUD** on a collaborative and mutually beneficial basis. However, the cost of setup, integration or migration is to be borne by the selected vendor.

All parties will join the effort to commercialise the solution and upon Commercialisation of this solutions, only then all parties will be paid according to the commercial arrangement.