

Tender Notice

for

Design, Development & Implementation of web Application for
Registration & Licensing, Mandatory sample intimation, Quality analysis
work flow and Documentation and related modules

(MSTC ETENDER NO-SPICEB/18-19/ET/2)

1. Introduction:

Spices Board (Ministry of Commerce and Industry, Government of India) is the flagship organization for the development and worldwide promotion of Indian spices. The Board is an international link between the Indian exporters and the importers abroad. The Board is having regional offices in various places. Exporters, Dealers and Auctioneers are registered/licensed by Spices Board. At present there are Pre-shipment sampling and analysis of certain parameters is required for exporting spices/spice products to specific countries.

2. Scope of work:

The application shall be developed in latest version of PHP /Maria DB and functionalities which requires mobile app shall be developed in Android (should be supported in latest two major versions).

The objective of this project is to automate the following process/Module.

1. Registration & Licensing.
2. Mandatory pre-shipment sampling, testing, stuffing and follow-up actions (Export Support System ESS)
3. Trade information system
4. Rapid alerts from importing countries and follow-up actions
5. Import : advance authorization
6. Quality Analysis Workflow, Reporting & Document Management System (QUADMAS)
7. Other related modules.

Spices Board has implemented independent systems for the above Modules developed in different technologies over a period of time. The functionality of all the above modules are required to be integrated in the new system. The scope of this project includes development and implementation of an integrated system to replace existing standalone systems and development of a mobile app for pre-shipment sampling and stuffing. The proposed system will be used by staff working in Marketing and Quality Labs of HO and regional Offices, exporters/dealers/auctioneers and staff of surveyors/sampling agencies. Transferring data from existing system to the new system is another requirement.

Functional requirements of the integrated system is given as **Annexure -1**
Proper understanding of the existing system is essential to execute this project.

3. Information to Agency:

- a. Spices Board is not bound to accept any of the proposals submitted.
- b. At any time before the last date of submission of tender, Spices Board may, for any reason, whether at its own initiative or in response to a clarification requested by an invited firm, amend the tender document. Any amendment shall be informed to the bidders by publishing in website and shall be binding on them. Spices Board may at its discretion extend the deadline for the submission of tender.

The applicant is required to visit the Spices Board website for any changes or amendments in the tender before submitting their tenders.

4. Eligibility Criteria

Supporting documents proving the eligibility criteria shall be uploaded while submitting e-tender.

Tender shall be submitted by those companies/firms/organizations who meet the following eligibility criteria. **Certificate of registration Memorandum and articles of association, balance sheet of last 3 years, Work order, project completion certificate and web application urls shall be uploaded along with the tender to prove the eligibility criteria.**

- a) The vendor should have successfully developed at least 3 web applications during the last 5 financial years (2013-14, 2014-15, 2015-16, 2016-17, 2017-18), each project should be of at least Rupees 10 Lakh. All the applications mentioned should be developed for a government organization in India(Central Govt/ State/ PSU/ Autonomous Bodies) or for an Indian listed company.
- b) At least one of the applications mentioned under point (a) should be developed in J2EE/PHP- MySQL/MariaDB/ PostgreSQL.
- c) All the applications mentioned under point (a) and (b) should be executed as part of a direct work order (not as a sub contract)
- d) All the applications mentioned under point (b) shall be available over internet (http or https).
- e) The participating vendor should be a Private Limited / Limited company / Government undertaking.
- f) The vendor shall make the entire source code available to Spices Board

5. Price bid format

For LOT NO 1: Cost of software and warranty

#	Item	Total Cost in INR
a	Total project cost (excluding cost of warranty)	
b	Warranty cost for first year	
c	Warranty cost for second year	
d	Warranty cost for third year	
e	Total applicable taxes for (a) to (d) in INR	

Formula Used : $a+b+c+d+e$

Note 1 : Evaluation will be based on the total of items (a) to (e).

Note 2 : Warranty include all bug fixes and minor change requests, with onsite service support (whenever required/on call).

6. Project Deliverables:

- Source code of the software and any third party libraries. (If any encoding/encryption of the source code is done, original source code without encoding /encryption should be provided to Spices Board).
- System documentation & User Manual.
- User training and implementation.

Note 1 : Any third party libraries/code/plugin if used, must be open source.

Note 2 : If any paid service is taken for this project, the license must be in the name of Spices Board.

7. Pre-Bid Meeting

All the bidders who wishes to participate in the tender, may participate in the pre-bid meeting which will be held on the Pre Bid date and Time mentioned at NIT at Board Room, Spices Board, Sugandha Bhavan, NH Bypass, Palarivattom, Cochin-25.

8. Clarifications

You may contact Deputy Director (EDP) for any clarifications at 91-484-2333603 / jjjesh.das@nic.in

9. Warranty

3 years warranty with onsite service support (whenever required/on call) must be provided and it will start from the date of go live. The vendor shall do all bug fixes and minor change requests, with onsite service support (whenever required/on call), when the application is under warranty.

10. Important Instructions

This is an e-procurement event of Spices Board, Kochi. The e-procurement service provider is MSTC Ltd., 225C, A.J.C. Bose Road, Kolkata-700 020. You are requested to read the terms & conditions of this tender before submitting your online tender. Tenderers who do not comply with the conditions with documentary proof (wherever required) will not qualify in the Tender for opening of price bid.

Please refer to **Annexure - 2** for more details.

11. Schedule of Tender:

1	Mode of Tender	e-Procurement System (Online Part1- Techno-Commercial Bid and Part-II- Price Bid through https://www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.)
2	Transaction Fee Note: Please note that vendors will have the access to online e-tender only after remitting the transaction fee in favour of MSTC Limited, Kolkata.	Rs. 7,670/- (Including @ 18% GST) Payment of Transaction fee in favour of MSTC LIMITED. (Refer clause 4, Annexure 2) (Transaction fee and related bank charges are to be paid by bidder)
3	Start Bid date and Time	09-07-2018, 04:00 PM.
4	Pre Bid date and Time	09-07-2018, 10:00 AM.
5	Close Bid date and Time	22-07-2018, 12:00 PM

6	Date & time of opening of Part-I (i.e. Techno-Commercial Bid)	23-07-2018, 10:00 AM.
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12. EMD

Bidders should submit an EMD equal to Rs. 2,60,000 along with the tender by way of Demand Draft drawn in favour of “Secretary, Spices Board” payable at Kochi, from any nationalized bank. The EMD shall be valid for three months. Bank Guarantee will not be accepted towards EMD.

The technical bid without EMD will be rejected unless specifically exempted by the Government from payment of EMD for which reasons and proof have to be enclosed.

EMD of the unsuccessful bidders will be refunded (without any interest) within 45 days from the date of opening of tender.

EMD amount of the Successful Bidder will be refunded (without any interest) within 30 days after acceptance of work order and submission of “contract performance guarantee”.

EMD will be forfeited if the vendor withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender.

EMD shall be submitted in sealed envelope, superscribing the words “EMD for Development of Software”, through Speed Post/Registered Post/by Hand to reach the following address on or before closing time of the tender.

Deputy Director (EDP)
Spices Board, Sugandha Bhavan,
N.H. Bye Pass, Palarivattom, Cochin- 25
Tel: +91-484-2333603 E-mail: jjesh.das@nic.in

13. Performance Guarantee

A. Contract Performance Gurantee

The successful bidder will be required to submit a contract performance guarantee equivalent to 10% of the contract value (*10% of the sum of item 1,2,3 and 4, section 5*), in the form of

unconditional irrevocable Bank Guarantee ,valid for a period 18 months from the date of acceptance of work order, within 10 days of acceptance of work order.

The contract performance guarantee will be refunded to the successful bidder only after successful completion of the project (excluding warranty period) .

Contract Performance guarantee will be encashed if the successful bidder fails to complete the project within 18 months after acceptance of work order.

B. Warranty Performance Guarantee

The successful bidder will be required to submit a warranty performance guarantee equivalent to 10% of the contract value (*10% of the sum of item 1,2,3 and 4, section 5*), in the form of unconditional irrevocable Bank Guarantee ,valid for a period 3 years after completion of the project.

Warranty performance guarantee will be refunded to the successful bidder only after successful completion of 3 year warranty period.

Warranty Performance guarantee will be encashed if the successful bidder fails to provide the warranty under the warranty period as explained under section 8.

14. Payment Terms

- α) 25% of the total project cost (Sl.No1, section 5) after approval of software requirement document and design document, subject to unconditional irrevocable bank guarantee for an equal amount, valid for a period of 18 months (*if the vendor fails to complete the project, Spices Board has the right to invoke the bank guarantee*)
- β) 50% of the total project cost (Sl.No1, section 5) after successful completion of the project (excluding warranty period).
- χ) 25% of the total project cost (Sl.No1, section 5), one month after successful completion of the project (excluding warranty period) and on submission of Warranty Performance Guarantee as mentioned in section 11.B, subject to STQC certificate.
- δ) Warranty cost at the end of each yearly warranty period.

15. Liquidated damages

If vendor perform delayed, deficient, inadequate and interruption services within stipulated time schedule, the Board shall, without prejudice to its other remedies under the contract, deduct from

the contract price (Sl.No1, section 5), as liquidated damages, a sum equivalent to 0.5% of the total project cost for delay of each week or part thereof maximum up to 5% of total contract price(Sl.No1, section 5). Once the maximum is reached, Board may consider termination of Contract pursuant to the conditions of contract.

16. Other Terms and Conditions

1. No consortium will be allowed in the tender.
2. Successful vendor shall accept the work order within 10 days of receipt of work order, failing in which, the EMD will be forfeited and work order will be cancelled.
3. Successful vendor shall submit software requirement document and design document within 2 months from the date of acceptance of work order which will be evaluated by Spices Board. If Board is not satisfied with the aforesaid documents, Board has the right to terminate the contract. In such case, EMD will be forfeited. However contact performance guarantee submitted at the time of acceptance of work order, will be returned.
4. The project shall be completed within 10 months after issue of work order. Delay in the time may invite liquidated damages as explained under section 13.
5. Tender received after the closing time for submission will not be considered.
6. The tender must remain valid for at least 3 months after the submission date. During this period, the bidder is expected to keep available the professional staff proposed for the assignment. Spices Board will make its best efforts to decide on the tender within this period. If Spices Board wishes to extend the validity period of the proposals, the bidders who do not agree have the right not to extend the validity of their proposals.

Functional requirements of Registration and Licensing, Mandatory pre-shipment sampling, testing, stuffing and follow-up actions (Export Support System ESS), Trade information system, Rapid alerts from importing countries, Import : advance authorization

1. REGISTRATION AND LICENSING

Licensing and Registration is a part of the regulatory functions of the Board. The Board issues Certificate of Registration as Exporter of Spices (CRES) and also the Auctioneer and Dealer licenses for trading in Cardamom (Small & Large). The CRES and Dealer and auctioneer Licenses are issued for a block period of three years i.e. 2017-20. Currently, Spices Board has 6500 registered exporters, Certificates of Registration as Exporter of Spices (CRES), 613 Cardamom Dealers and 20 Auctioneer.

Exporter and Dealer registration applications are received by the regional office (RO)/ Head office (HO), depending on the exporter location. Auctioneer license application is received by the Head office directly. The designated office will scrutinize the applications and documents. If the application is in order, then it will be recommended through online and the hard copy of the required documents will be forwarded to the Head office. Exporters categorized into two types viz Merchant Exporter and Manufacturer Exporter. Manufacturer exporter registration involve inspection by Board's staff and submission of reports to HO is essential. For small cardamom and large cardamom, dealers & auctioneer licenses are issued separately. Auctioneers are categorised into manual and e Auctioneers. Issue of dealer and auctioneer license also involve inspection by Board's Officers.

On scrutiny of the application, if it is not in order and require any additional documents, the same will be communicated to the exporter, so that the exporter can re-submit the application or submit the supporting documents. Unique trader code will be issued once the registration is completed/ License is issued. Same Tradecode will be issued to Exporter Dealer and Auctioneer license for the same applicant. If the registration is completed, the Exporter will get the permission/ login credentials to access the Export Support System for filing intimation for sampling/stuffing.

Separate Admin user is required for Registration module to define the Users, roles and activities. He should also be able to define the Block period, Fee details/revision of fee, Offices and other relevant parameters required for the registration module.

Status and progress of licensing/registration process should be made available to the applicants and for MIS purpose.

Note:

- Even though the exporter applies for Manufacture registration, he can be registered as a Merchant exporter in case the documents/facilities are in-sufficient or inadequate for Manufacture.*
- The registration data from the existing application should be made available in the new application.*

2. MANDATORY PRE-SHIPMENT SAMPLING, TESTING, STUFFING AND FOLLOW-UP ACTIONS (EXPORT SUPPORT SYSTEM ESS) AND TESTING OF VOLUNTARY SAMPLE TESTING

A. MANDATORY SAMPLING AND TESTING

For exporting selected spices and spice products to specific countries, mandatory pre-shipment sampling and testing are required. The testing is done at the Spices board's Quality Evaluation Laboratories (QEL).

Details of mandatory tests required for export of spices and Analytical services & Fees are provided in Board's web site www.indianspices.com under 'Quality'

Requirements

1. The exporter will send the prescribed intimation by online to the designated (In respect of the port of shipment) Regional office of Spices Board/HO with the details of spices to be sampled /parameters to be tested. An intimation can contain multiple samples. The mandatory parameters required for a sample for a particular country will be selected by the system. Additional tests if required can also be selected by the Exporter.
2. On receipt of the online intimation, The Board will assign the sampling work to the authorized sampling agencies and the same will be transferred to them for attending the sampling work by online.
3. Based on the online intimation, the assigned work has to be accepted and should be undertaken by the sampling agencies at the specified place, date and time by physically drawing the samples as per the sampling norms followed by the Spices Board. Before proceeding into the assigned work for sampling or the container stuffing, the authorized sampling person has to confirm the sampling/stuffing place & time with Exporters to confirm that the intimation is not cancelled so as to avoid any unproductive visit. The authorised agency cannot claim for unproductive visits.
4. The prescribed analytical charges has to be collected on verification of spices analysis required from the exporter concerned by **e-payment**. The sampling work has to be carried out by the surveyor/s as per EU Sampling Regulation EC No. 401/2006 or ISO 948:1980 or USFDA BAM Chapter 1. The sampling agency has to update the sampling details of the assigned works in using mobile app and take a print out to submit to Sample Receipt Desk (SRD) of concerned Board's office along with the samples drawn by the agency.

5. Sample should be forwarded in sealed printed cover of the surveyor along with the sampling report in duplicate alongwith the copy of the intimation to the designated Quality Control Laboratory/ Sample receipt desk (SRD) of the Spices Board on the same day. (Testing of samples are covered in ‘Quality Analysis Workflow, Reporting & Document Management System’)
6. After sampling, the authorized agency has to stack the lot and seal the consignment sampled for export with details of the consignment report/tag to be attached. The agency has to ensure that the stack and seal should be intact while stuffing the export consignment.
7. Approximate number of samples per month from different regions are as follows:

SL NO.	REGIONS	NO. OF SAMPLES(approx)
1	Kerala and Karnataka (inclusive)	1200
2	Tamil Nadu and Pondicherry(inclusive)	1500
3	Maharashtra, Madhya Pradesh and Goa (inclusive)	1400
4	Andhra Pradesh and Telangana (inclusive)	500
5	West Bengal, Orissa and North East (inclusive)	300
6	Gujarat and Rajasthan (inclusive)	700
7	Delhi, Haryana, Uttarkhand, Uttar Pradesh, Bihar, Jharkand, Punjab, Jammu & Kashmir (inclusive)	150

Note : No. of samples per month indicated above may vary.

8. In the case of export of chilly whole to the specified countries in South East Asian region except Malaysia, the sample can be drawn simultaneously while loading into the ocean container / railway wagon / trucks as the case may be by issuing "Sample Drawn Certificate" issued by the Spices Board. No separate container stuffing supervision is required in this case as the sample is drawn while the consignment is loaded into the container / trucks.
9. Generation of analytical report. On receipt of analytical report from the lab after testing, the sample receipt desk will update the result of the analysis (cleared or not cleared) in online system. Based on the cleared result, exporter will send instruction for container stuffing to the Board through online, which shall be assigned to the designated agency. In certain cases, the Exporter will submit application and fee for issue of health certificate for the consignments cleared to EU Destination. Health certificate is applicable only for selected

items to EU. The Board will issue the health certificate.

10. The original analytical report has to be collected by the surveyor from the Board before proceeding for the stuffing supervision. After physical supervision of stuffing, the analytical report should be handed over to the exporter by mentioning the container number, date of stuffing etc and the copy should be submitted to the Board. Moreover they have to submit the stuffing report in the prescribed format by online to the Spices Board on the same day.
11. Container stuffing supervision shall be done on mandatory spice items (except chilli whole to South East Asian countries) only on the basis of 'Cleared Analytical Report' issued by the Spices Board for export.
12. On completion of the stuffing into the container / railway wagon/Truck as the case may be, the surveyors shall update stuffing supervision report in the online system on the same day
13. The agency will submit bills to the concerned Regional Office of the Spices Board on a monthly basis (sampling/stuffing charges, conveyance charge, courier charge), towards drawing samples & container stuffing, sending the sample to the designated Lab/Office of the Spices Board. The tax as applicable will be paid extra. System should be able to provide reports on number of samples collected by the agency and number of visits conducted for stuffing supervision on a monthly basis. Systems has to maintain details of monthly payments made to the agencies with break-up of sampling and stuffing charges, conveyance charge and courier charge
14. While effecting the payment, the Board will deduct the applicable TDS for sampling and stuffing charges .
15. A "lot" is defined as 25 MT or less of the same spice product per exporter per destination of a particular invoice. Every additional 25 MT in the same consignment will be considered as an additional lot. If composite samples are taken of similar spice products, the same will be treated as one sample only. Three sets of samples are to be taken of which, two sets need to be sent to the Spices Board and one set to the exporter concerned. .

16. The rate of sampling agency for sampling / stuffing is valid for a period of two years. However the provision should be incorporated to extend the tenure of the agency by the Administrator
17. Stuffing supervision charge will be as per lot. In case of stuffing supervision, if consignment of more than one exporter does occur in same container (LCL), only one each stuffing supervision charges will be entitled. Similarly, consignments of the same exporter sampled on different dates are stuffed in a single container and the same will be treated as one lot only. The stuffing report should be sent to the concerned Regional Office of the Spices Board by online (ESS).
18. *Mobile application is required for sampling Agency to view the intimations and update the details of actual sampling and stuffing. The mobile device should capture the real time GPS location details (Latitude and longitude), date and time of sampling (server time) while doing the sampling. QR code for each sampling intimation has to be generated. Surveyor should be able to print the QR code from the mobile device using a portable printer for affixing it on the cover of the sample drawn and the consignment seal. Details of sampling intimation Id, Exporter Code, Surveyor Id and name, Sampling date and Time and GPS co-ordinates should be traceable from this QR code. GPS co-ordinates should be captured for stuffing also. Provision is required for uploading the photos/video of sampling/stuffing process in reduced size.*
19. The consignments which are cleared under mandatory testing only will be allowed for export; otherwise, Exporters will be instructed **not to export** the consignment or they will be asked to destroy the consignment depending on the quality parameter tested and value obtained in the test. In case of consignment destruction, follow-up actions have to be monitored.

Note:

Only the exporters with valid registration should be able to give the intimation for sampling. Officials of sample receipt desk (Board's officials) should be able to filter and view the sampling intimation details of other regional offices.

Provision for digitally signing the report is required.

Existing Ledger balance of each exporter need to be updated in the new system.

System level requirements.

1. Define the Users, roles and activities for ESS modules.
2. Manage Surveyor agency registration under each regional office.

3. Define/modify Country, region, spice products, mandatory test parameters for each country/region, Fee for testing parameter *.
4. Provision to set time for sampling/stuffing intimation from Exporter, assigning the work to the sampling/stuffing agency and acceptance by the agency
5. View all the details and reports related to sampling, stuffing intimations, Rapid alerts and correspondence/follow-up actions related to 'not cleared' samples at all the ROs;
6. Generation of (a) analytical report (b) report on samples analysed at parameter, exporter, spice, destination country, region levels or its combination on total samples and 'not cleared' for export b) Dues from exporters and advance payment made by Exporter
7. Generation of Invoice/bill towards receipt of analytical fee and health certificate from exporters.
8. Generation of reports to enable re-conciliation of analytical fee & health certificate fee, payment to sampling agency towards conveyance & courier charges and sampling/stuffing fee and GST returns
9. View the status and progress of sampling, analysis, stuffing and issue of certificates

*** For each test parameter, two different analytical fee is applicable, consignments above 5MT and below 5MT**

B. VOLUNTARY SAMPLE TESTING

Samples are also received from Farmers, Exporters, Board's Offices etc for quality testing. Such samples are received by the sample receipt desk and sent to the concerned quality labs for testing. Discounts in analytical fee are offered for farmer samples. There is exemption of analytical fee for samples received from Board's Offices. For other voluntary samples, analytical fee is same as that of mandatory sample which is applicable for consignment above 5MT

3. TRADE INFORMATION SERVICE

Trade Information Service of the Marketing Department is responsible for the collection, compilation, analysis and dissemination of statistics relating to Exports, Imports, Area, Production, Auction, Domestic and International prices of spices. Global area and production, International Trade etc..

Requirement: Data Base Maintenance, entry, updation, data migration, reports for the following:

1. Returns submitted by Exporter -Form B, B1, B2 (export, purchase & Import)
2. Area and Production – State wise

4. RAPID ALERTS FROM IMPORTING COUNTRIES AND FOLLOW-UP ACTIONS

Importing countries issue rapid alerts / import alerts when products being imported are not in compliance with their food safety laws and regulations. In such cases, Spices Board has to update

the alert details in the system and take follow-up action viz. get the explanatory report from the exporter and update the actions taken. Action taken reports on rapid alerts are furnished to the Ministry on a monthly basis.

If repeated rapid alerts are received for an exporter within a period of three months from the date of issue of previous Rapid alert, System should alert such incidence to issue warning letter to exporter and conduct surveillance inspection and root cause analysis. If more than three rapid alerts are received for an exporter within a period of three months from the date of issue of previous Rapid alert, the exporter will be restricted from Exporting to certain countries for 30 days.

5. IMPORT AUTHORIZATION

Samples are drawn by Customs from consignments imported for processing and re-export of value added products. Multiple Samples of same license are received at Sample Receipt Desk, Spices Board, Kochi, for analysis in Board's QEL to assess the yield on value addition along with documents from customs and importer (Indian exporter) with details such as bill of entry no & date, advance license/authorisation no & date, category of license, test memo no and CHA/Importer (Indian exporter who imports spice for value addition and re-export) name, name of licensing authority, item imported, ITC HS code, quantity, unit of quantity, country of origin, assessable value, parameter to be analysed, test method, yield claimed by Exporter, CIF Rupees, CIF US\$, DGFT file no, Name & address of supporting manufacturer (same as exporter or other), type of unit, Reg no & date, port of registration, re-export period.

SRD, Spices Board, Kochi assign the samples to lab (Kochi or any other lab) for analysis. On receipt of analytical results, weighted average is calculated for the yield and compared with the yield claimed by the Exporter. Letter is issued to Customs with recommendation of the highest yield % (max of yield % claimed by exporter and yield obtained from analysis in Lab) with copy to the Importer.

Invoice for the analysis is generated in the name of exporter for collecting the analytical fee as in case of mandatory samples.

It is also required to document the process of value addition undertaken by the exporter, re-export details such as month of export, country to which re-exported with quantity & value, closing stock, details of Spent/De-oiled Spices/waste generated through the process of value addition viz total qty generated, exported, sold to domestic market and internal consumption if any against each license.

6. QUALITY ANALYSIS WORKFLOW, REPORTING & DOCUMENT MANAGEMENT SYSTEM (QUADMAS)

Spices Board currently has a network of seven Quality Evaluation Laboratories (QELs) all over India, which performs two functions: (a) undertake the Board's regulatory activities through mandatory inspection testing of spice consignments exported from India, and (b) undertake analysis of samples of spices and spice products submitted by customers directly based on list of test

parameters. The proposed software for which tender is being invited **should be capable of managing all activities and functioning** of the laboratories, of which a broad outline is given below. The attached detailed representation of the workflow for various functions in the laboratory.

I. General

1. At present, there are 7 QELs in operation. Other QELs will be established in future and will be included in the network of labs, and the software should be able to seamlessly integrate these new laboratories.
2. The laboratory analyses different parameters in spices and spice products, and these fall into different classes, e.g. physical, chemical, microbiological and residual parameters. The software should be able to treat them differently.
3. There is a standardized list of such parameters (each of which might contain subparameters) which can be tested for spices and spice products, including the details of parameters and subparameters, amount of sample required for analysis, number of days taken for analysis, cost of the analysis etc. This list will be maintained centrally.
4. Different QELs, based on their respective level of readiness, will be able to implement this list of tests to different extent. The software should be able to handle the differences in implementation of the tests in each laboratory.
5. The QELs all seek to implement and maintain ISO 17025 accreditation. This accreditation happens in 1-2 year cycles, and the parameters covered by each cycle of accreditation (scope of analysis) will be different for each QEL. The software should be able to manage accreditation cycles for each laboratory.

6. The scope of analytical parameters that fall under each accreditation cycle might be different in each laboratory. The software should be able to treat the accredited and non-accredited parameters separately.
7. Each laboratory will have authorized signatories for different groups of parameters, based on the accreditation findings. List of authorized signatories is subjected to change. Only these authorized signatories can authorize the issue of reports from each laboratory. The software should be able to maintain the list of authorized signatories, and control their access for authorization based on the group of parameters they have been authorized to sign.
8. Since the QELs are implementing a paperless policy, the software should be designed in such a way as to minimize the movement of any paper between any divisions of the laboratory. The signatures of the authorized signatories should be affixed on the reports issued by the laboratory using digital signatures or other equivalent technology.

II. Administration

1. The laboratories employ technical and administrative personnel for its operation, both permanent and non-permanent . These employees have official designations and system level designations. All these employees will access the software for various operations. The details of the employees have to be maintained by the software. For non-permanent staff, attendance should be maintained in software with facilities for recording login, log out, breaks etc.
2. Access control rights based approach: The access to various functions within the laboratories have to be managed by the software using access control lists. Even within the same functions, there would be different levels of access control – e.g. a trainee cannot approve an analytical result or delete a saved result, final report can be authorized only by specific signatories, etc. These levels of authority has to be managed by the software.

3. Training: The laboratories perform both internal and external trainings. The training assessment, training schedules, details of training imparted, assessment of effectiveness of training, dissemination by the trainee after the process etc has to be handled by the software.
4. Meetings: The laboratories hold periodic meetings, e.g. the management Review. The drafting of minutes and circulation of the approved minutes have to be handled through the software.
5. Audits: The laboratories face periodic internal and external audits. The records of these audits, the tracking of non conformances etc should be handled through the software.
6. Purchase activities: All of the purchase processes (chemicals, equipments, spares, accessories, gases etc) and related workflow of the laboratory are to be handled by the software. These include, broadly, the raising of an indent by a lab staff, its approval, issuing of the purchase order (in various formats, ranging from rate contract purchase orders, tender based purchase orders etc including order on acceptance of annual maintenance contract), receipt of the items ordered, assessment of suppliers and service providers etc. Stock status and ledgers should be maintained in the software. Reorder alerts against critical stock levels should be available.
7. Customer feedback: The laboratory periodically collects feedback from its customers, compile them and review them as a tool for continuous improvement. The software should be able to manage this process.

III. Analysis Workflow and Reporting

1. **Analytical service** :This is the core activity of the laboratories. Mainly the analyses conducted by the laboratory are of two types:

a. **Mandatory analysis of spice consignments exported from India:** These involve analysis of samples collected from export consignments by Spices Board's sampling agents. This process has to be managed by the software seamlessly integrating with the Export Support System (ESS). The tests are to be selected from a predetermined list of parameters, and the reports have to be automatically checked against the requirements of various countries and a statement of compliance with regulations have to be automatically generated in each report, based on which regulatory action will take place. For this type of analysis, along with the analytical data, the details of the consignment under inspection have also to be captured by the software.

b. **Analysis of direct customer samples:** These are samples submitted to the laboratories directly by customers. The samples are accepted based on predetermined list (Secton I, point 3). The software should have provisions for recording dialogues with the customers as part of contract review.

2. **Analysis work flow** : Once a sample is received for analysis (mandatory sample or direct customer sample), after determining the requirements of test, the following steps are followed, all of which have to be managed by the software. This process switches back and forth between two areas, i.e. the Sample Receipt Desk and the Laboratory Divisions, which operate independent of each other to safeguard customer confidentiality.

a. Sample receipt & storage (Responsibility :Sample Receipt Desk)

- a.i. Customer details and Payments: All details of the customer submitting the sample, customer specific codes for the samples, analytical fee payments etc have to be recorded and managed.
- a.ii. Coding of sample: Upon entry of the sample in the software, a code number should be generated for the sample. From this point onwards until the generation of the report, all details of the sample and customer are to be masked and only the lab code of the sample should be available as reference during the rest of the workflow.
- a.iii. Sample storage: The samples will be stored in a store room which has numbered racks and shelves. The assigning of the racks and shelves should be managed automatically by the software, based on records of earlier receipts.

**b. Work allocation and Laboratory analytical result preparation
(Responsibility :Laboratory)**

- b.i. Allocation of work: Based on the type of analysis for which the sample is accepted for testing (see Section I, point 2), the information of the receipt of the sample should become available in the respective section of the laboratory as sample codes pending for work allocation. There would be specific rules for this (e.g. if a sample is to be tested for microbial and chemical parameters, it should be visible only in the microbiology division, etc), which have to be managed by the software. A supervisor in the respective division of the laboratory would then allocate the sample to various staff in the laboratory. When a staff member logs into the software, the lab codes allocated to him/her should be available to him/her for viewing, so that analysis can be commenced.

- b.ii. Sub-sampling: The staff member who is allocated a sample for analysis will remove the sample from the rack/shelf in the sample store, draw a specific amount for analysis, and restore the balance sample in the same rack/shelf. This process has to be captured by the software.

- b.iii. Entry of analytical results: Once the analysis is complete, results have to be entered in the software. Digital worksheets, including pre-defined calculations, provision for upload of chromatograms etc. should be available in the software. At this point, all details pertaining to the analysis including the necessary supporting documents, should be available in the software.

- b.iv. Review and approval of results: Once the result is saved, all the data should become available for review and approval by the supervisor of the division in which the test takes place. Once approved, the result should be locked against editing by any person other than the approver.

- b.v. Separate analytical report format is required for reporting as per ASTA and FSSAI parameter.

- b.vi. System should also generate different reports with respect to various search criteria based on changing input (date range, parameter, spice etc). For e.g, number of not-cleared samples for a specific period, number of consignments for a specific period which were not cleared because of incidence of a specific parameter, etc.

**c. Authorised signatory and Analytical report - generation & dispatch
(Responsibility :Sample Receipt Desk &authorised signatories)**

- I. Once a result is approved in a laboratory division, this sample code becomes available for report generation in the sample receipt desk. The staff in this section collates the results available against the sample from different laboratory sections and assembles the information into a final report form.

- II. During this process, the decoding of the sample happens, i.e. the original code assigned by the customer is displayed along with the sample code generated in the laboratory in the report.

- III. Once the report is thus generated against a sample code, this becomes available for authorized signatory for review and authorization. The authorized signatories are assigned by the accreditation process (see Section I, point 7), and not all authorized signatories can authorize all parameters (e.g. an authorized signatory for Chemistry cannot authorize a microbiology report and vice versa). These rules have to be managed by the software.

- IV. All information pertaining to a sample should be available in the software for review by the authorized signatory. If all information is satisfactory, the signatory authorizes the report. At this point, the signature of the authorized signatory is fixed on the report, and the laboratory part of the report is locked against further editing.

- V. Entry of sample specific information and finalization: Once a report is authorized from the laboratory, it becomes available in the Sample Receipt Desk for entering any specific details of the consignment or sample. This will be signed by an official in this section.

VI. The accreditation status of the various parameters in the report should be clearly indicated.

VII. Dispatch of the reports: Once a report is thus finalized, it should be sent to the customer by email or courier after including in remarks other details pertaining to consignment by the official from sample receipt desk.

VIII. Upon finalization, an SMS / email should be sent to the customers who have registered for this facility.

D. Other Requirements of analytical reports & Amendment to reports:

I. The reports should have bar-codes or such equivalent digital protection system for preventing illegal editing of reports

II. In case an amendment becomes necessary due to technical reasons, for a report which has been already issued, then the software should have the facility to clearly indicate both versions of the report and track such amendments.

III. Reports in specific formats: In certain cases, the reports have to be issued in specific custom formats (e.g. FSSAI requirements). The software should have the facility to incorporate such custom requirements as and when necessary

E. Disposal of the samples:

- I. Samples are stored in the sample storage area for different lengths of time. The storage periods are different for different samples based on various rules (e.g. destination country for mandatory samples). These storage periods have to be set and managed by the software based on the rules.
- II. The software should be able to generate a list of samples for which the analysis have been completed **and** which have exceeded the stipulated storage time, to facilitate periodic sample disposals.

III. Equipment maintenance

1. Equipment commissioning: The full history of all major instruments in the laboratory should be stored and updated in the software.
2. Tracking of spares and accessories: List of available stock of spares and accessories for each instrument should be maintained in the software.
3. Instrument logs and performance registers: should be maintained for instruments as relevant.
4. AMC and service tracking: AMCs of equipments should be planned and scheduled in the software. Reminders of service visits due should be available. Unscheduled breakdown visits should be recorded, along with the utilization of any spares or accessories from stock (see point 2 above).
5. Assessment of service providers: facility to assess and record the performance of service providers should be available
6. Internal and external calibrations: The laboratories perform periodic internal and external calibrations of relevant instruments. The following features should be available in the software:
7. Fixing of calibration schedules for instruments, with reminder alerts for calibration due

8. Entry of calibration related data, with facility to upload relevant documents.

IV. Purchase of Chemicals, Bonded Chemicals, Reference standards and Gases

1. Purchase of chemicals, bonded chemical glasswares, plastic wares and other items are made from approved rate contract suppliers. Service for equipment maintenance is either done on breakdown or as per annual maintenance contract
2. Procurement of bonded chemicals and reference standards require capturing of specific information (purity, expiry dates etc) which should be available in software.
3. Registers of stock and working solutions: Preparation of stock and working solutions and their tracking should be managed through the software.
4. Issue registers for chemicals and reference standards should be available
5. Gases :The laboratory makes use of different high purity gases for its analytical work. Tracking of gas cylinders based on cylinder numbers, refilling of cylinders etc should be managed through software.
6. Supplier /service assessment is done annually for renewal of list of suppliers or service providers

V. Documentation

1. ISO Quality System documentation

- a. Documentation structure:

- a.i. The laboratories maintain different Quality systems for its operation like ISO 17025, ISO 9001 and ISO 14001.
- a.ii. Each system has its own Quality Manual.
- a.iii. The policy manuals will be elaborated in Standard Operating Procedures, which may be integrated across systems or maintained separately as relevant.
- a.iv. The procedures for analysis are maintained as Methods of Analysis.
- a.v. There would be other supporting documentations like forms and instructions.
- b. Version controls and approvals of each of the above documentation systems, along with document indexes, version history, archived obsolete documentation etc should be maintained in the software.

2. External documentation

- a. The laboratory makes use of several external documents in the course of its operation, which require periodic updation – eg. Analytical reference manuals, regulations from legal authorities etc.
- b. The database of external documents should be maintained in software, and their updation should be tracked.
- c. Issue and return of these documents by laboratory staff should be recorded in the software.

VI. Data porting from existing Quadmas software.

For data porting requirements from old QUADMAS system to the new system, the following areas of the workflow has to be considered:

(a) All data pertaining to analysis workflow, viz. sample receipt, work allocation, analytical result entry, approval, report preparation, authorization and report delivery.

(b) All data pertaining to equipment: commissioning, calibration (internal / external), equipment response, (AMC/ Breakdown maintenance /performance register).

(c) All data pertaining to purchase: indent, purchase order, goods receipt All documentation data - at least all SOPs and MOAs

(d) Employees profile and training details for permanent staff.

(e) From (a) to (d), data for at least past 5 years need to be ported.

Important note :

System should be supporting digital signature for all levels of work flow and report generation.

The vendor shall take STQC certificate for quality for the software.

1 **Process of E-tender**

A). **Registration:** The process involves vendor’s registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of techno-commercial Bid as well as Price Bid over the internet will be done. The Vendor should posses Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/Spices Board is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).

SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT http://www.mstcecommerce.com/eprochome/spiceb/buyer_login.jsp

a.i.1.a.i.1.a.i. Vendors are required to register themselves online with www.mstcecommerce.com → e-Procurement → PSU/Govt depts. → Spices Board → Register as Vendor Filling up details and creating own user id and password → Submit.

a.i.1.a.i.1.a.ii. Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/Spices Board, (before the scheduled time of the

e- tender).

Contact person (MSTC):

1. Arnab Sarkar – Mob- 9986036012 asarkar@mstcindia.co.in

2 Mr. Ravindranath Mob-7676456095 ravindranathkb@mstcindia.co.in

B) System Requirement:

Windows 98 /XP-SP3 & above/Windows 7 Operating System

a.i.1.a.i.1.a.i. IE-7 and above Internet browser.

a.i.1.a.i.1.a.ii. Signing type digital signature (Class-3)

a.i.1.a.i.1.a.iii. JRE 8 update 171 and above software to be downloaded and installed in the system. To enable ALL active X controls and disable 'use pop up blocker' under Tools→Internet Options→ custom level

2 **(A)** Part I techno-commercial bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can witness electronic opening of bid.

(B) Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by Spices Board. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.

Note:

The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.

3	All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity
4	<p><u>Special Note towards Transaction fee</u> The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p><u>Transaction fee is non-refundable.</u></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE : The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.</p> <p>Contact Details: Fax No. : 033- 22831002</p> <p>Email ids: rpradhan@mstcindia.co.in</p> <p>Bidders may please note that the transaction fee should be deposited by debiting the account of the bidder only; transaction fee deposited from or by debiting any other party’s account will not be accepted. Transaction fee is non-refundable.</p> <p>In case of failure to make payment towards Transaction fee for any reason, the vendor, in term, will not have the access to online e-tender.</p>
5	<p>Vendors are instructed to use <i>Upload Documents</i> link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 4 MB.</p> <p>Once documents are uploaded in the library, vendors need to attach documents through <i>Attach Document</i> link against the particular tender. For further assistance please follow instructions of vendor guide.</p>
6	All notices and correspondence to the bidder(s) shall be sent by email only during the process till finalization of tender by Spices Board as well as by MSTC (e-procurement service provider). Hence the bidders are required to ensure that their corporate email

I.D. provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).

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c.i.1.a.i.1.a.i. Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. **The responsibility of downloading the related corrigenda, if any, will be that of the downloading parties.**

c.i.1.a.i.1.a.ii. No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see website <http://www.mstcecommerce.com/eprocho me/spiceb> of MSTC

	Ltd.
8	E-tender cannot be accessed after the due date and time mentioned in NIT.
9	<p>Bidding in e-tender & Reverse auction:</p> <p>a) Bidder(s) need to submit necessary EMD, Tender fees (If ANY) and Transaction fees to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by Spices Board. EMD should be sent in physical to Spices Board Kochi before the last date of submission of bid.</p> <p>b) The process involves Electronic Bidding for submission of techno-commercial Bid as well as Price Bid.</p> <p>c) The bidder(s) who have submitted the above fees can only submit their techno-commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt Depts → Spices board Login → My menu → Auction Floor Manager → live event → Selection of the live event →</p> <p>d) The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after clicking on the Techno-Commercial bid. If this application is not run then the bidder will not be able to save/submit his bid.</p> <p>e) After filling the Techno-Commercial Bid, bidder should click “save” for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on “save” to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the “Submit” button to register their bid</p> <p>f) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>g) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.</p> <p>h) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>i) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply. Such successful tenderer shall be called hereafter SUPPLIER.</p> <p>j) It is mandatory that all the bids are submitted with digital signature certificate</p>

	<p>otherwise the same will not be accepted by the system.</p> <p>k) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>l) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any bidder confirms his acceptance of terms & conditions for the tender.</p> <p>m) Unit of Measure (UOM) is indicated in the e-tender Floor. Rate to be quoted should be in Indian Rupee as per UOM indicated in the e-tender floor/tender document.</p>
10	Any order resulting from this open e-tender shall be governed by the terms and conditions mentioned therein.
11	No deviation to the technical and commercial terms & conditions are allowed.
12	After submitting online bid, the bidder cannot access the tender, once it has been submitted with digital signature
13	Spices Board, Kochi has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
14	The online tender should be submitted strictly as per the terms and conditions and procedures laid down in the website http://www.mstcecommerce.com/eprhome/spiceb of MSTC Ltd.
15	The bidders must upload and attach all the documents required as per terms of NIT. Any other document uploaded which is not required as per the terms of the NIT shall not be considered.
16	The bid will be evaluated based on the filled-in technical & commercial formats.
17	The documents uploaded and attached by bidder(s) will be scrutinized. In case any of the information furnished by the bidder is found to be false during scrutiny, EMD of defaulting bidder(s) will be forfeited. Punitive action including suspension and banning of business can also be taken against defaulting bidders.
18	Vendors can refer to the pdf document in the below link for MSTC's e-Procurement Portal Guidelines http://www.mstcecommerce.com/eprhome/UserManualVendor.pdf