



REQUEST FOR PROPOSAL(RFP)  
eSpicebazaar.com



**स्पाइसेस बोर्ड भारत**  
वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार  
**SPICES BOARD INDIA**  
Ministry of Commerce & Industry, Govt. of India

## Table of Contents

1.	Definitions.....	5
2.	Request for Proposal - RFP Notice .....	5
3.	Disclaimer .....	5
4.	Interpretation .....	6
5.	Due Diligence .....	6
6.	Cost of Bidding.....	6
7.	Clarification of Bidding Documents .....	6
8.	Amendment of RFP Document .....	7
9.	Language of BID .....	7
10.	Site Visit .....	7
11.	General Instructions.....	8
12.	Earnest Money Deposit (EMD).....	9
13.	Terms of Reference (TOR).....	9
14.	Proof of Concept.....	10
15.	Requirements for Operations and Maintenance (O&M).....	10
16.	Technical Bid Requirements.....	14
17.	Commercial Proposal Guidelines .....	14
18.	Opening of Technical Bids .....	16
19.	Opening of Commercial Bids .....	17
20.	Technical Evaluation Criteria .....	17
21.	Evaluation of Bids.....	19
22.	Period of Validity of Bids .....	19
23.	Performance Guarantee .....	20
24.	Copyright and Trademarks.....	20
25.	Milestone and Payments Terms .....	20
26.	Award of Contract .....	21
27.	Signing of Agreement .....	21
28.	Expenses for the Contract .....	21
29.	Failure to abide the Contract .....	21
30.	Termination of Contract.....	22
31.	Governing Law .....	22
32.	Authentication of Bid .....	22

<b>33</b>	<b>Validation of Interlineations in Bid</b> .....	<b>22</b>
<b>34</b>	<b>Bid Submission Instructions</b> .....	<b>22</b>
<b>35</b>	<b>Address for submission of Bid</b> .....	<b>24</b>
<b>36</b>	<b>Responsibility of the Bidder</b> .....	<b>24</b>
<b>37</b>	<b>Disqualification</b> .....	<b>24</b>

RFP for eSpicebazaar Portal

Tender Notification Table	
<b>Tender Inviting Authority</b>	Spices Board India
<b>Name of the Project Work</b>	<b>eSpice Bazaar:</b> <ul style="list-style-type: none"> <li>▪ Development of the portal</li> <li>▪ Implementation Support</li> <li>▪ Operations and Maintenance Support</li> </ul>
<b>Tender Reference No</b>	e-Spice Bazaar/01/2016
<b>Place of availability of Tender Documents (RFPs)</b>	Spices Board(Ministry of commerce and Industry) Government of India NH Bypass, Palarivattom Post, Cochin 682025 Phone : 0484-2333606
<b>Tender Submission - Location</b>	Spices Board(Ministry of commerce and Industry), Government of India, NH Bypass, Palarivattom Post, Cochin 682025 Phone: 0484-2333606
<b>For pre bid queries, please write to</b>	<ul style="list-style-type: none"> <li>▪ <a href="mailto:sthampi.ps548@nic.in">sthampi.ps548@nic.in</a></li> <li>▪ <a href="mailto:drpssthampi2000@gmail.com">drpssthampi2000@gmail.com</a></li> </ul>
<b>Estimated Project Cost:</b> <ul style="list-style-type: none"> <li>▪ e-Spice Portal</li> <li>▪ Implementation Support</li> <li>▪ Operations &amp; Maintenance</li> </ul>	INR 206.00 Lakhs
<b>Date of Release of Request for Proposal</b>	11 <sup>th</sup> April 2016
<b>Last Date and time for Submission</b>	2nd May 2016, 11 am
<b>Opening of Technical Bids</b>	2 <sup>nd</sup> May 2016, 12 noon
<b>Opening of Commercial Bids</b>	2 <sup>nd</sup> May 2016, 3 pm

## **1. Definitions**

“Applicable Law” means all relevant laws in force and effect as of the date hereof and which may be promulgated or brought into force and effect hereinafter in India, including judgment, decrees, injunctions, Writs or orders of court, as may be in force and effect during the subsistence of this RFP Document.

“Bid Document” shall mean the document submitted by the bidder, pursuant to understanding and agreeing with the terms and conditions set out in this RFP Document.

“Contract” shall mean the agreement to be entered into between Spices Board and the successful Bidder.

“Evaluation Committee” shall mean the committee constituted by Spices Board

## **2. Request for Proposal - RFP Notice**

1. This RFP document is non-transferable.
2. RFP/ tender document can be downloaded from Spices Board website before the last date of submission. The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

## **3. Disclaimer**

Spices Board does not make any representation or warranty expressed or implied, as to the accuracy, authenticity, timeliness and/or completeness of the information contained in this RFP document. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP document.

Spices Board also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP document. Spices Board may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement, the information, assessment or assumptions contained in this document. The issue of this RFP document does not imply that Spices Board is bound to select a Bidder and Spices Board reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

#### **4. Interpretation**

In this RFP Document, unless the context otherwise requires:

1. For the purpose of this RFP Document, where the context so admits, the singular shall be deemed to include the plural and vice-versa and Masculine gender shall be deemed to include the feminine gender and vice-versa.
2. References to Clauses, Recitals or Schedules are references to clauses and recitals of and schedules to the Contract and the RFP Document. The Schedules, annexure and addendums shall form an integral part of this Contract.
3. The headings and sub-headings are inserted for convenience only and shall not affect the construction and interpretation of this RFP Document. References to the word “include” and “including” shall be construed without limitation. Any reference to day shall mean a reference to a calendar day including Saturday and Sunday.

#### **5. Due Diligence**

The Bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this RFP Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the RFP Document. Failure to furnish all information required by the RFP Document or submission of a bid not responsive to the RFP

Document in every respect will be at the Bidder's risk and may result in rejection of the bid.

Spices Board shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by the Bidder.

#### **6. Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its bid and Spices Board shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

#### **7. Clarification of Bidding Documents**

All clarifications from the bidders relating to this RFP must be submitted in writing and send to the email ids as specified in the “Tender Notification Table” before the last date for receipt of clarifications as specified in the Tender Notification Table. Spices Board will not respond to any Clarifications received after the last date for receipt of clarifications as specified in the Tender Notification Table. The mode of delivering written questions would be through email only and the queries should be sent in Word or Excel format only. In no event will Spices Board be responsible for ensuring that bidders' clarifications have been received by them. Telephone calls will not be accepted for clarifying the queries.

After the RFP is released, Spices Board shall accept written questions/inquiries from the bidders. Spices Board will endeavor to provide a complete, accurate, and timely response to all questions to all the bidders. However, Spices Board makes no representation or warranty as to the completeness or accuracy of any response, nor does Spices Board undertake to answer all the queries that have been posed by the bidders and bidders shall not assume that their unanswered queries have been accepted by Spices Board. All responses given by Spices Board will be distributed to all the bidders. All email communications sent by bidders to Spices Board must be sent to the email address provided in Tender Notification table.

## **8. Amendment of RFP Document**

1. If Spices Board deems it appropriate to revise any part of this RFP or to issue additional information to clarify an interpretation of the provisions of this RFP, it may issue amendments to this RFP. Such amendments will be hosted on the Spices Board website. Any such amendments shall be deemed to be incorporated by this reference into this RFP.
2. At any time prior to the deadline (or as extended by Spices Board) for submission of bids, Spices Board, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, Spices Board may modify the RFP document by issuing amendment(s).
3. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Spices Board, at its discretion, may extend the deadline for the submission of bids.
4. Spices Board does not take any responsibility for loss of communications through emails. The bidders are expected to watch the locations mentioned under Tender notification table for clarifications, amendments, modifications to the RFP.

## **9. Language of BID**

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the RFP Document and / or the bidding process exchanged by the Bidder and Spices Board shall be written in English language only.

## **10. Site Visit**

The bidder may visit Spices Board head office to obtain more information and collect the required details. Bidders are requested to communicate 3 days in advance about their visit. A maximum of 2 representatives from the bidder's organization will be permitted.

## 11. General Instructions

1. The Bidders are requested to read the RFP document carefully.
2. In the event of any additional information required by the Spices Board other than what is mentioned in the RFP, the Bidder shall duly submit such information to Spices Board in the prescribed time. The Bidder shall submit the Tender Document duly sealed/stamped and signed on each page as a part of the bid. It shall be expressly agreed herein by the bidder that he has read and understood the complete RFP Document and other documents / requirements and shall comply with the same.
3. The Bidder cannot subcontract the work at any stage without prior written approval from the Spices Board.
4. Bids received with incomplete information / documents may be rejected. Bids not adhering to Terms, Conditions, Specifications and other details as given in this document may be summarily rejected.
5. All deviations from the Terms, Conditions and other details of RFP Document should be separately and clearly submitted.
6. Modification or Withdrawal of offers is not permissible after its submission. To assist in the scrutiny, evaluation and comparison of offers, Spices Board may, at its discretion, ask some or all Bidders for clarification of their offer.
7. The request for such clarifications and the response will necessarily be in writing.
8. Preliminary Scrutiny: Spices Board will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. Spices Board may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all Bidders and Spices Board reserves the right for such waivers.
9. The Bidder should abide by the terms and conditions specified in the RFP document. If Bidders submit conditional offers, they shall be liable for outright rejection.
10. The Spices Board reserves the right to make any changes in the terms and conditions of the RFP.
11. The offers containing erasures or alterations will not be considered. Technical details must be completely filled in. Correct technical information of the service being offered must be filled in.
12. Filling up of the information using terms such as "OK", "accepted", "noted", as given in brochure / manual" is not acceptable.
13. Spices Board may treat offers not adhering to these guidelines as unacceptable.

## **12. Earnest Money Deposit (EMD)**

Bidders are not required to submit any Earnest Money Deposit.

## **13. Terms of Reference (TOR)**

Spices Board is interested in selecting a suitable Information Technology Bidder for Development, Implementation, Hosting, Operations & Maintenance for e-Spice Bazaar portal.

The terms of reference covers the following:

### **13.1 Purpose/ objective of the assignment Goal**

e-Spice Bazaar is a market driven agricultural initiative through IT enabled knowledge centers that addresses the existing gap in agricultural information flow and transaction management in Chilly / Turmeric among the farmers of major chilli and turmeric growing Districts of Telangana and Andhra Pradesh States in a phased manner enabling conversion of under- performing farms into high yielding farms of quality products in demand, by leveraging ICT enabled services.

The main objective of the initiative shall be the facilitation and integration of economic activities of all member stake holders involved in chilli and turmeric farming.

The major objectives are:

- To develop a detailed farmers database of the project area, providing unique Farm ID.
- To initialize and utilize the power of media, web and mobile to reach targeted farmers and provide information on demand to enhance their productivity and quality improvements.
- To enhance the awareness among the farmers especially medium and small size farmers and make them capable for better negotiation with traders.
- To identify potential traders and exporters to explore the market opportunity.
- To establish active enrolment and involvement of agricultural input providers, ware housing facility providers, logistic service support providers, banks and insurers etc.
- Improving food safety and traceability.
- To establish an active collaboration with the department of Horticulture and Agricultural University/research centers and other related organisations so as to solve the problems faced by farmers without any delay.
- Develop an electronic platform to establish a market place for farmers and buyers. The portal shall enable farmers and buyers to access a centralized platform for posting their offers and requirements. With advanced aggregation services the portal shall assist the stakeholders to choose the most eligible matching offer.

### 13.2 Scope of Work

The selected Bidder shall provide Application development, Operations and Management support and hosting during the development and implementation phase to Spices Board. The Bidder will also advise Spices Board for solution requirement, selection of technology, hardware & software requirement, server configuration & co-location, security, safety etc. The selected organization shall also be responsible for the complete turnkey operations of the eSpice Bazaar.

The Operations and Management Support shall be extended not only to Spices Board, but also to its external stakeholders like Farmers, Buyers, Government organizations, Importers, Certification bodies, Laboratories, etc., for effective usage of eSpice Bazaar portal.

The Bidder should have technically qualified and well experienced strong in-house resource base. **(Annexure D)**

The selected bidder will have the following scope of services:

- Study, Design, Development and Implementation of eSpice Bazaar portal
- Security Audit of the portal
- Host the portal on NIC Servers or any other data center chosen by Spices Board or its own data center
- Onsite Training and Handholding at the project location
- Application Documentation
- Post Launch Application Maintenance, Enhancement, User Support and training.

The selected bidder is required to follow the standard Software development methodology to finalize the solution to be developed and implemented in consultation with Spices Board.

## 14. Proof of Concept

A Proof Concept of e-Spice Bazaar portal was conducted in the year 2015 covering 1000 farms in Guntur in Andhra Pradesh in association with GS1 India.

A detailed functional requirement specification (FRS) document comprising various modules, features and functionalities of the proposed application derived out of the proof of concept is attached as **Annexure E** along with this RFP

The proposed application should comply with every requirements mentioned in the FRS in addition to any requirements mentioned as part of the RFP

## 15. Requirements for Operations and Maintenance (O&M)

As part of the Operations and Maintenance services, Bidder shall provide support for bug fixes, enhancements, operational support, application & database backup assistance to Spices Board. Additionally help desk support should also be provided with dedicated phone lines to provide telephonic support to stakeholders at short notice. O&M activity has to be carried out by the consultant from their own premises. **The services include:**

### **15.1 Bug-Fixing and End-User Problem Resolution**

The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug / defect should be logged and categorized on the severity levels. Bidder shall identify the solution and take necessary approvals from Spices Board and release the patch for User Acceptance Test (UAT) after fixing the defects. Bidder shall document defects / bugs encountered as well as document the resolution of the same and ensure re-installations, in the event of system crash/failures.

### **15.2 Configuration Management and Version Control**

As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management. Bidder shall assist Spices Board in ensuring that a copy of the production environment is backed up and stored in the repository before the new / modified components are copied to Production.

### **15.3 Release Management**

As part of the release management, Bidder shall perform the following activities:

- Group the related change requests, assess their development progress and accordingly prepare a schedule for their release
- Prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.
- Provide Helpdesk support for the resolution of technical queries by end users
- Conduct Application training for the users in outstation locations as and when required.

### **15.4 Help Desk Support**

- Help desk support to stakeholders through dedicated telephone lines (Minimum 2 lines to be provided)
- Implementation support to users
- End-user problem resolution
- Training to users will be provided through the man power deployed without any extra cost.

### **15.5 Administration Support**

- Latest source code, application deployment files, configuration files for entire solution
- System / server configuration
- Storage

- Security
- Database
- Backup/restore etc.

### 15.6 Deployment of Resources

Organization winning the contract is required to deploy a minimum of following dedicated key resources throughout the Operations and Maintenance phase

Sl. No.	Resource	Required (no's)	Qualification	Exp (No: of years)
1	Team Leader	1	BE/B.Tech/MCA	7
2	Sr. Programmer	1	BE/B.Tech/MCA	5
3	Programmer	1	BE/B.Tech/MCA	3
4	Quality Analyst	1	BE/B.Tech/MCA	4
5	Business Analyst	1	BE/B.Tech/MCA	4
6	System / DB Admin	1	BE/B.Tech/MCA	5
7	Onsite Project Manager	1	B.Tech/MBA	3
8	Helpdesk Support	2	Graduation	2
9	Project Site Resource Person	1	B.Sc. Agriculture / Horticulture with ICT knowledge	1

### 15.7 Proposed schedule for completing the Assignment

The contract period for the development activity shall be 6 Months and O&M Support for a period of 3 years from the date of launch.

### 15.8 Deliverables

The Bidder shall be responsible for all the development, implementation, testing, maintenance, support, feature enhancements, documentation, operations and management of applications.

The vendor shall be responsible for the complete turnkey operations of the eSpice Bazaar Portal (software only) to ensure a minimum of 99.5% uptime availability of all the applications under this project.

Following deliverables shall be part of the contract:

1. Complete Software Development Life Cycle (SDLC) should be followed for each application.
2. Proper Documentation with versioning of all the applications should be maintained like SRS, High Level Design, Low Level Design, functionality

## RFP for eSpicebazaar Portal

document (process document), user manual and test cases.

3. All the changes in the applications should be properly documented and reflected in respective documents.
4. Proper coding standards should be followed in all the applications.
5. Proper testing should be done for the development done. Testing should be done on exhaustive test cases. The team leader should review these test cases and a test report should be maintained.
6. Any change in the application should be done through change request form. After completing the change a request closure form should be filled.
7. A log should be maintained for all the changes done in the application or database.
8. Ensure proper backup of application and database as per the approved backup policy.
9. In case of any eventuality, it has to be ensured that the downtime is minimum and system is restored with minimum data loss.
10. It should also be ensured that all the security measures are undertaken to prevent vulnerabilities / threats /hacking of application or data theft.
11. The agency shall be responsible to maintain the confidentiality of application, data and any other information and make sure that information is not shared outside the Spices Board. The required confidentiality agreement shall be signed by the Agency as well as by each team member deployed at Spices Board.
12. Source Code will be handed over to Spices Board along with compiled version and executable.
13. Any software developed including mobile applications in connection with the project shall be the property of Spices Board. Software, Documents, Information and other elements of the project shall have the copyrights of Spices Board unless some copy right material is used with due permission of any third party.
14. Security audit of the application should be done for removal of any security flaws and for hosting provider requirements.
15. Preventive maintenance shall be carried out on the database and functioning of the program to handle large volume of traffic.
16. Customer support should be provided for user problem and queries.
17. Monthly Backup: Database and applications.
18. Quarterly updation: Technical Documents.
19. MIS Reports:
  - Weekly & monthly, reports with Project Status & open issues
  - Weekly / Fortnightly / Monthly Performance Monitoring Reports
  - Updated system design documents, requirements specifications etc.
  - Updated user manuals, administration manuals, training manuals etc.
  - Call Log /emails & Resolution Reports for Helpdesk

- Software change logs etc.

The IP rights of the application developed belongs to the Spices Board. Bidder has to handover the Source Code , Patches & Releases (If any) , Application Software, all content used in the Designing of the Portal, along with Technical Documents, User Manual, Functional Manual, Installation Guide and any other documentation from time to time as project progresses, to the Spices Board.

## 16 Technical Bid Requirements

The Technical Bid should cover:

1. Covering Letter on the letter head as per **Annexure A**
2. Checklist of Submissions
3. All supporting document justifying the Technical Evaluation Criteria
4. Proposed methodology for Development and Operations & Management support including work plan detailing the tasks involved, milestones etc.
5. Profiles of team members proposed to be deployed
6. Any other relevant information that may be of interest for the project under consideration.

## 17 Commercial Proposal Guidelines

1. Commercial proposal to include the covering letter as given at **Annexure B**
2. Unless explicitly indicated, the bidder must not include any technical information regarding the services in the Commercial proposal.
3. As part of the commercial proposal, the bidders shall mandatorily quote for all the components as mentioned in the commercial bid format given in the RFP.
4. The Commercial proposal must be detailed and must cover cost of each and every component.
5. Commercials for all components including optional components should be valid and firm for the entire duration of the project.
6. During the proposal preparation the bidder shall review the indicative bill of material as provided in the RFP and propose necessary infrastructure (including software and hardware), in its technical and commercial bid, required for implementation of the Project.
7. The Infrastructure proposed by the bidder must address the functional and technical requirements as stated in this RFP. The bidder shall be solely responsible for any financial implications on items not quoted in the proposal and which are required for implementation and operationalization of the Project.

8. Spices Board reserves the right to procure the components/services listed in this RFP in whole or in part. The payment by Spices Board to the vendor shall be made only against the actual services availed by Spices Board.
9. The price mentioned in the letter of intent issued to vendor shall be the only payment payable by Spices Board to the vendor for completion of the obligations by the vendor as per the letter of intent, subject to the terms of payment specified in the letter of intent issued to the vendor.
10. Cost quoted for the portal must include all cost including the cost of procurement, customization/ configuration/ development / implementation/ problem solving etc. as per RFP requirements and its maintenance for the entire project duration.
11. The bidders are advised not to indicate any separate discount. Discount, if any, must be merged with the quoted prices. Discount of any type, indicated separately, shall not be taken into account for evaluation purpose of this RFP.
12. The bidder must quote the prices strictly in the manner as indicated in the RFP, failing which bid is liable for rejection. The rate/cost shall be entered in words as well as in figures.
13. The bidders are required to distinctly mention nature, percentage and amount of applicable tax/duties/levies in appropriate columns.
14. Prices quoted in the bid must be firm and final and shall not be subject to any upward modifications. No upward adjustment of the commercial price (to be mentioned in the letter of intent) shall be made on account of any variations except for tax component. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.
15. If any of the service component is priced as bundled within any of the other priced component submitted by the bidder, the bidder cannot un-bundle it and price it separately after the Commercial bids are opened or during the period of the agreement.
16. Correction of Error:
  - i. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the proposals are submitted to Spices Board. All corrections, if any, should be initiated by the person signing the proposal form before submission, failing which the figures for such items may not be considered.
  - ii. Arithmetic errors in proposals will be corrected as follows:
    1. In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.
    2. In case of discrepancy between the total price given for a line item / component and the calculated total price (number of units multiplied by the cost per unit for that line item), the total price given for a line item / component will be considered.
17. All costs incurred due to delay of any sort, shall be borne by the bidder.

18. Spices Board reserves the right to ask the bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
19. If the price for any of the services is not explicitly quoted in the commercial bid or mentioned as zero, it is assumed that the price for that particular element is absorbed in some other service element for which a price has been quoted, and Spices Board has the right to source services for which no price was quoted or quoted as zero, at no additional price.
20. The commercial bid should be provided in the order as per commercial bid format of this RFP given at **Annexure C**.
21. Following costs shall be borne by Spices Board and bidder is not required to quote for the same. However, any cost, which may arise due to the following components, should be included in the bidder's quotation.
  - Spices Board shall procure third party services for e.g. SMS/Payment gateway etc. (to be suggested by vendor)
  - Any recurring cost for the third party services shall be borne by Spices Board
  - Bidder is required to carry out the development and O&M Support from their premises. However, one onsite project manager has to be deployed at a location to be decided by Spices Board for day to day reporting requirements. Once the project is sanctioned the selected bidder should appoint a project site resource person with Agri/ Horticulture and ICT background. (**ANNEXURE D**)
22. The bidder shall also quote unit rates on a man-month basis, for the deployment of any additional resource onsite, at any point of time, as per requirement, if any, during the contract period. Please indicate man month rate for each of the manpower as mentioned in **Annexure D**.
23. Commercial bid of a bidder will be declared non-responsive if the bidder has proposed components in the price bid which are different from the solution as mentioned in the technical bid.
24. Any royalties or patents or the charges for the use of content, images, software's etc. thereof that might involve in the contract shall not be paid by Spices Board. The bidder only shall pay for such claims without putting any financial burden on Spices Board.

## 18 Opening of Technical Bids

### 18.1 Opening of Bids

Spices Board will open all Technical Bids as mentioned in the "Tender Notification Table". The Bidder's representatives who are present shall mark their attendance in Spices Board. In the event of the specified date of Bid opening being declared a holiday for Spices Board the Bids shall be opened at the appointed time and location on the next working day. No separate intimation will be given by the Board to the bidders in this regard.

### 18.2 Announcement of Bids

The Bidder's names, Bid modifications or withdrawals and such other details will be announced at the opening. No bid shall be rejected at bid opening, except for late bids.

### 18.3 Bids Not Considered for Evaluation

Bids those are rejected during the bid evaluation process shall not be considered for further evaluation, irrespective of the circumstances.

## 19 Opening of Commercial Bids

Commercial Bids will be opened and compared after the technical evaluation. The name of Bidder, Bid prices, Total amount of each bid, etc. shall be announced by the Spices Board at the Commercial Bid opening. The Spices Board will prepare minutes of the Commercial Bid Opening.

The date, time and venue of opening of commercial bid will be advised to the short listed bidders separately. The terms and conditions applicable under 18.1 will hold good here also.

## 20 Technical Evaluation Criteria

1. The Bidding process shall be a two-stage process. Prior to the detailed evaluation of the Technical Bids, Spices Board shall determine whether each bid is:
  - Complete
  - Is accompanied by the required information and documents and
  - Is substantially responsive to the requirements set forth in the RFP document. (Fill the eligibility criteria form below as specified by the Spices Board for the bidders in the following format)

SPICES BOARD shall short-list only those organizations who fulfill the following criteria:

- i. The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India & should have been in existence in India **for the last Five years.**
- ii. The agency must be registered in India with appropriate tax and other administrative authorities.
- iii. The organization should have had an average annual financial turnover of at least Rs.2 Crores in the last three financial years from Software Consultancy Services, audited and certified by the Chartered Accountant of the Organization.
- iv. The organization should have successfully executed **at least any one of the following in the last five years:**
  - a) Three similar completed e-Governance projects costing not less than Rs.60 lakhs in total, or
  - b) Two similar completed e-Governance projects costing not less than Rs.60 lakhs in total, or

- c) One similar completed e-Governance project costing not less than Rs.50 lakhs
  - v. Any one of the projects mentioned in point no. 2(iv), should be in the field of Agriculture / Traceability sector.
  - vi. The firm should have either **ISO 9001:2008 for Software Development / Software Maintenance or CMMI Level 3 Certification.**
  - vii. Should have technically qualified and well-experienced strong in-house resource base on company role.
  - viii. The applicant should furnish an undertaking to the effect that the firm has not been black listed in India.
  - ix. Documentary Support for all the above, with copies of documents / purchase orders & letter of completion from customers for projects completed in the last five years.
2. The technical evaluation criteria is broadly defined as under. Bidder has to provide documentary proof against each criteria:

S.No.	Evaluation Criteria	Weightage
1.	<b>Experience of the organization during last 5 years</b>	
	I. Experience in implementation of e-Governance applications and its Operations & Management(at Least 2 relevant projects)	25
	II. Experience in implementation of Traceability systems in Agriculture sector(at Least 2 relevant projects )	25
	<b>Quality Certification</b>	
2.	I. ISO 9001:2008 in software development / CMMi level 3/4/5	10
3.	Proposed methodology, execution plan and features	20
4.	Proposed Team experience and expertise	20
	<b>TOTAL</b>	<b>100</b>

- 3. If deemed necessary, Spices Board in its sole discretion to make required variations in the cut off points for technical evaluation including criteria for technical evaluation.
- 4. The Tender Evaluation Committee may choose to conduct technical negotiation or discussion with any or all the Bidders. The decision of the Evaluation

Committee in the evaluation of the Technical and Commercial bids shall be final and binding on all the parties.

5. Any effort by a Bidder to influence the Tender Evaluation Committee's processing of Bids or award decisions may result in the rejection of the Bid.
6. Failure of the Bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award of contract, in which event the contract may be awarded to the next most responsive bidder.

## 21 Evaluation of Bids

1. **Tender Evaluation Committee (TEC):** Spices Board will constitute the Tender Evaluation Committee. This committee will evaluate the Bid Documents submitted by the Bidders.
2. The TEC will carry out a detailed evaluation of the Technical Bids received in order to determine the same are substantially responsive to the requirements set forth in the Request for Proposal.
3. The TEC shall first evaluate the Technical Proposal. The TEC while evaluating the Technical Proposals shall have no access to the Commercial Proposals until the Technical evaluation is concluded and the competent authority accepts the recommendation. Evaluation of the technical proposal will be done and at this stage the Commercial bid (proposal) will remain unopened..
4. **Technical Presentation:** Spices Board will invite, if necessary, only those bidders satisfying the Technical Evaluation criteria, to make a presentation for technical evaluation as per the evaluation criteria given in the RFP document.
5. TEC will award marks based on evaluation criteria and only those bidders obtaining 70 per cent and above will be qualified for commercial bid. Only these qualified commercial bids will be opened
6. Commercial proposals shall be opened on the date & time specified by the Spices Board, in the presence of the bidders' representatives who choose to attend.
7. The financial bid of the qualified bidders will be opened and will be graded based on the bid value
8. There should be no mention of prices in any part of the bid other than the commercial bids.
9. In the commercial bid if there is any discrepancy between the prices mentioned in figures and in words, the prices mentioned in words will prevail.
10. Any attempt by a Bidder to influence in the bidding evaluation process may result in to rejection of the Bidder's Bid.

## 22 Period of Validity of Bids

1. **Validity Period:** Bids shall remain valid for 180 (One hundred eighty) days after the date of bid opening prescribed by Spices Board. Spices Board holds

the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

2. **Extension of Period of Validity:** In exceptional circumstances, Spices Board may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the Bidder shall be unconditional.
3. A bidder granted extension of validity shall not be permitted to modify his technical or commercial bid

## 23 Performance Guarantee

A Security Deposit as Performance Bank Guarantee of 5% of the total contract value shall be submitted by the bidder to Spices Board within 1 month of award of the contract. The bank guarantee will be renewed annually as per the contract.

## 24 Copyright and Trademarks

Bidder winning the contract will hand over all the software and graphics to Spices Board for the purpose of copyright and intellectual ownership.

## 25 Milestone and Payments Terms

### a. Milestones

The development component of the project is required to be completed within a period of 6 Months from the date of start.

Following are the milestone wise delivery of the project:

S.No.	Milestone	Time Period
1	Award of the Contract	T
2	Signing of Agreement	T+1 Weeks
3	SRS Submission	T+3 Weeks
4	SRS Approval	T+4 Weeks
5	Development and Submission for User Acceptance Testing (UAT)	T+19 Weeks
6	User Acceptance Testing	T+21 Weeks
7	Security Audit and ready for launch	T+23 Weeks
8	Launch	T+25 Weeks

### b. Payment Terms

#### For Development and Implementation

- 20% mobilization advance
- 20% upon approval of SRS

- 20% upon Successful UAT
- 20% on successful launch of the portal
- 10% for Operations and Maintenance support (payment to be made at the end of the second year of the project)
- 10 % for Operations and Maintenance support (payment to be made at the end of the third year of the project)

## **26 Award of Contract**

Spices Board's right to accept any bid and to reject any bid or all bids notwithstanding anything stated herein, Spices Board reserves the right to accept full or part of the bid or reject any bid, and to cancel/annul the bidding process and reject all bids at any time before the award of the Contract.

Spices Board shall notify the successful bidder through letter or fax for award of work. The Bidder shall acknowledge the work order in writing and send an acceptance of the work order in writing within 7 (seven) working days from the receipt of the work order.

## **27 Signing of Agreement**

Pursuant to the bidder acknowledging the Letter of Acceptance, the Bidder and Spices Board shall enter into contract within 7 (seven) working days from the date of acknowledgment of the Letter of Acceptance, and sign the Contract. Spices Board shall have the right and authority to negotiate certain terms with the successful Bidder before signing of the Contract.

The signing of the Contract shall amount to award of the Contract and the Bidder shall initiate the execution of the work as specified in the Contract.

## **28 Expenses for the Contract**

All incidental expenses of the execution of the contract/ agreement shall be borne solely by the successful Bidder and the Spices Board shall not refund such amount to the successful Bidder.

## **29 Failure to abide the Contract**

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of Spices Board with such penalties as specified in the Bid Document and the Contract.

In case of termination of the contract due to failure to abide the terms and conditions laid in the RFP document, bid contract or the agreement will result in forfeiting of the Bank guarantee.

### **30 Termination of Contract**

- Spices Board reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of agreement, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for actions taken by Spices Board.
- Spices Board makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- This RFP does not constitute an offer by Spices Board. The bidder's participation in this process may result in Spices Board selecting the bidder to engage in further discussions toward execution of an agreement. The commencement of such discussions does not, however, signify a commitment by Spices Board to execute an agreement.

### **31 Governing Law**

The laws of Republic of India shall govern the RFP Document and the Contract.

### **32 Authentication of Bid**

The original and all copies of the Bid Document shall be sealed and signed by a person or persons duly authorized to bind the Bidder to the Contract. A duly stamped Power-of-Attorney accompanying the Bid Document shall support the letter of authorization. The person or persons signing the Bid Document shall initial all pages of the Bid Document, including pages where entries or amendments have been made.

### **33 Validation of Interlineations in Bid**

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature and stamp.

### **34 Bid Submission Instructions**

Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Spices Board will evaluate bidder's proposal based on its clarity and the directness of its response to the requirements of the project as outlined in this RFP. Bidders shall furnish the required information on their Technical and Commercial proposals in the enclosed formats. The tender will be liable for rejection if there is any deviations in format.

1. Spices Board will not accept delivery of proposal in any manner other than that specified in this RFP. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.
2. Submission of bids must be in accordance with the instructions given below.

### 34.1 Envelope 1: Technical Proposal

The Technical Proposal must be prepared in accordance with the requirements specified in this RFP. The bidders must submit hard copy of technical proposal. The Hard Copy must be signed by the authorized signatory on all the pages. The technical proposal copy must be put in the envelope which must be sealed and super-scribed “**Technical Proposal- eSpice Bazaar Portal**” along with the Tender Reference Number. Contact details of the bidder with full address and phone number should also be mentioned on the envelope. This envelope must not contain the Commercial proposal, in either explicit or implicit form, in which case the bid will be rejected.

### 34.2 Envelope 2: Commercial Proposal

The Commercial Proposal must be prepared in accordance with the requirements specified in this RFP. Only ONE hard copy of the commercial proposal is required to be submitted. The Hard Copy must be signed by the authorized signatory on all the pages. Unsigned Hard Copy of the Commercial Proposal will lead to rejection of the bid. The commercial proposal must be put in the envelope which must be sealed and super scribed “**Commercial Proposal –eSpice Bazaar Portal** (Not to be opened with the Technical Proposal)” along with the Tender Reference Number. Contact details of the bidder with full address and phone number should also be mentioned on the envelope

### 34.3 Envelope 3

Envelopes 1 and 2 must be put in envelope 3 and must be properly sealed..

**Envelope 1** - Proposal Covering letter, Technical Proposal

**Envelope 2** - Commercial Proposal

This “Envelope 3” shall be super-scribed as follows: “**BID FOR eSpice Bazaar Portal**”.

**Project Submitted by:** < Contact details of the bidder with full address and phone number should also be mentioned on the envelope>

**Note:**

- The outer and inner envelopes mentioned above must indicate the name and address of the Bidder
  - Failure to mention the address on the outside of the envelope could cause a proposal to be misdirected or to be received at the required destination after the deadline.
  - If any of the above envelopes is not sealed properly then Spices Board reserves the right to treat the proposal as defective, invalid and rejected.
1. It is important that both Technical Proposal as well as Commercial Proposal is properly indexed with all pages sequentially numbered either at the top or at the bottom right corner of each page.
  2. Technical and Commercial bids will have to be submitted ONLY in SPIRAL / HARD BOUND form.
  3. Spices Board will not accept delivery of proposal in any manner other than that specified in this RFP. Proposal delivered in any other manner shall be treated as defective, invalid and rejected.

4. A board resolution authorizing the bidder to sign/ execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP shall be included in the technical proposal. Please provide complete chain of documents showing initial delegation by the board and any further sub delegation.
5. The proposals shall be valid for a period of Six (6) months from the date of opening of the proposals. A proposal valid for a shorter period shall be rejected as non-responsive. In exceptional circumstances, at its discretion, Spices Board may solicit the bidder's consent for an extension of the bid validity period. The request and the responses thereto shall be made in writing through Post/fax/ email.

### **35 Address for submission of Bid**

Bids shall be submitted on or before the last date at the specified address in the Tender Notification Table.

### **36 Responsibility of the Bidder**

If the outer envelope is not sealed and marked as required, Spices Board will assume no responsibility for the Bid's misplacement or premature opening.

### **37 Disqualification**

The proposal submitted by the bidder is liable to be disqualified if one or more of the following conditions are violated.

#### **a. Violation of the bid submission process**

- a. Commercial proposal and Technical proposal are not submitted in the prescribed formats and mode as given in the RFP
- b. The price information, the pricing policy or pricing mechanisms or any document/information/file indicative of the commercial aspects of the proposal are either fully or partially enclosed or are part of the Technical Proposal
- c. If it comes to Spices Board 's knowledge expressly or implied, that some bidders may have compounded in any manner whatsoever or otherwise joined to form a cartel resulting in delay / holding up the processing of Bid then the bidders so involved are liable to be disqualified for this agreement
- d. If a bidder submits more than one bid

#### **b. Non-compliance to the conditions of the bidding process**

- a. The RFP response documents are not signed as per guidelines of the

RFP

- b. The Bid validity period is shorter than the required period
- c. The Bid is not submitted in accordance with this document
- d. During validity of the Bid, or its extended period, if any, the bidder revises its quoted prices
- e. The bidder qualifies their Bid with their own conditions or assumptions
- f. Bid is received in incomplete form
- g. Bid is not accompanied by all the requisite documents

**c. Non responsive Content of the proposal**

- a. Information submitted in Technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the bids or during the tenure of the agreement including the extension period, if any
- b. The deliverables as given in the Technical proposal should be in consonance with the Commercial proposal. Any deviations in the final deliverables between Technical and Commercial proposals shall make the Bid as being unresponsive and may lead to disqualification of the Bid

**d. Inability to respond in accordance with the Bidding Guidelines**

- a. The successful bidder, invited to sign the agreement qualifies the letter of acceptance of the agreement with its own conditions
- b. The successful bidder fails to deposit the Performance Bank Guarantee or fails to enter into an agreement within 15 days of the date of issue of letter of intent or within such extended period, as may be specified by Spices Board.

**e. Fraudulent and Corrupt Practice**

- a. Bidder tries to influence the proposal evaluation process by unfair/unlawful/corrupt/fraudulent means at any point of time during the bid process defines, for the purposes of this provision, the terms set forth below as follows:
- b. "Corrupt" practice means the offering, giving, receiving, or soliciting of anything of value to influence the action of a public official in the procurement process or in agreement execution; and
- c. "Fraudulent" practice means a misrepresentation of facts in order to influence a procurement process or the execution of an agreement to the detriment of the Purchaser, and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid prices at artificial, non-competitive levels and to deprive the purchaser of the benefits of free and open competition;
- d. "Unfair trade" practices means supply of goods (computer hardware, software, printers, networking equipment, etc.) different from what is mentioned in the RFP and RFP response documents, and includes change of parts/components, use of

refurbished/repaired/substandard/ duplicate parts instead of genuine new parts or change the specifications and/or make of the company for which the supply order was given by Purchaser

**f. Consequences of disqualification**

- a. If a bid or a proposal is disqualified, the bidder will not be eligible to participate in the bidding process initiated by this RFP.
- b. If the proposal/bid is disqualified, it will not be processed further and the same will be communicated to the bidder. No further correspondence from the bidder with Spices Board will be entertained.
- c. If the disqualification is for the reasons of fraudulent or corrupt practice, Spices Board has the right to initiate actions to black list the bidder as per the provisions of the relevant acts/rules

**g. Late Bid**

Any bid received by Spices Board after the deadline for submission of bids prescribed by Spices Board, will be summarily rejected. Spices Board shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

**h. Clarification of Bids**

To assist in the evaluation, comparison and an examination of bids, Spices Board may, at its sole discretion, ask the Bidder for a clarification of its bid including breakup of rates. If the response to the clarification is not received before the expiration of deadline prescribed in the request, Spices Board reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

**i. Completeness of Bids**

Spices Board will examine the bids to determine whether they are complete, whether they meet all the conditions of the RFP Document and Technical Specifications, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and whether the Bid Documents are substantially responsive to the requirements of the RFP Document.

**j. Force Majeure**

If at any time during continuance of this contract, the performance in whole or in part in any obligation under this contract shall be prevented or delayed by reasons of any war, hostility, acts of public enemy, acts of civil commotion, strikes, lockouts, sabotages, fire, flood, explosions, epidemics, quarantine restrictions (hereinafter referred to as eventualities) then, the notice of the happening of any such eventuality shall be given by the Bidder to the Spices Board within 2 (two) days

from the date of occurrence. Neither party shall by reasons of such eventuality, be entitled to terminate this contract, nor shall have any claim for damages, compensations against the other in respect of such nonperformance or delay in performance, and deliveries under this contract. Normal working shall be resumed as soon as such eventuality has come to an end or ceased to exist.

Provided that if the performance in whole or in part by the bidder or any obligation under this contract is prevented or delayed by reasons of and such eventuality for a period exceeding 30 (thirty) days, then the Spices Board may terminate this contract by giving notice in writing.

**k. Resolution of disputes**

The dispute resolution mechanism shall be as follows:

- a. In case of any dispute between Spices Board and the successful bidder, if not resolved amicably, same shall be referred to adjudication / arbitration accordance with Indian Arbitration and Conciliation Act 1996.
- b. If such dispute arises then either party may forthwith give the notice in writing of such dispute to other party and shall be referred to the adjudication of an arbitrator in accordance with Indian Arbitration and Conciliation Act 1996.
- c. The Secretary, Spices Board will appoint the designated officer mutually agreed between the parties will work as an arbitrator.
- d. The decision of the arbitrator shall be final and binding upon both the parties, i.e. Spices Board and the successful bidder.
- e. All unresolved disputed matters will have the jurisdiction of Cochin, Kerala State so far as legal and court matters are concerned.



**Annexure A**



**स्पाइसेस बोर्ड भारत**  
वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार  
**SPICES BOARD INDIA**  
Ministry of Commerce & Industry, Govt. of India

## Annexure A

**Proposal covering letter** (To be submitted on the Letterhead of the bidder)

**To,**  
The Chairman,  
Spices Board (Ministry of commerce and Industry),  
Government of India,  
NH Bypass, Palarivattom Post, Cochin 682025

**Date:**

**Ref: RFP for Implementation of eSpice Bazaar Portal for Spices Board**

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the implementation of eSpice Bazaar Portal at Spices Board.

1. We attach hereto the response as required by the RFP, which constitutes our proposal.
2. We are bidding as a single legal entity and are not part of any consortium
3. We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of SIX MONTHS from the date fixed for bid opening.
4. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to Spices Board is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.
5. Subject to us being the successful bidder, until a formal agreement is prepared and executed, this bid response, together with your written acceptance thereof in your LOI, shall constitute a binding agreement between us.
6. We, the bidder, would like to confirm that the proposed solution components:
  - a. Comply to the requirements of this RFP and
  - b. If during the implementation of the eSpice Bazaar Portal, it is found that any of the proposed solution components (software/hardware etc.) are inadequate to meet the specifications/requirements of this RFP, the required components in terms of scale or coverage will be supplied without any financial burden to Spices Board.
7. We hereby confirm that the Intellectual Property Rights (IPR) of the eSpice Bazaar Portal shall be in the name of Spices Board.
8. We do hereby undertake that none of the deliverables being provided by us is infringing

## RFP for eSpicebazaar Portal

on any patent or intellectual and industrial property rights as per the applicable laws of relevant jurisdictions. We shall indemnify Spices Board against all cost/claims/legal claims/liabilities arising from third party claim in this regard at any time on account of the infringement or unauthorized use of patent or intellectual and industrial property rights of any such parties, whether such claims arise in respect of manufacture or use.

9. We undertake, if our proposal is accepted, to provide all the services put forward in this RFP or such features as may subsequently be mutually agreed between us and Spices Board (Through a SRS) or it's appointed representatives.
10. We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.
11. We hereby declare that in case the agreement is awarded to us, we shall submit the performance bank guarantee in the form prescribed in the Form Annexure III of this RFP.
12. We agree that Spices Board is not bound to accept any tender response that they may receive. We also agree that Spices Board reserves the right in absolute sense to reject all or any of the products/ services specified in the tender response.
13. It is hereby confirmed that we are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.
14. The following persons will be the authorized representatives of the company for all the future correspondence till the completion of the bidding process, between Spices Board and our organization.

<b>Authorised Person (Primary)</b>	<b>Authorised Person (Secondary)</b>
Name:	Name:
Title:	Title:
Company Name:	Company Name:
Phone:	Phone:
Mobile:	Mobile:
E-mail:	E-mail:

15. We understand that it will be the responsibility of our organization to keep Spices Board informed of any changes in this list of authorized persons and we fully understand that Spices Board shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication in the event reasonable prior notice of any change in the authorized person(s) of the company is not provided to Spices Board.

**(Signature)**

**Name:**

**Designation:**

**Date:**

Duly authorized to sign the Tender Response for and on behalf of:

**(Name and Address of Company) Seal/Stamp of Bidder**

Note: Authorized signatory should be an employee of the bidder and should have been authorized vide a board resolution, authorizing him/her to sign/execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP. Please provide complete chain of documents showing initial delegation by the board and any further sub delegation.



## Annexure B



**स्पाइसेस बोर्ड भारत**  
वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार  
**SPICES BOARD INDIA**  
Ministry of Commerce & Industry, Govt. of India

## Annexure B

**Commercial proposal Covering letter**(To be submitted on the Letterhead of the bidder)

**To,**  
The Chairman,  
Spices Board (Ministry of commerce and Industry),  
Government of India,  
NH Bypass, Palarivattom Post, Cochin 682025

**Date:**

**Ref: RFP: Implementation of eSpice Bazaar at Spices Board**

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the professional services as required and outlined in the RFP for the implementation of eSpice Bazaar at Spices Board. To meet such requirements and to provide services as set out in the RFP following is our quotation summarizing our Commercial proposal.

1. We agree for unconditional acceptance of all the terms and conditions in the RFP and also agree to abide by this bid response for a period of SIX MONTHS from the date fixed for opening the Commercial bid.
2. We do hereby undertake that Commercial proposal submitted by us is inclusive of all the items in the Technical proposal and is inclusive of all the clarifications provided/may be provided by us on the Technical proposal during the evaluation of the Technical offer.
3. We understand and agree that our Commercial proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial proposal submitted by us.
4. We understand and agree that assumptions made in the bid proposal shall not have any commercial implications.
5. We undertake, if our proposal is accepted, to provide all the services to implement the solution as put forward in this RFP or such modified requirements as may subsequently be mutually agreed between us and Spices Board (based on SRS) or its appointed representatives.
6. If our proposal is accepted, we will obtain a performance bank guarantee in the format given in the RFP issued by any Nationalized Banks or scheduled bank in India, acceptable to Spices Board for a sum equivalent to 5% of the total agreement value for the due performance of the agreement.
7. Subject to us being the successful bidder, until a formal agreement is prepared and

## RFP for eSpicebazaar Portal

executed, this bid response, together with your written acceptance thereof in your LOI, shall constitute a binding agreement between us.

8. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to Spices Board is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead Spices Board as to any material fact.
9. We agree that you are not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.
10. It is hereby confirmed that we are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

### **(Signature)**

**Name:**

**Designation:**

**Date:**

Duly authorized to sign the Tender Response for and on behalf of:

### **(Name and Address of Company) Seal/Stamp of Bidder**

Note: Authorized signatory should be an employee of the bidder and should have been authorized vide a board resolution, authorizing him/her to sign/execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP. Please provide complete chain of documents showing initial delegation by the board and any further sub delegation.



## Annexure C



**स्पाइसेस बोर्ड भारत**  
वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार  
**SPICES BOARD INDIA**  
Ministry of Commerce & Industry, Govt. of India

## Annexure C

### Commercial Bid Format (On Letterhead of the Bidder)

Sl. No.	Description of Services/Components	Period	Cost / Price	Taxes (Specify Rate)	Total
1	Application Development	Year 1			
2	Implementation Support	Year 1,2,3			
3	Onsite Training	Year 1,2			
4	Payment Gateway Integration	Year 1,2,3			
5	Security Audit	Year 1			
6	Mobile Application – Android / IOS/ Windows	Year 1			
7	Licenses Cost	Year 1, 2 & 3			
8	Operations and Maintenance Support	Year 1, 2 & 3			
9	Portal Hosting Charges	Year 1,2 & 3			
10	1 Project site Resource person (Graduate in Agri /Horti with ICT knowledge)	Year 1, 2 & 3			

(Signature)

**Name:**

**Designation:**

**Date:**

Duly authorized to sign the Tender Response for and on behalf of:

**(Name and Address of Company) Seal/Stamp of Bidder**

**Note:** Authorized signatory should be an employee of the bidder and should have been authorized vide a board resolution, authorizing him/her to sign/execute the proposal as a binding document and also to execute all relevant agreements forming part of RFP. Please provide complete chain of documents showing initial delegation by the board and any further sub delegation.



**AnnexureD**



**स्पाइसेस बोर्ड भारत**  
वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार  
**SPICES BOARD INDIA**  
Ministry of Commerce & Industry, Govt. of India

## Annexure D

### Commercial Bid Format (On Letterhead of the Bidder)

Sl. No.	Resource Type	Qualification	Experience	Man Month Cost
1	Technical Lead	BE/B.Tech/MCA orequivalent	7 Years	
2	Sr. Programmer	BE/B.Tech/MCA orequivalent	5 Years	
3	Programmer	BE/B.Tech/MCA orequivalent	3 Years	
4	Quality Analyst	BE/B.Tech/MCA orequivalent	4 Years	
5	Trainer	Graduation	2 Years	
6	SYS /DB Admin	BE/B.Tech/MCA or equivalent	5 Years	
7	Designer	HTML/Adobe/Photoshop/CSS	2 Years	
8	Technical Writer	MCA / B.Tech	2 Years	
9	Report Writer	MCA / B.Tech	2 Years	
10	Business Analyst	MCA / B.Tech	4 Years	
11	Mobile Application Developer	MCA / B.Tech	3 Years	
12	Project site Resource person ( <u>To be posted after commencement of the project</u> )	Graduate in Agri / Horti with ICT knowledge	1 year	

(Signature)

**Name:**

**Designation:**

**Date:**

Duly authorized to sign the Tender Response for and on behalf of:

**(Name and Address of Company) Seal/Stamp of Bidder**

**Note:** Authorized signatory should be an employee of the bidder and should have been authorized vide a board resolution, authorizing him/her to sign/execute the proposal as abinding document and also to execute all relevant agreements forming part of RFP. Please provide complete chain of documents showing initial delegation by the board and any further sub delegation



**स्पाइसेस बोर्ड भारत**  
वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार  
**SPICES BOARD INDIA**  
Ministry of Commerce & Industry, Govt. of India

## Annexure E - Functional Requirement Specification

## Table of Contents

Functional Requirements Overview.....	3
Project Stakeholders.....	3
eSpicebazaar - Components / Modules .....	4
Farmer Registration .....	5
▪ Farmer’s Basic details: .....	5
▪ Farmers Address & Communication Details:.....	5
▪ Identity Proof:.....	6
▪ Generate Farmer’s Registration No:.....	6
▪ Update Survey Details: .....	6
Farm Registration .....	7
▪ Farm Details:.....	7
▪ Capturing GPS Details:.....	8
▪ Unique Id allocation for the Farm: .....	8
Crop Details: .....	8
Farming:.....	9
Harvesting:.....	9
Quality Certificates:.....	10
Drying:.....	10
Packaging: .....	11
Generate and Print Barcode Labels: .....	11
Barcode Label Tagging:.....	12
Storage and Dispatch Information: .....	12
E-Commerce Module .....	12
Buyer Registration: .....	12
▪ Post Sell Offers by Farmers:.....	13
▪ Post Enquiries by Buyer: .....	14
▪ Public Search:.....	14
▪ Matching sell offer/buyer’s enquiry: .....	15
Information Dissemination Section .....	15
▪ Farmer Assistance & Guidance: .....	15
▪ MIS Reports Section:.....	15

## RFP for eSpicebazaar Portal

- Market Price Updates: ..... 16
- Weather Forecasting: ..... 16
- Mails & SMS Alerts: ..... 16
- Multi Lingual Content: ..... 16

Traceability..... 16

Farm Level Traceability ..... 17

Review and Rating..... 18

Navigation ..... 18

Communication Platform ..... 18

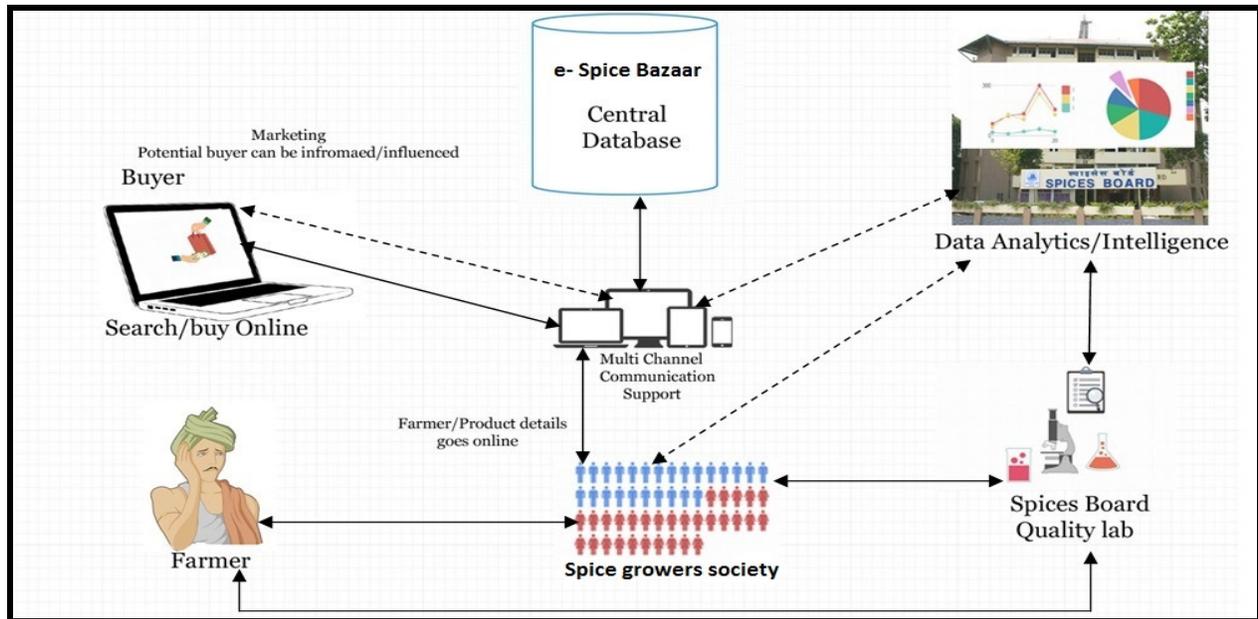
API Interface ..... 19

Mobile Application..... 19

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## Functional Requirements Overview

Broadly, following are the indicative requirements in terms of software development, however, the detailed requirements under each of them shall be finalized at the stage of Software Requirement Specification (SRS) preparation. The requirement finalized in SRS shall be treated as final.



Architecture: eSpicebazaar

## Project Stakeholders

- Farmers/Buyers registered on the portal
- Public users
- Spices Board Management
- Portal Admin
- State Agriculture /Horticulture/ Governments/ Universities
- Any designated agency for data verification
- Laboratories
- Agri Experts
- Other Third Party Service providers
- Bank, Farmer Producer Organisations, APMCs, Mandies, Cold Storage, Logistic Operators, Customs and input agencies.

## **eSpicebazaar - Components / Modules**

- Registration of farmers and buyers and assigning unique key
- Registration of farms and assigning GLN to each farm
- Registration of crops for each season along with their attributes
- Capturing of farm practices
- Harvest, Drying and Packing
- Labels generation and printing
- Storage
- Establish an electronic market place for Agri crops for farmers and Buyers
- Virtual Aggregation
- Ecommerce platform to conduct online transfers to farmers account
- Dispatch Updates
- Traceability of produce from buyers to farms
- Rating system for farmers and Buyers based on their performance, reviews etc.
- Multiple modes of navigation
- Communication platform
- Knowledge dissemination Module
- Multi Lingual option
- MIS Reports
- Mobile Apps development
- Portal for buyers to market their profile
- Limited access to State Governments for verification of farmers
- API integration of third party services like weather, land records etc. wherever feasible.

## Farmer Registration

Portal should have a provision to register farmers through Spices Board appointed Agency / Scout members or farmers should be able register by themselves. Farmer registration should be completed after providing following information of the farmer-

- **Farmer's Basic Details:** Date of Registration, First Name, Middle Name & Last Name of the Farmer, S/O, W/o, Farmer's date of birth, Name of Head of the family, Farmer's Caste & farmers photograph.

The screenshot displays a web form titled "Farmer Registration" with a "Back" button in the top right corner. The form is divided into a section titled "Farmer Basic Details". The fields include:

- Date of Registration\* (text input with placeholder "dd/mm/yyyy")
- Middle Name (text input)
- S/o, W/o\* (text input)
- Head of the Family\* (text input)
- Attach Farmer Photo (file upload field with a "Browse..." button)
- First Name\* (text input)
- Last Name\* (text input)
- Date of Birth (dropdown menu for "dd", "mm", and "yy")
- Caste\* (dropdown menu with "Select Caste" as the current selection)

Below the fields, a red error message states: "(Document should be of \*.jpeg, \*.jpg, \*.gif, \*.png and maximum allowed file size is 2 MB)".

- **Farmers Address & Communication Details:** The application should have a provision to capture following address related information against each farmer:
  - Farmer's Address
  - Land Mark
  - State
  - District
  - Mandal
  - Village
  - Pin code
  - Mobile No.
  - Alternate No.

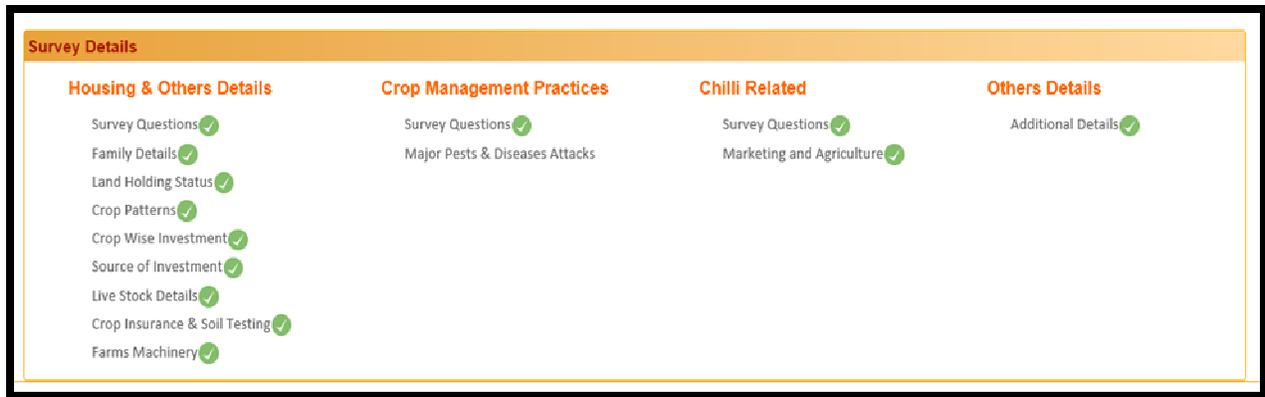
- **Identity Proof:** Any document issued by any Govt. body (Central/ State/District) which are accepted as identity proofs in government institutions should be captured against this field.

- **Generate Farmer's Registration No:** Once farmer's basic information, Address and communication details and ID proof is saved, then system should generate a farmer registration number which can be used as a unique identification of the farmer across the system.

There shall be a provision to activate/de-activate farmers by the administrator of the system. A farmer registration certificate to be generated online that shall have his profile details as well details of this farm activities.

- **Update Survey Details:** Provision for scout member to update the following survey data, captured during the farm survey
  - Farm information
  - Crop management practices
  - Crop information
  - Other details

Above Survey details needs to be captured against each farmer registered through e-Spice Bazaar portal.



## Farm Registration

- **Farm Details:** The farmers/designated agency/scout shall have provision to capture details of farm of every farmer. Provision to be made to allow capturing of multiple farms of each farmer.

During farm addition, co-ordinates of each farm to be captured either manually and then fed into the system or through a mobile app, which shall be directly stored in the portal database.

Feasibility to verify farm survey no. through API integration with Third party provider to be studied during study phase.

Provision for capturing farm details against each registered farmer. Each farm detail to be captured with following details

- State
- District
- Sub District
- Village &
- Area Of the farm

- **Capturing GPS Details:** Provision to capture GPS coordinates into the system to plot the farm on the map so that actual location of the farm owned by farmers can be identified globally.

The GPS coordinates to be captured in following formats:

- Degree, Minutes & Second
- Degree in Decimals
- Degree & Decimal Minutes

**Update Farms**

Farmer Details

Farmer Registration No. : AP0414000790 Farmer Name : PONUGUBATI VEERANJINEYULU GLN: 8900060003589 [Back](#)

GPS Details

Degrees, Minutes, Seconds
  Decimal Degrees
  Degrees, Decimal Minutes

	Latitude		Longitude	
	Degree	Minute	Degree	Minute
North East Corner**:	16	14.335	80	13.742
South East Corner**:	16	14.264	80	13.709
South West Corner**:	16	14.276	80	13.674
North West Corner**:	16	14.346	80	13.707
Farm Center**:	16	14.311	80	13.708

[Submit](#) [Cancel](#)

- **Unique Id allocation for the Farm:**After capturing farm details, GPS Coordinates, the system should allocate Global Location Number (GLN), for unique identification of the farm that will facilitate track & trace from the consignment to farm level at any point during supply chain.

Provision to call API (Application Programme Interface) provided by GS1 India for validating the GLN allocated with Global registry.

**Crop Details:** Crop details should include type(s) of crop and its variety to be planted in the registered farm. One or multiple crops can be planted in one farm but each crop variety to be captured separately. Crop details to be captured for each crop variety with following details:

- Crop
- Crop variety
- Crop type
- Suitable season for plantation of the crop
- Plantation date
- Area for plantation
- Estimated yield

## RFP for eSpicebazaar Portal

**Update Farms**

**Farmer Details**  
Farmer Registration No. : AP0414000790    Farmer Name : PONUGUBATI VEERANJINEYULU GLN : 8900060003589

**Add Farm Crop Detail**

Crop \*        Variety \*   

Crop Type \*        Season \*   

Plantation Date \*        Area (in Acres) \*   

Estimated Yield (in quintals) \*   

**Farming:** There should be a provision for Farmers/Scouts to provide the farming activities as well as test reports details of the crops as below:

- Fertilizers
- Pesticides
- Soil Test Reports

**Update Farm Practices**

**Farmer Basic Details**  
Farmer Registration No. : AP0414000790    Farmer Name : PONUGUBATI VEERANJINEYULU

**Choose the Farm Activity / Report Details for Updation :**     Fertilizer Application     Pesticide Application     Soil Test Report

## Harvesting:

There should be provision to capture harvested quantity of the crop against each farm with the following details:

- Farmer Registration No
- Farmer Name
- Farm ID (GLN)
- Farm Area
- Crop
- Variety
- Estimated Quantity
- Harvesting Cycle (From and To)
- Harvested Quantity

Update Harvest Details
Back

**Farmer Basic Details**

Farmer Registration No. : AP0414000790      Farmer Name : PONUGUBATI VEERANJINEYULU

View History

S.No.	GLN	Farm Area (in Acres)	Crop	Variety	Estimated Quantity (in quintals)	Harvest From	Harvest To	Quantity Harvest (in quintals)
1	8900060003589	2.50	Chilli	Teja	40.00	dd/mm/yy	dd/mm/yy	

Submit

**Quality Certificates:** Provision for Farmers/Scout members to upload the information regarding the various quality certifications like Aflatoxin Report, Moisture Report & Pesticide residue Report against each farm.

Quality Certificates
Back

**Farmer Basic Details**

Farmer Registration No. : AP0414000790      Farmer Name : PONUGUBATI VEERANJINEYULU

View History

S.No.	GLN	Crop	Crop Area (in Acres)	Type of Report	Laboratory name	Test Date	Upload Report
1	8900060003589	Chilli	2.00	Select <span style="font-size: 0.8em;">▼</span>		dd/mm/yy	<input type="text"/> <span style="background-color: #ccc; padding: 2px 5px; border: 1px solid #ccc;">Browse...</span>

Submit

**Drying:** There should be provision to capture information related to the drying of the harvested quantity of the crop (Chilli) with the following details:

- Farmer Registration No
- Farmer Name
- Farm ID (GLN)
- Crop
- Variety
- Method of Drying
- Duration of Drying
- Dried Quantity

## RFP for eSpicebazaar Portal

**Drying** Back

**Farmer Basic Details**

Farmer Registration No. : AP0414000790      Farmer Name : PONUGUBATI VEERANJINEYULU

[View History](#)

S.No.	GLN	Crop	Variety	Total Harvested Quantity (in quintals)	Harvest taken for Drying (in quintals)	Harvested remaining to be dried (in quintals)	Method of Drying	Duration in Days	Quantity after drying (in quintals)
There is no quantity available to be dried!									

**Packaging:** There should be provision to capture information related to the drying of the harvested quantity of the crop (Chilli) with the following details:

- Farmer Registration No
- Farmer Name
- Farm ID (GLN)
- Crop
- Grade
- Total Quantity
- Quantity per pack
- Number of packs
- Packaging date

**Packing** Back

**Farmer Basic Details**

Farmer Registration No. : AP0414000790      Farmer Name : PONUGUBATI VEERANJINEYULU

[View History](#)

S.No.	GLN	Crop	Variety	Total Dried Quantity (in quintals)	Total Unpacked Quantity (in quintals)	Action
No record found						

**Generate and Print Barcode Labels:** There should be a provision to generate unique serial number (Serial Shipping Container Code (SSCC)) for each pack on a GS1-128 barcode which will be linked to the packaging information of the crop.

**Barcode Label Tagging:** There should also be a provision for tagging the preprinted barcode labels to the packaging information of the crop

**Storage and Dispatch Information:** There should be provision in the application to track the storage (cold storage) and dispatch information (Sell Information) of the consignment with the following details:

- Farmer Registration No
- Farmer Name
- Farm ID (GLN)
- Crop
- Grade
- Total Quantity
- Quantity per pack
- Number of packs
- Packaging date
- Serial Shipping Container Code(SSCC)

## E-Commerce Module

E-Commerce module should provide the following provisions:

- Buyer Registration
- Buyers to post enquiries
- Farmers to post the sell offers

**Buyer Registration:** Provision for buyers to register with company details and contact information. Portal should be developed in a manner so as to allow registration of overseas buyers also. For authenticity of information, OTP/Email verification will be required before the buyer becomes a registered member of the portal. For each buyer, system shall generate a unique registration number. Similar to farmer, basic details like Name, Contact Person, email mobile no., PAN Card, TIN No., etc. to be captured at the time of registration.

Admin shall have the provision to activate/de-activate a buyer account at any stage. Once verified, portal shall generate and automatically send user name to each registered farmer/buyer via Email or SMS and a link to set their passwords. Passwords to be kept encrypted in database and shall not be stored in plain text format.

## RFP for eSpicebazaar Portal

### Buyer Registration

[Back](#)

---

**Company Details**

Business Type\*  Processor  Exporter  Consumer  Trader  Importer

Company Name\*  Company's Website URL  TIN No.\*

Address\*

Country\*

State\*

Landline No.\*

District\*

Pin\*

Fax No.

---

**Contact Person Details**

Name\*

Mobile No.\*

Email Id\*

ID Proof

ID Proof No.

(Document should be of \*.JPG \*.BMP \*.JPG \*.TIF \*.PNG \*.PDF \*.DOC)

Preferred Commodities\*  Chilli  Turmeric  Other Spices

Captcha Code

- **Post Sell Offers by Farmers:** Provision for Farmers, Group of farmers or Scout members to post sell offers on behalf of farmers with following information:
  - Crop
  - Variety
  - Quantity for sell
  - Best before date
  - Price
  - Farm practices
  - Delivery location
  - Offer expiry date

## RFP for eSpicebazaar Portal

Post Sell Offer

Farmer Basic Details

Farmer Registration No. : AP0414000760 Farmer Name : PONUGUBATI VEERANJINEYULU

Crop: Chilli Variety: Select

Quantity for Sale(In Quintals): Best Before Date: dd/mm/yy

Sell Price(In INR per Quintal): Min. Order Qty. (In Quintals):

Crop Practices:  IPM  Organic  GAP  Traditional Practices

Delivery location: Farm Gate Cold Storage Mandi

Quantity Available: YES/NO dd/mm/yy

Offer Expiry Date: dd/mm/yy

Upload Picture: Browse...

(Document should be of \*.doc, \*.docx, \*.pdf, \*.jpg, \*.jpeg and maximum allowed file size is 2 MB)

Submit

▪ **Post Enquiries by Buyer:** Provision for buyers to post enquiries with the following details:

- Crop
- Variety
- Quantity required
- Price
- Farm practices
- Offer Validity

Post your Enquiry

Crop: Chilli Variety: Select Variety

Qty. (In Quintals): Price (in INR per quintal):

Crop Practices:  IPM  Organic  GAP  Traditional Practices

Payment Mode:  Cash  Bank Transfer  Demand Draft  Credit

Offer Valid From: To:

Submit Cancel

- **Public Search:** All offers and enquiries should be available for access to the general public. The detailed information will only be available for registered users after logging into the portal

## RFP for eSpicebazaar Portal

Filter By	Clear All	List of Enquiries (Active)	
Commodities	<input type="checkbox"/>	<i>Sort By (enquiry submission date)</i> [Latest To Oldest]	
Variety	<input type="checkbox"/>	Enquiry Submission Date : 18/01/2016	
Crop Practices	<input type="checkbox"/>	Enquiry Valid From : 19/01/2016 To 06/05/2016	
Enquiry Validity	<input type="checkbox"/>		Company Name : Nakshath Agri Pvt Ltd
Price (In INR per quintal)	<input type="checkbox"/>		Crop : Chilli Variety : Dewanuru Deluxe Qty. (In Quintals) : 14000.00
Qty. (In Quintals)	<input type="checkbox"/>		Price (In INR per Quintal) : Rs. 8000.00
Payment Mode	<input type="checkbox"/>		<a href="#">View More</a>
			Company Name : Nakshath Agri Pvt Ltd
			Crop : Chilli Variety : Other(Chilli Seed) Qty. (In Quintals) : 1400.00
			Price (In INR per Quintal) : Rs. 5000.00
			<a href="#">View More</a>
			Company Name : Nakshath Agri Pvt Ltd
			Crop : Chilli Variety : 341 Qty. (In Quintals) : 1400.00
			Price (In INR per Quintal) : Rs. 7000.00
			<a href="#">View More</a>
			Company Name : Nakshath Agri Pvt Ltd
			Enquiry Submission Date : 18/01/2016
			Enquiry Valid From : 18/01/2016 To 06/05/2016

Filter By	Clear All	List of Offers (Active)
Commodities	<input type="checkbox"/>	<i>Sort By (Offer Submission Date)</i> [Latest To Oldest]
Variety	<input type="checkbox"/>	No Record found
Crop Practices	<input type="checkbox"/>	
Offer Validity	<input type="checkbox"/>	
Future Offers	<input type="checkbox"/>	
Price (In INR per Quintal)	<input type="checkbox"/>	
Qty. (In Quintals)	<input type="checkbox"/>	
Location	<input type="checkbox"/>	
Analysis Report	<input type="checkbox"/>	

- **Matching sell offer/buyer's enquiry:** There should be provision for the Farmers to view the buyer's enquiries matching with their sell offers and vice versa for the buyers. There should be a provision for buyer to view farmer's profile.

Provision to be made to update & record the information related to the sales done through the portal.

## Information Dissemination Section

- **Farmer Assistance & Guidance:** The portal should contain information and real time data which will be helpful for farmers. Following are information that needs to be on the portal:
  - Banned Pesticides in India
  - Krishi and farmer's guidance handbook
  - Video related to chilli farming and Integrated waste management
  - Any useful websites links
  - Contact details of Spices Board's officials and address of Spices Board
  - Contact details and address of cold storage, Agricultures & Horticultures call centers, Chilli quality testing labs and Soil testing labs.
  - Registered Buyer's directory
  - Farmers and Farm directory
- **MIS Reports Section:**

Portal Administrator/ Spices Board Management to have full access to view the Reports generated

## RFP for eSpicebazaar Portal

from the portal. Portal should have a comprehensive list of reports in the form of tables/charts/graphs etc. for the Spices Board Management/Administrator. Few examples include List of registered farmers/buyers/expected yield/actual yield/dried/packed quantity at farm/cold storage/communication reports, location wise inventory etc.

Provision to export/print the reports in excel/pdf/html to be given. Database architecture to be designed so as to generate reports in real time within standards response time. Also provision to be made to generate customized reports.

Vendors to suggest the infrastructure requirements in terms of servers' capacity/storage etc. so that response time of the portal is reasonably good.

Following are the MIS reports required:

- Availability
  - Supply estimates from farmers
  - Month wise Harvest details
  - Dispatch details to each buyers
  - Harvested Versus Drying Information
  - And any other report identified during the system requirement study
- **Market Price Updates:** Market prices related to various locations for different varieties of Spices (eg: Chilli, Turmeric) to be updated by the admin user on daily basis and will available for public access.
  - **Weather Forecasting:** Facility to be provided to view current day weather and weather forecast for next 4 days through the portal.
  - **Mails & SMS Alerts:** Provision of E-mails and SMS alerts to be provided to communicate with the registered users. Provision also to be provided for Voice SMS feature.
  - **Multi Lingual Content:** The target locations of this project are Andhra Pradesh & Telangana (System should be architected to enable other locations also). It is therefore necessary that the portal has the provision to view the content in other languages also. Spices Board shall provide the content. Database architecture to be designed in a way that it can handle any number of languages. Portal users will have the option to view the content in their desired language. To start with portal will have provision for English, Telugu and Hindi. Other languages, if required, shall be taken up once content is ready.

This provision is critical for the portal as the primary target audience is farmer. For them to use the portal, local language support is indispensable.

## Traceability

Food production and distribution systems are becoming more interdependent, integrated, and globalized. At the same time, escalating and heavily publicized outbreaks of food-borne diseases have raised awareness of the need to ensure food quality and safety. This need drives much of the technological innovation to trace food consistently and efficiently from the point of origin to the point of consumption.

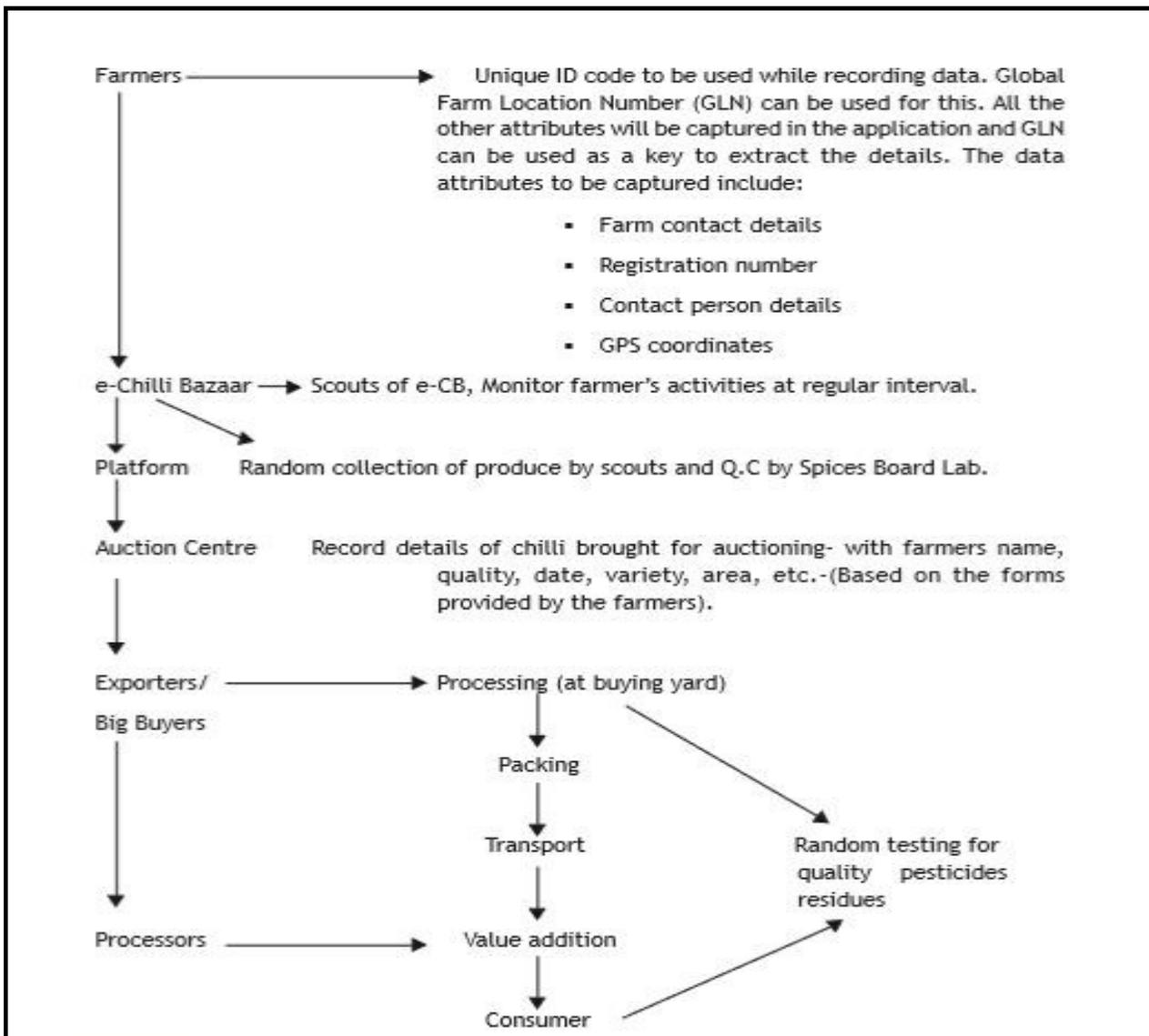
Traceability is an increasingly common element of public and private systems for monitoring compliance with quality, environmental, and other product and/or process attributes related to food. Traceability is

## RFP for eSpicebazaar Portal

therefore becoming a pre-requisite to establish safety of food products.

eSpicebazaar portal's traceability component will be an integral part to deliver a satisfaction to the buyers about the origin of the produce they are purchasing. It is therefore required to trace the entire supply chain of the produce right from farm to storage to buyer and finally to the consumer.

Portal should be developed based on GS1 traceability standards and should have the provision to trace the produce from the pasted labels/SSCC up to the farm level. This provision to be made available to the registered buyers who have purchased the produce from eSpicebazaar portal to authenticate the origin of the produce.



### Farm Level Traceability

## Review and Rating

Portal shall have provision to rate the farmers and buyers based on their track history, quality certification, data updation, reviews submitted etc. The farmers and buyers shall have provision to give 5 star rating to each other and submit their reviews. The reviews will not be published online without the administrator's approval.

Though the ratings will be given against a sell offer/buy enquiry, they should also be stored against the respective farmer/buyer so they are visible for all the offers/enquiries post by such farmers/buyers.

For farmers, profile rating to be developed based on the data updation they have done in the portal related to the farm practices they follow, quality certificates they have uploaded etc.

## Navigation

The portal shall allow for multiple modes of navigation for ease of searching information. Broadly, navigation will be product driven, location driven, farmer /buyer driven. The architecture should support any level of data searching in any direction driven by the user of the portal.

Spices Board is expecting the portal to work like a typical market place platform and allow for browsing of offers/enquiries by various means in which a user may want to. The content/images in the portal should be tagged with relevant key words for ease of search and the design should have proper structuring of navigable links.

## Communication Platform

It is expected that the portal shall act as a communication mechanism between the registered farmers and buyers to allow communication with each other.

It is proposed to use latest IT enabled technologies for enabling communication between the users. SMS/Email/MMS etc. to be explored to name a few. Vendor has to suggest the suitable third party service providers to Spices Board so that necessary services can be purchased. It is to be ensured that there is minimum time delay in sending communication to the users.

Portal will have provision to send automatic alerts to farmers and buyers at various stages/events. It is also expected that suitable provisions be built in Administrator section to send communication to registered users as and when required. Logs of all communication going from the portal to be maintained and MIS Reports should also be available for Spices Board to view all the communication that has taken place between the farmers and buyers.

Discussion Forum: It is planned to have a discussion forum where registered users can raise queries regarding the problems they are facing and excerpts appointed by Spices Board can post answer to their queries. Discussion forum can be made available in the public domain so that it is indexed in search engines easily and traffic is drawn to the portal.

The portal should also device agnostic operating seamlessly across desktop computers, laptops, hand held devices and browsers

## API Interface

A provision should be built in the application that facilitate external application to validate or retrieve farm level information using SSCC codes on the barcode labels printed on the logistics units / directly using the GLNs

## Mobile Application

As part of the scope of work, it is proposed to develop mobile application for providing real time updates/alerts/information to the stakeholders any time. Either multiple application for farmer/buyer/other stakeholders can be developed or a single integrated app can be developed which will have relevant sections for every stakeholder.

Mobile app to be developed and to be functioning from the point of survey

Following functionalities are to be made available in the mobile app accessible based on the user category:

- Farmer and farm registration (with Geo codes and images of farmer/farm)
- Farmer/Buyer directory
- Buy Enquiries
- Sell offers
- Status updates
- Traceability using Barcode code scanning
- Alerts
- PoP of Crops
- Weather details
- News items
- Information dissemination

The apps are proposed to be developed in Android platform only. Vendor has to take responsibility in terms of hosting it in Google Play store (if required) and releasing updates as and when required.