



INVITING e-TENDER FOR
PROVIDING 3D VIRTUAL PLATFORM
FOR THE EXPORT PROMOTION OF
INDIAN SPICES IN THE
GLOBAL MARKETS

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SPICES BOARD

Ministry of Commerce and Industry

Govt. of India

Sugandha Bhavan, N.H.By Pass, Palarivattom.P.O, Cochin – 682025, Kerala,

Phone: 91-484-2333615, Email: publicity.sb-ker@gov.in ,

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1. INTRODUCTION

Spices Board (Ministry of Commerce and Industry, Government of India) is the flagship organization for the development and worldwide promotion of Indian spices. The Board is an international link between the Indian exporters and the importers abroad. The Board has been spearheading activities for excellence of Indian spices, involving every segment of the industry.

Spices Board, the government regulatory and export promotion body for Indian spices, is headquartered in Kochi. Constituted in 1987 under the Spices Board Act, 1986, Spices Board is vested with the responsibility of production and development of small and large cardamom and export promotion of 52 scheduled spices.

Background

The multifaceted activities of Spices Board include export promotion, research, development and regulation of domestic marketing of Small & Large Cardamom, post-harvest improvement of all spices, promotion of organic production, processing and certification of spices, development of spices in the North East, quality evaluation services, etc. The Board supports spice export promotion through different schemes viz. trade promotion, brand promotion, research & product development etc. The Board participates in major international exhibitions to promote Indian spices and value added spice products in the world market. In the exhibitions, the Board provides common platform for the Indian exporters for their interaction with international buyers to facilitate expansion of their business in the overseas markets. The Board also participates in domestic exhibitions and support exporters / farmer groups to promote their products in the up-country markets. The Board organizes a number of buyer – seller meets in major production/trading centers across the country, which help the farmers to establish direct linkage with exporters and traders.

The COVID-19 pandemic has impacted the world economy greatly and the processes and conduct of business is undergoing a change. The prospects of business development through exhibitions, food festivals, B2B interactions in their traditional physical format has become very difficult now. In this scenario, keeping the objective of export promotion in the forefront, the Board intends to develop a 3D virtual platform using the latest technology to facilitate export promotion activities aiming at business development, new market identification, lead generation, etc. This platform shall connect the entire world with Indian spice exporters.

2. E-TENDER FOR PROVIDING 3D VIRTUAL PLATFORM FOR ORGANIZING VARIOUS ONLINE EVENTS OF SPICES BOARD

Spices Board India is inviting tenders from reputed, well-established, experienced, professional service providers/ agencies for providing an exclusive 3D virtual platform for Spices Board to interface with various stakeholders of the spices sector, both international as well as domestic. This exclusive platform will be used by the Board to conduct various export promotion activities viz. buyer seller meets, training programmes, Conferences, etc. The service provider/agency shall also provide necessary technical support for maintenance of the platform and carry out suitable modifications in the features as required throughout the contract period. It may be noted that the Board may continue to participate in other virtual/offline trade fairs/exhibitions outside this platform as well.



The model proposed: An exclusive virtual platform made available for the promotion of Indian Spices Exporters/Traders in which the Board would organize export promotion events to meet the world market virtually. The platform shall enable the conduct of overseas Buyer – Seller Meets (BSM). All the BSMs will be chargeable for the participants as per the participation fee, fixed by the Board.

The platform shall have an additional subscriber service by which the exporters/traders could register and exhibit their products in their designer booths continuously for a prescribed period. It could be a subscription model in which the exporters/traders register by paying a fee for their subscription for a prescribed period. Platform shall offer 3D virtual space for the subscribers and connect them to the world market with preloaded database with frequent updation. The subscribers can be provided certain advantages in the form of discounted fees, etc. for their participation in BSM. **The bidder shall provide trade database support to the subscribers.**

Bidders shall provide the Board such a platform, maintain it and offer services through-out the period of contract. Bidders shall propose their fee for supporting one BSM and propose subscription packages that are to be offered to the subscribers and also spell out revenue generation prospects for Spices Board. It may be noted that the Board will not pay the development cost of the platform. The bidders may generate the revenue from the subscriptions.

Financial Quote for the subscription model and BSM shall be submitted as per Annexure II-Sf1 & Sf2 respectively and through MSTCL e-commerce website. No financial information should be submitted at any time in print during the tender process.

The tender document with details of technical requirements along with terms & conditions is available on the Spices Board's Website (www.indianspices.com), Government e-procurement portal (<https://eTenders.gov.in/eprocure/app>) and MSTCL e-procurement portal (<https://www.mstcecommerce.com/>). **The tenders have to be submitted online via MSTCL e- procurement portal.**

Last date for submission of the bids **online via MSTCL website is 05.00PM on 14.12.2020** All bids must be submitted online along with all necessary documents uploaded in PDF format, as per the specifications and terms & conditions outlined in the Tender document.

The bid is required to be submitted online in two separate parts, i.e. technical bid and financial bid. Physical copy of the supporting documents submitted online, as part of the technical bid, may be send to Spices Board in a sealed cover addressed to **The Deputy Director, Publicity Department, Spices Board, Sugandha Bhavan, NH Bypass, Palarivattom, Kochi – 682025**, so as to reach on or before **18.12.2020, 05.00 PM** The documents should be placed in a single envelope superscribing 'TENDER FOR PROVIDING 3D VIRTUAL PLATFORM FOR EXPORT PROMOTION OF INDIAN SPICES'. Any mention about the financial bid along with the supporting documents submitted shall invariably result in rejection of the bid.

The Technical bid will be opened at 11.00 AM on 21.12.2020 at Spices Board Head Office. The financial bids of bidders whose technical bids get qualified would be opened at a later date and will be notified to the qualified bidders only.

SECRETARY
SPICES BOARD, KOCHI



3. SCOPE OF WORK

- 3.1 Tenders are invited from competent firms for providing an exclusive virtual platform to conduct various online events for the benefit of stakeholders of Indian spice industry.
- 3.2 Completion deadline: The platform shall be completed and made available for use within three months from the date of signing of contract with SPICES BOARD
- 3.3 The scope of the work for the bidder includes, but not limited to conceptualizing, customizing and managing the SPICES BOARD's virtual platform for the initial period of two years from the date of signing the contract.
- 3.4 The proposed virtual platform inter alia may provide the following services:
- Virtual Platform for Indian Spice Companies – Dedicated virtual booth which shall be made available to Indian exporters/traders to connect with world market through a subscription model. During the subscription period, services mentioned in para in 3.4.1 shall be provided and 24 x7 technical support shall be ensured to the subscribers. The bidder shall provide trade database support to the subscribers.
 - Conduct of International Buyer Seller Meet with a duration of three days and services to participants as mentioned in para 3.4.2.
 - Trainings/Webinars - The platform shall have provision for providing other services to the Board such as Webinars, Virtual Trainings, Conferences, etc. as and when required. The bidders will not be paid for these features separately. The Board will assume the responsibility for management/ conduct of such programs. However, technical issues with regard to the conduct of such programmes shall be addressed by the bidder without any additional charges.
- 3.4.1. The virtual platform shall provide the following features/ services for the subscribers
- a) A virtual booth .
 - b) 24 x 7 access to Global Buyer database.
 - c) Artificial intelligence enabled search engine optimization for the platform.
 - d) Facility to add company's logo, profile, social media handles, upload company's brochures, banners, videos, high resolution images and other promotional material in the virtual booth.) Chat option (between buyer and seller), both text & video chat.
 - e) 24 x 7 customer support to the subscribers, including technical assistance/ guidance for preparation and uploading the company profile, product brochures, video etc.
 - f) Facility to obtain information about the visitors presently at the stall & who have visited the stall.
 - g) Automated welcome message for visitors at the booth.
 - h) Recommendation engine.
 - i) Automatic match making and buyer selection.
 - j) Provision to view notifications, public notices, circulars, trade notices, and other relevant information.
 - k) Provision to access trade enquiries/ demands from buyers.



- The above facilities could be made available for a specific period by a subscribing firm. (For example: a firm can use the facility by paying a subscription fee for 12 months. The subscription charges to be collected from the firm, will be fixed by the Board).
- The bidder shall ensure dedicated back end support for updating the global buyer database and provide weekly reports to the Board on the developments.
- The bidder shall undertake marketing campaign for the promotion of the platform so as to attract more buyers and subscribers.

3.4.2 The virtual platform shall provide the following features/ services with regard to the conduct of International Buyer Seller Meet (BSM)

- a) BSM Hall Exterior: 3-D rendering of the BSM Hall exteriors with sponsors' bunting, event branding, client logo, walkway etc.
- b) BSM Hall Interior: Lobby area with all features, technical support counter/ information desk, feedback counter, way to exhibition /conference halls/ B2B meeting rooms.
- c) Immersive experience shall be provided to the participants. Walk through movement in the BSM venue shall be smooth with clearly demarcated links and floor plans.
- d) Individual 3-D display stall for the sellers with facility to add & update company logo, profile, social media handles, brochures, banners, videos, high resolution images and other promotional material. The company profile shall be translated to different languages, based on the target country/region.
- e) Facility for communication via chat/message/ e-mails with real time translation of the chat.
- f) Provision for product search, company search, automated matchmaking between buyers and sellers, schedule video meetings with provision to reschedule and/ or cancel the meeting on requirement basis etc.
- g) Personalized dashboards for both buyers and sellers.
- h) The system should be totally secure and data privacy considerations should be addressed.
- i) Ability for buyers to add & update their profile as per requirement.
- j) Customer support to the participants, including technical assistance/ guidance for preparation and uploading the company profile, product brochures, video, other promotional materials etc.
- k) Facility to provide the required data and report for records and submission to Spices Board.
- l) Ensure 24 *7 support and response management system during the event.
- m) 10 Boardroom lounges for presentation and meetings.



- 3.5 The bidder shall provide Post Event Analytical Report & entire database within 10 days from conclusion of event.
- 3.6 The bidder shall ensure maximum number of stakeholder participation. The participation fee for the stakeholders for the event shall be decided by Spices Board India.
- 3.7 The bidder shall prepare a working time line for each event in consultation with Spices Board and submit weekly progress report to the Board on key aspects and development.
- 3.8 The bidder shall undertake online Event Preparation including; Event web page design, Venue planning, Stakeholders training programme, Participants directory (Soft copy), etc.
- 3.9 The bidder shall provide online & offline Support for the event (In consultation with Spices Board) viz; liaise with government bodies, trade associations, industry organizations, user groups etc. so as to increase stakeholder participation.
- 3.10 The bidder shall undertake event promotion including creation of sample videos for BSM to make the participant understand the interface, social media creatives, pages and other tools for digital marketing, website development & maintenance etc. (landing page), and overall marketing and promotion of the event & invitation of overseas buyers.
- 3.11 The bidder shall ensure smooth registration of participants for the program online-scheduling of exporters meetings, easy access to the participants' data etc. and make available ready reckoner, participation guide, FAQ etc.
- 3.12 The bidder shall ensure participation of at least 100 overseas buyers, with significant purchase potential, per event, in the International Buyer Seller Meet (BSM).
- 3.13 The selected agency will be responsible to ensure that suitable manpower is made available to promote and organize the event smoothly, resolve queries of the exhibitors and buyers and provide required technical assistance.
- 3.14 The Board is hoping to conduct minimum 4 BSM per year on this platform. However, this is not assured and it is dependent on the success of this platform. The Board reserves the right to increase the number of BSMs and also place a subsequent repeat order on finally negotiated prices and similar terms and conditions for subsequent events on pro-rata basis. The bidders should keep a note of this while preparing their offer for this bid.

General :

- a) With regard to the conduct of international BSM, though the tender is invited for conducting one event, the Board is hoping to conduct 4 BSM per year. However, this is not assured and it is dependent on the success of this platform. The Board reserves the right to increase the number of BSMs and also place a subsequent repeat order on finally negotiated prices and similar terms and conditions for subsequent events on pro-rata basis. The bidders should keep a note of this while preparing their offer for this bid.
- b) The platform shall have provision for additional services such as conducting Webinars, Virtual Trainings, and Conferences, which can be conducted by the Board on need basis. The bidders will not be paid for these features separately. However, necessary technical support shall be provided by the bidder for the additional services.

4. PERIOD OF ASSIGNMENT

The initial assignment will be for a period of 2 (two) years which might be extended on satisfactory performance of the agency.



5 MINIMUM ELIGIBILITY CRITERIA

The following are the minimum qualifications expected of the service providers/ agencies submitting their tender:

Sl No	Eligibility Criteria	Supporting Document Required
1	The applicant shall be a single entity, registered as a Company, Firm or Society under respective acts in India and should have been in existence in India for 3 years	Company Incorporation Certificate or Registration Certification from ROC
2	The agency must be registered in India with appropriate tax and other administrative authorities	GST Registration and PAN Card
3	The bidder shall have a minimum business turnover of Rs.3 crores and above each during the last three assessment years (AY 2017-18, 2018-19 and 2019-20) in similar area of operation.	Certificate from the Chartered Accountant of the Organization and Audited Balance Sheets and P&L Statements for the years mentioned and IT Returns
4	The bidder should have carried out a similar assignment either in India or overseas.	Work Order copy required.
5	The Bidder shall submit an Earnest Money Deposit of Rs.1 lakh (Rupees One Lakh only) in the form of Demand Draft in favour of 'Secretary, Spices Board' along with the Technical Bid Proposal and the same shall be valid for 90 days from the date of submission of the bid. It shall be returned after the finalization of the successful bidder	Demand draft drawn in favour of the 'Secretary, Spices Board' payable at Cochin.
6	The bidder shall be a reputed firm having dealt with virtual platforms integrating latest technologies viz. Artificial Intelligence.	Work Order copy required
7	The Agency should have genuine data sources of importers from different countries and a mechanism to update the data.	Documentary proof required
8	The Agency should have experience in conducting exhibitions / BSMs in foreign countries.	Work Order copy required



6. DOCUMENTS COMPRISING BID

The Bid proposal prepared and submitted by the Service Provider/ Agency shall comprise the following;

1. Bid consent letter in letterhead of the agency/ firm with duly signed copy of the tender.
2. Bid submission form
3. Agency profile
4. Declaration in the prescribed format
5. Work Order / Documentary Proof for meeting Minimum Qualification Criteria
6. Copy of Registration/ Certificate of Incorporation
7. Copy of PAN
8. Copy of GST Registration
9. Copy of Annual Report/ Balance Sheet/Profit & Loss Account of the last 3 assessment years
10. Copy of IT returns for the last 3 assessment years and certificate from the chartered accountant of the firm.
11. Earnest Money Deposit as specified in point 5 of the eligibility criteria.

7. SUBMISSION OF BIDS

The tender shall be submitted online in two-cover system duly scanned and digitally signed by the authorized representative of the bidder as follows:

7.1. Technical bid (Cover - 1)

- a. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- b. The technical bid cover should include the details sought in the statement at Annexure 1, along with copies of all supporting documents mentioned therein.
- c. The bidder or his authorized representative shall sign and upload all the documents, owning responsibility for their correctness / authenticity and submit declaration in respect of acceptance of terms and conditions of tender document.
- d. The hard copies of documents submitted as part of cover-1, with signature and seal of the authorized representative, shall be sent to the address mentioned in 7.4.f. so as to reach the addressee on or before the closing time of the tender,
- e. The bidders are cautioned that divulging any financial information in cover-1 (Technical bid) will result in rejection of their tender.

7.2. Financial Bid (Cover - 2)

- a. The respective Cover– 2, i.e. financial bid of only the technically qualified offers will be opened. The financial bid shall be submitted in the enclosed format in Annexure II, only online through MSTCL e-commerce website. No financial information should be submitted at any time in print during the tender process. Any such instance will make the bid unresponsive.
- b. The bidders who do not submit the technical bid (cover 1) within the stipulated date and time will be treated unresponsive.
- c. If the bids are not submitted as per the requirements prescribed by the Board, the bid will be summarily rejected.



7.3. Amendment of Tender documents

- a. At any time prior to the deadline for submission of tender, Spices Board may, for any reason, modify the tender document by corrigendum/addendum.
- b. The corrigendum / addendum shall be published in Spices Board's Website (www.indianspices.com), Government e-procurement portal (<https://eTenders.gov.in/eprocure/app>) and MSTCL e-procurement portal (<https://www.Mstcecommerce.com/>).
- c. The bidder shall submit a copy of duly signed corrigendum/addendum published if any, as part of the technical bid as a proof of having read and accepted the terms and conditions of the tender document.
- d. Spices Board reserves the right to accept a tender in full or in part or to reject without assigning any reasons at any stage.

7.4. EMD (Earnest Money Deposit)

- a. Each technical Bid must be accompanied by an EMD of Rs.100,000/- (Rupees One Lakh/-) in the form of DD from any nationalized bank, drawn in the favour of 'Secretary, Spices Board, Cochin.'
- b. The technical bid without EMD will be rejected unless specifically exempted by the Government from payment of EMD for which reasons and proof have to be enclosed.
- c. EMD of the unsuccessful bidders will be refunded (without any interest)
- d. EMD amount of the successful bidder will be refunded (without any interest) within 45 days after acceptance of work order and submission of the performance guarantee, as applicable,
- e. EMD will be forfeited if the vendor withdraws or amends its tender or derogates from the tender in any respect within the period of validity of its tender.
- f. EMD shall be submitted in a sealed envelope, along with the hard copy of the tender to reach the following address on or before closing time of the tender,

The Deputy Director (Publicity)
Spices Board
SugandhaBhavan
NH Bye Pass, Palarivattom
Cochin, Kerala-682025

- 7.5. A bidder can submit only one proposal. If the bidder submits more than one proposal, such proposals shall be disqualified. Bids received after the closing date and time mentioned above will be rejected without any further communication on the matter.



8. EVALUATION OF BIDS

A Tender Evaluation Committee (TEC), constituted by Spices Board, will carry out a detailed evaluation of the Technical Bids in order to determine if the same are substantially responsive to the requirements set forth in the scope of work prescribed.

8.1. Technical Evaluation Part-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 in all respect, accompanied by the required information and documents and substantially responsive to the requirements set forth in the tender document.

1. Tenders received by the designated date and time will be examined by SPICES BOARD to determine if they meet the eligibility criteria and accept terms and conditions mentioned in this document including its subsequent amendment(s), if any, and whether tenders are complete in all respects.
2. On scrutiny, the tenders found illegible/not in desired format/incomplete/not containing clear information, will not be considered for further evaluation process.
3. If deemed necessary, Spices Board may seek clarifications on any aspect of tender from the bidder. If a written response is requested, it must be provided within 3 days. Response received beyond 3 days, if any, will not be considered. However, that would not entitle the applicant to change or cause any change in the substances of their tender document already submitted. Spices Board will also make enquiries to establish the past performance of the applicants in respect of similar projects. All information submitted in the application or obtained subsequently will be treated as confidential.
4. Bidders (who have not been rejected in earlier steps) would be shortlisted based on the evaluation criteria as given in the following table;

Sl. No.	Criteria	Weightage	
	Sub-criteria	Criteria Total	Sub criteria
1	Past experience of the Bidder (track record)	50	
A	Number of year's relevant experience of bidder (development and running of virtual event platforms for exhibitions or projects of similar nature) More than 3 projects : 20 marks 3 projects : 15 marks 2 Projects : 10 marks 1 Project : 5 marks		20
B	Past Experience of projects like Exhibitions, India Shows different countries, Overseas Buyer Seller Meets etc. or events of similar nature (Physical Events) No. of projects implemented: 5 or more projects: 20 marks 2 - 4 projects: 10 marks Less than 2 projects: 0 marks		20



C	Past Experience in carrying out projects for government sector/Public sector undertaking, autonomous bodies, etc No. of projects implemented: 2 or more than 2 projects:10 marks 1 project: 5 marks		10
2	Overall financial strength of the Bidder in terms of turnover, Average Annual Turnover during last 3 years If turnover is more than Rs.5 crore:10 marks If turnover is between Rs.3-5crore: 5 marks	10	10
	Total	60	60

5.The maximum marks that can be scored in Technical Evaluation Part 1 is 60. The Bidders will be ranked based on their scores. Not more than five bidders will be considered for Technical Evaluation Part – 2.

8.2 Technical Evaluation Part – 2

Eligible Bidders may be called for an online/offline presentation before the duly constituted committee/ authorized/concerned official(s) of SPICES BOARD for shortlisting. During the presentation, bidders have to demonstrate their domain knowledge, relevant staff strength, experience in the field of a virtual platform by leveraging technologies i.e. Artificial Intelligence, virtual reality, etc.



8.2.1 Weightage for the Technical presentation (100 Marks).

Sl. No.	Area	Weightage
1	Overall Design, Concept and Relevance	15
2	Features of the Project a) Technology used and its data security b) Automated Matchmaking(Buyer-Seller) c) Messaging between buyer and seller d) Online meeting capability of the platform between buyer and seller through Video Conferencing e) Individual meeting scheduler f) Buyer Dashboard for individual visitor g) Live translation during chat h) Search Engine Optimization	25
3	Technical capability and dedicated manpower that can be assigned exclusively for customization and technical assistance of the platform for a period of minimum two years.	10
4	Revenue generation scope of the platform	20
5	a) Strategy to ensure buyer participation b) Assured participation of foreign buyers with significant purchase potential in the international BSM (nos)	10
6	Source of International Data for ensuring participation of Buyers in the events. a) Tie-up with authentic data resources b) International marketing sources c) Authenticity of data d) Data updating frequency	15
7	Additional features offered in the platform	5
	Total	100

8.3. The maximum marks that can be scored in the Technical Bids (Part 1 & Part 2) would be 160.

8.4. The technical and commercial bids will carry a weightage of 70 and 30 respectively. The Quality and Cost Based Selection (QCBS) shall be followed to evaluate the bids.

Technical Weightage (St): The total marks scored by the bidder in technical evaluation will be brought down to a scale of 70 marks. For ex: a firm scoring the maximum applicable marks of 160 in the technical evaluation, will be awarded 70 marks and the other firms will be awarded marks proportionately.

$St = T / 160 * 70$ where T is the Technical score awarded to the bidder as per Technical Evaluation Criteria.



9. OPENING OF FINANCIAL BIDS & FINAL SELECTION

- 9.1. The marking would be done on all the presentations. The bidders who secure minimum 60% marks out of the maximum marks that can be obtained for the technical evaluation (96 out of 160 marks) in technical presentations will be shortlisted and only their financial bids will be opened.

Financial bid will carry two parts with a total of 30 marks. The calculation of marking will be as per the following method:

a) Subscription Model: (Sf1)- 10 marks

$$Sf1 = (Fm1/F) \times 10$$

(Fm1 = Lowest evaluated Tender cost in Sf1 of Annexure II, F = Cost quoted in Sf1 of Annexure II by the respective bidder)

b) International Buyer -Seller Meet: (Sf2) – 20 marks

$$Sf2 = (Fm2/F) \times 20$$

(Fm2 = Lowest evaluated Tender cost in Sf2 of Annexure II part 1, F = Cost quoted in Sf2 of Annexure II by the respective bidder).

$$Sf = Sf1 + Sf2$$

- 9.2. Final Selection: Proposals will be ranked according to their combined technical (St) and financial(Sf) scores.

Technical Score (St): The total marks scored by the bidder in technical evaluation will be brought down to a scale of 70 marks. For e.g. a firm scoring the maximum applicable marks of 160 in the technical evaluation, will be awarded 70 marks and the other firms will be awarded marks proportionately. calculated to 70 points as below:

$St = T / 160 * 70 * 0.70$ where T is the Technical score awarded to the bidder as per Technical Evaluation Criteria.

The combined technical and financial scores shall be calculated as $S = St + Sf$. The firm achieving the highest combined technical and financial score (S) will be invited for negotiations.

- 9.3. There should be no mention of prices in any part of the bid other than the financial bids online.
- 9.4. In the financial bid, if there is any discrepancy between the prices mentioned in figures and in words, the prices mentioned in words will prevail.
- 9.5. Substantially Responsive Bids: A substantially responsive bid is one, which conforms to all the requirements, terms, conditions and specifications of the tender
- 9.6. Any attempt by a bidder to influence the bidding evaluation process or the Tender Evaluation Committee's processing of bids or award of decisions will result in the rejection of the bid.
- 9.7. If deemed necessary, Spices Board in its sole discretion may make required variations in the cut off points for technical evaluation including criteria for technical evaluation.
- 9.8. 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.
- 9.9. Failure of the bidder to agree with the Terms and Conditions of the Tender/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.



10. ANNEXURE I –BIDDER DETAILS

SI No.	Items	Bidder's Response						
1	Basic Information							
	a) Name of the organization							
	b) Registered office address							
2	a) Name of contact person							
	b) Phone no. of contact person							
	c) Email address of contact person							
	d) Website of the organization, if any							
	e) Year of commencement of business							
	f) PAN							
	g) Service tax registration No. /GST No.							
3	Annual turnover during past three assessment years (undertaking on letter head or a certificate from a chartered accountant in original/ audited balance sheets)	2019-20	2018-19	2017-18	Average of last three years			
4	List of similar works completed							
	SI No.	Name of work and location	Nature of work involved in the contract	Name and address of client*	Name of the official from the client's side (with phone no.)	Contract amount	Period of the contract	Any other relevant information
	* Please specify, whether Central Govt./Semi Govt./ Public Sector Undertaking/Autonomous, and official online link, if any.							

Note: Bidder may use additional pages to provide detailed information, if any.

Authorized Signatory's signature:

Name of the Authorized Signatory:

Place:

Date:

Seal:



11. ANNEXURE II –FINANCIAL BID

To
Spices Board, Sugandha Bhavan
P.B No :2277, Palarivattom P O Ernakulam- 682025

Dear Sir,

I hereby submit the Financial Bid for Tender for Development of 3D virtual platform to organize various events/ meetings of Spices Board and related activities as envisaged in the bid document. I have thoroughly examined and understood all the terms and conditions as contained in the bid document and agree to abide by them.

I hereby offer to fulfill the deliverables outlined in the bid document at a total cost of
..... Bifurcation of the total cost is;

No	Particular	Cost (Rs.)
Sf1	Fee for providing a Virtual Space and technical support for a subscriber for a period of 12 months with all facilities as specified under tender document 3.4.1	
Sf2	Comprehensive project management fee for organizing Spices Buyer Seller Meet as specified under tender document 3.4.2 Target Market –Any Foreign country as decided by Spices Board Minimum Number of Indian Companies – 50 Minimum 100 overseas buyers Duration – 3 days	

Yours faithfully,

(Signature of the authorized signatory)

Full Name:

Designation:

Name and Address of the Agency:

Place:

Date:

Seal:



12. DECLARATION

I/We(Name) _____ (designation) _____
of (Firm) _____ do hereby solemnly affirm and declare that the individual/
firm/company is not blacklisted by any Government Department / Autonomous body / Private
Organization. Further, no litigation enquiry is pending and / or initiated by any Government
Department /Autonomous body / Private Organization or Court of Law.

I/We (Name) _____ (Designation _____ of
(Name of the Agency / Firm / Company)
_____ have read and understood and hereby
accept the terms and conditions of the Tender for Development of 3D virtual platform to
organize various events/ meetings and related activities of Spices Board, Ministry of
Commerce and Industry, Govt. of India.

(Signature of the authorized representative)

Full Name:

Designation:

Name and Address of the Agency:

Place:

Date:

Seal:



13. FEE & OTHER CHARGES

The selected agency will be paid a monthly retainer fee and GST as applicable as professional charges.

Mode of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part-II Price Bid through https://www.mstcecommerce.com/eprochome/spiceb_of_MSTC_Ltd.)
Transaction Fee Note: Please note that vendors will have the access to online e-tender only after remitting the transaction fee in favour of MSTC Limited, Kolkata	Rs. 1,475/- (Including @ 18% GST) Payment of Transaction fee in favour of MSTC LIMITED. (Transaction fee and related bank charges are to be paid by bidder)

14. TERMS AND CONDITINS

- 14.1 Submission of a TENDER is evidence of a Bidder's consent to comply with the terms and conditions of request for TENDER process and subsequent bidding process. If a Bidder fails to comply with any of the terms, the bid may be summarily rejected.
- 14.2 Willful misrepresentation of any fact in the tender will lead to the disqualification of the bidder without prejudice to other actions that Spices Board may take. The tender and the accompanying documents will become property of Spices Board. The bidders shall be deemed to license, and grant all rights to Spices Board, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, to disclose the contents of submission to other Bidders and to disclose and/ or use the contents of submission as the basis for tender process.
- 14.3 Spices Board reserves the right to accept or reject any or all tenders received without assigning any reason therefore whatsoever and Spices Board's decision in this regard will be final.
- 14.4 The bidder is required to submit its full profile giving details about organization, experience, technical personnel in the organization, competence and adequate evidence of its financial standing etc. in the enclosed form which will be kept confidential.
- 14.5 No contractual obligation whatsoever shall arise from mere participation in the tender process.
- 14.6 Any effort on the part of bidder to influence evaluation process may result in rejection of the tender.
- 14.7 Spices Board is not responsible for non-receipt of tenders within the specified date and time due to any reason including postal delays or holidays in between.
- 14.8 Spices Board reserves the right to verify the validity of information provided in the tenders and to reject any bid where the contents appear to be incorrect, inaccurate or inappropriate at any time during the process of tender or even after empanelment or after award of work.



14.9 Bidders shall be deemed to have:

a) examined the tender document and its subsequent changes/corrigendum, if any for the purpose of responding to it.

b) examined all circumstances and contingencies, having an effect on their tender application and which is obtainable by the making of reasonable enquiries and satisfied themselves as to the correctness and sufficiency of their tender applications and if any discrepancy, error or omission is noticed in the tender, the Bidder shall notify Spices Board in writing on or before the end date/time.

14.10. The bidder shall bear all costs associated with submission of tender/ presentation desired by Spices Board etc. Spices Board will not be responsible or liable for any cost thereof, regardless of the conduct or outcome of the process.

14.11. Bidders must advise Spices Board immediately in writing of any material change to the information contained in the tender application, including any substantial change in their ownership or their financial or technical capacity. Copies of relevant documents must be submitted with their advices.

14.12. Bidders shortlisted must not advertise/publicize in any form (without prior written permission from Spices Board) about their firm having been shortlisted / selected by Spices Board.

14.13. Evaluation of the submitted bids will be based on existing information and documents provided. Technically qualified bidders will be selected under H1 (Highest Score) criterion. Financial bid will be evaluated only for the technically qualified bidders.

14.14. The bidder should be agreeable to provide to Spices Board all necessary functional and technical documentation.

14.15. The Intellectual Property Rights on the virtual platform customized specifically for Spices Board, shall be with Spices Board. The successful bidder in agreement with Spices Board shall execute the contract and Non-Disclosure Agreement (NDA) to protect any shared sensitive information/data, as per the format of Spices Board.

14.16. Spices Board may decide to have a mixed set of in-house and bidder's resources for sustainable good quality setting up of virtual platform and Bidder should be agreeable to work under this setup.

14.17. The bidder should agree to transfer necessary knowledge and skills to Spices Board personnel for the smooth running of the platform.

14.18. Spices Board may re-visit any of the conditions of this tender.

14.19. Spices Board shall have the right to cancel the tendering process at any time, without thereby incurring any liabilities to the affected bidders. Reasons for cancellation, as determined by Spices Board in its sole discretion may include but are not limited to, the following:

- a. Services contemplated are no longer required
- b. Scope of work not adequately or clearly defined due to unforeseen circumstances and/or factors and/or new developments
- c. The project is not in the best interest of Spices Board
- d. Any other reason



15. DISCLAIMER

Spices Board is not committed either contractually or in any other way to the bidders whose applications are accepted. The issue of this tender does not commit or otherwise oblige Spices Board to proceed with any part or steps of the process. Subject to any law to the contrary, and to the maximum extent permitted by law, Spices Board and its employees disclaim all liabilities (including liability by reason of negligence) from any loss or damage, cost or expense incurred or arising by reasons of any person using the information and whether caused by reasons of any error, omission or misrepresentation in the information contained in this document or suffered by any person acting or refraining from acting because of any information contained in this request for tender document or conduct ancillary to it whether or not the loss or damage arises in connection with any omission, default, lack of care or misrepresentation on the part of Spices Board or any of its officers.

16. IMPORTANT DATES OF TENDER

Sl No	Particulars	Date	Time
1	Date of Online Publication/ download of Tender document	23/11/20	10.00 am
2	Bid submission start date	23/11/20	10.00 am
3	Bid submission close date	14/12/20	05.00 pm
4	Closing date and time for submission of original EMD	18/12/20	05.00 pm
5	Opening of Technical Bids	21/12/20	11.00 am

1	<p>Process of E-tender</p> <p>A). Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of techno-commercial Bid as well as Price Bid over the internet will be done. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC/Spices Board is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE PRICE BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT http://www.mstcecommerce.com/eprochome/spiceb/buyer_login.jsp</p> <p>Contact person (MSTC):</p> <p>1. Arnab Sarkar – Mob- 9986036012 asarkar@mstcindia.co.in 2 Mr. Ravindranath Mob-7676456095 ravindranathkb@mstcindia.co.in</p> <p>B) System Requirement:</p> <p>Windows 98 /XP-SP3 & above/Windows 7 Operating System</p> <p>a.i.1.a.i.1.a.i. Vendors are required to register themselves online with www.mstcecommerce.com→ e-Procurement→ PSU/Govt depts. →Spices Board→Register as Vendor Filling up details and creating own user id and password→ Submit.</p> <p>a.i.1.a.i.1.a.ii. Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form. In case of any clarification, please contact MSTC/Spices Board, (before the scheduled time of the e- tender).</p>
2	<p>(A) Part I techno-commercial bid will be opened electronically on specified date and time as given in the NIT. Bidder(s) can witness electronic opening of bid.</p> <p>(B) Part II Price bid will be opened electronically of only those bidder(s) whose Part I Techno-Commercial Bid is found to be Techno-Commercially acceptable by Spices Board. Such bidder(s) will be intimated date of opening of Part II Price bid, through valid email confirmed by them.</p> <p><u>Note:</u></p> <p>The tenderers are advised to offer their best possible rates. There would generally be no negotiations hence please submit your most competitive prices while submitting the price bid. However in case the lowest rate appears to be reasonable taking into account the prevailing market conditions, the order may be awarded to the lowest bidder and if the rate is still considered high, action as per prevailing instruction/guideline shall be taken.</p>
3	<p>All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity</p>

4	<p><u>Special Note towards Transaction fee</u> The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail.</p> <p><u>Transaction fee is non-refundable.</u></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p>NOTE : The bidders should submit the transaction fee well in advance before the last date of submission of tender as they will be activated for bid submission only after receipt of transaction fee by MSTC.</p> <p>Contact Details: Fax No. : 033- 22831002</p> <p>Email ids: rpradhan@mstcindia.co.in</p> <p>Bidders may please note that the transaction fee should be deposited by debiting the account of the bidder only; transaction fee deposited from or by debiting any other party’s account will not be accepted. Transaction fee is non-refundable.</p> <p>In case of failure to make payment towards Transaction fee for any reason, the vendor, in term, will not have the access to online e-tender.</p>
5	<p>Vendors are instructed to use <i>Upload Documents</i> link in My menu to upload documents in document library. Multiple documents can be uploaded. Maximum size of single document for upload is 4 MB.</p> <p>Once documents are uploaded in the library, vendors need to attach documents through <i>Attach Document</i> link against the particular tender. For further assistance please follow instructions of vendor guide.</p>
6	<p>All notices and correspondence to the bidder(s) shall be sent by email only during the process till finalization of tender by Spices Board as well as by MSTC (e-procurement service provider). Hence the bidders are required to ensure that their corporate email I.D. provided is valid and updated at the stage of registration of vendor with MSTC (i.e. Service Provider). Bidders are also requested to ensure validity of their DSC (Digital Signature Certificate).</p>
7	<p>a.i.1.a.i.1.a.i. Please note that there is no provision to take out the list of parties downloading the tender document from the web site mentioned in NIT. As such, bidders are requested to see the web site once again before the due date of tender opening to ensure that they have not missed any corrigendum uploaded against the said tender after downloading the tender document. The responsibility of</p>

	<p>downloading the related corrigenda, if any, will be that of the downloading parties.</p> <p>a.i.1.a.i.1.a.ii. No separate intimation in respect of corrigendum to this NIT (if any) will be sent to tenderer (s) who have downloaded the documents from web site. Please see website http://www.mstcecommerce.com/eprochome/spiceb of MSTC Ltd.</p>
8	E-tender cannot be accessed after the due date and time mentioned in NIT.
9	<p>Bidding in e-tender & Reverse auction:</p> <p>a) Bidder(s) need to submit necessary EMD, Tender fees (If ANY) and Transaction fees to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non refundable. No interest will be paid on EMD. EMD of the unsuccessful bidder(s) will be refunded by Spices Board. EMD should be sent in physical to Spices Board Kochi before the last date of submission of bid.</p> <p>b) The process involves Electronic Bidding for submission of techno-commercial Bid as well as Price Bid.</p> <p>c) The bidder(s) who have submitted the above fees can only submit their techno-commercial Bids and Price Bid through internet in MSTC website www.mstcecommerce.com → e-procurement → PSU/Govt Depts → Spices board Login → My menu → Auction Floor Manager → live event → Selection of the live event →</p> <p>d) The bidder should allow to run an application namely enApple by accepting the risk and clicking on run. This exercise has to be done twice immediately after clicking on the Techno-Commercial bid. If this application is not run then the bidder will not be able to save/submit his bid.</p> <p>e) After filling the Techno-Commercial Bid, bidder should click “save” for recording their Techno-Commercial bid. Once the same is done, the Price Bid link becomes active and the same has to be filled up and then bidder should click on “save” to record their price bid. Then once both the Techno-Commercial bid & price bid has been saved, the bidder can click on the “Submit” button to register their bid</p> <p>f) In all cases, bidder should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>g) During the entire e-tender process, the bidders will remain completely anonymous to one another and also to everybody else.</p> <p>h) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>i) All electronic bids submitted during the e-tender process shall be legally binding on the bidder. Any bid will be considered as the valid bid offered by that bidder and acceptance of the same by the Buyer will form a binding contract between Buyer and the Bidder for execution of supply. Such successful tenderer shall be called hereafter SUPPLIER.</p> <p>j) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p>

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