



TENDER FOR SELECTION
OF PUBLIC RELATIONS AGENCY

Reference No : PUB-PRI/0001/2020-Publicity. Dated : 08-05-2020

MSTCL Tender Reference: SPICEB/20-21/ET/1

SPICES BOARD

(Ministry of Commerce and Industry, Govt. of India)

Sugandha Bhavan

N.H.By Pass, Palarivattom.P.O

Cochin – 682025, Kerala, India

Phone : 91-484-2333615

Email : publicity.sb-ker@gov.in

Website: www.indianspices.com

CONTENTS

Sl No	Particular	Page No
1	Introduction	3
2	Tender for selection of Public Relations Agency	5
2.1	Scope of Work	6
2.2	Period of Assignment	6
2.3	Minimum Eligibility Criteria	7
2.4	Documents Comprising Bid	10
2.5	Submission of Bids	10
2.6	Bid Evaluation	12
2.7	Selection Process	12
2.8	Fee and Other Charges	13
2.9	Terms and Conditions	14
3	Annexures	
3.1	Technical Bid	15
3.2	Financial Bid	16
3.3	Declaration	17
3.4	Important Dates of Tender	18

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 agency 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.

The Board has made quality and hygiene the corner stones for its development and promotional strategies. The Board has been strategically planning and implementing various measures to ensure the quality of spices produced in the country such as common processing centers called as 'spices parks' for scientific post harvest management in the major production centers and state-of-the-art quality evaluation laboratories at the major trading centers. The Board has a pan India presence through its development, marketing and research wings for development of premium quality spices and its export promotion. To educate the consumers and to meet the domestic demand for quality spices, the Board has introduced premium spices procured directly from the farmers under the brand 'Flavourit' which is sold through signature stalls named as 'Spices India'. The multifaceted activities of Spices Board include 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 and provision of quality evaluation services. The Board also attends to export promotion of all spices through support for technology upgradation, quality upgradation, brand promotion, research & product development etc. The Board's responsibilities related to export promotion of spices are quality certification and control, registration of exporters, collection & documentation of trade information, provision of inputs to the Central Government on policy matters relating to import & export of spices.

The Board also caters to development and implementation of better production methods, through scientific, technological and economic research, guidance to farmers on getting higher and better quality yields through scientific agricultural practices, financial and material support to growers, encouraging organic production and export of spices, facilitating infrastructure for processing and value addition, registration and licensing of all spice exporters, and assistance for studies and research on better processing practices, foolproof quality management systems, improved grading methods and effective packaging techniques.

Production of promotional and educative materials in a variety of media/ channels for the benefit of exporters and importers are crucial to the services of Spices Board and it helps exporters and importers in establishing mutual contact. The Board also identifies competent supply sources for specific requirements of importers, forwards foreign trade enquiries to reliable exporters and organizes a common platform for interaction between Indian exporters and international buyers through participation in major international exhibitions, meetings etc.

TENDER FOR SELECTION OF PUBLIC RELATIONS AGENCY

Spices Board India is inviting Tenders from reputed, well established experienced, professional and financially sound Public Relations agencies for providing PR Media Services. The tender document with details of technical requirements and terms & conditions is available 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/>). The tenders have to be submitted online via MSTCL e-procurement portal.

Last date for submission of the bids online via MSTCL website is **5 PM on 03.06.2020**.

All bids must submitted online along with all necessary documents uploaded as PDF file, as detailed in the specifications and terms & conditions outlined in the tender document.

The bids are required to be submitted online in two separate parts, i.e. technical bid and financial bid. The Technical bid will be opened at **11 AM on 04.06.2020** at the Spices Board Head Office. The financial bids of bidders whose technical bids get qualified would be opened at a later date.

SECRETARY
SPICES BOARD, KOCHI

SCOPE OF WORK

- Conceptualization and implementation of a thorough PR plan and strategy for enhancing the awareness, visibility and reach of Spices Board among its various stakeholders. The agency should build, protect and enhance the reputation, goodwill and media presence of Spices Board.
- Development and dissemination of information regarding the major initiatives, achievements, events and programmes of Spices Board across various national/ regional media vehicles such as Print, Electronic, Digital and other modes of Communication. The agency is expected to bring in novel ideas, programmes and strategies in the PR activities of the Board.
- To find the positive messages from the spice industry and translate those messages into positive media stories.
- Track news related to Spice industry to understand the trends and developments.
- To maintain a rapport with the Press, Electronic, Digital and Social media and to organize events such as press meets, briefings, open house, interviews, talk shows, bloggers trips etc as and when asked by the Board. The PR agency is expected to act as the link between the media and the Board in all its publicity and public relations activities.
- Media management of various seminars, exhibitions, and other events organized by the Board and tracking of online, print and electronic coverage for submission of compiled media tracking reports with cost analysis.
- Capacity for Crisis Management – It is expected that the PR Agency will help to cope up with any adverse publicity.
- To develop and implement an efficient advertising strategy, advertorial strategy and social media strategy for the Board. The agency shall raise the visibility and awareness of the Board through unpaid means of communication.
- To conduct Market Research on Spices Board or the firm's messaging periodically to improve its corporate image among the public.
- Content and data development - preparation of speeches for the top officials, translation of approved content from English to other languages and vice versa and preparation articles on Indian Spices and the Spice Industry for pitching in various national and international platforms.
- Organizing interviews higher officials with top newspaper/ magazines/TV Channels.
- The agency shall develop content related to the various activities / meetings/ seminars/ symposium/ buyer seller meets etc. organized by Spices Board for publication in 'Spice

India', the monthly magazine of Spices Board.

- To provide suitable training programmes for PR officials and identified officials of the Board.
- Effective Social Media Management-
 - To handle Spices Board's official page/ handle on facebook (*spicesboardindia*), Twitter - (*@Spices_Board*), Youtube and Instagram- (*@spicesboardi*). Identify target audience preferences, create and handle content accordingly to achieve more followers and subscribers.
 - To ensure reach of the messages and other schemes of Spices Board on various social media platforms through non-paid means so that the content would reach to the last mile on internet domain on real time basis.
 - Agency would be responsible in creating and handling content related to Spices Board's schemes, events, fairs etc and taking it to the public, with a potential to go viral on the Internet and other social media sites.
 - Agency needs to come up with innovative plans and strategies to multiply the reach of content and promote content organically on various social media platforms.
 - To Implement online advertisements strategy on online websites, Google Ad words and other important sites where business community (International/ national) visits.
 - Comments/Feedback handling is an important part of the scope of work. Comments (positive/negative) should be carefully handled on online and prompt reply either by mail, phone, etc. has to be provided instantly in consultation with officials of Spices Board.
- Spices Board shall have the ownership/ rights over the content created by the agency during the contract period/ at any time or as per the requirement. The agency shall submit the soft copies of the content developed by them to Spices Board every month.

PERIOD OF ASSIGNMENT

The initial assignment will be for a period of one year which might be extended to one more year on satisfactory performance of the agency.

MINIMUM ELIGIBILITY CRITERIA

The prospective PR agency/consultants must conform to the minimum eligibility criteria. Bids submitted by agencies that do not fulfill the minimum eligibility criteria will not be considered.

- a. The agency should have been in the business of providing Public Relations services in India for at least 3 years.
- b. The firm should have recorded a minimum turnover of **Rs. 50 lakhs** in each of the immediate preceding three financial years. In support of their eligibility under this criterion, firms should furnish self- attested copies of Audited Accounts / Balance Sheet /Annual report duly certified by the Auditor.
- c. The firm should have previous experience in PR consultancy/ Media coordination/ PR related solutions for Government Departments / Central PSUs /State PSUs /State Governments /Autonomous Bodies/Statutory Corporations. In support of their eligibility under this criterion, firms should furnish copies of contracts/agreements/ self attested copies of the work order/ copies of Certificates issued by clients.
- d. The agency should have an office in Cochin, Kerala.
- e. The bidder shall submit copy of GST registration and PAN Card with the technical bid.
- f. The bidder should not have been blacklisted by any government organizations in India. A declaration in this regard should be submitted along with the technical bid (Annexure 3).

General Conditions of the Tender

- a). The Tenderer has to go through the instructions in the tender notice (general instructions and the instructions stipulated in the technical specifications) and prepare the tender for submission.
- b). In the event of documentary proof as required being not enclosed, the tender will be liable to be rejected.
- c). All pages of the bid and associated supporting documents, except for unamendable digitally signed soft copies, shall be signed by the authorized person or persons signing the bid along with the stamp of the tenderer.
- d).The support documents needed for the tender are to be uploaded as PDF files only.
- e). Each part of the tender document should be clearly marked with headings and should have a short note explaining against which tender requirement the document is being submitted. All documents uploaded should be in English language. In case of copy of earlier work orders and the performance certificates supporting the claim of past performance of the tenderer, scanned copies of the same shall be included in the PDF document uploaded by the tenderer.

- f).Tenderer shall submit a declaration letter as per the format given as per format given in appropriate annexure 3 and copy of amendments of the tender published, if any, signed by the tenderer or the authorized representative shall be enclosed as part of the technical bid as a proof of having read and accepted the terms and conditions of the tender
- g). If at any time any misrepresentation of facts / documents / supply of equipment below the standards assigned come to notice, the contract is liable to be cancelled at the risk and cost of the bidder.
- h.). An offer submitted in vague /ambiguous financial terms and the like, shall be termed as non-responsive and shall be summarily rejected.
- i).Clarifications to specific requests shall be responded through e-mail and general clarifications, affecting all the tenderers shall be published in the official website of the Spices Board (www.indianspices.com) and at the MSTCL e-commerce website where the e-tender is hosted. However it shall be the duty of the prospective tenderer to ensure that the clarifications sought with regard to the tender has been properly received in time at Spices Board. Any clarification on the tender procedure shall be obtained from Spices Board, Kochi through email (publicity.sb-ker@gov.in) or at 0484 2333610 -616 (extn: 259).
- j).Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 0120-4200462, 0120-4001002, 0120-4001 005, and 0120-6277 787

DOCUMENTS COMPRISING BID

The Bid proposal prepared and submitted by the PR agency/consultant shall comprise the following;

1. Bid Consent letter
2. Bid submission form
3. Agency Profile
4. Declaration in the prescribed format
5. Documentary Proof meeting Minimum Qualification Criteria
6. Copy of Registration/ Certificate of Incorporation
7. List of Offices
8. List of clients
9. Copy of PAN
10. Copy of Services Tax Registration
11. Copy of Annual Report/ Balance Sheet/Profit & Loss Account of the last 3 years
12. Copy of IT returns for the last 3 financial years.

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:

I. Technical bid

- 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 respective Cover- 2, i.e. financial bid of the technically disqualified offers shall not be opened. The bidders are cautioned that divulging any financial information in Cover-1 (Technical bid) will result in rejection of their tender.

II. Financial bid

- a. The financial bid shall be submitted in the enclosed format in Annexure 2, 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 occurring will make the bid unresponsive.

b. The tenderers who do not submit the technical bid (cover 1) within the stipulated date and time will be treated non-responsive.

c. If the bids are not submitted as per the requirement of the above clauses, the Spices Board shall assume no responsibility for the offer's misplacement and consequential rejection.

Amendment of tender documents

1. At any time prior to the dead line for submission of Tender, Spices Board may, for any reason, modify the tender document by corrigendum /addendum.

2. The corrigendum /addendum shall be published in e-procurement website (<http://mstcecommerce.com>) and Spices Board website (www.indianspices.com).

3. The tenderer shall submit copy of corrigendum /addendum published if any signed by the tenderer or the authorized representative shall be enclosed as part of the technical bid as a proof of having read and accepted the terms and conditions of the tender document.

4. The Spices Board reserves the right to accept a tender in full or in part or to reject without assigning any reason at any stage

III. EMD (Earnest Money Deposit)

1. Each technical Bid must be accompanied by an EMD of Rs. 50,000/- in the form of DD from any nationalized bank, drawn in the favour of 'Secretary, Spices Board, Cochin.'

2. 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.

3. EMD of the unsuccessful bidders will be refunded (without any interest)

4. EMD amount of the successful bidder will be refunded (without any interest) within 45 days after acceptance of purchase order and submission of the performance guarantee, if applicable, as mentioned in the relevant section.

5. 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.

6. EMD shall be submitted in sealed envelope, superscribing the words "Tender for Selection of Public Relations Agency, Spices Board" through Speed Post/Registered Post/by Hand to reach the following address on or before closing time of the tender,

The Assistant Director (Publicity)
Spices Board
Ministry of Commerce and Industry, GoI
Sugandha Bhavan
NH Bye Pass, Palarivattom
Cochin-682025

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.

BID EVALUATION

Bids will be evaluated by an Evaluation Committee constituted for the purpose.

Evaluation of minimum eligibility: The first stage of evaluation will be based on the minimum eligibility criteria detailed above. Only those bids, which fulfill the above criteria, will be subjected to detailed technical evaluation.

Technical Evaluation: A two-stage procedure will be adopted for technical evaluation. Technical evaluation will consist of scrutiny of the documents submitted and awarding marks as per the bid evaluation criteria enumerated below. All bidders being considered at this stage will be invited for making a presentation before the Evaluation Committee. Technical bid document should have the following sections:

Company Profile: Include firm name and address and list key members of the team. Provide a copy of the Registration document and PAN number. Provide contact information, including name, telephone and facsimile numbers and e-mail address.

Annual Turnover: Provide proof of annual turnover- audited balance sheet/audited accounts of the firm for the last – financial years.

Work experience: Includes details of background, expertise and experience in public relations and media management, particularly for government/public sector clients. Please provide copies of agreements/contracts/work orders to prove your claim.

Presentation: The agency should attach a brief presentation that will outline an analysis of the present media presence of Spices Board India and provide a draft strategy outline to increase the visibility and create a positive presence in the media. The Board may call the firms for detailed presentation, if necessary.

Financial bid: Each firm should quote a fee to provide all the deliverables given in the Scope of Work. The quoted fee should not be a qualified or conditional one. The fee will be net, and all applicable taxes will be computed extra.

SELECTION PROCESS

The selection will be made on a Quality cum Cost Based System. The total score of each firm will be arrived on the following pattern:

Technical evaluation - 75 marks

Financial score – 25 marks TOTAL - 100 marks

The Technical evaluation will be as per the criteria and weightage below:

S. No	Criteria	Max Score	Guidelines for Scoring	Proof to be submitted
1	Annual Turnover (3 years)	10	Minimum Rs 50lakhs – 5 marks per year	Audited balance sheet of the company (past 3 years)
2	Company profile	10	Experience of key persons in media and PR	Brief profiles of key persons; including period. Profile of the company.
3	Work experience with Government /Ministries/ PSUs	15	5 marks for each client	Copies of Work orders / performance certificates/ letter
4	Domain (Food/ Commodities/ Similar Area)	10	5 marks per client	Copy of work orders/ sample clippings
5	Presentation	30	Based on the strength of the media plan, strategies, deliverable.	Copy of the media plan/ presentation
6	Financial bid	25		Financial bid document
	Total	100		

Financial Score will be arrived at as follows:

The firm quoting the lowest fee will be awarded 25 marks. The other firms will be allocated marks based on the formula “ $25 \times \frac{PL}{P}$ ”, where P is the fee quoted by the firm and PL the lowest fee quoted.

Based on the above scoring system, the firm scoring the highest marks will be awarded the work.

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 Part1- 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 tenderonly after remitting the transaction fee in favour of MSTC Limited, Kolkata.	Rs. 1,180/- (Including @ 18% GST) Payment of Transaction fee in favour of MSTC LIMITED. (Transaction fee and related bank charges are to be paid by bidder)

TERMS AND CONDITIONS

1. Spices Board India reserves the right to call for any further information. Any information furnished by the bidder found to be incorrect at any stage would render their being declared ineligible.
2. The Board shall not be responsible for any postal delay. Incomplete application may summarily lead to rejection of the application. The competent authority shall have the right to reject any or all the bid without assigning any reasons thereof . Spices Board reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the bid.
3. Spices Board reserves the right to change/ modify/ amend/ cancel any or all provisions of this document. Such revisions to the tender document/ amended tender will be made available on the website of Spices Board and CPPP portal.
4. Arbitration: If any dispute or difference of any kind whatsoever arises between the parties in connection with or arising out of or relating to or under this bid, the parties shall promptly and in good faith negotiate with a view to its amicable resolution and settlement. In the event no amicable resolution or settlement is reached within a period of thirty (30) days from the date on which the above-mentioned dispute or difference arose, such dispute or difference shall be finally settled by Secretary, Spices Board whose decision shall be final and binding on the parties.

TECHNICAL BID

		Details
1	Name	
2	Year of Establishment	
3	Place of Incorporation	
4	Address of Registered Office	
5	Address of Office in Kerala	
6	Details of branches/associates outside Kerala	
7	Company profile : (include brief profiles of team members/ full time employees) : (Attach detailed profile)	
8	Legal status of Bidder : (proprietor/partnership/private Ltd/public Ltd)	
9	Service Tax Registration (enclose copy) :	
10	PAN no (enclose copy) :	
11	Contact details of CEO/head of the agency : (name, address, phone, email, mobile)	
12	Work Experience (provide details of Government /Ministries/PSUs clients)	
13	Domain Experience : (Provide details of experience in handling clients in food industry)	
14	Turnover : (attach supporting documents)	

SIGNATURE & NAME (along with seal)

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 the Selection of Media & PR Consultancy Agency 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 as per the scope of work outlined in the bid document for a monthly retainer fee of Rs..... plus GST as applicable.

Yours faithfully,

(Signature of the authorized
representative) Full Name:

Designation:

Name and Address of the

Agency: Seal:

Date:

Place:

Format for submitting financial bid online

The financial bid should be submitted online via MSTC e-commerce website in the format given below. This format is not for submission as a print document, and is only for guidance while submitting the financial bid online.

Sl. No.	Financial Head	Entry to be made online
a	Monthly retainer fee of Rs. (Excluding GST)	(Enter value)
b	Number total of Months (The initial assignment will be for a period of one year)	(Enter value)
c	Total Cost (a x b) = c	(Auto Calculated)

DECLARATION

I/We(Name) _____ (designation) _____
of (Firm) _____ do hereby solemnly affirm and declare that the
individual/firm/company is not black listed 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 selection of Public
Relations agency for rendering PR Media services at Spices Board, Ministry of Commerce and
Industry, Govt. of India.

(Signature of the authorized representative)

Full Name:

Designation:

Name and Address of the Agency: Seal:

Place:

Date:

Important Dates of Tender

Sl No	Particular	Date	Time
1	Date of Online Publication/ download of tender document	12/05/2020	17:00:00
2	Bid submission start date	12/05/2020	18:00:00
3	Bid submission close date	03/06/2020	17:00:00
4	Closing date and time for submission of original EMD	03/06/2020	17:00:00
5	Opening of technical bids	04/06/2020	11:00:00

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/epro-home/spiceb/buyer_login.jsp</p> <p>Contact person (MSTC):</p> <p>1. Arnab Sarkar – Mob- 9986036012 asarkar@mstcindia.co.in</p> <p>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>Note:</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 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)</p>

	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.
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 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</p>

	<p>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/e-pro-chome/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

This value of (g) will be used for financial comparative statement of the tender.