

Tender Notice

for

Development of Mobile Application

MSTC E Tender No - SPICEB/19-20/ET/9

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.

2. **Scope of work:**

Please refer Annexure 1.

3. **Information to Agency:**

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

4. **Eligibility Criteria & Supporting Documents Required**

Supporting documents proving the eligibility criteria shall be uploaded while submitting e-tender. Otherwise, the bid will be rejected.

1. Should have executed agriculture related mobile app in the past.
Proofs to be uploaded: project completion/satisfaction certificate issued by Client]
2. Should have done Agri software projects for Government agencies and which is presently in functional mode.
[Proofs to be uploaded: project completion/satisfaction certificate issued by Client]
3. Should be able to launch the farmers app with functionalities defined in phase 1 and phase 2 within two weeks and three months respectively from the date of acceptance of the work order [Proofs to be uploaded: self-undertaking]

4. The bidder should have at least 2 years experience in app development as per the requirements of Government Departments / Central PSUs /State PSUs /State Govt. /Statutory Corporations or other MNC/Corporate bodies. In support of these criteria, bidders shall furnish contract/ agreement or letters by the organizations for which the bidders have conducted the work.
[Proofs to be uploaded: Self- attested copies of the work order/ copy of the certificates issued by client]
5. An undertaking to the effect that the bidder has not been blacklisted by any of the department /organizations of the Govt. of India/State Govt./PSUs.
[Proofs to be uploaded: Self declaration]
6. Permanent Account Number (PAN) allotted by the Income Tax Authorities must be attached. PAN holder and Vendor should be the same. In case of difference, a letter from PAN holder is to be attached.
[Proofs to be uploaded: PAN copy and letter from PAN holder in case of a difference as mentioned above]
7. In addition the tenderer should have a valid GSTN certificate and number.
[Proofs to be uploaded: GSTN certificate copy]
8. EMD Exemption if applicable [Proofs to be uploaded: EMD Exemption Certificate]
9. Demonstration of the Live mobile app shall be arranged before opening the financial bid [Proofs to be uploaded: self-undertaking for arranging the demonstration of the mobile app mentioned at eligibility criteria 1]
10. CHECKLIST of Supporting Documents in the format given in Annexure 3 [Proofs to be uploaded: duly filled Annexure 3]

5. Price bid format (shall be entered online)

#	Item	Total Cost in INR
a	Total project cost (inclusive of applicable taxes)	
b	AMC cost for first year (inclusive of applicable taxes)	
c	AMC cost for second year (inclusive of applicable taxes)	
d	AMC cost for third year (inclusive of applicable taxes)	
e	AMC cost for fourth year (inclusive of applicable taxes)	
f	AMC cost for fifth year (inclusive of applicable taxes)	
g	Total project cost (inclusive of applicable taxes) if source code is to be handed over to Spices Board [for evaluation, this value will not be considered]	

Note 1: Scope of work is provided in **Annexure 1**.

Note 2: Evaluation will be based on the total of items, that is, **(a) +(b)+(c)+(d)+(e)+(f)**

Note 3: AMC include all bug fixes, minor change requests, maintenance of application and server, hosting, and onsite service Support (whenever required/on call)

6. Clarifications

You may contact Deputy Director (EDP) for any clarifications at jjesh.das@nic.in

7. Important Instructions

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

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

8. Schedule of Tender:

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	Rs. 1,180/- (Including @ 18% GST)
Note: Please note that vendors will have the access to online etender only after remitting the transaction fee in favour of MSTC Limited, Kolkata.	Payment of Transaction fee in favour of MSTC LIMITED. (Refer clause 4, Annexure 2) (Transaction fee and related bank charges are to be paid by bidder)
Start Bid date and Time	09-12-2019, 4:30 PM.
Close Bid date and Time	31-12-2019, 3:00 PM
Date & time opening of Part-I (i.e. Techno-Commercial Bid)	31-12-2019, 3:30 PM.

9. **EMD**

Bidders should submit an EMD equal to Rs. 10,000 along with the tender by way of Demand Draft drawn in favour of “Secretary, Spices Board” payable at Kochi, from any nationalized bank. The EMD shall be valid for three months. Bank Guarantee will not be accepted towards EMD.

The technical bid without EMD will be rejected unless specifically exempted by the Government from payment of EMD for which reasons and proof has to be uploaded while submitting e-tender.

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

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

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

Deputy Director (EDP)

Spices Board, Sugandha Bhavan, NH ByPass,

Palarivattom, Cochin- 25

Tel: +91-484-2333603 E-mail: jjesh.das@nic.in

10. **Performance Security Deposit**

Performance Security deposit will be 10% of the project cost(excluding AMC cost).

The EMD of the successful bidder shall be covered as a part of the performance security deposit. Successful vendor has to provide the balance amount of the performance security deposit in the form of bank guarantee valid for 6 months or demand draft along with the acceptance of work order.

Successful vendor who have EMD exemption has to provide performance security deposit in the form of bank guarantee valid for 6 months or demand draft, along with the acceptance of work order.

In the event of any negligence or unsatisfactory execution on the part of the agency, Spices Board will

have the right to forfeit the performance security deposit and to recover penalty as it deems appropriate from the amount payable against the agency's bill(s). If deemed necessary, the agency may also be blacklisted for future.

Performance Security deposit will be returned without any interest within 30 days of the successful completion of the project (excluding AMC period) as per the timelines.

11. Payment Terms

- Total project cost shall be paid after the acceptance of UAT and on submission of Website Quality Certification from STQC (Standardisation Testing Quality Certification) by the vendor.
- AMC cost shall be paid at the end of each AMC year.

12. **Project Deliverables:**

- User Manual.
- User training and implementation.
- Maintenance of application and server with no cost to Spices Board for 5 years

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

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

13. **Other Terms and Conditions**

1. No consortium will be allowed in the tender.
2. Successful vendor shall accept the work order within 7 days of receipt of work order. Otherwise, the EMD will be forfeited.
3. Should be able to launch the farmers app with functionalities defined in phase 1 and phase 2 within two weeks and three months respectively from the date of acceptance of the work order.
4. The mobile application and the web application shall be developed in compliance with the 'Guidelines for Indian Government Websites (GIGW)' [<https://web.guidelines.gov.in/>] in full. The mobile application and the web application shall be security audited by a CERT-IN empanelled agency before being hosted, as well as after major revisions..
5. The vendor shall obtain GIGW compliance certificate from Standardisation Testing Quality Certification (STQC), Department of Information Technology, Government of India as determined by MINISTRY for both the mobile application and the web application.
6. Getting the Security Audit done by CERT-IN empanelled agency and obtaining all necessary certificates shall be the responsibility of the service provider including the cost involved for the same.
7. The vendor shall make their own arrangements for hosting the application in a Data Centre/ cloud server located in India. The hosting environment shall be as per the Guidelines for Indian Government Websites (GIGW). The hosting charges shall be borne by the vendor.
8. The tender must remain valid for at least 1 month after the submission date. During this period, the bidder is expected to keep available the professional staff proposed for the assignment. Spices Board will make its best efforts to decide on the tender within this period. If Spices Board wishes to extend the validity period of the proposals, the bidders who do not agree have the right not to extend the validity of their proposals.
9. The signing authority of the tender document shall mention below his/her signature whether he/she is a proprietor/partner/signing under the power of attorney/authorized by the company to sign.

10. Only those firms which in their individual capacity satisfy the eligibility criteria need to quote for this tender and the bids submitted by the bidders who do not fulfill the eligibility criteria will be summarily rejected.
11. The bidder should have required infrastructure and manpower.
12. Incomplete Tenders are liable to be rejected.
13. When deemed necessary, Spices Board may seek clarification on any aspect from the tenderers. However, that would not entitle any Tenderer to change or cause any change in the rates. All expenses for preparation of documents and meetings if any, will be borne by the Tenderer.
14. The agency should engage experienced Professional personnel for the development.
15. Spices Board shall not provide any transport, food or any accessory for proper discharge of duties by the agency's workers.
16. Spices Board will award the contract to the Tenderer whose Tender has been determined to be substantially responsive and has been determined as the lowest evaluated bid, provided further that the Tenderer is determined to be competent to execute the job satisfactorily. Board shall however not bind itself to accept the lowest or any Tender, wholly or in part. The Board also reserve the right to wave minor criteria in meeting the prescribed conditions herein.
17. Spices Board, reserves the right to accept or reject any Tender, and to annul the Tender process and to reject all bids at any time prior to award of the contract, without thereby incurring any liability to the affected Tenderer or Tenderers on the grounds of Board's action. The decision of Spices Board in this regard would be final and binding.
18. Spices Board and the agency shall make every effort to resolve amicably by direct informal negotiations, any disagreement or dispute, arising between them under or in connection with the contract. However, any unresolved disputes would be subject to the jurisdiction of Kerala courts only.
19. The financial proposals of only those parties would be opened whose credentials (Technical Bids) are found up to the satisfaction of the designated committee of the Board, whose decision would be final and binding.
20. Corrupt or Fraudulent Practices: Bidders should observe the highest standard of ethics during the procurement and execution of such contracts. Spices Board, India will reject a proposal if it is found that the Bidder recommended for award has engaged in corrupt or fraudulent practice(s) while competing for the contract in question.
21. Income Tax as applicable shall be deducted at source.

Dy. Director (EDP)

Annexure 1

Detailed Requirements

Objective

Equip the farmers with knowledge about Good Agricultural Practices and support him to increase the farm productivity. Provide information about various Spices Board schemes. Connect him with potential buyers.

Functionalities (Phase 1)

1. Separate Native app for Android
2. Capture and compile farmer data
3. Geolocation capture of the farm location.
4. Perimeter mapping of the farmer's plot
5. Farmer should be able to have multiple plots
6. When a farmer opens the mobile App it should advice on the agricultural practices to be followed by the farmer during that period.
7. Training videos(Biocontrol production/ EPN/ Vermicopost etc) /pdf documents to be provided through the app. Provision to download videos.
8. Provide details of Spice Boards farmer schemes on the app.
9. Work on both offline and online modes.
10. When farmer opens app, farm activity relevant to that week (based on the recommended Package of Practice (POP) should be displayed on the phone.
11. Farmers can see list of all pesticides legal for his crop.
12. Daily price feature: Daily prices and graph showing trend (daily auto updation) to be provided on farmer's app.
13. Weather Forecast: View 7 day weather forecast on the phone (through link to an external site)

Functionalities (Phase 2)

1. Map soil testing results of each farmer and provide individual recommendations.
2. Should work on English and Hindi (including all icon names, alerts and text items in the home screen)
3. Separate POP to be loaded for each crop variety and also region.
4. Multiple picture display for each activity recommended by the POP
5. Provide a module through which farmers are educated on the various Do's and Don'ts regarding to pesticide usage, fertiliser application and various other farm activities.
6. Organic farming: Farmers following organic cultivation should get all related package of practices.
7. Link farmer's soil test result from the Government's Soil Card and use it to calculate fertiliser recommendation for individual farmers.
8. Even when there is no internet, farmers should be able to identify pest/disease in his field using the App. The App will then suggest various measures such as preventive measures, biological control, chemical control, etc.
9. To reduce pest resilience, suggest alternative chemicals for any pest/disease.
10. App should have details of various varieties of the crop. Pictures, description, etc.
11. Farmer Diary feature to capture daily farm activities
 - i. Pesticides application
 - ii. Fertiliser application
 - iii. Irrigation
 - iv. Harvesting
 - v. Post harvest activities
 - vi. Plant protection code
12. Capture daily expenses at the farms and provide expense head wise summary and total cost.
13. Farmer should be able to fill in a survey on Sustainability.
14. Farmers should be able to post their offers through the app.

15. Farmers should be able to send a digital diary showing summary of all of farm activities to his potential buyers to be able to command a premium for his produce.
16. Farmers' offers will be compiled and shown to potential buyers through Spices Board's website.
17. Training videos: Various categories of training videos or documents should be organised and available in the App. Provision to download videos.
18. In spite of all app support, farmers still may need additional support. Feature required through which farmers are able to request for support. He should be able to upload related pictures or text content.
19. Spices Board's expert's response will be displayed on the farmer's app
20. Spices Board should be able to send push notifications to all farmers or groups of farmers.
21. Spices Board should be able to send SMS alerts to all farmers or groups of farmers (SMS gateway will be provided by Spices Board)

Note:

(a) Admin Screen for managing the data by Spices Board shall be done as a web application in PHP/MariaDB. These screens are also to be required in the mobile platform.

(b) GIGW certification is in the scope of phase 2.

Annexure 2

<p>1</p>	<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</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>
<p>2</p>	<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</p>

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

	Signature Certificate).
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) 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 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

Annexure 3: Checklist

Sl	Name of Documents	Yes	No	Page No.
1	project completion/satisfaction certificate issued by Client for eligibility 4.1			
2	project completion/satisfaction certificate issued by Client for eligibility 4.2			
3	self-undertaking for eligibility 4.3			
4	Self- attested copies of the work order/ copy of the certificates issued by client for eligibility 4.4			
5	Self-declaration for eligibility 4.5			
6	PAN copy and letter from PAN holder in case of a difference as mentioned for eligibility 4.6			
7	GSTN certificate copy for eligibility 4.7			
8	Copy of the EMD / EMD Exemption Certificate if applicable for eligibility 4.8			
9	self-undertaking for eligibility 4.9			