



**Food Safety and Standards  
Authority of India**

*fssai*

**No. 29020/FSSAI/MISC/RFP/2020-IT**

**Dated 20.05.2020**

**Request for Proposal (RFP)**

**For**

**Empanelment of Software Development Agencies for e-Governance  
Project/Services in ICT Area for Development of IT  
Applications/Portals activities**

**For**

**Food Safety and Standards Authority of India (FSSAI)**

**For 3 years**

**DISCLAIMER**

*THIS REQUEST FOR PROPOSAL IS NOT AN OFFER BY THE FSSAI, BUT AN INVITATION TO RECEIVE RESPONSE FROM ELIGIBLE INTERESTED BIDDERS FOR SELECTION OF EMPANELLED AGENCY. NO CONTRACTUAL OBLIGATION WHATSOEVER SHALL ARISE FROM THE RFP PROCESS UNLESS AND UNTIL A FORMAL CONTRACT IS SIGNED AND EXECUTED BY THE FSSAI WITH THE BIDDER. THIS DOCUMENT SHOULD BE READ IN ITS ENTIRETY.*

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## 1. About FSSAI

The Food Safety and Standards Authority of India (FSSAI), headquartered at Delhi, under the Ministry of Health and Family Welfare, has been established under Food Safety and Standards Act, 2006 which consolidates various Acts & Orders that have hitherto handled food related issues in various Ministries and Departments. The FSSAI has been created for laying down science based standards for articles of food products and to regulate their manufacturing, storage, distribution, sale and import to ensure the availability of safe and wholesome food for human consumption and ensuring that Indian consumers have access to safe, nutritious and hygienic food. One of the mandates of FSSAI is to promote general awareness about food safety and food standards and provide online services through various web-based online solutions. FSSAI has been mandated to perform following functions:

- a. Framing of Regulations to lay down the Standards and guidelines in relation to articles of food and specifying appropriate system of enforcing various standards thus notified.
- b. Laying down mechanisms and guidelines for accreditation of certification bodies engaged in certification of food safety management system for food businesses.
- c. Laying down procedure and guidelines for accreditation of laboratories and notification of the accredited laboratories.
- d. To provide scientific advice and technical support to Central Government and State Governments in the matters of framing the policy and rules in areas which have a direct or indirect bearing of food safety and nutrition.
- e. Collect and collate data regarding food consumption, incidence and prevalence of biological risk, contaminants in food, residues of various, contaminants in foods products, identification of emerging risks and introduction of rapid alert system.
- f. Creating an information network across the country so that the public, consumers, Panchayats etc. receive rapid, reliable and objective information about food safety and issues of concern.
- g. Provide training programmes for persons who are involved or intend to get involved in food businesses.
- h. Contribute to the development of international technical standards for food, sanitary and phyto-sanitary standards.
- i. Promote general awareness about food safety and food standards.

## 2. Definitions

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

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

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

“Evaluation Committee” shall mean the committee constituted by FSSAI.

## 3. Purpose of the RFP

This RFP is for the empanelment of agencies for

- (A) Providing technical resources for application development activities
- (B) Providing fixed cost development services

Agencies having proven expertise in Development of software applications on latest technologies like Java, Angular, J2EE, Core PHP, .Net etc. This also includes development of mobile applications can participate in this empanelment process.

The technical resources or development services will be required to develop application primarily on J2EE with Spring and Hibernate framework. As some applications currently in use are developed in ASP.Net hence resources may be required for ASP.NET also. In addition, support and development of mobile applications for Android, Hybrid and iOS will also be needed.

### **The scope of work broadly includes:**

3.1 Providing Technical resources for Java, J2EE, PHP, ASP.Net and mobile platforms. In this scenario the agency will be required to provide technical resources as per the skill set defined below. The Technical resource will have to be part of FSSAI development team and work from the location specified. The location will be primarily FSSAI HQ at New Delhi. The Technical resource will be required to be deployed for a defined period.

**3.2** The agency is required to provide CV/resume of the resource as per the defined skill set. The technical resource will be selected on basis of CV/resume and technical interview. The agency shall provide alternative resource, if the proposed technical resource is not found to be competent.

Once a resource is selected and is found not up-to mark, the agency may be requested to provide an alternative resource within a period of 15 days. In case no alternative resource is provided payment for the resource deployed will not be made beyond 15 days period.

**3.3** The normal working hours will be guided by the working hours of FSSAI. The resource can avail leave for 2 days a month and beyond that payment will be not made for the leave days.

**3.4** Provide development services for Java, J2EE, ASP.Net, PHP and mobile platforms.

(i) For development services the agency will be provided detailed design/requirements of the module/component/application to be developed. The empanelled agencies will be required to provide their assessment and cost for the same. Agency providing best solution at best cost will be selected within the empanelled agency to perform the job.

(ii) The selected agency will be required to provide progress updates and source code at Regular intervals. The module developed needs to undergo author level testing. The defects found by FSSAI during acceptance test needs to be fixed by the agency within defined time frame.

**3.5** The above-mentioned scope of services is only an indicative list of the assessed tasks. The agency may be asked to perform all or part of the above listed services. Any other item/matter not specifically indicated above, which is required to be or may be specified by Rules and Regulations (GFR) or in respect of which provision is to be made by Rules and Regulations (GFR), shall be deemed to have been incorporated within the scope of the work. The scope of work includes all preparatory documents required for initiating implementation. Omission of specific reference to any of the activities in the scope of work shall not relieve the agency of its responsibility to provide such service.

### 3.6. **Indicative Deliverables**

3.6.1 The technical resources need to provide a work done report at end of each month. The report needs to be provided to the person whom the resource is reporting.

3.6.2 In case of Development services the agency is required to provide developed source code in regular intervals and as final deliverables.

3.6.3 Creation of manuals and documents defined in the deliverables.

3.6.4. Empanelment of Application Development Agencies (Maximum 10) would be done by an Empanelment Committee (EC) to be constituted by the FSSAI. Once in every 6 months FSSAI may consider, if required, empanelment of new agencies, who have applied after considering the eligibility criteria and selection process as mentioned in this RFP.

## 4. **Eligibility Criteria / Pre-Qualification Criteria**

### 4.1 **Experience:**

(i) The agencies must have their full-fledged Office/Branch in Delhi/NCR with sufficient manpower carrying out development work related to application, website/portal development and must have experience in relevant field as defined in scope of work. {As mentioned in section 3}. The agency must have experience of working with Government Organizations and **at least 5 years of relevant experience** to similar engagement in developing Portals and Software application solutions. Experience relevant to this engagement, similar nature of the project, relevance to current technical/functional needs, project value and client will be given weightage.

(ii) The agency/firm should have expertise in (a) IT related Project Management, (b) IT related task related to Service Level Agreement, (c) Applications development related to Food related domain, (d) IT infrastructure planning and sizing, (e) IT Operation and security related issues, (f) data migration; and (g) Quality Testing of the application assignments. The agency may specifically mention all issues as mentioned in para (i) above.

4.2 **Annual Turnover:** An agency must have annual turnover of a minimum of Rs.5 crores per year during last three financial years (F.Y. 2017-18, 2018-19 and 2019-20). The turnover is to be supported by financial statement of accounts duly certified by the Chartered Accountant and ITRs. Startup companies with minimum turnover of Rs.2 crores in their last one year of operations will be eligible. Audited/unaudited balance sheet for their period of operations shall be provided. The agency shall have positive net worth in last financial year.

- 4.3 Earnest Money:** A Demand Draft/Banker Cheque of Rs.1.00 lakh (Rupees One Lakh only) drawn in favour of Sr. Accounts Officer, FSSAI payable at Delhi as Earnest Money Deposit (EMD) to be submitted in a separate envelope. Organizations registered under MSME and NSIC shall be eligible for waiver of submission of EMD as per Government of India norms.
- 4.4** It should not be black listed by any Government Department or PSU Affidavit / undertaking on letter head of the agency stating that it is not black listed by any Government Department/PSUs to be submitted.
- 4.5** FSSAI seeks to provide opportunity to the Start Ups (less than 5 years of experience) working in domains of developing Portals/Software applications who will be able to demonstrate exceptional potential with regard to FSSAI's requirements. Such applicants are exempted from 4.1 & 4.2 and need to submit experience and turn over documents for their years of operation.

## 5. Important Dates

Sr. No.	Event	Schedule Date and Time
1	Release of RFP	20/05/2020
2.	Last date for Submission of Responses to RFP	15/06/2020 03:00 PM
2	Opening of the Technical Bids (Stage-I)	16/06/2020 11:00 AM
3	Presentations by technically qualified bidder (Stage-II)	Date to be announced on FSSAI website

## 6. Bid Document and its submission

**6.1** The RFP is being invited in the form of Technical Bid superscribed as ["Technical Bid for empanelment of Empanelment of Agency for providing IT resource and Application development services"].

Technical Evaluation of only such bidders shall be taken up which fulfill the basic eligibility criteria.

Technical Bid must include a general background of the respondent agency, with information on the contact person for matters relating to this RFP/EOI. This part must include a letter indicating the interest of the agency in providing the services as they relate to the EOI. Information should include the core business and years in business; description of similar work. The letter must be on the respondent agency letterhead, signed by an official who is authorized to respond to the RFP on behalf of the agency.

This part must also include a clear and concise summary of the respondent's qualifications and experience as they relate to the RFP. Information should include the following: core business and years in business; qualifications and experience of key personnel; description of similar work with client contact information in the formats given in **Annex**.

**6.2** The Bid document submitted by the bidder must be accompanied by the following document in a separate sealed envelope:

**Earnest Money Deposit (EMD):** EMD of Rs.1,00,000/- (Rupees One Lakh only) in the form of DD/Banker Cheque drawn in favour of Sr. Accounts Officer, FSSAI payable at Delhi.

**6.3 Copies of Response:** Respondents must submit two (2) hard copies and one (1) electronic copy in pendrive of Technical Bid and one hard copy of the Financial Bid in response to this RFP to the designated point of contact by the date and time specified in this RFP.

**6.4 Validity of Bid:**

The bids submitted by the bidders should be valid for three months from the date of submission.

**6.5 Response Date:**

Responses to this RFP are due on the date specified in the table above before 15:00 hours. The sealed envelopes of EMD, Technical Bid should be kept in a bigger envelop superscribed as "RFP for empanelment of Empanelment of Agency for providing IT Resource and Application Development Services" and must be submitted to the designated point of contact as mentioned below i.e. Head IT, FSSAI, Room No. 417, FDA Bhawan, Near Bal Bhawan, New Delhi – 110002.

## **7. Opening and Evaluation of Bids:**

**7.1** The Bids will be opened on **16/06/2020 at 11:00 Hrs.** in the presence of bidders who choose to remain present on the production of authorization letter.

**7.2 Evaluation Criteria:**

### **Technical Bid**

The technical bids will be analyzed based on the eligibility criteria. Thereafter, the qualified bidders in pre-qualification criteria will be called for making a presentation. The presentation and weightage shall be as follows:





Sr. No.	Items	Maximum Marks
1.	Experience of the agency in area of technology as specified above. References of past project in eGovernance space for providing manpower/application development in similar area of expertise. References of the Project to be specified.	40
2.	Past experience of working with Government/Government agencies	10
3.	Qualification and Experience of the key personnel to be deployed for the proposed work of FSSAI	20
4.	Quality and technical capability of agency, including any certification like ISO, CMMi etc.	10
5.	Presentation by the agency	20
Total		100

Bidders, scoring 60 marks and above will be declared technically qualified for empanelment.

#### **8. Empanelment of the Agencies**

**8.1** FSSAI shall empanel only those agencies who will qualify in the Technical Bid. The size of Panel will be decided by FSSAI.

**8.2** EMD submitted at the time of submission of the bid will be returned after the preparation of Panel.

**8.3** The successful bidders will have to enter into an agreement with FSSAI comprising of the clauses as per parameters mentioned in this RFP. Suitable and mandatory changes will also be added in the agreement for smooth execution of the contract.

#### **9. Award of Work:**

FSSAI as required will provide its requirements to the empanelled agencies. Agencies are expected to bid on the requirement and based on technical and financial evaluation parameter (as defined in requirement document) one or more of empanelled agency may be selected.

#### **10. General Instructions**

- (i) The Bidders are requested to read the tender document carefully.
- (ii) The Bidders shall submit the Tender Document duly signed on each page as a part of the bid. It shall be expressly agreed herein by the bidder that he has read and understood the complete Tender Document and other documents / requirements and

shall comply with the same except what is stated in specified Deviation / Non-Compliance statement format.

- (iii) The Bidders are **not allowed to subcontract** the work at any stage or in any manner without prior written approval from FSSAI.
- (iv) Bids received with incomplete information/documents shall be rejected. Bids not adhering to Terms, Conditions, Specifications and other details as given in this document may be summarily rejected.
- (v) All deviations from the Terms, Conditions and other details of Tender Document should be separately and clearly submitted.
- (vi) Modification or Withdrawal of Offers is not permissible after its submission. To assist in the scrutiny, evaluation and comparison of offers, FSSAI may, at its discretion, ask some or all Bidders for clarification of their offer.
- (vii) The request for such clarifications and the response will necessarily be in writing.
- (viii) Preliminary Scrutiny: FSSAI will scrutinize the offers to determine whether these are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. FSSAI may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all Bidders and FSSAI reserves the right for such waivers.
- (ix) The Bidder should abide by the terms and conditions specified in the tender document. If Bidders submit conditional offers, they shall be liable for outright rejection.
- (x) The FSSAI reserves the right to make any changes in the terms and conditions of the tender. FSSAI may treat offers not adhering to these guidelines as unacceptable. This tender document is not transferable.
- (xi) The offers containing erasures or alterations will not be considered. Technical details must be completely filled in. Correct technical information of the service being offered must be filled in.

#### **11. RFP Cancellation:**

FSSAI reserves the right to withdraw this RFP at any stage if FSSAI determines that such action is in the best interest of the FSSAI.

#### **12. Designated Point of Contact**

FSSAI's official single point of contact for this RFP and the delivery point for responses and correspondence is:

Head (IT) / Chief Information and Technology Officer (CITO)  
Food Safety and Standards Authority of India  
Room No. 417, FDA Bhawan, Kotla Road, New Delhi-110002  
Telephone No.- 011 23236975



**13. Annex – Response Format for the Technical Bid**

**Form I – General Information of the Respondent**

<b>I. General Information</b>		
<b>S. N.</b>	<b>Particulars</b>	<b>Details to be Furnished</b>
	<b>Details of the Respondent</b>	
1	Name of the Bidder/Agency/Company	
2	Registered Office Address	
3	Correspondence Address	
4	Incorporation of company Date: ROC Ref:	
5	Commencement of business Date: ROC Ref:	
6	Email	
7	Website Address	
8	Telephone : Office, Residence and Mobile :-	
9	Tele-fax Number, if any	
10	<b><u>Registrations Detail:</u></b> GST/GSTIN No. PAN Number	
	CIN/UAM No.	
11	Structure and Organisation of the Bidder: <b><u>The applicant is</u></b>  (a) an individual (b) a proprietary firm (c) a firm in partnership (d) a Limited Company or Corporation.  (Pl attach attested copies of documents of registration / incorporation of your firm)	

12	Company based in (City/State)	
13	Existence of the Firm/Agency (Date of Incorporation)	
14	<b>(Attach following as proof)</b> (a) Certificate of Incorporation (b) MSME Certificate, if applicable (c) Certificate of Registration, if any (d) PAN & GST Certification copies (e) Income Tax Returns – 3 years	
15	ISO Certification, if any? (Attach proof)	
16	Whether blacklisted by any Central Government/State agencies?	
17	<b>Details of the Contact Person</b>	
	Name	
	Designation	
	Address	
	Telephone including mobile no.	Tel:-
	Email	

**Form II – Financial Details of the Respondent**

<b>II. Financial Details</b>	
<b>Turnover for Financial Years 2017-18, 2018-19 and 2019-2020 and Net Worth as on 31<sup>st</sup> March, 2020 as evidenced by audited financial statements (in Rs.)</b>	
<b>Turnover:</b> 2017-18 2018-19 2019-20	
<b>Net Worth as on 31.03.2020 (in Rs.)</b>	

**Form III- Relevant Experience**

**III. Relevant work experience (in the last 5 years) at least three projects in similar technology. Successful completion of work may also be attached**

S. No.	Item	Details to be furnished
<b>General Information</b>		
1.	Title of the Work with description	
2.	Client for which the work was executed	
3.	Name and contact details of the client	
4.	Type of contract	
5.	Total cost of the work	
6.	Period of execution (Specify in terms of date/year)	

**Form IV- Summary of the Respondent's Qualifications and Experience**

This part must also include a clear and concise summary of the respondent's qualifications and experience as they relate to the Rap. Information should include the following: core business and years in business; qualifications and experience of key personnel.

**Form V- Details of the Proposed Resource Persons**

Total number of Technical Resources in the Organization:

Sr. No.	Resource Name	Role/Skillset	Educational Qualification	Experience
1.				
2.				
3.				

Authorized Signatory

Seal of Company

Date:

Place:

**Experience-cum-Capability Format**  
(To be submitted on Agency's letter head)

I/we enclose photo copies of certificates of our experience (Project Completion Certificate) and performance certificate of the concerned organizations, duly self-certified.

Sl. No.	Name and address of the Organization for which the work has been completed	Details of Work completed	Order No. with Date	Value of the order	Date of completion of the order	Remarks
1.						
2.						
3.						
4.						

2. I/We hereby also declare that my capacity to work for similar assignment is not less than.....per annum. (Specify the number).
3. I / We hereby declare that the information furnished above is true and correct.

Place:  
Date:

Signature of Agency / Authorized signatory .....  
Name of the Agency .....

(Seal of the Agency)

**12. DISCLAIMER**

1. The information submitted in response to this RFP may be subject to public release (as per RTI norms). Therefore, do not include proprietary or confidential business information in your response. Vendors responding to this notice assume the risk of public disclosure if confidential information is included.
2. This notice is not to be construed as a commitment by the FSSAI to contract for services. Please be advised that the FSSAI will not pay for any information provided as a result of this notice and will not recognize or reimburse any cost associated with any EOI submission.



3. The Authority shall not be responsible for any late receipt for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
4. The Authority reserves the right
  - a) To reject any / all applications without assigning any reasons thereof.
  - b) To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the Food Authority without assigning any reasons thereof.
  - c) To include any other item in the Scope of work at any time after consultation with prospective agencies or otherwise.
5. In case of delay in completion of the empanelment process for the next empanelment year, the term of empanelment year may be extended by the competent authority till the date on which next regular empanelment process is completed. The reasons for such extension shall be recorded in the file.

### **13. Amendment to RFP**

At any time prior to the last date for receipt of bids, the Food Safety & Standards Authority of India, may be for any reason whether at its own initiative or in response to a clarification requested by a prospective agency, modify the RFP Document by an amendment. In order to provide prospective Agencies reasonable time in which to take the amendment into account in preparing their bids, the Authority may, at its discretion, extend the last date for the receipt of Bids and/or make other changes in the requirements set out in the invitation to RFP.

### **14. Liability**

- i. Empanelment with FSSAI does not necessarily assure of award of any work to empanelled agencies. FSSAI will be liable to pay only for any specific work assigned by the Authority to any of the empanelled agency on such terms & conditions, as decided by FSSAI
- ii. FSSAI may decide to award any of the work mentioned under 'Scope of Work' to any agency, selected through an 'Open Bid' or otherwise, as per GFR, if the Authority so decides.
- iii. FSSAI shall not be responsible in any way about the tenders that are delivered/dropped elsewhere and/or after the last date and time for receipt of tenders.

- iv. FSSAI may, at its discretion, extend the date & time for submission of tenders in which case all rights and obligations of the FSSAI and tenderers shall be subject to the extended date & time.
- v. If the date fixed for receiving and opening of Tenders is declared as holiday by the FSSAI, the tenders will be received and opened on next working day, with no change in the timing unless notified.
- vi. FSSAI reserves the right to accept or reject any tender, and to annul the tendering process and reject all tenders, at any time prior to the award of the contract without assigning any reason(s), what so ever and without thereby incurring any liability towards the affected tenderers(s) on this ground.

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