

REQUEST FOR PROPOSAL

SELECTION OF

REGISTRATION AGENCY

FOR

(WORLD FOOD INDIA 2019 EVENT)

1.1 Disclaimer:

This REQUEST FOR PROPOSAL is issued by CII in the capacity of Event Partner on behalf of the MOFPI.

This REQUEST FOR PROPOSAL is neither an agreement, nor an offer or invitation to perform work of any kind to any party. The purpose of this REQUEST FOR PROPOSAL is to provide interested parties with information to assist the preparation of their Proposal and Quote.

Whilst the information in this REQUEST FOR PROPOSAL has been prepared in good faith, it is not and does not purport to be comprehensive or to have been independently verified. Neither CII, nor any of its officers or employees, nor any of their advisers nor consultants accept any liability or responsibility for the accuracy, reasonableness or completeness of, or for any errors, omissions or misstatements, negligent or otherwise, relating to the proposed Project, or makes any representation or warranty, express or implied, with respect to the information contained in this REQUEST FOR PROPOSAL or on which this REQUEST FOR PROPOSAL is based or with respect to any written or oral information made or to be made available to any of the recipients or their professional advisers and, so far as permitted by law and except in the case of fraudulent misrepresentation by the party concerned, and liability therefore is hereby expressly disclaimed.

The information contained in this REQUEST FOR PROPOSAL is selective and is subject to updating, expansion, revision and amendment at the sole discretion of CII. It does not, and does not purport to, contain all the information that a recipient may require for the purposes for deciding for participation in this process. Neither CII nor any of its officers, employees nor any of its advisors nor consultants undertakes to provide any Party with access to any additional information or to update the information in this REQUEST FOR PROPOSAL or to correct any inaccuracies therein which may become apparent. Each Party must conduct its own analysis of the information contained in this REQUEST FOR PROPOSAL, to correct any inaccuracies therein and is advised to carry out its own investigation into the proposed Project, the regulatory regime which applies thereto and by and all matters pertinent to the Project and to seek its own professional advice on the legal, financial, regulatory and taxation consequences of entering any agreement or arrangement relating to the Project.

This REQUEST FOR PROPOSAL includes certain statements, estimates, projections, targets and forecasts with respect to the Project. Such statements estimates, projections, targets and forecasts reflect various assumptions made by the management, officers and employees of CII, which assumptions (and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based & nothing in this REQUEST FOR PROPOSAL is, or should be relied on as, a promise, representation or warranty.

Right to Accept and Reject any or all Application(s)

- a) Notwithstanding anything contained in this REQUEST FOR PROPOSAL, CII reserves the right to accept or reject any Application and to cancel or withdraw the REQUEST FOR PROPOSAL process and reject all Applications, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.
- b) CII reserves the right to reject any Application, if at any time a material misrepresentation is made or uncovered. This would lead to the disqualification of the Application.
- c) The final decision of selection would be of CII and CII reserves the right not to entertain any discussions on the same.

SECTION 1: INSTRUCTIONS TO AGENCY

1.1 Introduction

1.1.1 Background and Objective:

World Food India (WFI), an event by Ministry of Food Processing Industries (MoFPI), Government of India brings together global MNCs, MSME, traders, exporters, buyers, sellers and global business delegates on a single platform creating enormous opportunities for businesses to explore vast potential in India's Food Processing sector.

The event aims to cater the entire value chain of food processing activities, increase collaboration, promote innovation, create business opportunities, and enable global trade and investments in the sector.

This year, the 2nd Edition of the event, 'World Food India 2019' is being organized from **01st to 04th November 2019 at New Delhi**. WFI 2019 will provide a platform for Heads of Governments, Business Leaders, Investors, Thought Leaders, Policy and Opinion Makers, and eminent Industry Associations to further the cause of creating a sustainable ecosystem for the Food Processing Industry in India.

MOFPI intends to develop a dynamic, user friendly website with latest trends for WFI 2019 to provide all relevant information to the domestic and international visitors, investors and stakeholders participating in the World Food India 2019 event. This report provides content for the proposed website.

1.1.2 In this scenario, there is a requirement of an agency to revamp and manage the World food Indian event website for WFI 2019.

- 1.1.3 Interested Companies / Agencies / Organizations are invited to submit their proposals for the above website revamp, which must include the following, as detailed subsequently in this document:

**(i) A Technical Proposal and
(ii) A Financial Proposal**

- 1.1.4 Interested Companies / Agencies / Organisations are invited to submit their proposals for the above services, which must include the following, as detailed subsequently in this document:
- 1.1.5 It may be noted that (i) the costs of preparing the proposal are not reimbursable and (ii) CII is not bound to accept any of the proposals submitted.
- 1.1.6 The Interested Companies / Agencies / Organisations are required to provide professional, objective, and impartial service and at all time hold CII's and Ministry's interest's paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- 1.1.7 Interested Companies / Agencies / Organisations have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of CII and the Ministry of Food Processing Industries (MOFPI), or that may be reasonably perceived as having this effect. Failure to disclose such situations by the Interested Companies / Agencies / Organisations may lead to disqualification of the Interested Companies / Agencies / Organisations or termination of the contract.
- 1.1.8 Interested Companies / Agencies / Organisations must observe the highest standards of ethics during the selection and execution of the contract. CII may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare the Interested Companies / Agencies / Organisations ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

SECTION 2:

Techno-Commercial bid for Refgistration process

Qualifying Parameters to be fulfilled :

Parameters	Yes/ No
Vendor should be registered and be based in India.	
Vendor should have minimum 3 years of related experience in the field	
The Vendor should not be blacklisted by any Government, or government department, whether in the Central / State / district levels	

across India.	
Number of similar assignments completed in past. (Minimum 3 Projects)	
Have worked with Central/ State Government/ Ministries in past	

Scoring Matrix

Technical Bid Evaluation

Parameters	Highest scores
Similar Project Experience	20
Financial Stability of Company	30
Technical deployment plan and manpower support	30
Previous Customer Feedback	10
Previous work with Central / State Govt	10

Relative scores will be awarded for the above parameters

Documents to be submitted:

Bidders are requested to attach copies in support of all above mentioned qualifying parameters and Scoring Matrix along with:

- Certificate of registration of the firm / company, if any
- Profile and experience of manpower, with a declaration that same or equal no of staff will be deployed exclusively for the project.
- Previous atleast 3 work orders with similar requirements.
- Undertaking of not being blacklisted by any Government, or government department, whether in the Central / State / district levels across India
- Detailed technology deployment plan
- Technical specifications of items proposed in detail
- Copy of Proposal duly signed by Authorized signatory of the Applicant accepting all terms & Conditions
- GST Registration Number /Certificate

All documents should be serially numbered and sequentially arranged with Index.

How to apply

Completed application form in separate sealed envelopes marked “**Technical Bid for Registration facility**” and “**Financial bid**” both the sealed envelopes to be put in one envelope along with the above documents and submitted before due date to CII.

FINANCIAL BIDS OF ONLY THOSE BIDDERS WHO MEET THE TECHNICAL CRITERIA WOULD BE OPENED.

The outer envelope containing the sealed Proposal should be addressed to:

IT Internal
Confederation of Indian Industry
23 Institutional Area, Lodi Road
New Delhi – 110 003

The Proposal should be submitted on or before 1400 hrs on Monday 5th August 2019.

No Proposal will be accepted after the deadline for submission and in the event of any proposal being received after the closing time for submission of proposals, the same shall be returned un-opened.

Queries etc

Any queries on this RFP should be sent in writing to it.internal@cii.in by 2nd August 2019, 5:00 pm only.

SECTION 3:

Scope of Work Document

Project: Registration for World Food India 2019

- **Show Organizer Internet Database Access**
- Database Manager
- Interactive Drill-down Reporting
- Data Download

- **Registration** – Online and Offline

- **Pre-Show Registration Services**
- Account Service team
- Registration counter at multiple place like hotels, MOFPI, Airport and CII Offices for issuing the badges
- Need to create multiple registration link category wise like Sponsor, Speaker, Conference Delegate, Exhibitors, Visitors etc..
- Batching and Data Entry
- Membership Verification
- Exhibitor Allotment
- Session and Ticket Allotment
- Payment and Refund Processing and Financial Reconciliation Confirmations
- Registration and Badge Layout Confirmation
- Attendance Promotion
- Call-Center Customer Service
- Customized Reporting
- Integration with CII Member Database (Clear Vantage)
- Online Attendee Look-Up Service by name, company, Sector and entire list
- **All badges in all categories must be Photo badges with QR Code**

- **Onsite Registration Services**
- Computer Equipment and Registration System
- Computer Equipment and Registration System Set-up
- Registration Personnel
- Education Session Attendance Tracking
- Floor plan and layouts showing utility requirements
- Credential Production – includes multi-color badge stock, hard plastic badges and Lanyard
- Provide badge and badge holder sample to CII staff for their approval at least 3 weeks to Event
- Supply Badge Holders to fit specifications of badge stock.
- Badge and badge holder to be approved by CII staff
- Payment Processing and Balancing
- QR Code Entrance Tracking

- Self Service and Full-Service Badge Pick-up
- Remote Registration Service (away from main registration area) as needed
- Customized Reporting

- **Post-Show Registration Services**
 - Provide a full statistical and financial customized report within 30 days of the show closing, along with data required to complete the annual audit
 - Refund Processing
 - Electronic Copy of Database

- **Exhibitor Lead Management Services**
 - Mobile App
 - Lead Recording Devices
 - Pre-Show Services including exhibitor manual forms and directly contacting each exhibitor
 - Real-time Internet list rental marketing software

- **Third party Integration:**
 - Actively support CII to ensure the smooth operation and execution of third party services that require synchronization and support from the registration system. CII requires that event partners share data through the use of an Application Program Interface (API) if available. Third party event services contracted by CII on an annual or a per event basis that require active participation and support from registration provider may include, but are not limited to QR Code, Lead Retrieval, Mobile Phone Applications, Social Networking Services, Web services, Data Management Systems and Exhibitor Marketing Tools. Registration service provider will be responsible for labor and expense to support these potential third-party services.

- The vendor will ensure availability of adequate manpower to handle entire registration process onsite/offsite smoothly.
- The vendor will also establish **Registration Helpdesk** to provide all process related query to prospective users and visiting delegates as well as to resolve any issues/complaints. Proper record & contact details of all entries would be maintained centrally. The helpdesk will be available on 24x7 bases from 23rd Oct to 6th Nov 2019.
- Internet connectivity agency responsibility to arrange agency where ever require at venue for Registration process.
- Vendor will maintain adequate hardware and manpower of reserves at the event area for meeting any unforeseen requirements and equipment's going out of order.
- Vendor need to submit the proposed deployment diagram, list of equipment's

installed at venue to CII and concern authorities as or when required.

- UPS power will be catered in case felt necessary.
- All Registration incident requests are received by an Registration help desk. The help desk records the incidents and dispatches field technicians to the location of the incidents.
- Field technicians must be proficient in Windows, Microsoft Office, Wi-Fi, Network, security and general network troubleshooting, Internet.

All workers need to carry a photo Identity card along with GoI Photo ID proof of the agency at all times.

SECTION 4:

4.1

- a) All rates to be quoted in Indian Rupees.
- b) No excuse will be entertained for non-compliance of any job or part therein. If at any stage it is found that the work done by the Agency in any area is substandard or not up to the mark, the CII will have full power/right to get the job completed from any other agency at the risk and responsibility of the contractor/bidder and deduct the expenditure so incurred from the bill.
- c) The rates to be quoted are to be inclusive of all taxes, duties and levies which must be clearly duly itemised both in terms of percentage rates as well as values. Taxes charged will be as per rates prevalent at the time of award/execution of work in keeping with the relevant notification(s). Any change in Government levies, duties and taxes will be to the account of the Applicant. However, if a agency mentions lower levies / duties / taxes than the applicable ones, no extra amount will be paid but the Bidder will have to deposit applicable levies / duties / taxes as the case may be. If higher percentages of levies / duties / taxes are quoted, only the applicable ones will be paid.
- d) The responsibility of safety and security of the material of the agency/bidder at the exhibition site will rest entirely on them. The CII will not be responsible for any loss or damage to the items.

- e) Cost of Food, transportation, or any other incidental expenses of the staff deployed would be borne by the agency.
- f) If any service or item is not executed to the satisfaction of the Physical Verification Committee (in terms of quality, quantity & workmanship) and the Committee has no option but to accept it due to paucity of time, penalty of up to 50% may be imposed on such item as may be deemed appropriate by the Committee if defects are not rectified even after giving opportunity to the contractor to rectify the defects.
- g) If certain items included in the design and final work order are not completed at all by 31st October 2019, a penalty of 50% of the value of such item may be levied in addition to withholding payment for such not completed items.
- h) Adequate back up manpower and equipment would be maintained by the bidder.
- i) The Agency shall be required to execute a separate Service Agreement with CII if the work order is granted to the Agency.
 - a) By submitting a signed Proposal, the Agency certifies that:
 - The Agency has arrived at the prices in its Proposal without agreement with any other applicant of this RFP for restricting competition.
 - The prices in the proposal have not been disclosed and shall not be disclosed to any other applicant of this RFP.
 - No attempt by the Agency to induce any other applicant to submit or not to submit a proposal for restricting competition has occurred.
 - b) CII is not responsible for any assumptions or judgments made by the Agency for arriving at any type of sizing or costing. CII will benchmark the performance of the Agency to the RFP documents circulated to the Agency and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the Agency must make good the same at no extra costs to CII, to achieve the desired service levels as well as meeting the requirements of these

documents. CII shall not be responsible for any assumptions made by the Agency.

- c) In the event any changes, modification(s) to the services to be rendered are proposed by CII / MoFPI due to changing circumstances, the Applicant shall be notified about such changes, modifications and the Applicant shall execute the Services accordingly. Quantities wherever mentioned in the Financial Quote are based on assumptions as on date. The same may vary at the time of actual execution. Only actual quantities used on site would be considered for billing purposes.
- d) For purposes of timely execution of the Services in the best possible manner, Applicant shall regularly consult CII and provide regular/weekly updates to CII or its designated contact person in writing.

4.2 Schedule of Payments

The Agency who successfully qualify and selected to work on the event would be paid in a graded format.

(a) First Advance: 10% on start of work

(b) Second Instalment: 30% on development/ upgradation of portal

(b) Final settlement 60%: After verification of all invoices, deduction of any penalties against jobs not completed and any claims arising from lapse in security.

All the above payments, against the demand raised by the Agency, will be linked with the inflow of Funds from MOFPI and payments will be released after receipt of funds from MOFPI.

Applicable withholding tax will be deducted on payments by CII.

No additional cost shall be provided for unless otherwise there is a change in scope of work and cost approved by CII.

Agency shall be responsible for its own tax compliances.

The Agency undertakes to make its records relating to the Event available for inspection by CII /MoFPI or its authorized representatives at any time and upon reasonable written notice, both during the term of this Agreement and also at any time during the period of 7 years following the termination of this Agreement. Agency

will provide full co-operation to CII / MoFPI and others as requested by CII in connection with any audits, investigations or queries relating to the Event.

Agency shall take the insurance cover required. Such insurance cover shall include but not be limited to Insurance for professional liability/errors and omissions.

Section 5 : General Clauses

5.1 Maintenance and Security

The Agency shall be responsible for maintenance of the Registration facility and related ancillary including integration with WFI website. The Agency would also solely be responsible for all his staff, whether permanent or temporary, and ensure their safety and security.

If any Policy & security breach or GOI compliance not followed, agency need to deal with concern authorities, CII will not be, under any circumstances, responsible for this.

5.2 Right to Accept and Reject any or all Application(s)

- a) Notwithstanding anything contained in this RFP, CII reserves the right to accept or reject any Application and to cancel or withdraw the RFP process and reject all Applications in full or in part, at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.
- b) CII reserves the right to reject any Application, if at any time a material misrepresentation is made or uncovered. This would lead to the disqualification of the Application.
- c) By signing this document, applicant agrees to hold CII harmless from any disputes.

5.3 Conflict of Interest:

Prohibition of Conflicting Activities: Neither the Agency nor their personnel nor sub-consultants (if any) shall engage directly or indirectly in any of the following activities:

- a) During the term of this Work Order any business or professional activities which would conflict with the activities assigned to them under this Work Order, and

b) After the termination of this Work Order, such other activities as may be specified.

SECTION 6:
Evaluation Criteria

If the company scores less than 60 % in the Technical Section, it will not be considered for the Commercial Bid at all.

Commercial Bid Parameters

$RS(Com) = C(Low) / C * 100$

RS(Com) is the Relative Commercial Score

C(Low) is the lowest commercial bid

C is the Bid by the Bidder

Total Relative Score

$RS(Tech) * 0.65 + RS(Com) * 0.35$

The one with the maximum score would be selected

Financial Proposal

Submission to be made in the prescribed format herein :

Format for Commercial Proposal:

Our commercial Proposal for the Assignment is for the sum of Rs.....

(Amount in words and figure).

Rates quoted above are all inclusive rate as per our designs and presentations

Yours faithfully,

For and on behalf of

..... (Name of the Bidder)

_____ (Signature of Authorized Signatory)

_____ (Name and designation of the Authorized Person)

Note:

1. The Proposal is inclusive of all out-pocket expenses incurred by the Bidder.
2. The Commercial Proposal shall include all applicable taxes.
3. In case of difference in amount quoted in figures and words, the lower value would be considered for evaluation and payments.

Right to Price Discovery Negotiation

CII will have the right to do price discovery and negotiate further on the quoted price

To be Signed and submitted by applicant

We accept all terms & conditions mentioned above.

Signature with stamp:

Name:

Designation:

Place:

Date:

..End of document