



**ONLINE REQUEST FOR PROPOSAL (RFP) FOR
CONCEPTUALIZATION, FABRICATION, MAINTENANCE, RUNNING AND OPERATION OF
'GST & CUSTOMS PAVILION' DURING THE INDIA INTERNATIONAL TRADE FAIR-2021
FROM 14TH TO 27TH NOVEMBER, 2021 AT PRAGATI MAIDAN, NEW DELHI**

Date: 09.10.2021

**DIRECTORATE GENERAL OF TAXPAYER SERVICES (DGTS)
CENTRAL BOARD OF INDIRECT TAXES & CUSTOMS (CBIC)
DEPARTMENT OF REVENUE, MINISTRY OF FINANCE
DELHI ZONAL UNIT: M FLOOR, EIL ANNEXE BUILDING
BHIKAJI CAMA PLACE, NEW DELHI-110066**

SECTION I – INVITATION TO BID & INTRODUCTION

Invitation to Bid

1.1.1 The Director General, Directorate General of Taxpayer Services (hereinafter referred to as the DGTS) under the Central Board of Indirect Taxes & Customs (CBIC), Department of Revenue, Ministry of Finance invites online proposals on behalf of the President of India for the Conceptualization, Fabrication, Maintenance, Running and Operation of the 'GST & Customs Pavilion' at India International Trade Fair-2021 to be held at Pragati Maidan, New Delhi from 14th to 27th November, 2021 vide this RFP dated 09.10.2021 through CPP Portal <https://eprocure.gov.in/eprocure/app>

1.1.2 This document consists of 5 Sections as mentioned below:

Section I	Invitation to Bid and Introduction
Section II	Instructions to Bidders
Section III	Scope of Work
Section IV	General and Special Conditions of the Contract
Section V	Annexures

1.1.3 The response to this RFP should be submitted online on or before the date and time specified as per the Schedule for RFP given at Clause 1.1.6 below and the address for communication is given at Clause 1.1.7 below.

1.1.4 The DGTS reserves the right to reject any or all the bids, in whole or in part, prior to signing of the agreement, without assigning any reasons, whatsoever.

1.1.5 This Invitation to Bid is non-transferable under any circumstances.

1.1.6 Schedule for RFP

Date of Publication	09.10.2021
Submission seeking Clarification, by the bidding agency, if any latest by	12.10.2021 at 1200 hrs.
Pre-Bid Meeting	12.10.2021 at 1400 hrs.
Clarification to be emailed to the agency on the submitted email id latest by	13.10.2021 at 1700 hrs.
Bid Submission Start Date & Time	10.10.2021 at 1200 hrs.
Bid Submission End Date & Time	20.10.2021 at 1200 hrs.
Technical Bid Opening Date & Time	20.10.2021 at 1500 hrs.

Note: Financial Bid will be opened online; date and time for the same will be notified after opening of the Technical Bid.

DGTS reserves the right to change the above dates and times.

1.1.7 Address for Communication:

Shri Vinish Chaudhary, Additional Director, Directorate General of Taxpayer Services,
[M Floor, EIL Annexe Building, Bhikaji Cama Place, New Delhi-110066.](#)

Email: vinish.chaudhary@gov.in

1.1.8 Bid documents should be prepared and submitted online as per the **Bid Preparation and Document Checklist** described in 'Annexure-F' not later than the date and time specified in Clause 1.1.6.

1.2 Procedure for Submission of Online Bids on the CPP Portal

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in their registration on the CPP Portal, prepare their bids in accordance with the requirements and online submission of their bids on the CPP Portal. More useful information for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

i. Registration

- 1) New bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrollment” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS /nCode /eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder can then login to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

ii. Searching for tender documents

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

iii. Preparation of bids

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender document carefully to understand the documents required to be submitted online as part of the bid. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted online as indicated in the tender document / schedule and generally, they shall be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted online from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in time required for bid submission process.

iv. Submission of bids

- 1) Bidder should log into the site well in advance for bid submission so they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable.
- 4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All documents being submitted online by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers 6 public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 7) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

v. Assistance to bidders

- 1) Any queries relating to the tender document and terms & conditions therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) 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 – 4001002, 0120 – 4001005, 0120-6277787.

SECTION II – INSTRUCTIONS TO BIDDERS

2.1 General

2.1.1 General Instructions	<p>(i) All the provisions of this RFP shall be binding on every bidder responding to this RFP.</p> <p>(ii) DGTS will select one single entity among all the bids received in accordance with the process of selection as detailed in this RFP.</p> <p>(iii) The Scope of Work is in Section III of this RFP.</p> <p>(iv) The date, time and address for submission of the bid have been given in the Schedule for RFP at Clause 1.1.6 and address for communication at Clause 1.1.7 of this RFP.</p> <p>(v) Interested bidders are invited to submit their bids as per the Bid Preparation and Document Checklist given at 'Annexure-F'. Every page of bid document and all its enclosures should be signed with firm's seal and scanned by the bidder or its authorized representative.</p> <p>(vi) DGTS is not bound to accept any or all the bids, and reserves the right to annul the bidding process at any time, without assigning any reason and shall not be incurring any liability to the bidders. In case of the cancellation of the event by the organisers/ITPO at any stage and for any reason, the bidding process shall stand null and void with no cost/liability on DGTS.</p>
2.1.2 Only One Bid	<p>(i) A bidder shall submit only one bid. If a bidder submits more than one bid, all such bids of that bidder shall be disqualified and rejected.</p>
2.1.3 Earnest Money Deposit (EMD) and Tender Fees	<p>(i) Bidders, who wish to bid for this RFP shall pay an Earnest Money Deposit (EMD) of Rs. 2,00,000/- (Rupees Two Lakh only), for participating in this RFP. The EMD shall be in Indian Rupees and shall be in the form of Banker's Cheque or Demand Draft from any of the Nationalized/Scheduled Bank in favour of "D.D.O., Directorate General of Taxpayer Services" and payable at New Delhi. The bid security would remain valid for a period of forty five days beyond the final bid validity period. The agencies which are covered under the Micro and Small Enterprises (MSEs) regulations as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted from submission of EMD as per its detailed provisions on production of validation document in the relevant subject.</p> <p>(ii) Tender Fee of Rs. 100/- (Rupees One Hundred only) is required to be paid in Indian Rupees and shall be in the form of Banker's Cheque or Demand Draft from any of the Nationalized/Scheduled Bank in favour of "D.D.O., Directorate General of Taxpayer Services" and payable at New Delhi.</p> <p>(iii) If the L1 bidder refuses the work awarded as per Scope of Work under this RFP, the EMD amount of the L1 bidder will stand forfeited.</p> <p>(iv) Actual Banker's Cheques/ Demand Draft for the EMD and Tender Fee must be submitted at the Address as mentioned in Clause 1.1.7 before the Online Bid Closing Date & Time as mentioned in Clause 1.1.6 with name of the bidder and contact details clearly mentioned at the back. The EMD / Tender Fee details and a photo-copy of these instruments should be made separately available to the agency's representative for making cross-reference in the instrument receipt form of this Directorate. The EMD/Tender Fee instruments received after the said deadline shall not be entertained.</p>

<p>2.1.4 Clarification and Amendment of RFP Document</p>	<p>(i) Bidders may request clarification with reference to the RFP document during the Pre-Bid Meeting as per the 'Schedule for RFP' mentioned in Clause 1.1.6.</p> <p>(ii) DGTS may amend the RFP at any time before the submission of bids, by issuing an addendum/corrigendum on the CPP Portal. This may not be individually communicated to the prospective bidders and shall be binding on all.</p>
<p>2.1.5 Right to Accept or Reject the Bid/ s</p>	<p>DGTS reserves the right to accept or reject any bid/s and to annul the RFP process and reject all such bids at any time prior to award of work, without assigning any reason and thereby will not incur any liability or obligation to bidder/s to inform the grounds for such decision.</p>
<p>2.1.6 Submission, Receipt, and Opening of Bids</p>	<p>(i) The tender shall be submitted Online (complete in all respects) and must be uploaded on https://eprocure.gov.in/eprocure/app in Two packets i.e. Two Cover system (Technical Bid and Financial Bid), and bidder must follow the procedure as detailed in Section I.</p> <p>(ii) The bid shall be submitted Online, with Signed and Scanned copy of all the required documents in – Technical Bid having - Bid covering letter, Authorization letter, Complete set of bid, Documents related to eligibility as per the eligibility criteria mentioned in Clause 2.2 and the document checklist, as per Annexure-F Financial Bid in Annexure-B -</p> <p>(iii) All the pages of the bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. All the mentioned documents should be in PDF format.</p> <p>(iv) The offers submitted by Telegram/Fax/email/Post shall not be considered. No correspondence will be entertained in this matter.</p> <p>(v) Incomplete responses not conforming to the Checklist of the RFP will be summarily rejected.</p>
<p>2.1.7 Opening of Financial Bids & Evaluation</p>	<p>Opening of financial bid and its evaluation would be done as per provisions given in Clause 2.3 of this RFP (Process for Award of Work). Representatives of the shortlisted bidders shall make it convenient to be present on the date and time specified in Clause 1.1.6 for this purpose.</p>

2.2 Eligibility Criteria (Pre-Qualification)

The bidding agency must conform to the eligibility criteria as described below and shall submit all relevant documents online in support of their eligibility claims, failing which their bid would be summarily rejected:

- a. The bidding agency must have its contact office in Delhi/NCR region and necessary network/infrastructure setup/staffing to execute the work.
- b. The bidding agency should be a proprietorship/ partnership registered firm/ company and submit the certificate of incorporation along with the details of its partner/s with respect to clause 2.2(a) and such other relevant details.
- c. The Agency must have an annual turnover of above Rs. 2.00 Crore in the last three financial years (FY) each, ending with FY 2019-20. The FY 2020-21 is knowingly excluded as it falls in the pandemic period and event management was most adversely affected. Copies of audited balance sheets for the last 3 financial years, ending with FY 2019-20, attested by the authorized signatory must be submitted online as evidence of claim along with the bid. Copies of income tax returns for last 3 FYs, ending with FY 2019-20, attested by the authorized signatory must be submitted online as evidence of claim along with the bid.

d. Evidence of handling at least three assignments of conceptualization, fabrication, maintenance, running and operation of pavilions at India International Trade Fair organized by the India Trade Promotion Organization (ITPO), for any Ministry or Department of the Government of India or Government of India PSU/Authority during the past five financial years ending with FY [2019-20](#).

e. The Agency should not have been blacklisted by or to work with any Ministry or Department of the Government of India or Government of India PSU/Authority. An undertaking to this effect shall be submitted along with the bid.

2.3 Process for Award of Work

Evaluation of the Technical Bid document will be carried out by a Bid Evaluation Committee. The bids fulfilling the eligibility criteria will be considered as “technically qualified”. Only such “technically qualified” bids will be taken up for further evaluation.

The bidding agencies which fulfil the eligibility criteria will only be called for Creative Presentation before the Bid Evaluation Committee. Technical Bid Evaluation will carry a maximum of 100 marks. Only those agencies which obtain a minimum of 65% marks will qualify the Technical Bid and only there Financial Bid will be opened. The decision of Bid Evaluation Committee will be final and no representation will be entertained/considered in this regard. Out of these qualified agencies, the agency quoting the minimum Financial Bid will qualify as L1 and will be awarded the contract. The date of time of opening the Financial Bid shall be communicated separately. The bidders should go through the Checklist along with this document.

As regard any aspect(s) of the Bid Evaluation, the decision of the Bid Evaluation Committee will be final and binding.

SECTION III – SCOPE OF WORK

3.1 The Objectives

The objectives of the GST & Customs Pavilion are multi-fold and can be broadly enumerated as under:-

The Goods & Services Tax (GST) rolled out from 1st July, 2017 constitutes the biggest and most comprehensive tax reform undertaken in the country since Independence. The Central Board of Indirect Taxes & Customs has also taken significant initiatives for rationalization and simplification of procedures & processes to provide an environment towards '[AtmaNirbhar Bharat](#)' and promote the 'Make in India' initiative. [In line with the India Trade Promotion Organisation \(ITPO\) theme of "AtmaNirbhar Bharat/Self-Reliant India", the CBIC has chosen 'In-Bond Manufacturing' as the theme for the CBIC's Pavilion. This scheme, under the provision of Customs Act, represents a very good option for businesses looking to build and manage a resilient supply chain for manufacturing sector and embodies the Government of India initiative of "AtmaNirbhar Bharat Abhiyan/Self-Reliant India".](#) With this overarching theme and backdrop, the 'GST & Customs Pavilion' will-

- a) **GST:** put forth in public domain the salient features of the GST like -one nation, one tax, one market; subsumation of multiple taxes of Centre and states into one levy; shining example of Cooperative Federalism; improved Ease of Doing Business; boost to Make in India, economic growth, exports & employment; free movement of goods across the country and barrier-free trade (e-way bill system); easier compliance for MSMEs; simplified tax regime for encouraging rural enterprises; recent initiatives for taxpayers during pandemic period;
- b) **Customs:** publicize e-governance initiatives undertaken by CBIC like Single Window Interface for Facilitating Trade (SWIFT); e-Sanchit; e-Sealing; Authorised Economic Operators (AEO) Scheme; Direct Port Entry (DPE) & Direct Port Delivery (DPD); 24x7 Customs clearance; Deferred Payment of Duty and Time Release Study (TRS) implemented by the department for creating business-centric and user-friendly tax regime; [RoDTEP Scheme, In-Bond Manufacturing](#); Tarrant Customs, amended IGCR (Import of Goods at Concessional Rate of Duty for Manufacture of Dutiable Goods) Rules, 2017;
- c) **Special Scheme:** Quarterly Return Monthly Payment Scheme (QRMP) – An advanced & simplified tax system; The Government's initiative to encourage local manufacturing, revamped the earlier '**Manufacturing & Other operation in Warehouse Regulation**' (MOOWR) Scheme.
- d) Showcase the functions and role on the Customs front which has retained its distinct character even under the GST regime;
- e) Bring forth the rationalization and simplification of procedures in indirect taxation undertaken recently by the department;
- f) Enhance public awareness on the role of indirect taxes in the country's development with the aim of inculcating the culture of voluntary compliance.

3.2 SPECIFICATIONS OF WORK:

3.2.1 The Pavilion has to be fabricated in **Hall No. 12** (Centrally Airconditioned) of Pragati Maidan, New Delhi in an area of 224 **sq. mtr.** (16 mtr. x 14 mtr.) The height of the Pavilion will be 2.3 mtr. and an additional height of 1 mtr. for the fascia. Interested agencies are strongly advised to inspect the site before making their bids in order to fully understand the site contours. In this regard, conceptualization, making of designs, modification of designs from time to time as per the requirement and instructions of this Directorate, presentation of the designs before the Directorate, modifications thereof as per suggestions, presentation of the revised design/model before the Directorate and upon final approval of the design/model, fabrication of the actual Pavilion as per the approved design, specifications, time schedule and instructions by the Directorate and maintenance, running and operation of the 'GST &

Customs Pavilion' during the entire period of the India International Trade Fair, scheduled to be held at Pragati Maidan, New Delhi from 14th to 27th November, 2021 is the main work required to be undertaken on a turnkey basis.

3.2.2 The design, scope and extent of the work should include the following:-

- (i) The entire Pavilion including the backdrop and fascia of the Pavilion has to be designed, fabricated, operationalised and maintained by the agency.
- (ii) Flooring of the Pavilion should be at a height of 4 inch above the ground level. The floor should have wooden or vitrified tile finish (as approved by the Directorate). Pavilion should be designed to be accessible to differently-abled people.
- (iii) One Visitor Room with executive quality sofa sets with seating capacity of not less than 12 persons and 2 centre tables.
- (iv) One store room with shelves, for storage of books, stationery, etc., with lock & key provision, for use of this Directorate.
- (v) Two reception counters and six Helpdesks have to be setup, along with adequate furniture/chairs and storage space. Laptops should be provided for each of the above Helpdesks along with high speed internet dongles for internet support and one good quality Color Laser printer.
- (vi) Lighting (including spot lights and halogens) has to be provided as per the design and requirement and to the satisfaction of the Directorate.
- (vii) High quality sound system for making announcements as well as providing audio output for the films being run on the LCD/ [LED](#) screens have to be provided.
- (viii) Provision of CCTV playback of pavilion area in the Visitor's Room on LCD/[LED](#) Screen and 24-hour recording backup.
- (ix) Provision of three (3) touch-screen kiosks for Quiz and games.
- (x) One counter for issue of laminated photo certificates of 170 GSM to participants along with adequate equipment and technical support.
- (xi) Provision of an activity area for children along with sufficient stationery for holding painting competitions and other entertainment shows throughout the duration of the IITF.
- (xii) Two display-type book shelves made of glass (with lock & key) and three brochure stands for display/ distribution of brochures/pamphlets etc.
- (xiii) Four elegant glass round tables along with 4 sleek chairs for each table. Provision for thirty extra chairs for seating within the Pavilion must also be made. Planters, decorative material and fresh flower arrangements on regular basis for the Pavilion should also be arranged.
- (xiv) Provision of four Ultra HD screens (42") and two Ultra HD screens (55") along with compatible players/laptops for running videos/presentations.
- (xv) Provision of one P3 LED Video Wall (size 10 Ft x 8 Ft) should be installed at the site for displaying of departmental publicity material along with high quality cameras for live transmission of the activities in the pavilion on social media platforms.
- (xvi) Provision for high quality Hindi/English speaking manpower in adequate numbers to manage the stall including Hostess, MC, Quiz Master, Receptionists, Supervisors, cleaners, security guards, technicians, etc. for the Quiz Shows, Painting competitions, other entertainment shows etc. to be performed daily four times during the period of the fair. The winners of the quiz/painting competitions will be awarded gift items also along with the certificates. The staff engaged for duty shall observe all the etiquette and protocol and shall be exclusively deployed at GST & Customs Pavilion during its business hours. The qualified agency will provide information viz. name, designation and contact nos. of the staff deployed at the pavilion a day before the commencement of the fair.

- (xvii) The agency will also be required to undertake activities in the nature of NukkadNatak/ Skits, Magic, Pantomime, Ventriloquist shows, Selfie Point etc. on daily basis for the entire duration of the IITF. Each category of activity shall be undertaken at least four times a day. The agencies should present a plan for conducting such activities preferably in association with institutions of repute or professionals associated with like institutions. The team and script will be approved by this Directorate prior to the beginning of the IITF-2021.
- (xviii) At the time of creative presentation before the Departmental Bid Evaluation Committee, the agency would also be required to submit details of gift items/ takeaways along with samples with proper branding of the Department for distribution to children/visitors/taxpayers during various competitions to be organized during entire duration of the IITF-2021 in the GST & Customs Pavilion. The date & time of the creative presentation shall be conveyed later.
- (xix) Branding and signage including standees etc. using flex/vinyl, backlit material and rotors, or other technology etc. should be used as appropriate for the Pavilion for displaying advertisement material of the Department. In keeping with the e-governance mission of the Government of India, the department has implemented important e-initiatives in its business processes, the bidders should, therefore, focus on ideas and concepts that appropriately reflect these initiatives.
- (xx) Provision for tea/coffee vending machine along with an adequate supply of consumables and provision for lunch/snacks etc. for the personnel deputed to the Pavilion as well as visiting dignitaries has to be made by the successful bidder. The plastic disposables shall not be used for this purpose.
- (xxi) The successful agency shall arrange entry passes for its manpower deputed for the Pavilion on its own from the Indian Trade Promotion Organization (ITPO).
- (xxii) The agency shall ensure adequate news coverage in print and electronic media during the duration of the fair (14th to 27th November, 2021, both days inclusive) to publicize the 'GST & Customs Pavilion' in the NCR areas.
- (xxiii) The agency shall arrange for passes in adequate numbers from ITPO authorities when required for the Pavilion by the department.
- (xxiv) The successful bidder has to manage the material handling and parking provision on his own effort and cost.
- (xxv) Any other item required by the Department for smooth running and operation of the Pavilion.
- (xxvi) The agency shall also provide for a battery operated carriage for transporting VIPs, Senior Officers & Delegates to the GST & Customs Pavilion. Such carriages may be kept at standby.
- (xxvii) Sufficient parking space for the vehicles from the Ministry and Department inside the Fair premises should be obtained from ITPO.
- (xxviii) The agency must adhere to COVID-19 related norms and SOPs laid down by the designated authorities while setting up and maintaining the GST & Customs Pavilion. All necessary equipments and supplies must be put in place as per the Covid guidelines. The arrangement shall be made within the pavilion shall be done to enable social distancing. Adequate arrangements for sanitization of the pavilion, the duty officers as well as visitors. Arrangement for spare facemasks, gloves & sanitizers at Pavilion during the fair period till 27th November, 2021.

3.3 The copyright of the work shall vest with this Directorate and it would have exclusive rights on the work and the awards won, if any.

SECTION IV – GENERAL AND SPECIAL CONDITIONS OF THE CONTRACT

4. PRE-BID MEET

A pre-bid meet shall be held in the office of–Additional [Director, Delhi Zonal Unit](#), Directorate General of Taxpayer Services, [EIL Annexe Building, M Floor, Bhikaji Cama Place, New Delhi-110066](#) at 14.00 HRS on [12th October, 2021](#) to address any queries/clarifications regarding this RFP.

The agencies may also seek clarification on their queries, if any, on telephone no. 9868337492_or 9818284561 on any working day upto 4.00 p.m. on [18.10.2019](#).

5. TECHNICAL BID

The Technical Bid shall contain particulars regarding eligibility criteria along with documentary evidences, subject to the following terms and conditions:-

- (i) The bidder should have valid PAN, GSTIN. Copies of relevant documents should be attached with the bid document.
- (ii) Te bidder must submit copies of income tax returns for the last three financial years, ending with the FY 2019-20 with the bid.
- (iii) The bidder must submit copy of GST return filed during the FY [2020-21](#).
- (iv) The bidder should have prior experience of conceptualization, fabrication, maintenance running and operation of Pavilions at the India International Trade Fair (IITF) organized by ITPO. Copies of such work orders executed **during last five years ending 31st March, 2020** must be submitted online along with the bid.
- (v) The bidder should have minimum annual turnover of Rs. 2.00 crore during the three financial years ending with FY [2019-20](#). Details of the same should be submitted online along with CA certified copy of balance sheet of the Agency for the relevant period as part of the Technical Bid. A separate CA-certified turnover certificate in respect of these three FYs ending with FY [2019-20](#) should also be submitted online.
- (vi) The bidder should not have been blacklisted by any Government department/PSU and should not have any criminal case pending against it. An undertaking in this respect should be submitted online.
- (vii) Details of experience of creative/professional personnel like visualizers or concept directors, fabricators etc. to be submitted online in the following format:

Sl. No.	Name of Creative/ Professional Personnel	Designation in the Organization	Qualifications and Experience

- (viii) To provide evidence of having an office in Delhi/NCR with a staff of at least 10 persons.
 - (ix) Bidder should provide the theme and treatment suggested for the Pavilion (A narrative explanation must be enclosed).
- 5.1 The bidding agencies should provide details (along with requisite documents) of Awards won at the India International Trade Fair (IITF) organized by ITPO during the years [2015](#) to [2019](#) for conceptualization, fabrication, maintenance, running and operation of Pavilion(s). The awards given by the ITPO for IITF only will be considered for this purpose.

6. FINANCIAL BID

The Financial Bid will mention the Consolidated Cost for all the items for which provisions have been made in terms of this RFP. Any tax change during the period will be fully borne by the agency and this Directorate will not be liable and bear such changes. The works mentioned in para 3.2.2 Sl. No. (i) to (xxv) above are to be completed. The bidders are required to understand the scope and extent of the work properly and completely before quoting the rates.

The Financial Bid should include all the expenses in respect of conceptualization, fabrication, maintenance, running and operation of Pavilion at the IITF-2021, New Delhi, during 14th to 27th November, 2021, which includes all material, labour charges, incidental charges, GST and any other tax as applicable, in **Annexure 'B'** attached with the Tender Document.

7. EARNEST MONEY

Each Bid must be accompanied by Earnest Money Deposit (EMD)/Bid Security of Rs. 2,00,000 (Rupees Two Lakh Only) in form of A/c Payee Demand Draft or Pay Order of any nationalised/scheduled bank in favor of **"D.D.O., Directorate General of Taxpayer Services, New Delhi"**, and payable at New Delhi and the same will be returned to unsuccessful bidders, after the tender process is completed. In case of non-performance of the contract, the entire amount of EMD shall be forfeited.

8. PERFORMANCE SECURITY

The successful bidder shall be required to make a Performance Security deposit of 10% of the work award (i.e. for a work award of Rs. 25.00 lakh, the performance security amount shall be Rs. 2.50 lakh). The Performance Security will be in form of A/c Payee Demand Draft or Pay Order of any nationalised/scheduled bank in favour of **"D.D.O., Directorate General of Taxpayer Services, New Delhi"**. The Earnest Money Deposit (EMD) of Rs. 2.00 Lakh already deposited with the tender bid can be adjusted against this 10% Performance Security i.e. successful bidder shall be required to deposit only the balance amount of performance security component. In case of non-performance of the contract, the damages shall be made good from the Performance Security deposit. The Performance Security Deposit will be refunded without any interest only after the successful completion of the contract.

9. TIME FRAME

9.1 The selected agency shall, upon receipt of work order, coordinate with ITPO, for taking possession of the bare space for fabrication of the Pavilion at the earliest as may be made available by ITPO.

9.2 The agency shall get the final designs, brandings, signages etc. approved by the Directorate and ensure that the actual fabrication of Pavilion is as per design finally approved by the Directorate. The agency will ensure that the entire work is completed positively by 12.11.2021 by 4.00 P.M. Thereafter, the said Pavilion should be maintained as such till 9.00 P.M. on 27.11.2021.

9.3 After the conclusion of the event, the agency shall be responsible for dismantling and removing the materials as per the time schedule prescribed by the ITPO and to the full & complete satisfaction of ITPO. The agency shall be liable to pay any demurrage in full that might be imposed by the said ITPO for non-compliance of their terms and conditions including of the dismantling schedule. The dismantling and removal of the material have to be done by the agency at its own cost and hence the same must be factored in the Financial Quote/Bid.

10. SELECTION PROCESS

After opening of the technical bids, the same shall be assessed and only the agencies fulfilling the eligibility criteria mentioned in Para 5 shall be shortlisted. Thereafter, the shortlisted agencies would be asked to make a creative presentation before the Bid Evaluation Committee for further evaluation. The date & time of the creative presentation shall be conveyed later. Since this assignment involves high quality creativity and innovative approach, final selection shall be made, inter alia, on the basis of the following criteria:

Sl. No.	Point
1.	Concept / Theme in conveying the functions discharged by the Department and objective of the Pavilion as mentioned in Para 1 including design, creativity and innovation, including Ideas for Enhancing Public Participation.
2.	Past Experience of participation in the IITF.
3.	Awards/Commendations for conceptualization, fabrication, maintenance, running and operation of Pavilion(s) at IITF. Only the awards given by the ITPO will be considered.
4.	Key Creative/Professional personnel Involved, along with their qualification & experience.

The bidding agencies which fulfil the eligibility criteria will only be called for the Creative Presentation before the Bid Evaluation Committee. Technical Bid evaluation will carry a maximum of 100 Marks. Only those agencies which obtain a minimum of 65% marks will qualify the Technical Bid and only their Financial Bid will be opened. The decision of the Bid Evaluation Committee will be final and no representation will be considered in this regard. Out of these qualified agencies, the agency quoting the minimum financial bid will qualify as L1 and will be awarded the contract. The date & time of opening of the Financial Bids shall be conveyed separately. The bidder should go through the Checklist attached along with this document.

11. PAYMENT

- (i) Bills may be raised on the basis of approved bid amount only after satisfactory completion of the project/work. Payment will be made only after the execution of work carried out by the agency to the satisfaction of this Directorate.
- (ii) After completion of the fair, a high powered committee in DGTS will evaluate the performance of the agency during the fair period. **If shortcomings are observed by this high powered committee in the execution of work contract, a penalty/reduction of payment upto 20% of the contract value, depending on the nature of shortcomings, may be deducted.**
- (iii) No advance payment or part payment, whatsoever, shall be made.
- (iv) Proof of payment of GST will be required to be submitted online to this Directorate.
- (v) Deduction for Income Tax or any other tax as applicable shall be made as per laws/rules.
- (vi) This Directorate shall not be liable for any default in payment etc. by the agency to any third parties involved or engaged by it for this project/work.
- (vii) This Directorate shall not entertain any claim or damage, whether liquidated or otherwise, or of any nature whatsoever, that may arise from any other party, pertaining to conceptualization, fabrication, maintenance, running and operation of any work related to the Pavilion, before, during or after the event.
- (viii) In the event of a dispute between the Agency and the DGTS, the decision of the Director General, DGTS shall be final and binding.

12. PENALTY

12.1 In case the agency fails to complete the fabrication work as per its design along with modification suggested by the Directorate within stipulated period i.e. on or before 12.11.2021 by 4.00 p.m., the Earnest Money Deposit (EMD) will be forfeited and a penalty of Rs. 50,000/- per day of delay will be imposed on the agency.

12.2 In case the Pavilion is not completed before 4.00 p.m. on 12.11.2021, in addition to the penalty mentioned herein before, proportionate amount of rent expense paid by the Directorate to the ITPO for the said space will also be recovered. In case of failure to complete the work to the satisfaction of the Directorate, the Agency will be liable to penalty of Rs. 50,000/- per day of delay and legal action may also be initiated against the agency for non-performance of the contract.

13. SAVING CLAUSE

The Directorate reserves the right to cancel the Tender process without assigning any reason therefor.

SECTION V - ANNEXURES

14. FORMATS FOR BID PROPOSALS

Prospective bidder agencies shall upload their signed(along with the firm's seal) and scanned Technical and Financial proposals in the formats as mentioned in the Annexure-A and Annexure-B and in the Checklist (Annexure-F). Annexures to this RFP are as follows:

1	Format for Technical Bid Documents required: <ol style="list-style-type: none">1. Authorisation letter2. PAN Card3. GSTIN Registration4. Type of Agency (proprietorship/partnership or company) with Agency/ Company's Registration Certificate.5. Evidence of annual turnover of above Rs. 2.00 Crore in last 3 FYs each, ending with FY 2019-20. Copies of income tax returns for the last 3 FYs ending with 2019-20.6. Audited balance sheets for last 3 FYs, ending with FY 2019-20.7. A separate CA-certified turnover certificate in respect of three FYs ending with 2019-20.8. GST Return for the FY 2017-18.9. Network (whether having own office) in Delhi/NCR with details of necessary network/ infrastructure setup/staff of at least 10 persons to execute the work.10. Evidence of having successfully executed at least three work orders for conceptualization, fabrication, maintenance, running and operation of pavilions for any Ministry or Department of Govt. of India or Govt. of India PSU/Authority in the past five financial years.11. The bidding agencies should provide details (along with requisite documents) of Awards won at IITF organized by ITPO during the years 2015 to 2019 for conceptualization, fabrication, maintenance, running and operation of Pavilion(s). Awards given by ITPO for IITF only will be considered.12. Undertaking regarding non-blacklisting.13. Checklist properly filled and signed along with firm's seal.	Annexure-A
2	Format for Financial Bid	Annexure-B
3	Format for Tender Acceptance	Annexure-C
4	Format for Declaration	Annexure-D
5	Format for Performance Security Deposit	Annexure-E
6	Bid Preparation and Document Checklist	Annexure-F

FORMAT FOR TECHNICAL BID

Bidder Agencies must conform to the eligibility criteria as described below and shall submit all relevant documents online in support of their eligibility claims, failing which the bid would be summarily rejected:

- 1.1 Every document submitted online in support of the bid proposal must be self-attested and signed with the firm's seal and shall be numbered.
- 1.2 The Checklist must be properly filled and signed along with the firm's seal. Page number shall be marked against each item in the Checklist.
- 1.3 Name and contact details of the Agency.
- 1.4 Type of the Agency (proprietorship/partnership or company) with the Agency/Company's Registration Certificate.
- 1.5 Evidence of annual turnover of above Rs. 2.00 Crore in the last three financial years each, ending with FY 2019-20. Copies of audited balance sheets for last 3 financial years, ending with FY 2019-20, attested by the authorized signatory must be submitted online as evidence of claim along with the bid. Copies of income tax returns for last 03 FYs, ending with FY 2019-20, attested by authorized signatory must be submitted online as evidence of claim along with the bid.
- 1.6 Details of its partner/s with respect to clause 2.2(b) and such other relevant details.
- 1.7 Network (whether having own office) in Delhi/NCR with details of necessary network/infrastructure setup/staffing to execute the work.
- 1.8 Evidence of having successfully executed at least three work orders for conceptualization, fabrication, maintenance, running and operation of pavilions (i.e. on a turnkey basis) for any Ministry or Department of the Government of India or Government of India PSU/Authority in the past five financial years.
- 1.9 Undertaking to the effect that the agency has not been blacklisted by or to work with any Ministry or Department of the Government of India or Government of India PSU/Authority.

Annexure -B

FORMAT FOR FINANCIAL BID

Name of the Agency:

I/We have carefully studied the terms & conditions of the RFP and understand that the work is required to be undertaken on a turnkey basis, including conceptualization, fabrication, maintenance, running and operation of the 'GST & Customs Pavilion' in an area of 224 sqm. (in Hall No. 12, Pragati Maidan) during the entire duration of the IITF-2021.

It is to certify that provision for following items have been made in this financial bid:

Sl. No.	Work/Item
(1)	(2)
1.	The backdrop and fascia for the Pavilion. The height of the Pavilion will be 2.3 mtr. and an additional height of 1 mtr. for the fascia.
2.	Flooring of the Pavilion at a height of 4 inch above ground level. The floor should have wooden finish or vitrified tile finish (as approved by the Directorate). The Pavilion should be accessible to differently-abled people.

3.	One Visitor Room with executive quality sofa sets with seating capacity of not less than 12 persons and 2 centre tables
4.	One store room with shelves to store books, stationery, etc., with lock & key, for use of this Department.
5.	Two reception counters and six Helpdesks, along with adequate furniture/chairs and storage space.
6.	Laptops for each of the above Helpdesks along with high speed internet dongles for internet support and one good quality Laser printer.
7.	High quality sound system for making announcements as well as providing audio to the films being run on the LCD screens
8.	Provision of CCTV playback of pavilion area in the Visitor's Room on LCD Screen and 24-hour recording backup.
9.	Provision of three (3) touch-screen kiosks for Quiz and games.
10.	Provision of an activity area for children along with sufficient stationery for holding painting competitions and other entertainment shows throughout the duration of the IITF.
11.	One counter for issue of laminated photo certificates of 170 GSM to participants along with adequate equipment and technical support.
12.	Two display-type book shelves made of glass (with lock & key) and three brochure stands for distribution of brochures/ pamphlets etc.
13.	Four elegant glass round tables with 4 sleek chairs for each table. Provision for thirty extra chairs for seating within the lounge.
14.	Planters, decorative material and fresh flower arrangements on regular basis for the Pavilion.
15.	Provision of four LCD/Plasma screens (42") and two LCD/Plasma screens (55") along with DVD players/laptops for running videos/presentations.
16.	Provision of one Seamless Video Wall (size 10" x 8") suitable for the site for displaying of departmental publicity material along with high quality cameras for live transmission of the activities in the Pavilion.
17.	Lighting (including spot lights and halogens) as per the design and requirement and to the satisfaction of the Directorate.
18.	Provision for high quality Hindi/English speaking manpower in adequate numbers to manage the Pavilion including Hostess, MC, Quiz Master, Receptionists, Supervisors, cleaners, security guards, technicians, etc. for the Quiz Shows, Magic Shows, Painting competitions, other entertainment shows etc. to be performed during the period of the fair.
19.	Provision for execution of activities in the nature of Nukkad Natak/Skits, Magic, Pantomime, Ventriloquist shows on daily basis for the entire duration of the IITF. Each of the categories of activities shall be undertaken at least four times a day.
20.	Gift items/takeaways to be distributed to children/visitors/ taxpayers during various competitions to be organized during the entire duration of the event. (See Note below)
21.	Branding and signage including standees etc. using flex/vinyl, backlit material and rotors, or other technology etc.
22.	Tea/coffee vending machine along with an adequate supply of consumables and provision for lunch/snacks etc. for the personnel deputed to the Pavilion as well as visiting dignitaries. (The monetary ceiling under this head is limited to Rs. 1.5 lakh, all inclusive).
23.	The Pavilion should be Divyang-friendly.
24.	Any other item required by the Department for smooth running of the Pavilion.
	Consolidated Cost inclusive of GST and any other tax, if any:

Note:

The rates are to be quoted both in words and figures.

The Consolidated Cost above shall be considered as Financial Bid Quote and will be used for computing Proportionate Financial Score & Weighted Financial Score.

Note: During the Creative Presentation before the Bid Evaluation Committee, the agency would also be required to submit details of gift items/takeaways along with samples with proper branding of the Department to be distributed to children/visitors/taxpayers during various competitions organized during IITF-2021 for the GST & Customs Pavilion. The date & time of the presentation shall be conveyed later.

FORMAT FOR TENDER ACCEPTANCE
(To be given on the Agency Letterhead)

To
The Additional Director,
Directorate General of Taxpayer Services,
DZU, M Floor, EIL Annexe Building
Bhikaji Cama Place, New Delhi-110066.

Sub: Acceptance of Terms & Conditions of RFP F.No. xxxx/xxxx/2021 dated xx.10.2021 for 'GST & Customs Pavilion' at IITF-2021.

Sir,

1. I/We have downloaded/obtained the document(s) for the above-mentioned RFP F.No.xx/xxxx/2021 dated 9.10.2021 for conceptualization, fabrication, maintenance, running and operation of the 'GST & Customs Pavilion' at India International Trade Fair-2021 from 14th November, 2021 to 27th November, 2021 from the Central Government Procurement Portal namely, <https://eprocure.gov.in> as per your advertisement given on the above-mentioned website.
2. I/We hereby certify that I/We have read the entire terms & conditions of the RFP document from Page No. 1 to 22 (including all documents like annexure(s), schedule(s) etc. which form part of the RFP and I/We shall abide by the terms/conditions/clauses contained therein.
3. The corrigendum(s)/ communication(s) issued from time to time by your organization too have been taken into consideration, while submitting this acceptance offer.
4. I/We hereby unconditionally accept the tender terms of the above-mentioned RFP document(s)/ corrigendum(s)/ communication(s) in its totality/entirety.
5. In case, any provisions of this tender are found violated, then your department/organization shall, without prejudice to any other right or remedy, be at liberty to reject this tender/bid. Including the forfeiture of the full said earnest money deposit absolutely.

(Signature of the Bidder along with
Name, Designation and Official Seal)

FORMAT FOR DECLARATION

(To be given on the Agency Letterhead)

We hereby declare that the details furnished by us in response to this RFP are true and correct to the best of our knowledge and belief and we undertake to inform you of any changes therein, immediately. In case any of the above information is found to be false or untrue or misleading or misrepresenting, we are aware that this bid and agreement (if signed) will be liable to be declared void at any point of time.

2. We also certify that we have not been blacklisted by or to work with any Ministry or Department of the Government of India or Government of India PSU/Authority and there is no criminal case pending against us.

Yours sincerely,

Authorized Signature [In full as well as initials]:

Name and Title/Designation of the Authorized Signatory:

Name of the Agency/Firm:

Address:

Seal of the agency/firm:

FORMAT FOR PERFORMANCE SECURITY DEPOSIT

PERFORMANCE BANK DEPOSIT (To be stamped in accordance with Stamp Act)

The non-judicial stamp paper should be in the name of issuing Bank Ref _____

Bank Guarantee No. _____ Date _____.

To

The Director General,
Directorate General of Taxpayer Services,
Central Board of Indirect Taxes & Customs,
New Delhi.

Dear Sirs,

1. In consideration of the Directorate General of Taxpayer Services (DGTS), Government of India, on behalf of the President of India, (hereinafter referred to as the "Owner" which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s. _____ with its Registered/Head office at _____ (hereinafter referred to as the "Contractor" which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns), a Contract by issue of Notification of award No. _____ dated _____ and the same having been acknowledged by the Contractor, resulting in a Contract, bearing No. dated _____ valued at _____ for conceptualization, fabrication, maintenance, running and operation of the ÇBIC Pavilion during the 40th India International Trade Fair at Pragati Maidan from 14th to 27th November, 2021 and the Contractor having agreed to provide a Performance Security Deposit for the faithful performance of the Contract constituting 10% of the contract value.

2. We _____ (Name & Address of Bank Branch) having its Head office at _____ (hereinafter referred to as the "Bank", which expression shall, unless repugnant to the context or meaning thereof, include its successors, administrators, executors and assigns) do hereby guarantee and undertake to pay the amounts due and payable under this guarantee without any demur, reservation, context, recourse or protest and/or without any reference to the Contractor merely on a demand from the Owner stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the Owner by reason of breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement or by reason of the Contractor(s)' failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive and binding notwithstanding any difference between the Owner and the Contractor or any dispute pending before any Court, Tribunal, Arbitrator or any other authority. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable till the Owner discharges this guarantee.

3. The Owner shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee, for performance of the Contract by the Contractor. The Owner shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time in any manner, and either to enforce or to forbear to enforce any covenants, contained or implied, in the Contract between the Owner and the Contractor or any other course or remedy or security available to the Owner. The Bank shall not be released of its obligations under

these presents by any exercise by the Owner of its liberty with reference to the matters aforesaid or any of them or by reason of any other act of omission or commission on the part of the Owner or any other indulgences shown by the Owner or by any other matter or thing whatsoever which under law would, but for this provision have the effect of relieving the Bank.

4. The Bank also agrees that the Owner at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance without proceeding against the Contractor and notwithstanding any security or other guarantee the Owner may have in relation to the Contractor's liabilities.

5. This guarantee will not be discharged due to the change in the constitution of the Bank or the Contractor(s)/Service Provider(s).

6. Notwithstanding anything contained hereinabove:

(1) Our liability under this guarantee is restricted to 10 % of the contract value i.e. Rs. (Rupees).

(2) This Bank Guarantee will be valid up to _____; and

(3) We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee only upon service of a written claim or demand by you on or before _____.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this _____ day of _____ 2021 at _____.

WITNESS:

(Signature)

(Signature)

(Name)
(Official Address) (Designation with Bank Stamp)

(Name)

Attorney as per Power of Attorney No, _____

CHECK LIST

S. No	Particulars Enclosed	Yes/ No	Page No. of bid document
1.	Tender Fee of Rs. 100/- (Scanned photocopy of Bankers Cheque /Demand Draft has to be submitted online with Technical Bid)		
2.	EMD of Rs. 2,00,000/- (Scanned photocopy of Bankers Cheque/Demand Draft has to be submitted online with Technical Bid)		
3.	Name & Registered Address of Agency		
4.	Contact office of Agency in Delhi/NCR		
5.	Document in support of nature of Agency (whether Proprietorship Agency, Partnership Agency or Company) – Certificate of Registration		
6.	Income Tax returns for the last three financial years ending 2019-20		
7.	All Work Orders of previous similar projects executed in past three financial years ending with FY 2019-20		
8.	Documents in support of Awards won for handling works of similar nature for IITF in past five financial years ending with FY 2019-20 Only the awards given by ITPO will be considered.		
9.	Declaration (Annexure-C)		

NOTE

- (I) All the above documents shall be signed (along with firm's seal) and thereafter scanned and uploaded by the bidder.
- (II) Actual Bankers Cheques/Demand Drafts should be submitted to the authority of DGTS at the address mentioned in clause 1.1.7 before the Bid Closing Date & Time as mentioned in Clause 1.1.6, with name of the Bidder and Contact details clearly mentioned at the back. The instruments presented after the bid closing time shall not be entertained.