

EOI No.: 29014/FSSAI/FICS-FLRS/2020/IT

Dated: 13th February 2020



**Food Safety and Standards
Authority of India**



Request

for

Expression of Interest (EOI)

for

**Branding, Site design, Development and Amplification Strategy & its
Execution for Eat Right India Movement**

for

Food Safety and Standards Authority of India

2020

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 WEBSITE, SOFTWARE APPLICATION AND PORTAL DEVELOPMENT AGENCY along WITH CAPABILITY OF BRANDING DESIGN, MARKETING CONTENT AND TECHNOLOGY TO AMPLIFY EAT RIGHT INDIA MOVEMENT. 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, 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 and to regulate their manufacturing, storage, distribution, sale and import to ensure the availability of safe and wholesome food for human consumption. One of the mandates of FSSAI to promote general awareness about food safety and food standards.

2. Purpose of the EOI

'Eat Right India' movement aims to ensure health and well-being of people by promoting safe and hygienic food, healthy and sustainable diets and mindful eating habits through coordinated multi-sectoral approach. Eat Right India has been built on four pillars of Eat Healthy, Eat Safe, Eat Sustainable and Mindful Eating. It follows a 'food systems' approach to ensure health and wellbeing of people (safe foods and healthy diets), while safeguarding environment and livelihoods (sustainability). It works both on the supply side (food standards and food value chains) and the demand side (food environments and food choices) of the food ecosystem.

The purpose is to create a common platform for the movement for the consumers, government, food industry, public health professionals, civil society and consumer organizations, celebrities and influencers etc. to converge together to take concrete steps to amplify 'The eat Right Movement' in the country. Also, this platform will be a world class global resource center for consumers and a platform for all stakeholders and partners for monitoring and tracking progress of all its various initiatives & projects, through one single powerful digital dashboard.

3. Scope of Work

To rapidly expand its digital footprint and build next generation digital platform integrating different activities and functions, social media, stakeholder engagement under Eat Right India, FSSAI wishes to engage a professional digital agency with a strong background in branding, design, marketing, content and technology.

Agency will be required to redesign into an open source platform and on cloud hosted environment, develop and maintain a complete CMS based mobile-responsive solution for activities under Eat Right India. This will include:

Redesign, restructure, redevelop the Eat Right India website hosted on gov.in domain with URL <https://eatrightindia.gov.in/> that's evocative, memorable and speaks to our defined Target Audiences. This may incorporate other online Portal/Website with Search Engine Optimisation (SEO) & Analytics, Content Management Systems, Blogs, Social Integration, Feedback & other Engagement systems like Surveys.

- A common dashboard with data management and visualisation covering activities under 'Eat Right India' that may be customised for stakeholders as per their requirement.
 - Real-time multi-level data visualization through Scalable Vector Graphics (SVG) based Highcharts and maps
 - Standard periodic reports and customized reports.
- A data collection dashboard capable of capturing and retrieving of data information from field user using mobile application is desirable.
- Merging of existing portals onto a common platform using micro-services and managed through containerization tool Docker to encapsulate each used microservice for the following portals:
 - Eat Right India Website
 - Eat Right School (Registration, Activities)
 - Eat Right Campus (Registration, Audit, Certification)
 - Eat Right Home (Registration, Trainings)
 - Clean Street Food Hub (Registration, Audit, Certification)
 - BHOG (Registration, Audit, Certification)
 - Eat Right Challenge (Registration, Activities)
 - Eat Right Quiz (question inputs, quiz)
 - Eat Right Mela
 - Eat Right Jhola, etc.
- Linking of e-platform:
 - RUCO
 - FFRC
 - Hygiene Rating
 - Eat Right Station
 - Eat Right Merchandise
 - FoSTaC
 - Save Food, Share Food
 - NetProFaN
 - NetCoFaN
 - NetSCoFaN, etc.

Ensure user-focused communication with clarity of intent (Consumers, Businesses, Government Stakeholders and International Agencies)

Knowledge hub with easy and structured access for all our communication, media, products & services via various digital channels including website, social platforms, blogs, publications and dashboards.

- Create a common resource bank which will include
 - Video Library
 - Creative Catalogue
 - DART/Food Safety Magic Box
 - Resources from all the platforms
- Develop and design of content
- Inter-linkages with social media platforms and tracking

Provision to create microsites/web portals for various new/upcoming initiatives.

Providing such other services as may be necessary for the end-to-end implementation of purpose of Eat Right India.

4. Eligibility Criteria / Pre-Qualification Criteria

- 4.1 Experience:** The agencies must have experience of working with Government Organizations and at least 3 years of relevant experience in developing public engagement solutions.
- 4.2 Annual Turnover:** An agency must have annual turnover of a minimum of Rs.30 Lac during the last three financial years (2016-17, 2017-18 & 2018-19). The turnover is to be supported by financial statement of accounts duly certified by the Chartered Accountant and ITRs.
- 4.3 Earnest Money Deposit (EMD):** A Demand Draft / Banker Cheque of Rs.25,000/- (Rupees twenty five thousand 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/ New entrants (less than 3 years of experience) working in domains of developing public engagement solutions 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
1	Release of EOI	13 th February, 2020
2	Pre-bid meeting	24 th February, 2020 – 3.00 PM (Room No. 417, FDA Bhawan)
3	Last date for Submission of Responses to EOI	05 th March, 2020 – by 3.00 PM
4	Opening of the Bids Date for presentations will be communicated to the successful bidders	06 th March, 2020 – 3.00 PM (Room No. 417, FDA Bhawan)

6. Bid Document and its submission

- 6.1 The EOI is being invited in the form of Technical Bid super scribed as [“Technical Bid for Branding, site design, development and amplification strategy & its execution for Eat Right India Movement”] and Financial Bid super scribed as [“Financial Bid for Branding, site design, development and amplification strategy & its execution for Eat Right India Movement”] in separate sealed envelopes.

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 EOI. This part must include a letter indicating the interest of the agency in providing the services as they relate to the EOI. The letter must be on the respondent agency letterhead, signed by an official who is authorized to respond to the EOI 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 EOI. Information should include the core business and years in business; description of similar work.

6.2 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 EOI to the designated point of contact by the date and time specified in this EOI.

6.3 Response Date:

Responses to this EOI are due on the date specified in the table above before 17:00 hours. The sealed envelopes of EMD, Technical Bid and Financial Bid should be kept in a bigger envelop superscribed as "EOI for Branding, site design, development and amplification strategy & its execution for Eat Right India Movement" 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. Evaluation of Bids:

7.1 The evaluation of Technical Proposals will be done by evaluation committee on basis of the following criteria:

Sr. No.	Criteria	Marks
(i)	Profile & Track Record of the company/ agency including experience in developing public engagement solutions (India & International)	20
(ii)	Proposed Team, experience and expertise during implementation and maintenance phases. Provide CV/Resumes of key members of the team for each role.	20
(iii)	Presentation: Agency will be required to make a presentation at FSSAI. It may include:	
	(a) Understanding of Project requirements	10
	(b) Technical / Implementation framework	25
	(c) Innovative ideas for amplification of the movement	25
Total (i) to (iii)		100

Agencies scoring 70% marks or more in the Technical Evaluation (i.e. 70 marks out of 100), will be short listed for inviting the financial bids.

7.2 Financial bids of the technically qualified bidders will be opened. The marks will be allotted out of total of 100 on the basis of financial evaluation. The Financial Proposals will be evaluated by a Financial Committee as approved by the competent authority, on the basis of proposals including information specified in the table below:

Sr.No.	Work	Amount in Rupees
(i)	Design and Development of digital platform	
(ii)	Media engagement/Amplification	
(iii)	Maintenance Cost (Per Year)	
Total amount (in Rupees)		

7.3 QCBS (Quality and Cost Based System) will be utilized for evaluation of bids: "Final quality cum cost evaluation: The final evaluation will be done under combined Quality-cum-Cost based systems with 60% weightage assigned to the Technical Score and 40% weightage assigned to the financial quote. The bidder scoring the highest marks will be selected.

7.4 The Technical and commercial bids will have a 60:40 weight age of marks respectively in the evaluation criteria. The Quality cum Cost Based System (QCBS) shall be followed to evaluate the bids.

- a) Technical Weightage (St): The marks scored by the bidder in technical evaluation shall be calculated to 60 points as below:

$St = T * 0.60$ where T is the Technical score awarded to the bidder as per Technical Evaluation Criteria

- b) Financial Weightage (Sf): The marks scored by the bidder in Financial evaluation shall be calculated to 40 points as below:

The Commercial scores of all the other proposals will be determined by -

$Sf = 40 * Fm / F$ (Fm = Lowest evaluated tender cost, F = value of Commercial proposal under consideration).

- c) Final Selection: Proposals will be ranked according to their combined Technical (St) and Commercial (Sf) scores. The combined technical and Commercial score shall be calculated as $S = St + Sf$. The firm achieving the highest combined technical and commercial score (S) will be invited for negotiations.

7.5 There should be no mention of prices in any part of the bid other than the commercial bids. In the commercial bid if there is any discrepancy between the prices mentioned in figures and in words, the prices mentioned in words will prevail.

7.6 Substantially Responsive Bids: A substantially responsive bid is one, which conforms to all the requirements, terms, conditions and specifications of the Request for Proposal. Any attempt by a Bidder to influence the bid evaluation process may result in the rejection of the Bidder's Bid.

Note:- All documents shall be in A4 size sheets, Serial Numbered, duly signed by the Chartered Accountant or Authorized signatory of the company & stamped (Company Seal) and these shall be spiral bound. No loose sheets will be entertained. Bids not found in order, as explained, will be treated as non-responsive and will be rejected.

8. Other Important Information

- 8.1 The successful bidders will have to enter into an agreement with FSSAI comprising of the clauses as per parameters mentioned in this EOI. Suitable and mandatory changes will also be added in the agreement for smooth execution of the contract.
- 8.2 The successful agencies shall be required to execute a 'Bank Guarantee' of equivalent amount of 5% of final quote before taking up any work and valid for the entire duration of work (including extendable period), in favour of the 'Senior Accounts Officer, Food Safety and Standards Authority of India', New Delhi. If, not forfeited the EMD of shortlisted agency shall be returned after the completion of project.

9. General Instructions

- 1 The Bidders are requested to read the tender document carefully.
- 2 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.
- 3 The Bidders are **not allowed to subcontract** the work at any stage or in any manner without prior written approval from FSSAI.
- 4 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.
- 5 All deviations from the Terms, Conditions and other details of Tender Document should be separately and clearly submitted.
- 6 This tender document is not transferable.
- 7 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.
- 8 The request for such clarifications and the response will necessarily be in writing.
- 9 Preliminary Scrutiny: FSSAI will scrutinize the offers to determine whether they 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.
- 10 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.
- 11 The FSSAI reserves the right to make any changes in the terms and conditions of the tender.

- 12 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.
- 13 FSSAI may treat offers not adhering to these guidelines as unacceptable.

10. Deliverables

- The agency (hired after the completion of Tender process) shall be responsible for all the development, implementation, testing, maintenance, support, feature enhancements, documentation, and support of applications.
- The agency shall be responsible for the complete turnkey operation of the IT systems (software only) to ensure a minimum of 99.5% uptime availability of all the applications under this project.
- Complete Software Development Life Cycle (SDLC) should be followed for each application.
- Proper Documentation with versioning of all the applications should be maintained like SRS, High Level Design, Low Level Design, functionality document (process document), user manual, test case report, test evaluation report, Impact Analysis Report, Change Document etc.
- All the changes in the applications should be properly documented and reflected in respective documents.
- Proper coding standards should be followed in all the applications.
- Periodic code review should be done for improvement in source code.
- Code & query optimization should be done to the extent possible.
- Proper testing should be done for the changes done in the application or database. Testing should be done on exhaustive test cases.
- Ensure proper backup of application and database as per the approved backup policy.
- In case of any eventuality, it has to be ensured that the downtime is minimum and system is restored with minimum data loss.
- It should also be ensured that all the security measures are undertaken to prevent vulnerabilities / threats /hacking of application or data theft.
- The agency shall be responsible to maintain the confidentiality of application, data and any other information and make sure that information is not shared outside the FSSAI. The required confidentiality agreement shall be signed by the Agency as well as by each team member deployed at FSSAI.
- Source Code will be handed over to the IT Division, FSSAI along with compiled version and executable.
- Any software developed shall be the property of FSSAI. Software, Documents, Information and other elements of the project shall have the copyrights of FSSAI unless some copy right material is used with due permission of any third party.
- Proper versioning of source code should be maintained.

- It should be ensured that uploading of the revamped application in the live servers is carried out with due care to avoid any wrong upload or accidental file replace.
- Preventive maintenance shall be carried out on the database and functioning of the program to handle large volume of traffic.
- The new software applications developed shall comply with the necessary Internet Security Guidelines from NIC/Cert-in empanelled Internet Security Auditors before hosting and to provide safe-to host certificate.

The deliverables also includes

- System Requirements Specifications document
- User Acceptance Testing (UAT) signoff for revamped Portal
- Complete source code
- Fully functional working version of the Portal including migrated data, if any
- Test Plans used and test cases
- Technical design document
- User manuals

11. Operations & Maintenance (O&M) of revamped Portal

As a part of scope of work, Bidder shall provide Operation & and Maintenance (O&M) support for Licensing and Registration system for 12 months, which can be extended on year-to-year basis.

The objective of post implementation support is to provide application maintenance and support services, including request based services (problem requests/defect fixes), enhancements, configuration management and post release support.

As part of these services, agency shall provide support for bug fixes, enhancements, operational support and assistance to FSSAI. The services include

Bug-fixes and end-user problem resolution:

The end user support would include all activities related to resolving the bugs / defects reported by application users. Every bug / defect should be logged and categorized on the severity levels. The Agency shall identify the solution and take necessary approvals from FSSAI and release the patch for UAT after fixing the defects. The Agency shall document defects / bugs encountered as well as document the resolution of the same and ensure re-installations, in the event of system crash/failures

New development and enhancements:

The system may require modifications or enhancements in the functionality. The enhancements or new development may also be required to fix some complex problem requests or defect fixes and upgrade the application performance.

The Agency shall ensure that correct version of the application / program units are being considered to carry out application enhancements/ new development through

configuration management plan for configuration management and version control using the version control software.

The Agency shall support FSSAI in carrying out the UAT for the modifications / enhancements.

Configuration management and Version Control:

As the application undergoes enhancements and modifications due to problem requests, defect fixes and change requests, it becomes increasingly important to keep the source code under version control and the system under configuration management. The Agency shall assist FSSAI in ensuring that a copy of the production environment is backed up and stored in the repository before the new / modified components are copied to Production.

Release management:

As part of the release management, the Agency shall perform the following activities:

- Group the related change requests, assess their development progress and accordingly prepare a schedule for their release
- Prepare a detailed release plan for every release. This plan should include the release number and date of release. It should also contain details about the change request to be released.

Deliverables on O&M of the revamped Portal:

The following shall be the broad deliverables from the Agency:

- Operation & Maintenance of the Portal
- End-user problem resolution
- Enhancements & Version Up gradation
- User Training, if any
- Administration (System, Storage, Security, Database, Backup/restore etc)
- Software Maintenance
- User Support
- Latest source code, application deployment files, configuration files for entire solution
- Deployment of dedicated manpower at FSSAI to provide the support. Vendor must estimate adequate number of resources to ensure smooth running of the system.

1 Training Support

Bidder will provide training to users from FSSAI and its stake holders as and when required. However, FSSAI shall arrange for the travel and boarding arrangements outside Delhi only, as per its norms.

2 Hardware Requirement and Minimum configuration

Bidder is required to assess and propose necessary infrastructure requirements for hosting and running the proposed online systems. FSSAI shall provide the infrastructure for hosting.

3 Copyright and Trademarks

Successful bidder will hand over all the software and graphics to FSSAI for the purpose of copyright and intellectual ownership.

4 Milestones and Payment Terms

Payment shall be released based on milestones as below.

S.No.	Milestone Stage	Payment %
1	System Requirement Specification	20%
2	Beta Release submission to FSSAI for UAT	20%
3	User Acceptance Sign off by FSSAI after Security Audit	20%
4	Data Migration from existing system, if any	20%
5	Hosting in FSSAI's own servers (cloud or hired Data Centre) and launch for public use.	20%

Operations & Maintenance Support Services

Payment shall be released on monthly basis (annual charges divided by twelve)

12. Force Majeure

- a) If at any time during continuance of this contract, the performance in whole or in part in any obligation under this contract shall be prevented or delayed by reasons of any war, hostility, acts of public enemy, acts of civil commotion, strikes, lockouts, sabotages, fire, flood, explosions, epidemics, quarantine restrictions (hereinafter referred to as eventualities) then, the notice of the happening of any such eventuality shall be given by the Bidder to the FSSAI within 2 (two) days from the date of occurrence. Neither party shall by reasons of such eventuality, be entitled to terminate this contract, nor shall have any claim for damages, compensations against the other in respect of such nonperformance or delay in performance, and deliveries under this contract. Normal working shall be resumed as soon as such eventuality has come to an end or ceased to exist.
- b) Provided that if the performance in whole or in part by the bidder or any obligation under this contract is prevented or delayed by reasons of and such eventuality for a period exceeding 30 (thirty) days, then the FSSAI may terminate this contract by giving notice in writing.

13. Resolution of Disputes

The dispute resolution mechanism shall be as follows:

- a) In case of any dispute between FSSAI and the successful bidder, if not resolved amicably, same shall be referred to adjudication / arbitration in accordance with Indian Arbitration and Conciliation Act 1996.
- b) If such dispute arises then either party may forthwith give the notice in writing of such dispute to other party and shall be referred to the adjudication of an arbitrator in accordance with Indian Arbitration and Conciliation Act 1996.
- c) FSSAI will appoint the designated officer, mutually agreed between the parties, who will work as an arbitrator.

d) The decision of the arbitrator shall be final and binding upon both the parties, i.e. FSSAI and the successful bidder.

e) All unresolved disputed matters will have the jurisdiction of New Delhi, so far as legal and court matters are concerned.

14. Signing of Agreement

Pursuant to the bidder acknowledging the Letter of Acceptance, the bidder and FSSAI shall enter into contract within 15 days from the date of acknowledgment of the Letter of Acceptance, and sign the contract. FSSAI shall have the right and authority to negotiate certain terms with the successful bidder before signing of the contract.

The signing of the contract shall amount to award of the contract and the bidder shall initiate the execution of the work as specified in the contract.

15. Expenses for the Contract

All incidental expenses of the execution of the contract/ agreement shall be borne solely by the successful bidder and such amount shall not be refunded to the successful bidder by the FSSAI.

16. Failure to Abide by the Contract

The conditions stipulated in the contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the contract without prejudice to the rights of FSSAI with such penalties as specified in the bid document and the contract.

17. Amendment to EOI

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 EOI 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 EOI.

18. EOI Cancellation:

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

19. Termination of the Contract

- FSSAI reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of agreement, without thereby incurring any liability to the affected bidder or bidders or any obligation to

inform the affected bidder or bidders of the grounds for actions taken by FSSAI. The laws of Republic of India shall govern the Tender Document and the Contract.

- FSSAI makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- This RFP does not constitute an offer by FSSAI. The bidder's participation in this process may result in FSSAI selecting the bidder to engage in further discussions toward execution of an agreement. The commencement of such discussions does not, however, signify a commitment by FSSAI to execute an agreement.

20. Disclaimer

1. The information submitted in response to this EOI may be subject to public release (as per RTI norms). Therefore, please 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.

21. Designated Point of Contact

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

Head IT / Consultant (CITO), FSSAI
Room No. 417, FDA Bhawan
Kotla Road, Near Bal Bhawan,
New Delhi - 110002

Annexure 1: Format for the Technical Bid**Form I – General Information of the Respondent**

I. General Information			
Particulars	Details to be Furnished		
Details of the Respondent			
Name			
Address			
Date of incorporation			
Commencement of business Date: ROC Ref:			
Status (Public Ltd., Pvt. Ltd/ Proprietorship, etc.)			
Telephone		Fax	
E-mail		Website	
Details of the Contact Person			
Name			
Designation			
Address			
Telephone		Email	

Form II – Financial Details of the Respondent

II. Financial Details	
Turnover for last three Financial Years (2016-17, 2017-18 & 2018-19) as evidenced by audited financial statements	
2016-17	
2017-18	
2018-19	

Form III- Experience of the agency (attach relevant documents)

III. Relevant work experience		
S. No.	Item	Details to be furnished
General Information		
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: Human resources with relevant job skills (attach supporting documents) for each

Sr. No.	Resource Person	Role	Qualification	Total Experience
1.				
2.				
3.				

Form V: Presentation (attach soft-copy and hard-copy)

Sr. No.	Check-list	
1.	Understanding of Project requirements	
2.	Technical / Implementation framework	
3.	Innovative ideas for amplification of the movement	

Authorized Signatory
Seal of Company

Date:
Place: