



भारत सरकार
GOVERNMENT OF INDIA
रक्षा मंत्रालय
MINISTRY OF DEFENCE
कैंटीन भंडार विभाग

CANTEEN STORES DEPARTMENT

दूरभाष : 2203 71 20/40 /42/ 80

"अडेलफी" "ADELPHI"

119 MAHARSHI KARVE ROAD,
MUMBAI – 400 020

E-TENDER NOTICE

On behalf of the President of India, General Manager, Canteen Stores Department, Ministry of Defence 119, MK Road Mumbai-400 020 invites E-tenders (online) from reputed and eligible parties for the following :

Sl. No.	Description of Service(s)	Qty.	Due Date & Time# for		Tender Fee	EMD
			Submission of Tender	Opening of Tender		
E-Tender No.: CSD/HO/2/MS/Market Survey/ dated 05.12.2018						
1.	Carrying out market Survey of FMCG, Non-FMCG and liquor items enlisted in CSD to ascertain its MRP, MOP, Popularity, Availability etc, as and when required basis at the stations decided by the Department	01	04/01/2019 by 1.00 pm.	04/01/2019 by 3.30 pm	Rs.1000/-	Rs.1,00,000/-
					Rs.1000/-	Rs.1,00,000/-

Qty: Quantity, # refer to tender documents for other important dates

The Techno-commercial Bid and the Financial Bid have to be submitted online at www.mstcecommerce.com/eprochome/csd. The vendors (bidders) are required to register themselves online with www.mstcecommerce.com/eprochome/csd. The vendors (bidders) may contact the following for assistance in vendor registration.

Contact person (MSTC Ltd): Centralized Help Desk-033-22901004, Help Desk at Mumbai WRO-022-22870471/22886266. Contact Person at MSTC Ltd. (Metal and Scrap Trading Corporation Ltd.) Mumbai: Mr. Amar Kumar Joshi, Junior Mgr. Mobile no.-9601839390, e-Mail : janarendrakumar@mstcindia.co.in.
Contact person (CSD HO) : Manager (MS) :022 22037120 / 22037140 / 22037142, e-Mail : dgmms@csdindia.gov.in.

The tenders are also available on Canteen Stores Department (CSD) website (<https://www.csdindia.gov.in>) for download. The bidders are to go through the Important Instructions for E-procurement and Tender Documents for detailed information and submit the bids in compliance of the same. All further updates or amendments, if any, pertaining to this tender shall be notified and uploaded on the CSD website as well as MSTC website (www.mstcecommerce.com/eprochome/csd) only and no separate corrigendum would be published in this regard. Therefore, potential bidders are advised to visit the above mentioned websites on a regular basis.

**Manager (MS)
For General Manager**

SCHEDULE OF TENDER(SOT)

a. e-Tender no	CSD/HO/2/MS/Market Survey/
b. Mode Of Tender	e-Procurement System (Online Part I - Techno-Commercial Bid and Part II - Price Bid through www.mstcecommerce.com/eprochome/csd)
c. Date of NIT available to parties to download	00:01 Hrs of 05/12/2018
d. Date of Starting of e-Tender for submission of on line Techno-Commercial Bid and price Bid at www.mstcecommerce.com/eprochome/csd	1100 Hrs. Of 05/12/2018
e. Date of closing of online e-tender for the submission of Techno-Commercial Bid & Price Bid.	1300 Hrs. of 04/01/2019
f. Date & time of opening of Tender	1530 Hrs. of 04/01/2019
g. Transaction Fee of MSTC LTD	Transaction fee of MSTC has to be paid using link Transaction fee available in your login. It can be either paid online or through challan using NEFT/RTGS.

Important instructions for E-procurement

Bidders are requested to read the terms & conditions of this tender before submitting your online tender.

1	<p>Process of E-tender:</p> <p>A) Registration: The process involves vendor's registration with MSTC e-procurement portal which is free of cost. Only after registration, the vendor(s) can submit his/their bids electronically. Electronic Bidding for submission of Technical Bid as well as Commercial Bid will be done over the internet. The Vendor should possess Class III signing type digital certificate. Vendors are to make their own arrangement for bidding from a P.C. connected with Internet. MSTC is not responsible for making such arrangement. (Bids will not be recorded without Digital Signature).</p> <p>SPECIAL NOTE: THE TECHNICAL BID AND THE COMMERCIAL BID HAS TO BE SUBMITTED ON-LINE AT www.mstcecommerce.com/eprochome/csd</p> <p>1). Vendors are required to register themselves online with www.mstcecommerce.com/eprochome/csd or www.mstcecommerce.com → e-Procurement → PSU/Govt Depts.. → Select CSDs Logo- > Register as Vendor -- Filling up details and creating own user id and password → Submit.</p> <p>2). Vendors will receive a system generated mail confirming their registration in their email which has been provided during filling the registration form.</p> <p>In case of any clarification, please contact CSD/MSTC, (before the scheduled time of the e- tender).</p> <p>Contact person (CSD): Manager (MS)</p> <p>Contact person (MSTC Ltd):</p> <p>Centralized Help Desk-033-22901004</p> <p>Help Desk at Mumbai WRO-022-22870471/22886266</p> <p>Contact Person at MSTC Mumbai:</p> <p>Mr. Amar Kumar Joshi, Junior Mgr. Mobile no.-9601839390 e-Mail : janarendrakumar@mstcindia.co.in</p> <p>B) System Requirement:</p> <p>i) Windows 7 or above Operating System ii) IE-7 and above Internet browser. iii) Signing type digital signature iv) Latest updated JRE 8 (x86 Offline) software to be downloaded and installed in the system.</p> <p>To disable "Protected Mode" for DSC to appear in the signer box following settings may be applied.</p>
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	<ul style="list-style-type: none"> □ Tools => Internet Options =>Security => Disable protected Mode If enabled- i.e, Remove the tick from the tick box mentioning “Enable Protected Mode”. □ Other Settings: Tools => Internet Options => General => Click On Settings under “browsing history/ Delete Browsing History” => Temporary Internet Files => Activate “Every time I Visit the Webpage”. <p>To enable ALL active X controls and disable ‘use pop up blocker’ under Tools→ Internet Options→ custom level (Please run IE settings from the page www.mstcecommerce.com once)</p>
2	The Techno-commercial Bid and the Price Bid shall have to be submitted online at www.mstcecommerce.com/eprochome/CSD_Tenders will be opened electronically on specified date and time as given in the Tender.
3	All entries in the tender should be entered in online Technical & Commercial Formats without any ambiguity.
4	<p>Special Note towards Transaction fee:</p> <p>The vendors shall pay the transaction fee using “Transaction Fee Payment” Link under “My Menu” in the vendor login. The vendors have to select the particular tender from the event dropdown box. The vendor shall have the facility of making the payment either through NEFT or Online Payment. On selecting NEFT, the vendor shall generate a challan by filling up a form. The vendor shall remit the transaction fee amount as per the details printed on the challan without making change in the same. On selecting Online Payment, the vendor shall have the provision of making payment using its Credit/ Debit Card/ Net Banking. Once the payment gets credited to MSTC’s designated bank account, the transaction fee shall be auto authorized and the vendor shall be receiving a system generated mail. Transaction fee is non-refundable. A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p> <p><u>Transactionfee is non-refundable.</u></p> <p>A vendor will not have the access to online e-tender without making the payment towards transaction fee.</p>
5	Information about tenders /corrigendum uploaded shall be sent by email only during the Process till finalization of tender. Hence the vendors are required to ensure that their corporate email I.D. provided is valid and updated at the time of registration of vendor with MSTC. Vendors are also requested to ensure validity of their DSC (Digital Signature Certificate).
6	E-tender cannot be accessed after the due date and time mentioned in NIT.
7	<p>Bidding in e-tender :</p> <ol style="list-style-type: none"> a) Vendor(s) need to submit necessary EMD, Tender fees and Transaction fees (If ANY) to be eligible to bid online in the e-tender. Tender fees and Transaction fees are non refundable. No interest will be paid on EMD. EMD of the unsuccessful vendor(s) will be refunded by the tender inviting authority. b) The process involves Electronic Bidding for submission of Technical and Commercial Bid. c) The vendor(s) who have submitted transaction fee can only submit their Technical Bid and Commercial Bid through internet in MSTC website www.mstcecommerce.com → e-procurement →PSU/Govtdepts→ Login under MSTC→My menu→ Auction Floor Manager→ live event →Selection of the live event d) The vendor should allow running JAVA application. This exercise has to be done

	<p>Immediately after opening of Bid floor. Then they have to fill up Common terms /Commercial specification and save the same. After that click on the Technical bid. If this application is not run then the vendor will not be able to save/submit his Technical bid.</p> <p>e) After filling the Technical Bid, vendor should click ‘save’ for recording their Technical bid. Once the same is done, the Commercial Bid link becomes active and the same has to filled up and then vendor should click on “save” to record their Commercial bid. Then once both the Technical bid & Commercial bid has been saved, the vendor can click on the “Final submission” button to register their bid</p> <p>f) Vendors are instructed to use Attach Doc button to upload documents. Multiple documents can be uploaded.</p> <p>g) In all cases, vendor should use their own ID and Password along with Digital Signature at the time of submission of their bid.</p> <p>h) During the entire e-tender process, the vendors will remain completely anonymous to one another and also to everybody else.</p> <p>i) The e-tender floor shall remain open from the pre-announced date & time and for as much duration as mentioned above.</p> <p>j) All electronic bids submitted during the e-tender process shall be legally binding on the vendor. Any bid will be considered as the valid bid offered by that vendor and acceptance of the same by the Buyer will form a binding contract between Buyer and the Vendor for execution of supply.</p> <p>k) It is mandatory that all the bids are submitted with digital signature certificate otherwise the same will not be accepted by the system.</p> <p>l) Buyer reserves the right to cancel or reject or accept or withdraw or extend the tender in full or part as the case may be without assigning any reason thereof.</p> <p>m) No deviation of the terms and conditions of the tender document is acceptable. Submission of bid in the e-tender floor by any vendor confirms his acceptance of terms & conditions for the tender.</p>
8	Any order resulting from this tender shall be governed by the terms and conditions mentioned therein.
9	No deviation to the technical and commercial terms & conditions are allowed.
10	The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of bid(s) without assigning any reason thereof.
11	Vendors are requested to read the vendor guide and see the video in the page www.mstcecommerce.com/eprochome to familiarize them with the system before bidding.



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दूरभाष : 2203 71 20/40 /42/ 80

"अडेल्फी" "ADELPHI"
119 MAHARSHI KARVE ROAD,
MUMBAI – 400 020

Title	Market Survey of FMCG, Non-FMCG and Liquor items enlisted in CSD
E-tender No.	TN CSD/HO/2/MS/Market Survey Dated 05/12/2018
Sub Title	Instructions to Bidders and Bid Submission format

OPEN TENDER NOTICE

FOR

**CARRYING OUT MARKET SURVEYS TO ASCERTAIN MRP, MOP, POPULARITY,
AVAILABILITY ETC, ETC, OF FMCG, NON- FMCG & LIQUOR ITEMS ENLISTED IN CSD**

BID DOCUMENTS

Tender Documents	-	Annexure - I
Financial Bid	-	Annexure - II
Technical Bid	-	Annexure - III
General Terms & Conditions	-	Annexure - IV

Annexure - I

CANTEEN STORES DEPARTMENT

TENDER DOCUMENT NO. 2/MS/Market Survey/ dated 05 Dec 2018

Tender Notice No.	2/MS/Market Survey/ dated 05 Dec 2018
Name of work	Carrying out market Survey of FMCG, Non-FMCG and Liquor items enlisted in CSD to ascertain its MRP, MOP, Popularity, Availability etc, etc as and when required basis at the stations decided by the Department.
Period	As and when required basis.
EMD	DD for Rs. 1,00,000/-in favour of Canteen Stores Department Public Fund A/c (Main) drawn on any Nationalised bank payable at Mumbai. It can be either paid online or through challan using NEFT/RTGS. The details are as under: Name of Bank: State Bank of India Branch Address: Mumbai Samachar Marg, Horniman Circle, Fort, Mumbai-400001 IFS Code : SBIN0000300 MICR : 400002010
Closing Date & Time of Tenders / Quotations	On 04/01/2019 at 1300 hrs.
Date of opening of Tender	On 04/01/2019 At 1530 hrs.
Validity of Tender	For one year from the Date of signing of contract
Address of communications	GOVERNMENT OF INDIA MINISTRY OF DEFENCE CANTEEN STORES DEPARTMENT "ADEPHI" 119, M.K. RAOD MUMBAI – 400 020 Tel. Ph No. 022-22015649 FAX No. 022 22015650 Email : dgmms@csdindia.gov.in Website: www.csdindia.gov.in
EMD	EMD as stated above should be submitted in the Tender Box kept in R&D section of CSD HO. It can be either paid online or through challan using NEFT/RTGS well before opening of quotations, failing which quotation will be rejected.

FINANCIAL BID**QUOTATION FOR CONDUCTING MARKET SURVEY OF FMCG, NON-FMCG AND LIQUOR ITEMS ENLISTED IN CSD TO ASCERTAIN MRP, MOP, AVAILABILITY, POPULARITY ETC, ETC.**

Sr No.	Category	Rate Per item	Percentage of GST
1.	FMCG Products	Rs.	
2.	Non- FMCG Products	Rs.	
3.	Liquor items	Rs.	

Note -

- (1) Market Survey should be conducted at Minimum 5 states, including Metropolitan Cities or and at the stations decided by the Department.
- (2) No. of items in each category for which Market Survey is to be conducted.
 - (a) FMCG - 150items (Approx)
 - (b) Non- FMCG - 125 items (Approx)
 - (c) Liquor - 65 items (Approx)
- (3) Evaluation Criteria -
Criteria for evaluation of bids and deciding L1 will be the lowest rate in overall category.

**STAMP & SIGNATURE OF
BIDDER**

TECHNICAL BID

Sr. No	Particular	To be filed by the Tenderer
1.	Name of the Firm/Agency	
2.	Details of EMD i) Amount ii) Demand Draft No. iii) Date iv) Issuing Bank	
3.	Date of Establishment of the Company / Firm	
4.	Office address of the Firm / Company with office Telephone Number, FAX Number and Mobile Number and name of the authorised person to be contacted & Address and Telephone No. of the Regd./Principal/Head office	
5.	Name, Address & Telephone No. & the proprietor partner/ Director of the Company.	
6.	Goods & Service tax (GST) Registration Number (Enclose proof of Registration)	
7.	PAN/TAN Number (Copy to be Enclosed)	
8.	Income Tax Return for the last three years, if available	
9.	Length of Experience in the field with any Govt of India office / State Govt.	
10.	Turnover of the firm for the last five years	
11.	Places (States) where offices exists	
12.	Any accreditations with Market Research Societies / Agencies.	
13.	Volume of Data in terms of No. of items	
14.	National / International presence (Attach documentary proof).	

GENERAL TERMS AND CONDITIONS

1. Firms participating in the tender should have GST/TAN No., PAN No. etc.
2. Tender must be submitted along with attested copies of all Registration Certificates as required in the application form. Original documents are also subject to verification.
3. Earnest Money Deposit (EMD) of Rs. 1,00,000/- in favour of “Canteen Stores Department Public Fund A/C (Main)” by DD of Nationalised Bank” Payable in Mumbai has to be submitted in the Tender Box in R&D section of CSD HO Mumbai. It can be either paid online or through challan using NEFT/RTGS. well before opening of Tenders.
4. Tender received without EMD will be rejected.
5. Last date of submission of tenders is 04/01/2019, Tenders will be opened on 04/01/2019 at 1530 Hrs.
7. Rates quoted should be per item. Service charge, GST any other levies should be shown separately.
8. While paying offline mode, on back of DD (EMD), please quote firm’s name.
9. Tender should be valid for at least 90 days from the date of opening.
10. **Payment Terms for Indigenou:** - It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payment could be made through ECS/EFF mechanism instead of payment through cheques, wherever feasible. The payment will be made as per the following terms, on production of the requisite documents:

Payment:
No advance payment will be made.
The payment of bills will be made on submission of the Ink-signed copy of Commercial invoice / Seller’s bill, including GST No. 100% payment will be made after acceptance of data by the user / CSD.
11. The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder.
12. The Lowest Acceptable bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the Buyer. Criteria for evaluation of bids (L1) will be in overall category and not in each category.
13. The Service contract will be for a period of one year, which will be indicated in works order.
14. One firm should submit only one quotation.
15. Successful bidder has to submit Security Deposit by DD or permissible instrument as per GFR for the value being decided by the Department.
16. Approx Number of items for which Market Surveys are to be conducted in each category is as under:-
 - (a) FMCG - 150 items (Approx)
 - (b) Non- FMCG - 125 items (Approx)
 - (c) Liquor - 65 items (Approx)
17. Survey has to be conducted in 5 States, including Metropolitan cities or and the stations decided by the Department.
18. The firm / Agency who wish to submit quotation for carrying out survey should be of National / well repute & Registered with Market Research Society of India. Experience of association with Govt sector will have additional benefit.
19. Survey Report on similar items of each category / generic group also need to be provided in pre-approved format by the firm.
20. Time frame for submission of data / report is within 21 days from the date of work order.

21. **Arbitration:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussion. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration.
22. **Termination of Contract:** The Buyer shall have the right to terminate this Contract on part or in full in any of the following cases:-
- (a) The delivery of the service is delayed for causes not attributable to Force Majeure for more than (02 months) after the scheduled date of delivery.
 - (b) The seller is declared bankrupt or becomes insolvent.
 - (c) The delivery of service delayed due to causes of Force Majeure by more than (03 months) provided Force Majeure is included in contract.
 - (d) The Buyer has noticed that the seller has utilised the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
 - (e) As per decision of the Arbitration Tribunal.
23. **Transfer & Sub-letting:** The Seller has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
24. **Performance Security Deposit:** Performance Security deposit payable to the Purchaser is furnished by the Supplier in the form of a Performance Bank Guarantee (PBG) issued by a public sector bank or a private sector bank authorised to conduct government business, in the prescribed format within thirty days from the date of contract. At present, ICICI Bank Ltd., Axis Bank Ltd. and HDFC Bank Ltd/ are the three private sector banks authorised to carry out government transactions. The performance security deposit is meant to compensate the Purchaser for any loss suffered due to failure of the supplier to complete his obligations as per the contract. Preferably, performance security is payable by the supplier at the rate of 10% of the contract value. PBG should remain valid for a period of sixty days beyond the date of completion of contractual obligations, including warranty. The BG is returned to the supplier on successful completion of all his obligations under the contract. In case the execution of the contract is delayed beyond the contracted period and the purchaser grants extension of delivery period, with or without LD, the supplier must get the BG revalidated, if not already valid.
25. **Pre-Integrity Pact Clause:** As “Integrity Pact” would be signed between the Ministry of Defence/Buyer and the Bidder. This is a binding agreement between the Buyer and Bidders for specific contracts in which the Buyer promises that they will not offer bribes. Under this Pact, the Bidders for specific services or contracts agree with the Buyer to carry out the procurement in a specified manner. The essential elements of the Pact are as follows:
- a. A Pact (contract) between the Government of India (Ministry of Defence) (the authority or the “principal”) and those companies submitting a tender for this specific activity (the “Bidder”);
 - b. An undertaking by the Principal that its officials will not demand or accept any bribes, gifts etc., with appropriate disciplinary or criminal sanctions in case of violation;
 - c. A statement by each Bidder that it has not paid, and will not pay, any bribes;
 - d. An undertaking by each Bidder to disclose all payments made in connection with the Contract in question to anybody (including agents and other middlemen as well as family members etc; of officials); the disclosure would be made either at the time of submission of Bids or upon demand of the Principal, especially when a suspicion of a violation by that Bidder emerges;

- e. The explicit acceptance by each Bidder that the no-bribery commitment and the disclosure obligation as well as the attendant sections remain in force for the winning Bidder until the Contract has been fully executed.
 - f. Undertaking on behalf of a Bidding company will be made “in the name and on behalf of the company’s Chief Executive Officer”.
 - g. The following set of sections shall be enforced for any violation by a Bidder of its commitments or undertakings:
 - i. Denial or loss of contracts.
 - ii. Forfeiture of the Bid security and performance bond.
 - iii. Liability and damages to the principal and the competing Bidders; and
 - iv. Debarment of the violator by the Principal for an appropriate period of time.
 - h. Bidders are also advised to have a company code of conduct (clearly rejecting the use of bribes and other unethical behavior and compliance program for the implementation of the code of conduct throughout the company).
26. Department reserves the right to reject any / all bids without assigning any reason.

**STAMP & SIGNATURE OF
BIDDER**