

Pre-RFP workshop: Appointment of E-commerce Aggregator to Develop and Manage a Dedicated Online Marketplace, Manage End-to-End Logistics and Assist with Customer Service, for the Canteen Stores Department (CSD)

Purpose of Pre-RFP workshop

1. It is hereby notified that the Canteen Stores Department (CSD), Ministry of Defence is evaluating E-Commerce model for conducting parallel operations under E-Commerce model. CSD is planning to onboard an existing E-Commerce aggregator/consortium for developing and managing eCommerce operations for the Canteen Stores Department (CSD) including (but not limited to):
 - a) Implementation / customization of an eCommerce portal as per needs of CSD and their beneficiaries
 - b) Management of end to end logistics operations including transportation, delivery and reverse logistics of the goods.
 - c) Support CSD in running a responsive customer service centre for easy resolution of tickets and grievances
2. The purpose of this interaction is to take suggestions from the industry on the envisaged model and RFP terms & conditions.
3. Draft RFPs have been uploaded along with this notification. RFP is divided into 3 Volumes:
 - a) **Volume I - Terms of reference:** Overview of the Initiative, Scope of Work and Functional Requirement Specifications (FRS)
 - b) **Volume II – Instruction to bidders:** Bid format, Pre-qualification, Technical Qualification, Commercial Evaluation and SLAs
 - c) **Volume III - Legal Terms & Master Service Agreements:** Standard Conditions (as per DPM), Special Conditions (as per DPM) and other legal agreements

Suggestions and Recommendations on Draft RFP

4. Interested firms are requested to share the suggestions and recommendations on draft RFP (in the format enclosed as **Template – 1**) by 27th May 2024 on the email mentioned below:

Subject: "<Company Name>_CSD E-Commerce: Suggestions and Recommendations on Draft RFP"

Email: dgmedp@csdindia.gov.in

Disclaimer

5. The draft RFPs should not be construed as Tender / Request for Proposal (RFP) in any form and will not be binding on the CSD in any manner whatsoever. No shortlisting whatsoever shall be undertaken for RFP basis response to this document.
6. **Draft RFP.** The information provided in draft RFP is confidential and shall not be used for any other purposes other than CSD's eCommerce initiative.
7. **Recipient's Obligation to Inform Themselves.** Each interested firm must conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability, and completeness of the assumptions, assessments, statements, and information contained in the draft RFP and obtain independent advice from appropriate sources. The CSD will not be responsible for accuracy, completeness or correctness of the information provided in the draft RFP documents.
8. **Costs.** All costs and expenses incurred by interested firms in any way associated with the development, preparation and submission of responses, including but not limited to the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by the CSD, will be borne entirely and exclusively by the interested firms.
9. **No Legal Relationship.** No binding legal relationship will exist between any of the interested firms and CSD until execution of a contractual agreement. Submission of any recommendations does not qualify for any contractual obligation from the CSD.
10. **Right to Terminate the Process.** CSD reserves the right to withdraw the draft RFPs, or not proceed with subsequent stages without any reason.

Dated: 13 May 2024


DG M (EDP)
CSD HO

Template – 1: Suggestions and Recommendations on Draft RFP

Firm Name	<<Name of the Firm>>			
S. No.	Volume No.	Draft RFP Reference(s) (section number /page / paragraph)	Content of draft RFP	Suggestion / Recommendation
1.				
2.				
3.				

Template – 2: Contact details

	Primary Contact	Secondary Contact
Name:		
Designation:		
Company Name:		
Address:		
Phone		
Mobile:		
Fax:		
E-Mail		