

**REQUEST FOR PROPOSAL**

**SELECTION OF FIRM**

**FOR**

**DEVELOPMENT & IMPLEMENTATION**

**OF**

**“E-COMMERCE PLATFORM FOR FARMERS OF SIKKIM”**

**Tender Reference: 422/IT/Agri/2025-26**

**Dated: 10<sup>th</sup> July 2025**



**AGRICULTURE DEPARTMENT,**

**KRISHI BHAWAN, TADONG – 737102**

**GANGTOK, SIKKIM.**

## DISCLAIMER

This Request for Proposal (RFP) contains brief information about the project, qualification requirements and the selection process for the successful applicant (bidder). The purpose of this RFP document is to provide applicants (bidders) with information to assist the formulation of their bid application (the "application").

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

The information ('Information') contained in this RFP document or subsequently provided to interested parties (the "applicant(s)), in writing by or on behalf of Department is provided to applicant(s) on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

Each applicant should perform their own due diligence to check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. Submission of bid application shall be deemed to have been done after careful study and examination of the RFP with full understanding of its implications.

The response to this RFP should be full and complete in all respects. Incomplete or partial bids shall be rejected. The applicant must quote for all the items asked for in this tender. Intimation of discrepancies in the RFP, if any, should be given to the office of the Department immediately by the applicants. If Department receives no written communication, it shall be deemed that the applicants are satisfied that the RFP document is complete in all respects.

This RFP document is not an agreement and is not an offer or invitation by Department to any other party. The terms on which the project is to be developed and the right of the successful applicant shall be as set out in separate agreements. Department reserves the right to accept or reject any or all applications without giving any reasons thereof. Department will not entertain any claim for expenses in relation to the preparation of RFP submissions.

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# 1. PROJECT INTRODUCTION

## 1.1. BACKGROUND

Agriculture remains the cornerstone of Sikkim's rural economy, supporting over 80% of the population and playing a crucial role in ensuring food security, livelihoods, and nutritional well-being. Despite challenges such as limited arable land, mountainous terrain, and an unpredictable climate, Sikkim has emerged as a national leader in sustainable agriculture. Since being declared India's first fully organic state in 2016, with over 75,000 hectares of farmland under organic cultivation (Source: Sikkim Organic Mission), the state has set a benchmark in eco-friendly farming by blending traditional integrated practices with modern technologies such as AI, IoT, and precision agriculture.

The Department of Agriculture is at the forefront of this transformation, implementing policies to boost productivity, enhance value addition, and build climate-resilient agricultural systems. Sikkim's diverse agro-climatic conditions favour high-value organic crops such as large cardamom (which accounts for 88% of India's production), ginger, buckwheat, and the renowned Temi Tea. However, despite contributing 15–20% to the state's GDP (Source: Sikkim Agriculture Department), farmers often face market access barriers—over 60% rely on intermediaries to sell their produce, leading to price distortions and reduced earnings.

Sikkim's organic identity, government support, and integration of modern farming technologies position it as a model for sustainable agricultural development and an emerging hub for agro-tourism and global organic markets.

## 1.2. Problem Statement

Despite Sikkim's commendable progress in organic and sustainable agriculture, farmers continue to face significant systemic challenges that hinder their economic advancement and overall productivity:

- i. **Limited Awareness and Accessibility:** A large section of the farming community remains unaware of the various government schemes, subsidies, training programs, and modern agricultural techniques designed to improve their

livelihoods. The lack of effective information dissemination and accessibility to support services creates a gap between policy intent and ground-level implementation.

- ii. **Absence of a Direct Marketplace:** There is currently no centralized, farmer-friendly digital or physical platform that allows direct selling of produce to consumers, retailers, or businesses. This gap limits market opportunities, prevents fair pricing, and restricts farmers' ability to scale their operations or diversify revenue streams.
- iii. **Dependence on Intermediaries:** The majority of farmers in Sikkim continue to rely on middlemen to market and sell their produce. Studies indicate that over 60% of agricultural produce is routed through intermediaries, resulting in inflated prices for consumers and reduced earnings for farmers. This dependency not only affects income stability but also discourages farmers from investing in quality inputs and expanding their production.

## 2. PROJECT TIMELINES

The proposed work is to be carried out as per the following timelines. "T" as referred to in the table is treated as the date of award of work to the selected Vendor.

Sl. No.	Stage	Timeline (Month)
1.	Preparation of Software requirement specification	T + 1
2.	Submission and finalization of SRS documentation.	T + 2
3.	Preparation of contents and designing of the e-commerce platform template in consultation with the Agriculture Department, Government of Sikkim.	T + 3
4.	Development of beta version of e-commerce platform web and mobile application.	T + 7
5.	Demo of the beta version of e-commerce platform web and mobile application to the officials of the Agriculture Department, Government of Sikkim.	T + 7

6.	Pilot roll out (GPU level) of e-commerce platform web and mobile application.	T + 8
7.	Feedback & Enhancements from the pilot roll out.	T + 9
8.	Training& Handholding to the department officials.	T+11
9.	Go Live of e-commerce platform web and mobile application.	T + 12
10.	Data Import of farmers in e-commerce platform web application.	T + 13
11.	Beneficiary Training& Handholding	T+13

### 3. DATASHEET

Sl. No.	Item	Details
1.	Project Name.	Selection of Firm/Agency for Development & Implementation of “E-Commerce Platform for Farmers of Sikkim”.
2.	Bid Inviting Authority.	Agriculture Department, Krishi Bhawan, Gangtok – 737101, Sikkim
3.	Contact person of the bid.	Joint Director (IT), Agriculture Department
4.	Tender Reference with Date.	Ref No: 422/IT/Agri/2025-26 Date: 10/07/2025
5.	Last date for Submission of queries.	Date: 16/07/2025 Address for submission of queries: Agriculture Department, Krishi Bhawan, Gangtok – 737101, Sikkim, Mobile No:08967946066 Email: bikramrai@gmail.com
6.	Publication of Corrigendum (if any) on website	Date: 10/07/2025 All corrigendum issued by Agriculture Department in this

	on the basis of Pre-Bid queries.	respect will be given without disclosing the name of interested bidders.
7.	Cost of tender Document (non-refundable).	Rs. 50,000/- (Rupees Fifty Thousand only) in the form of a Bank Receipt (BR) in head of 0401/800/01- Agriculture for "Secretary, Agriculture Department", at Gangtok.
8.	Earnest Money Deposit(EMD)(refundable).	Rs. 15,00,000/- (Rupees Fifteen Lakhs only) in the form of a Demand Draft on any Nationalized/Scheduled bank in favor of "Secretary, Agriculture Department", at Gangtok.  The validity of the EMD is 90 days. Bid security shall be refunded to the successful bidder upon signing of contract/agreement with client. For unsuccessful bidders, the bid security shall be refunded after end of the overall bid process.
10.	Last date and time of submission of Bid.	Date: 28/07/2025 Time: 04:30 PM
11.	Date and time for opening of pre-qualification bid, technical bids & commercial bids.	Date: 29/07/2025 Time: 10:30 AM
12.	Venue for opening of bid.	Agriculture Department, Krishi Bhawan, Gangtok – 737101, Sikkim, Mobile No: 08967946066 Email: bikramrai@gmail.com

**Note:**

\* No financial information should be submitted under technical bid.

\*The bidder shall bear all costs associated with the presentation and submission of the tender and Agriculture Department will, in no case, be responsible or liable for those costs, regardless of the conduct or the outcome of the bidding process.

## 4. SCOPE OF WORK

The selected Implementation Agency (IA) shall be responsible for the end-to-end development and implementation of a dedicated E-Commerce Platform with integrated Farmer Support System for the Agriculture Department, Government of Sikkim. The platform aims to overcome systemic challenges affecting farmer income and productivity by:

- Enhancing market access.
- Reducing dependency on intermediaries.
- Promoting informed participation in agriculture through digital tools and advisory support.

The work shall be executed across the following key components:

### ➤ Requirement Analysis and Stakeholder Consultation

- Conduct field-level assessments and stakeholder consultations including farmers, FPOs, SHGs, agricultural officers, buyers, and logistics partners.
- Identify existing gaps in market linkage, information dissemination, digital access, and service delivery.
- Prepare and submit a System Requirements Specification (SRS) document for review and approval.

### ➤ Platform Design and Development

- Design a responsive, scalable platform using a 3-tier web architecture, optimized for both web and mobile (Android and iOS).
- Integrate with:
  - Content Management System (CMS)
  - Precision farming systems (e.g., soil sensors, irrigation advisory)
  - GPS tracking systems
  - Payment gateways
  - Logistics partners
- Include user management, catalogue and inventory management, shopping cart, secure checkout, and order fulfilment modules.
- Integrate Interactive Voice Response System (IVRS) to ensure inclusion of farmers with no smart phone access.



➤ **Core Functional Modules**

i. **Information & Advisory Module**

- Real-time updates on schemes, subsidies, training programs, weather, and organic practices.
- Push notifications via SMS and offline content availability.
- Integration of a toll-free support centre in each of the six districts.
- Ensure multilingual support and accessibility in low-bandwidth areas.

ii. **Online Marketplace**

- Product listing, price setting, and order management by farmers/FPOs.
- Secure transaction tracking with transparent pricing mechanisms.
- Buyer-seller communication system with privacy safeguards.

iii. **Logistics and Delivery Coordination**

- Integration with logistics partners for last-mile delivery and vehicle tracking.
- Dashboard for order management and delivery status.
- FPO-specific dashboards to support aggregation and logistics.

iv. **Reporting and Analytics**

- Advanced reporting with AI-based analytical insights and Decision Support System (DSS).
- Customizable performance and market trend reports.
- Image-based crop quality categorisation and predictive models.

➤ **Server Configuration & Hosting of the Web & Mobile Application**

To ensure the smooth functioning of the Agriculture Department's web and mobile applications, a robust and secure server environment is essential. The Implementation Agency (IA) shall be responsible for provisioning, configuring, and maintaining the entire server infrastructure.

**Key responsibilities and considerations include:**

- **Server Setup:** The IA must establish a high-performance server environment capable of handling large-scale user traffic, real-time processing, and future scalability requirements.
- **Security:** The IA shall implement strong user authentication mechanisms, data encryption, and privacy safeguards to protect sensitive information.

- **Hosting Environment:** The platform must be hosted on a secure State Data Centre (SDC) or a government-approved cloud infrastructure with disaster recovery capabilities.
- **Compliance:** A mandatory third-party security audit, conducted by a Government of India (GoI)-empanelled agency, must be successfully completed prior to Go-Live.
- **Support:** The IA is required to provide installation, configuration, and maintenance support for a period of three (3) years.

This setup will ensure a secure, efficient, and scalable infrastructure to support the Agriculture Department's digital service delivery.

#### **Server Specifications:**

##### ➤ **SQL Server for Database**

- SQL Server 2022 Enterprise Edition

##### ➤ **Application Hosting Server:**

- Windows Server 2019 (version 1809) Standard Edition
- 4 vCPU @ 3.3 GHz
- 32 GB Memory
- 1 TB Storage

##### ➤ **IoT Data Processing Server (Linux Cloud Server)**

- 2 vCPU @ 3 GHz
- 16 GB Memory
- 500 GB Storage

##### ➤ **Drone Image Processing Server**

- ESC4000A-E10 Series with NVIDIA A40 48GB GPU
- 64 GB RAM
- 1 TB Storage (initially, with the possibility of increasing as data grows).

➤ **Training, Capacity Building, and Documentation**

- Conduct awareness and training sessions across all Gram Panchayat Units (GPUs).
- Facilitate farmer and stakeholder registration and on boarding.
- Provide training materials, manuals, and multimedia tutorials.

➤ **Operations and Maintenance**

- Provide technical support and maintenance for three (3) year post Go-Live, including:
  - Bug fixes and updates
  - Performance monitoring
  - Helpdesk and user support services
  - Ticket management system and analytics dashboard.

❖ **AI Capabilities:**

To further enhance the functionality, efficiency, and user experience of the proposed e-commerce platform, Artificial Intelligence (AI) will be strategically integrated across various modules. These AI-driven capabilities aim to empower farmers with data-driven insights, streamline operations, and improve decision-making at both the individual and institutional levels.

**Key AI components of the E-Commerce Platform for Farmers will include:**

➤ **Machine Learning (ML) for Predictive Analytics**

**Use Case:**

- **Demand Forecasting:** Predicts which crops will be in high demand (e.g., cardamom, oranges, ginger).
- **Price Optimization:** Adjusts real-time pricing based on supply, demand, and market trends.
- **Personalized Recommendations:** Suggests products to buyers based on past purchases.

**Example:**

- AI analyses historical sales data to advise farmers on the best time to sell.

➤ **Dynamic Pricing and Market Intelligence**

- **AI-Driven Price Recommendations:** Machine learning algorithms will analyse real-time market data, historical prices, demand-supply trends, and quality grades to suggest optimal pricing for each batch of produce. This empowers farmers to set competitive yet profitable prices, reducing reliance on intermediaries.

❖ **Benefits:**

- Maximizes farmer earnings by recommending best prices.
- Provides transparent price discovery for buyers and sellers.
- Adapts to market fluctuations and seasonal trends.

➤ **Personalized Advisory and Decision Support**

- **AI Chat bots and Virtual Assistants:** Multilingual AI chat bots will provide instant answers to farmers' queries on best agronomic practices, government schemes, weather alerts, pest management, and more. The system can personalize advice based on farmer profiles, crop types, and location.

❖ **Benefits:**

- 24/7 support in local languages.
- Increases adoption of modern techniques and schemes.
- Reduces knowledge gaps and improves productivity.

➤ **Demand Forecasting and Inventory Optimization**

**Market Demand Prediction:** AI algorithms will forecast demand for various crops based on market trends, festival seasons, and buyer preferences. This enables farmers and FPOs to plan production and inventory, reducing post-harvest wastage and ensuring timely supply.

❖ **Benefits:**

- Aligns production with market demand.
- Reduces unsold inventory and spoilage.
- Improves supply chain efficiency.
- Smart Logistics and Route Optimization.

**AI-Powered Delivery Coordination:** The platform will use AI to optimize delivery routes, cluster orders, and assign vehicles for last-mile delivery. Real-time tracking, predictive

ETAs(Estimated Time of Arrival), and automated scheduling will ensure timely and cost-effective logistics.

❖ **Benefits:**

- Reduces transportation costs and delivery times.
- Enhances customer satisfaction.
- Supports aggregation for smallholder farmers.

➤ **Fraud Detection and Transaction Security**

**Anomaly Detection:** AI models will monitor transactions for unusual patterns, flagging potential fraud, duplicate listings, or unauthorized access. This safeguards both farmers and buyers, building trust in the platform.

❖ **Benefits:**

- Reduces risk of financial loss.
- Ensures platform integrity.
- Promotes safe digital transactions.

➤ **Automated Reporting and Insights**

**AI Analytics Dashboard:** The platform will feature customizable dashboards powered by AI, providing actionable insights on sales performance, buyer trends, scheme utilization, and more. These reports can be tailored for farmers, FPOs, and government officials.

❖ **Benefits:**

- Informs strategic planning and policy decisions.
- Empowers users with real-time, data-driven insights.
- Simplifies compliance and reporting.

➤ **Language and Accessibility AI**

**Speech-to-Text & Text-to-Speech:** AI-driven language tools will enable voice-based navigation, content translation, and accessibility for illiterate or visually impaired users. Interactive Voice Response (IVR) systems will be enhanced with natural language processing for seamless farmer interaction.

❖ **Benefits:**

- Expands platform reach to non-tech-savvy farmers.
- Promotes inclusivity and digital literacy.
- Supports multilingual communication.

#### **Web Portal in Scope of Implementation Agency (IA):**

The IA shall be responsible for developing a web portal with the following AI-enabled characteristics:

- **Integration with AI for Data Analysis & Recommendations:** The portal will leverage AI to analyse transaction data, buyer behaviour, and product listings to generate actionable insights and personalized recommendations for farmers.
- **Design, Development, Testing, and Implementation:** Includes requirement analysis, UI/UX design, software development, quality management, and implementation with real-time data availability for the Agriculture Department.
- **High-Level Functionalities:**
  - Multi-user role management (farmers, buyers, FPOs, admins).
  - Secure login and authorization.
  - Farmer and product management.
  - Order and inventory management.
  - Notification broadcasting (AI-driven alerts).
  - Real-time feeds to mobile app.
  - Analytics and reporting modules.
- **API Connectors:** For seamless integration with farmers' databases, Agriculture Department websites, and logistics/IoT partners.
- **Non-Functional Requirements:**
  - Real-time data processing
  - High availability (99.99%)
  - AI/ML-driven operations
  - Block chain-based security for transactions
  - Browser compatibility and portability
  - Plug-and-play for new modules
  - Agile development and deployment
  - Performance monitoring and exception handling

- Full-text search and advanced filtering
- English language interface and single currency

#### **Mobile App for Farmers (Scope of IA):**

- **Quick Help App:** Android app with offline capabilities for areas with limited connectivity.
- **AI-Driven Alerts:** Receive real-time AI-generated notifications, price alerts, and market updates.
- **Data Visualization:** Dashboard for sales, inventory, and buyer trends powered by AI analytics.
- **Offline Data Storage:** Essential data stored locally and synced when online.

#### **Key Deliverables of IA:**

- Functional and integration architecture.
- Detailed hardware and infrastructure specifications.
- GAP analysis and reporting.
- SRS, test plans, and test cases.
- Application integration with SMS gateway.
- Application documentation.
- Procurement and configuration of servers.
- Training on AI features for department and end-users.
- IA shall attend gram sabha at GPU level at their expenditure under the direction of Agriculture Department.
- During the AMC period of 3 years IA shall be making minor changes in the application as and when needed, under the direction of Agriculture Department.

The AI-powered e-commerce platform will transform market access, transparency, and profitability for Sikkim's farmers. By integrating advanced AI capabilities, the portal will enable data-driven decision-making, reduce dependency on intermediaries, and foster a sustainable, inclusive, and digitally empowered agricultural ecosystem.

All AI modules will be designed with a focus on privacy, data security, and ethical AI practices, ensuring that farmers' interests are always protected.

## 5. Terms & Conditions

### 5.1. Accountabilities

- i. It is the Agriculture Department's responsibility to ensure that the selected Vendor has access to documentation owned by Agriculture Department from the immediate beginning of the work and for the duration of that work.
- ii. It is the Agriculture Department's responsibility to ensure that any member of their organisation/division can make them available for brief consultation on 1 weeks' notice. Agriculture Department shall provide the Selected Vendor with contact details of all such organisation/division employees.
- iii. It is the vendor's responsibility to ensure that the Project Manager (PM)/ or any other authorized person in full knowledge of the project and the matter under discussion is available to meet with Agriculture Department provided that the meeting relates to the work proposed and/or the objectives proposed.
- iv. It is the Vendor's responsibility to ensure that all objectives proposed and all deliverables proposed are achieved and disclosed prior to the agreed end-date of the project.
- v. It is the Vendor's responsibility to ensure any information it possesses relating to Agriculture Department that is not available in the public domain be treated with the utmost confidentiality and discretion.
- vi. It is the Vendor's responsibility to ensure any information it possesses relating to Agriculture Department that is not available in the public domain be treated with the utmost confidentiality and discretion.

### 5.2. Tender Fee

Tender document fee of INR 50,000/- (Rupees Fifty Thousand only) in the form of Bank Receipt (BR) in the head 0401/800/01-Agriculture for "Secretary, Agriculture Department" at Gangtok should be submitted along with the technical bid.

### 5.3. Earnest Money Deposit

- i. An earnest money deposit (EMD) of INR 15,00,000/- (Rupees Fifteen Lakhs only) in the form of Demand Draft in favour of "Secretary, Agriculture Department" at Gangtok shall have to be submitted by the bidders' along with the bid. The EMD shall



be furnished in Indian National Rupees (INR) and should be valid for a period of minimum 90 days.

- ii. Any bid not secured in accordance with above mentioned clause, shall be rejected by the Purchaser as being non-responsive, without any further correspondence. Unsuccessful bidders' EMD will be discharged / returned after end of the overall bid process.
- iii. Earnest Money Deposit furnished by selected Bidder shall be refunded after signing of contract and submission of Performance Security Deposit. The EMD can be forfeited if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Form or during the bid process, if a Bidder indulges in any such deliberate act that would jeopardize or unnecessarily delay the process of bid evaluation and finalization, or if any information is found wrong / manipulated / hidden in the bid.
- iv. The decision of the Purchaser regarding forfeiture of the EMD shall be final & shall not be called upon question under any circumstances. No interest will be paid on the EMD.

#### 5.4. Payment Terms

Sl.No	Milestone/Deliverable	Payment
1.	Completion of the Software Requirements Specification (SRS) and finalization of the UI/UX templates for both mobile and web platforms. GPU-enabled server installation completed at the State Data Centre (SDC) with 4TB storage. (Server Specification is mentioned above in Scope of Work) Ref Pg:10.	50% of contract value
2.	Go-Live of the solution.	45% of contract value
3.	At the end of one year of implementation.	5% of contract value

#### 5.5. Procedure for Submission of Bids

- a. It is proposed to have a Three Cover for this tender:

Pre – Qualification Bid – (1 copy) in one cover.

Technical Bid - (1 copy) in one cover.

Commercial Bid - (1 copy) in one cover.

- b. Pre-Qualification Bid, Technical Bid and Commercial Bid of the Tender shall be covered in separate sealed covers super-scribing **“Pre-Qualification Bid”, “Technical Bid”, “Commercial Bid”**. Please Note that Prices shall be indicated only in the Commercial Bid. And if price will be indicated in the Pre-Qualification Bid or Technical Bid, that Bid is liable to be rejected.
- c. The three envelopes containing Pre-qualification Bid, Technical Bid and Commercial Bid shall be put in another single sealed envelope clearly marked **“Selection of Firm/Agency for Development & Implementation of “E-Commerce Platform for Farmers of Sikkim”**. These envelopes are to be superscripted with Tender Number and the wordings **“DO NOT OPEN BEFORE 10.30 AM on 29.07.2025”**.
- d. The cover thus prepared shall also indicate clearly the name, address, telephone number, E-mail ID and fax number of the Bidder to enable the Bid to be returned unopened in case it is declared **"Late"**.
- e. Each copy of the tender shall be a complete document and shall be bound as a volume. The document shall be page numbered and appropriately flagged and must contain the list of contents with page numbers. Different copies must be bound separately. Any deficiency in the documentation may result in the rejection of the Bid.
- f. If the outer envelope is not sealed and marked as indicated above, Department will assume no responsibility for the Bid's misplacement or premature opening.
- g. The Tender should be signed on all the pages by the Bidder's authorized signatory and should be affixed with the bidder's Seal.
- h. The representative participating in the bid process should carry a letter of authorization on the company letter head.

## **5.6. Selection Procedure**

Only the bidders fulfilling the full Prequalification Bid Criteria listed as per Clause 5.7 and scoring 70 marks or above in the Technical Evaluation criteria as per Clause 5.8 are allowed to participate in the Commercial Bid. The envelopes marked “Prequalification

Bid” shall be opened first. The envelopes marked “Financial Bid” shall be kept sealed and shall be opened only after evaluation of technical bid.

**Evaluation of Bid:**

For financial evaluation, the total cost indicated in the Financial Bid including all Taxes will be considered. The Lowest financial bid will be allotted a financial mark of 100 marks. The financial marks of other Bidder(s) will be computed by measuring the respective financial bids against the lowest financial bid.

$$\text{Financial Marks (M}_F\text{)} = \frac{\text{Lowest Financial Bid Amount}}{\text{Bidder's Actual Financial Bid Amount}} \times 100$$

**Combined and Final Evaluation**

The composite mark is a weighted average of the Technical and Financial Marks. The ratio of Technical and Financial mark is 70:30 respectively. The Composite Mark will be derived using the following formula.

$$\text{Composite Mark} = (\text{MT} \times 0.7 + \text{MF} \times 0.3)$$

Thus, the composite mark shall be out of a maximum of 100 marks. The responsive Bidder(s) will be ranked in descending order according to the composite marks, which is calculated based on the above formula. The highest-ranking Bidder as per the composite mark will be selected in this tender.

**5.7. Pre-Qualification Bid Criteria**

The bidders must enclose the following documents inside the pre-qualification bid envelope:

Sl. No	Criteria	Documents Required
1.	The Bids shall be submitted by only the Bidder; no consortium is allowed.	Declaration in this regard needs to be submitted.

2.	The bidder should have been in existence as a software developing firm/company for the last 3 years (as on 31st December 2024)	Registration of firm, trade license, GST registration and professional tax clearance certificate should be submitted.
3.	The bidder must have audited financial statements for the last three financial years: 2021–2022, 2022–2023, and 2023–2024. Additionally, the Bidder or the Lead Consortium Member must have an average annual turnover of at least INR 5 cores during the financial years 2022–2023, 2023–2024, and 2024–2025.	The Financial statement should be duly certified by the Chartered Accountant.
4.	The bidder should have provided and successfully completed at least three (3) IT/software-based services to Government of Sikkim during the last three financial years.	Work Orders and completion certificate to be enclosed.
5.	The bidder should be a registered firm/company in Sikkim and should have a well-established office in Gangtok with at Least 4 qualified IT personnel in their continuous pay roll for the last 2 years.	The address proof of the office, website and salary certificates of the IT developer along with their Curriculum Vitae as per format 2 of Annexure I should be submitted. Registration of firm with the Government of Sikkim certification.
6.	Bidder should NOT be under a declaration of ineligibility for corrupt and fraudulent practices issued by the tendering authority.	Self-declaration certification to be submitted.

7.	The Bidder shall furnish, as part of its Bid, an Earnest Money Deposit (EMD) of Rs. 15,00,000(Rupees Fifteen Lakh Only) in the form of a DD in the favour of "Secretary, Agriculture Department", at "Gangtok". No Bank Guarantee would be entertained for the same.	The EMD shall be denominated in Indian Rupees.
8.	The Bidder shall furnish, as part of its Bid, Tender fees of Rs. 50,000/- (Rupees Fifty Thousand Only) in the form of a DD in the favour of "Secretary, Agriculture Department", at "Gangtok".	The tender fees shall be denominated in Indian Rupees.
9.	The Bidder must submit a valid ISO certification.	ISO certification needs to be enclosed.
10.	The bidder should be Empanelled with Department of Information Technology for providing Software & IT Related Services	Vendor Empanelment Certificate to be enclosed

**\*\*Note\*\*:**

- i. The tender fee and EMD to be submitted in original as mentioned in this RFP.
- ii. Bidders must provide supporting documents for the eligibility criteria as mentioned against each criterion and in the same order.
- iii. Bidders shall provide its proposal covering letter as per format of Annexure-III, organizational details as per Format 1 of Annexure-I.
- iv. Bidders failing to meet any one of the criteria laid above shall be disqualified and will not be allowed to participate in the technical bid.

## 5.8. Technical Evaluation Criteria

The eligible bidders shall be evaluated based on the following criteria and technical mark shall be awarded to the bidders. The bidder needs to score at least 70 marks or above out of a total of 100 marks to be able to qualify for commercial/financial bid opening.

Sl.No	Clause	Marks Scored
1.	The Bidder shall give a presentation on their proposed solution.	40 Marks
2.	Architecture and Technology proposed by the bidder for development of the proposed solution.	20 Marks
3.	Innovative measures incorporated.	20 Marks
4.	The bidder shall give a presentation on the future up-gradation of the proposed solution.	20 Marks

## 5.9. General Terms and Conditions of RFP

The following general terms and conditions shall apply:

- i. This RFP may be cancelled without assigning any reasons, thereof, at any time.
- ii. If any date mentioned in this RFP is declared as a public holiday, the schedule shall be shifted to the next working day.
- iii. The undersigned reserves the right to cancel any or all of the bids without assigning any reasons thereof.
- iv. The undersigned reserves the right not to award the bid to the bidder selected on the basis of the selection procedure without assigning any reason.
- v. In case of any dispute, the jurisdiction of the Courts of Law at Gangtok would apply.
- vi. A delay of more than 3 weeks in executing the task to be treated as material breach & the contract may be terminated with a notice of 7 days.
- vii. Arithmetical errors in the Financial Bid will be rectified on the following basis:
  - a. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and will be considered for future calculations.
  - b. If there is a discrepancy between words and figures, the amount in words shall prevail.
  - c. If the bidder does not accept the correction of errors, its bid will be rejected and its EMD may be forfeited.

(Sd/-)

Joint Director (IT),  
Agriculture Department

## Annexure – I: Technical Bid Formats

### Format 1: General Information about the Bidder

Sl. No	Particulars	Details
1.	Name of the Bidder	
2.	Address of the Bidder	
3.	Constitution of the Bidder	
4.	Name & Designation of the Contact Person	
5.	Telephone No.	
6.	Email of the contact person	
7.	Fax No.	
8.	Website	
9.	Certificate of Incorporation	
10.	No. of years in software development business	
11.	No. of employees having experience in the field of Information Technology	
12.	Technical Certifications obtained	
13.	Income Tax Registration/ PAN Card No.	
14.	Goods & Service Tax Registration No.	



**Format 2: Curriculum Vitae of the IT resources**

Sl. No	Particular	Details
1.	Name	
2.	Position	
3.	Date of Birth	
4.	Educational Qualification	
5.	No. of years of relevant experience	
6.	Key Projects/Responsibilities Handled	

**Format 3: Project Experience**

Sl. No	Name of the Project	Department Name & Address	Project Value (In INR)	Project Period (From-To/Ongoing)	Page Ref. of Supporting Documents in the Technical Bid
1.					
2.					
3.					

## Annexure – II: Financial Bid Formats

### Financial Bid Format:

Sl. No	Item	Total Price(in lakhs)	Total Price in Words
1	Development & Implementation of “E-Commerce Platform for Farmers of Sikkim”		
2.	Procurement of Hardware Components.		
3.	Security Audit and hosting of application in SDC/NIC Server		
4.	Training, Handholding with 3 year post implementation maintenance and support		
	GST		
	Grand Total		

**\*\*Note\*\***

- i. The amount quoted shall be inclusive of all taxes and fees.
- ii. Income tax will be deducted at source from the payments made as per the law applicable in India.

### Annexure – III: Proposal Covering Letter

COVERING LETTER for “Selection of Firm/Agency for Development & Implementation of E-Commerce Platform for Farmers of Sikkim.”

Date:

Reference No.: RFP/.....

[Bidders are required to submit the covering letter as given here on their letterhead]

To,

Name,

Address

Gangtok – 737101, Sikkim

Dear Sir,

We ..... (Name of the bidder) hereby submit our proposal in response to notice inviting tender date ..... and tender document no. .... and confirm that:

- i. All information provided in this proposal and in the attachments is true and correct to the best of our knowledge and belief.
- ii. We shall make available any additional information if required to verify the correctness of the above statement.
- iii. Certified that the period of validity of bids is 90 days from the last date of submission of proposal, and
- iv. We are quoting for all the services mentioned in the tender.
- v. We, the undersigned, having carefully examined the referred RFP, offer to Propose for the selection as a Software developing firm, in full conformity with the said RFP.
- vi. We have read all the provisions of RFP and confirm that these are acceptable to us.
- vii. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
- viii. We declare that we do not have any interest in downstream business, which may ensue from the RFP prepared through this assignment.
- ix. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification.
- x. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.
- xi. Demand Draft: Draft No. \_\_\_\_\_ dated \_\_\_\_ drawn on \_\_\_\_\_ for Rs. 15,00,000/- is enclosed towards EMD.
- xii. Bank Receipt: BR No. \_\_\_\_\_ dated \_\_\_\_ for Rs. 50,000/- is enclosed towards RFP document cost.

Signature.....

In the capacity of.....

Duly authorized to sign Proposal for and on behalf of.....

Date.....

Place.....

[\*: Strike off whichever is not applicable].