

**DIRECTORATE GENERAL OF TAXPAYER SERVICES
(DIRECTORATE OF PUBLICITY AND PUBLIC RELATIONS)
CENTRAL BOARD OF EXCISE & CUSTOMS
C.R. BUILDING, I.P. ESTATE
NEW DELHI-110109**

TENDER DOCUMENT

**CONCEPTUALIZATION, FABRICATION AND MAINTENANCE OF 'CBEC PAVILION'
AT INDIA INTERNATIONAL TRADE FAIR, 2017 AT PRAGATI MAIDAN, NEW DELHI
FROM 14TH TO 27TH NOVEMBER, 2017**

The Directorate General of Taxpayer Services (DGTS) invites sealed tenders/bids from reputed agencies under the Two-Bid system for the conceptualization, fabrication and maintenance of 'CBEC Pavilion' during the India International Trade Fair, 2017 to be held from 14th to 27th November 2017 at Pragati Maidan, New Delhi.

1. THE OBJECTIVES

The objectives of the Pavilion are multifold and can be enumerated as under:-

The Goods & Services Tax (GST) has been rolled out from 1st July, 2017. The GST constitutes the biggest and most comprehensive tax reform undertaken in the country since independence. The Central Board of Excise & Customs has also taken milestone initiatives for rationalization and simplification of procedures & processes to provide enhanced 'Ease of doing business' and promote the 'Make in India' programme. The India Trade Promotion Organization (ITPO) has chosen 'Standup India: Startup India' as the theme for this year's edition of the IITF. With this overarching theme and backdrop, the 'CBEC Pavilion' will-

- a) put forth in public domain the salient features of the Goods & Services Tax like -one nation, one tax, one market; subsumation of multiple taxes of Centre and states into one levy; stunning example of Cooperative Federalism; improved ease of doing business; boost to Make in India, economic growth, exports & employment; free movement of goods across the country and barrier-free trade; easier compliance for MSMEs; simplified tax regime to help Standup India: Startup India;
- b) publicize e-governance initiatives like Single Window Interface for Facilitating Trade (SWIFT) implemented by the department towards business-centric and user-friendly tax regime under the Mission Mode Project of the Government of India;
- c) showcase the functions and working of the Customs wing of the department which has retained its distinct character even under the GST regime;
- d) bring forth the rationalization and simplification of procedures by the department;
- e) enhance public awareness on the role of taxes in the country's development with the aim to inculcate the culture of voluntary compliance.

2. SPECIFICATIONS OF WORK:

2.1 The Pavilion has to be fabricated in Hall No. 18-Lower level (Centrally Airconditioned) of Pragati Maidan, New Delhi in an area of 182 sq. mtr. The length, breadth and height of the Pavilion will be (21 mtr. x 9 mtr. x 2.3 mtr.) and an additional height of 1 mtr. for fascia respectively. The site comprises three RCC pillars within the allocated space. The Site Plan is attached. The interested agencies should inspect the site before making their bids in order to fully understand the site contours. In this regard, conceptualization, making of designs, modification of designs from time to time as per the requirement and instructions of the Department, presentation of the designs before the Department, modifications thereof as per requirement, presentation of the revised design/model before the Department and upon selection of the design, model, fabrication of the actual Pavilion as per the requirement, specification, time schedule and instructions by the Department and maintenance of such CBEC Pavilion during the India International Trade Fair, scheduled to be held at Pragati Maidan, New Delhi from 14th to 27th November, 2017 is the main work required to be undertaken on a turnkey basis.

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

- (i) Flooring of the stall should be at a height of 4 inch above the ground level. The floor should have wooden finish or vitrified tile finish.
- (ii) The stall should be accessible to differently-abled people.
- (iii) One Visitor Room with executive quality sofa sets with seating capacity of not less than 12 persons and 3 centre tables.
- (iv) One store room with shelves to store books, stationery, etc., with lock & key, for use of this Directorate.
- (v) Two reception counters and six Help Desks, along with adequate furniture/ chairs and storage space. Laptops should be provided for each of the above Helpdesk along with dongles for internet support and one good quality Laser printer.
- (vi) Provision of three (3) touch-screen kiosks for Quiz and games.
- (vii) Provision of an activity area for children along with sufficient stationery for holding painting competitions and other entertainment shows throughout the duration of the IITF.
- (viii) One counter for issue of laminated photo certificates of 170 GSM to participants along with adequate equipment and technical support.
- (ix) Two display-type book shelves made of glass (with lock & key) and three brochure stands for distribution of brochures/pamphlets etc.
- (x) Four elegant glass round tables along with 4 sleek chairs for each table. Provision for two dozen extra chairs for seating within the lounge must also be made. Planters, decorative material and fresh flower arrangements on regular basis for the stall should also be arranged.
- (xi) Provision of six LCD/Plasma screens (42" or above) and two LCD/Plasma screens (55" or above) along with DVD players/laptops for running videos/presentations.

- (xii) Provision of Seamless Video Wall (size 10" x 8") suitable for the site for playing of departmental publicity material along with high quality cameras for live transmission of the activities in the pavilion.
- (xiii) Provision for high quality Hindi/English speaking manpower in adequate numbers to manage the stall including Hostess, MC, Quiz Master, Magician, supervisors, cleaners, security guards, technicians, etc. for the Quiz Shows, Magic Shows, Painting competitions, other entertainment shows etc. to be performed during the said period. The winners of the quiz/painting competitions will be awarded gift items also along with the certificates.
- (xiv) The agency will also be required to undertake execution of Nukkad Natak/ Skits, Pantomime on regular basis at least four times a day for the entire duration of the IITF. The agencies should present a plan for conducting such activities preferably in association with Government institutions of repute like the National School of Drama, Sangeet Natak Academy or similar institute or professionals associated with these institutions. The team and script will be approved by the Department prior to the beginning of the IITF-2017.
- (xv) At the time of creative presentation before the Tender Evaluation Committee, the agency would also be required to submit details of gift items/takeaways along with samples with proper branding of the Department to be distributed to children/visitors/taxpayers during various competitions organized during entire duration of the IITF-2017 for CBEC Pavilion. The expenditure ceiling under this head will be Rs. 2.00 Lakh, all inclusive. The date & time of the presentation shall be conveyed later.
- (xvi) Branding and signage including standees etc. using flex/vinyl, backlit material and rotors, or other technology etc. should be used as appropriate for the Pavilion as per the requirement of the Department. In keeping with the e-governance mission of the Government of India, the department has implemented important e-initiatives in its business processes, the bidders should therefore focus on ideas and concepts that appropriately reflect these initiatives.
- (xvii) The backdrop and fascia for the Pavilion has to be designed by the agency.
- (xviii) Lighting (spot lights and halogens) has to be provided as per the design and requirement and to the satisfaction of the Department.
- (xix) High quality sound system for making announcements as well as providing audio to the films being run on the LCD screens.
- (xx) Provision of CCTV playback of pavilion area in the Visitor's Room on LCD Screen and 24-hour recording backup.
- (xxi) The Department shall provide entry passes for the manpower deputed on the stall by the agency as provided by Indian Trade Promotion Organization (ITPO). However, if the manpower deputed is more than the passes provided by ITPO, the agency themselves shall arrange more passes directly from ITPO.
- (xxii) The agency shall arrange for passes in adequate numbers from ITPO authorities when required for the lounge by the department.

- (xxiii) Tea/coffee vending machine along with an adequate supply of consumables and provision for lunch/snacks etc. for the personnel deputed as well as dignitaries visiting the Pavilion have to be arranged by the successful bidder/selected agency. The monetary ceiling under this head is limited to Rs. 1.5 lakh, all inclusive.
- (xxiv) The agency shall undertake Public Relations exercise i.e. coverage in print and electronic media during the duration of the fair (14th to 27th November, 2017, both days inclusive) to publicize the 'CBEC Pavilion' in the NCR areas.
- (xxv) Any other item required by the Department for smooth running of the stall.

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

3. PRE-BID MEET

A pre-bid meet shall be held in the Committee Room, C.R. Building, I.P. Estate at 11.30 a.m. on 16th October, 2017 to address any queries/clarifications regarding the tender. The agencies may also seek clarification of their queries, if any, on telephone nos. 011 - 23379361 or 011 - 23705863 on any working day upto 4.00 p.m. on 30.10.2017.

4. TWO-BID TENDER SYSTEM

The 'Technical Bid' should contain particulars regarding eligibility criteria along with documentary evidences. The 'Financial Bid' should contain all cost estimates.

5. TECHNICAL BID

The first envelope superscribed '**Technical Bid for IITF-2017**' should contain particulars regarding eligibility criteria along with documentary evidences, subject to the following terms and conditions:-

- (i) The bidder should have valid PAN, GSTIN. Copies of relevant documents should be attached with the bid document.
- (ii) The bidder should have prior experience of conceptualization, fabrication and maintenance of Pavilion/Lounge at the India International Trade Fair (IITF) organized by ITPO. Copies of such work orders executed **during last three years ending 31st March, 2017** must be submitted along with the bid.
- (iii) The bidder should have minimum annual turnover of Rs. 2.00 crore during any two of the preceding three financial years i.e. 2014-15, 2015-16 and 2016-17. Details of the same should be submitted along with CA certified copy of balance sheet of the Agency for the relevant period as part of technical bid. A separate CA-certified turnover certificate in respect of FY 2014-15, 2015-16 and 2016-17 should also be submitted.
- (iv) The bidder should not have been blacklisted by any Government department/PSU/ agency and should not have any criminal case pending against it. An undertaking in this respect should be submitted.

- (v) Details of experience of creative personnel like visualizers or concept directors, fabricators etc. to be submitted in the following format:

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

- (vi) Details of Prizes/Awards won at the India International Trade Fair (IITF) organized by ITPO for conceptualization, fabrication & maintenance of Pavilion(s) to be submitted.
- (vii) To provide evidence of having an office in Delhi/NCR with a staff of at least 10 persons.
- (viii) Bidder should provide the theme and treatment suggested for the Pavilion (A narrative explanation must be enclosed).
- (ix) A copy of tender documents duly signed by the bidder with identification of name & designation as a token of acceptance of all the conditions laid down in the Tender Document should be attached along with the Technical Bid but in a separately sealed envelope. Submission of proposal by the agency will also imply that it has read all the documents carefully and made itself fully aware of the work.

6. FINANCIAL BID

Envelope superscribed '**Financial Bid for IITF-2017**' should contain item-wise cost break up and also consolidated (total) cost inclusive of taxes, GST etc. The financial bid shall be evaluated taking into account only the consolidated cost inclusive of all taxes (including GST). The work mentioned in para 2.2 Sl. No. (i) to (xxv) above is to be completed. The agencies are required to understand the scope and extent of the work properly and completely before quoting the rates. The 'Financial Bid' and the 'Technical Bid' should be submitted in separate & sealed envelopes enclosed in another envelope along with EMD, **latest by 12.30 p.m. on 31.10.2017**. The above-said 'Financial Bid' should include all the expenses in respect of conceptualization, fabrication, maintenance, running and operation of Pavilion at the IITF-2017, New Delhi, from 14th to 27th November, 2017, which includes all material, labor charges & incidental charges for fabrication and maintenance of the Pavilion in **Annexure 'A'** attached with the Tender Document. Applicable taxes should be indicated clearly and separately.

7. EARNEST MONEY

Each Bid must accompany Earnest Money Deposit (EMD)/Bid Security of Rs. 1,00,000/- (Rupees One Lakh Only) in form of A/c Payee Demand Draft or Pay Order of any nationalized bank in favor of "D.D.O., Directorate of Publicity and Public Relations, New Delhi", and payable at New Delhi and the same will be returned to unsuccessful bidders, after the tender process is completed. In case of non-performance of the contract, the entire amount of EMD shall be forfeited.

8. PERFORMANCE SECURITY

The successful bidder shall be required to make a Performance Security deposit of 10% of the work award (i.e. for a work award of Rs. 25.00 lakh, the performance security amount shall be Rs. 2.50 lakh). The Performance Security will be in form of A/c Payee Demand Draft or Pay Order of any nationalized bank in favor of "D.D.O., Directorate of Publicity and Public Relations, New Delhi". The Earnest Money Deposit (EMD) of Rs. 1.00 lakh already deposited with the tender bid can be adjusted against this 10% Performance Security i.e. the successful bidder shall be required to furnish a deposit of the balance amount only. In case of non-performance of the contract, the damages shall be made good from the Performance Security deposit.

9. TIME FRAME

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

9.2 The agency shall get the final designs, brandings, signages etc. approved by the Department and ensure that the actual fabrication of pavilion is as per design finally approved by the department. The date & time of the presentation will be conveyed later. The agency will ensure that the entire work is completed positively by 12.11.2017 by 4.00 p.m. Thereafter, the said Pavilion should be maintained as such till 9.00 P.M. on 27.11.2017.

9.3 After the conclusion of the event the agency shall be responsible for dismantling and removing the materials as per prescribed time schedule and to the full and complete satisfaction of ITPO and shall be liable to pay any demurrage that might be imposed by the said ITPO for noncompliance of dismantling schedule. The dismantling and removal of the material have to be done by the agency at its own cost and hence the same may be factored in the financial quote/bid.

10. SUBMISSION OF BIDS

The Bid comprises three components: the 'Technical Bid', the 'Financial Bid' and 'EMD'. Each of these three components must be sealed in separate envelopes and superscribed '**Technical Bid for IITF-2017**', '**Financial Bid for IITF-2017**' and '**EMD for IITF-2017**' respectively. These three documents must be placed in a bigger sealed envelope superscribed '**Bid for CBEC Pavilion at IITF-2017**' and addressed to: The Joint Commissioner, Room No. G-45, Directorate General of Taxpayer Services, C.R. Building, I.P. Estate, New Delhi-110109, and must reach him **latest by 12.30 P.M. on 31.10.2017**. The bids received after the said deadline shall not be entertained.

11. OPENING OF THE TECHNICAL BID

The Technical Bids shall be opened the same day i.e. **31.10.2017 at 1.30 P.M.** in the Joint Commissioner's office in Room No. G-45, C.R. Building, I.P. Estate, New Delhi-110109. The bidding agencies are advised to send a representative to be present at the time of opening of Technical Bids.

12. SELECTION PROCESS

After opening of the technical bids, the same shall be assessed and only the agencies fulfilling the minimum eligibility criteria shall be shortlisted. Thereafter, the shortlisted agencies would be asked to make a creative presentation before the Tender Evaluation Committee in the Commissioner's office in Room No. 277, or any other room in ITO, C.R. Building, I.P. Estate, New Delhi-110109 for further evaluation. The date & time of the presentation shall be conveyed later. Since this assignment involves high quality creativity and innovative approach, final selection shall be made, inter alia, on the basis of the following criteria:

Sl.No.	Point
1.	Concept / Theme in conveying the functions discharged by the Department and objective of the Pavilion as mentioned in Para 1 including design, creativity and innovation, including Ideas for Enhancing Public Participation
2.	Past Experience
3.	Awards/Commendations for fabrication and/or maintenance of Pavilion(s) at IITF
4.	Key Professionals Involved

70% weightage will be given to Technical Bid along with Creative Presentation and 30% weightage will be given to the Financial Bid. The Financial Bids would be opened in the presence of the representative of the bidders who qualify based on evaluation of the Technical Bids along with Creative presentation. Even though item-wise rates would be quoted, only the total cost (bid amount) will be taken into consideration for evaluation of the financial bid. The date & time shall be conveyed separately. The agency with the highest combined technical & financial score would be declared successful. The bidder may also go through the Checklist attached along with this document.

13. PAYMENT

- (i) Bills may be raised on the basis of approved estimates after satisfactory completion of the project. Payment will be made only after the execution of work carried out by the agency to the satisfaction of this Directorate.
- (ii) No advance payment shall be made.
- (iii) Deduction for income tax or any other tax as applicable shall be made as per rules.
- (iv) This Directorate shall not be liable for any default in payment etc. by the agency to any third parties involved or engaged by it for this project.
- (v) GST as and if applicable would be payable.
- (vi) This Directorate shall not entertain any claim or damage, whether liquidated or otherwise, that may arise from any other party, completion of all work and running, operation and maintenance pertaining to the Pavilion, during or after fabrication.

14. PENALTY

14.1 In case the agency fails to complete the fabrication work as per its design along with modification suggested by the Department within stipulated period i.e. on or before 12.11.2017

by 4.00 p.m., the Earnest Money Deposit (EMD) will be forfeited and a penalty of Rs. 50,000/- per day of delay will be imposed on the agency.

14.2 In case the Pavilion is not completed before 4.00 p.m. on 12.11.2017, in addition to the penalty mentioned herein before, proportionate amount of rent expense paid by the Department to the ITPO for the said space will also be recovered. In case of failure to complete the work to the satisfaction of the Directorate, the Agency will be liable to penalty of Rs. 50,000/- per day of delay and legal action may also be initiated against the agency for non-performance of the contract.

15. SAVING CLAUSE

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

Sd/-
(Mukesh Kumar Pal)
Joint Commissioner
Room No. G-45, C.R. Building,
I.P. Estate, New Delhi-110109
Tel: 011-23379361

Annexure 'A'

**FINANCIAL BID FOR CONCEPTUALIZATION, FABRICATION AND MAINTENANCE OF
CBEC PAVILION DURING INDIA INTERNATIONAL TRADE FAIR-2017
14TH TO 27TH NOVEMBER, 2017**

Name of the Agency:

Financial Bid for conceptualization, fabrication of 'CBEC Pavilion' in Hall No. 18-Lower level (Air Conditioned) of Pragati Maidan, New Delhi in an area of 182 sqm. (length, breadth and height of the Pavilion will be (21 mtr. x 9 mtr., x 2.3 mtr.) and an additional height of 1 mtr. for fascia respectively. The site comprises three RCC pillars within the allocated site. The work is required to be undertaken on a turnkey basis, including maintenance of the pavilion during entire duration of IITF-2017.

Sl. No.	Work	Rate (Rs.) per person/item)	Cost (Rs.)
1.	Flooring of the stall at a height of 4 inch above ground level. The floor will have wooden finish or vitrified tile finish. The Stall should be accessible to differently-abled people.		
2.	One Visitor Room with executive quality sofa sets with		

	<p>seating capacity of not less than 12 persons and 3 centre tables.</p> <p>One store room with shelves to store books, stationery, etc., with lock & key, for use of this Directorate.</p> <p>Two reception counters and six Help Desks, along with adequate furniture/chairs and storage space.</p>		
3.	Laptops for each of the Help Desk mentioned in Para 2.2 above along with dongles for internet support and one good quality Laser printer.		
4.	One counter for issue of laminated color photo certificates of 170 GSM to participants along with adequate equipment and technical support.		
5.	Provision of three touch-screen kiosks for Quiz and games.		
6.	Provision of an activity area for children along with sufficient stationery and other items for holding painting competitions and other entertainment shows throughout the duration of the IITF.		
7.	Two display-type book shelves made of glass (with lock & key) and three brochure stands for distribution of brochures/pamphlets etc.		
8.	<p>Four elegant glass round tables along with 4 sleek chairs for each table.</p> <p>Two dozen extra chairs for seating within the lounge.</p> <p>Planters, decorative material and fresh flower arrangements on regular basis for the stall.</p>		
9.	Seamless Video Wall (size 10" x 8") suitable for the site for playing of departmental publicity material along with high quality cameras for live transmission of the activities in the pavilion.		
10.	Provision of 6 LCD/Plasma screens (42" or above) and 2 LCD/Plasma screens (55" or above) along with DVD players/laptops for running videos/presentations.		
11.	Provision for high quality Hindi/English speaking manpower in adequate numbers to manage the stall including Hostess, MC, Quiz Master, Magician, supervisors, cleaners, security guards, technicians, etc. for the Quiz Shows, Magic Shows, Painting competitions, other entertainment shows etc. to be performed during the said period. This includes cost of execution of Nukkad Natak/Skits, Pantomime, Quiz Shows, Magic Shows, Painting competitions, etc. to be performed during the said period.		
12.	Execution of Nukkad Natak/ Skits, Pantomime on regular		

	basis at least four times a day for the entire duration of the IITF. The agencies should present a plan for conducting such activities preferably in association with Government institutions of repute like the National School of Drama, Sangeet Natak Academy or similar institute or professionals associated with these institutions. The team and script will be approved by the Department prior to the beginning of the IITF-2017.		
13.	Gift items /takeaways to be distributed to children/visitors/ taxpayers during various competitions organized during the entire duration of the event. (See Note below)		
14.	Branding and signage including standees etc. using flex/vinyl, backlit material and rotors, or other technology etc. Lighting (spot lights and halogens) Backdrop and fascia for the Pavilion		
15.	High quality sound system for making announcements as well as providing audio to the films being run on the LCD screens.		
16.	Provision of CCTV playback of pavilion area in the Visitor's Room on LCD Screen and 24-hour recording backup.		
17.	Tea/coffee vending machine along with an adequate supply of consumables and provision for lunch/snacks etc. for the personnel deputed as well as dignitaries visiting the Pavilion. (The monetary ceiling under this head is limited to Rs. 1.5 lakh, all inclusive)		
18.	Public Relations exercise i.e. coverage in print and electronic media during the duration of the fair (14 th to 27 th November, 2017, both days inclusive) to publicize the 'CBEC Pavilion' in the NCR areas.		
	Total of Sl. No. 1 to 18 above:		
	Taxes including GST (as applicable)		
	Consolidated Cost:		

The item-wise cost break up and total cost inclusive of taxes, GST etc. is for reference only. The financial bid shall be evaluated taking into account only the consolidated cost inclusive of all taxes (including GST).

Note: During Creative Presentation before the Tender Evaluation Committee, the agency would also be required to submit details of gift items / takeaways along with samples with proper branding of the Department to be distributed to children/visitors/taxpayers during various competitions organized during IITF-2017 for CBEC Pavilion. The expenditure ceiling under this head will be Rs. 2.00 Lakh, all inclusive. The date & time of the presentation shall be conveyed later.

CHECKLIST

- (i) The tender should reach this Directorate by 12.30 p.m. on 31.10.2017.
- (ii) Separate SEALED envelopes should be used for 'Technical Bid', 'Financial Bid' and 'EMD', respectively, and placed in a bigger SEALED envelope to be superscribed 'Bid for CBEC Pavilion at IITF-2017'. It has been observed that some of the tender documents submitted by the agencies with the bid are not legible or complete. The bidding agencies therefore must ensure that the bid is complete in all respects, and the documents are fully legible and cross-referenced.
- (iii) Bids received late will not be entertained.
- (iv) Incomplete or conditional tenders will not be entertained/ shall be disqualified.
- (v) The bidders shall not be permitted to alter or modify bids after expiry of the deadline for receipt of bids.
- (vi) A pre-bid meet shall be held in the Committee Room, C.R. Building, I.P. Estate at 11.30 a.m. on 16th October, 2017 to address queries/clarifications, if any, regarding the tender. The bidding agencies may seek clarification of their queries on telephone nos. 011 - 23379361 or 011 – 23705863 on any working day till 4.00 p.m. on 30.10.2017.
- (vii) Technical Bids would be opened on 31.10.2017 at 1.30 P.M. in the Joint Commissioner's office in Room No. G-45, C.R. Building, I.P. Estate, New Delhi-110109. A representative of the bidder may be present at the time of opening of the tender.
- (viii) The Creative Presentation before the TEC constituted for the purpose would be held in the Commissioner's office in Room No. 277, or any other room in ITO, C.R. Building, I.P. Estate, New Delhi-110109. The Financial Bids would be opened in the Commissioner's office in Room No. 277, or any other room in ITO, C.R. Building, I.P. Estate, New Delhi-110109. The date & time for the Creative Presentation and the opening of the financial bids shall be conveyed later.
- (ix) The Directorate reserves the right to cancel the tender process without assigning any reasons. All disputes shall be subject to the territorial jurisdiction of Delhi.