

GOVERNMENT OF MEGHALAYA
DIRECTORATE OF COMMERCE & INDUSTRIES
Plot No.L/D 015 Lower Nongrim Hills, Shillong-793003 Email :industries-meg@gov.in

No.M/Dind/MSME/11/2024/3

Dated Shillong, the 8th July, 2024

LIMITED REQUEST FOR PROPOSAL (RFP)

Limited Request for Proposal (RFP) is invited from the following firms empaneled by Government of Meghalaya vide Notification No.PLR.41/2020/118 Dtd 30.09.2022 for hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya, under Raising and Accelerating MSME Performance (RAMP), a Central Sector Scheme of Ministry of MSME supported by the World Bank:

1. Ernst & Young LLP.
2. Grant Thornton Bharat LLP.
3. KPMG Advisory Services Private Limited.

Sealed envelope containing the RFP may be submitted to the undersigned and the last date for submission of the same is **29th July, 2024 by 3PM**. RFP documents will be opened on the same date and time and interested Agencies/ Bidders may participate during the process. Bidders meeting the qualification criteria may be invited to give a presentation before the State Ramp Programme Committee (SRPC) of the state of Meghalaya for finalization as the eligible Bidder.

Details of RFP for Gem and ONDC facilitation in Meghalaya can be downloaded from government website <https://megindustry.gov.in/>.

Guidelines of the RAMP Scheme may be downloaded from the Ministry of MSME website and format of letter for invitation for this RFP may be obtained from the Office of the Undersigned during any working days.

Sd/-

Director of Commerce and Industries

**Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in
Meghalaya under RAMP Program**



Government of Meghalaya
Department of Commerce and Industries

**Request for Proposal (RFP) for Hiring of Consultant(s) for
GeM and ONDC facilitation in Meghalaya under RAMP
Program**

“RFP No. M/Dind/MSME/11/2024/3”

Issued by:

Directorate of Commerce and Industries

**Plot no. LD/015, Lower Nongrim Hills,
Shillong, East Khasi Hills, Meghalaya – 793003**

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

Contents

Tender schedule	4
Overview	5
1. Scope of Work.....	9
1.1. Project background.....	9
1.2. Scope of the Consultant	10
2. Eligibility Criteria.....	12
2.1. Resource requirement.....	12
2.2. Project Experience Requirements	12
2.3. Approach and Methodology – Technical Presentation.....	13
3. Evaluation of Proposal	13
3.1. Preliminary Examination.....	13
3.2. Evaluation Methodology	15
4. Payment Terms and Terms & Conditions	15
4.1. Rates for the resources.....	15
4.2. Terms and Conditions	15
5. Other Terms & Conditions	16
6. Notification of Award.....	16
7. General Conditions of Bid	16
7.1. Bid Currencies.....	16
7.2. Authentication of Bids.....	16
7.3. Amendment of RFP Document.....	16
7.4. Validation of Interlineations in Bid.....	17
7.5. Cost of Bidding	17
7.6. Language of Bids.....	17
7.7. Modifications and Withdrawal of Bids	17
7.8. Right to accept any Bid and to reject any or all Bids.....	17
7.9. Expenses for the Agreement	17
7.10. Performance Bank Guarantee	17
7.11. Rejection on grounds of malpractices.....	18
7.12. Limitation of Liability	18
7.13. Confidentiality	18
7.14. Indemnity	19
7.15. Penalty and Liquidated Damages.....	19

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

7.16. Force Majeure	19
ANNEXURES	22
Form 1: Bid Main Cover Letter.....	22
Form 2: General Information about the Bidder	24
Form 3: Organization Project Experience	25
Form 4: Profiles of the proposed core team members & experts to be deployed for the project.....	26
Form 5: Description of the approach and methodology for the project.....	27
Form 6: Detailed Work plan for performing the assignment	27
Form 7: Performance Bank Guarantee Format	28
Form 8: Pre-Bid Query Format	29

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

Tender schedule

Sl. No.	Particulars	Details
1	RFP No.	M/Dind/MSME/11/2024/3
2	RFP Name	Request for Proposal for hiring of consultant (s) for GeM and ONDC facilitation in Meghalaya under RAMP Program
3	RFP release and download	https://megindustry.gov.in/ Also, the RFP will be mailed to each empanelled vendor.
4	RFP submission	29 th July 2024 by 3 PM
5	RFP floating date	8 th July 2024
6	Last date and time for submitting (through hard copy and email) response to RFP to the Department	29 th July 2024 by 3 PM Mail to: industries-meg@gov.in
7	Queries may be mailed to	meghalaya.ramp.scheme@gmail.com
8	Office address for submission of hard copy of the response to RFP	Directorate of Commerce and Industries Plot no. LD/015, Lower Nongrim Hills, Shillong, East Khasi Hills, Meghalaya - 793003
9	Reply of queries to be uploaded by the Department	To be mailed to concerned firms participating in the bid
10	Date of Technical presentation	Shall be informed in advance to the shortlisted bidders
11	Address of Tendering authority	Directorate of Commerce and Industries Plot no. LD/015, Lower Nongrim Hills, Shillong, East Khasi Hills, Meghalaya - 793003
12	Assignment duration	36 Months
13	Security deposit as performance Bank Guarantee.	5% (Five percent) of the total value of the contract in the form of Bank Guarantee. Preferred: Any nationalised bank.
14	Bid validity	60 days
15	Selection process	Score on the basis of technical evaluation

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

Overview

Raising and Accelerating MSME Performance (**RAMP**) supports the overall Covid Resilience and Recovery Program of MoMSME and aims to address multiple challenges like improving access to credit, strengthening institutions and governance at the Centre and State, improving Centre State linkages and partnerships, addressing issues of delayed payments, and greening and gender delivery of MSMEs. It encompasses various aspects ranging from financial support to institutional strengthening, market access, and sustainability.

Meghalaya state's MSME landscape is diverse, spanning manufacturing to services. Recognizing MSMEs' critical role, Meghalaya has adopted measures including a development policy, cluster development, and ease of doing business reforms. Such initiatives are supported by financial incentives like credit facilitation, subsidies, and the Meghalaya Procurement Preference Policy, which aligns with national efforts like the Ministry of MSME's Competitiveness Programme and the World Bank backed RAMP.

Meghalaya's Strategic Investment Plan (SIP), prepared under The Ramp initiative, lays out a blueprint for transformation entirely based on stakeholder engagement, diagnostic studies, and benchmarking exercises, aiming to build a resilient, efficient MSME ecosystem, entailing digitizing processes, enhancing market access, improving finance generation, and capacity building for over 50,000 individuals and 3,500 MSMEs.

The process involved meticulous budget finalization to ensure the financial feasibility and impact of the proposed interventions. This methodological journey was shown in a presentation to the State RAMP committee for inputs, ensuring the plan's robustness and completeness.

The entire approach was grounded in observed evidence, inclusivity, and collaboration, ultimately receiving approval from the State RAMP Committee. This marked the conclusion of an exhaustive process. The Strategic Investment Plan (SIP) was prepared in alignment with suggestions and observations from the Strategic Investment Plan Evaluation Committee (SIPEC) and subsequently submitted to the Ministry of Micro, Small and Medium Enterprises (MoMSME).

Accordingly, the MoMSME approved the following projects/ interventions for the State of Meghalaya:

1. Capacity Building Project
2. Innovation & Research Centre
3. MeghaRise
4. State Level MSME Portal
5. Project to improve Access to Market
6. Digital Marketing Project
7. TReDS Project
8. Project for DCIC Strengthening
9. Greening of MSMEs

Analytical Summary of Strategic project heads prepared under SIP:

1. Capacity Building Project:

The Capacity Building Project, with an impressive target of over 40,000 beneficiaries over 12 districts of Meghalaya, will serve as the cornerstone for enhancing the skillset and competencies of a broad segment of the workforce. It will lay the groundwork for a more dynamic and versatile business environment.

The proposed capacity building interventions under the strategic development plan for Meghalaya are multifaceted and comprehensive, designed to address the diverse needs of the state's MSME sector and bolster economic growth. The Initiatives includes Awareness Workshops and Masterclasses, covering foundational knowledge in key areas such as MSME

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

schemes, marketing, pricing, and technology, along with vital certifications like FSSAI, BIS, ISI, and others. These sessions, organized per district, shall be instrumental in ensuring MSMEs are well-versed in regulatory standards and market dynamics, a crucial step in enhancing competitiveness and compliance.

Besides the above, the inclusion of executive courses from prestigious institutions like NIFT, IHM, and IIHT indicates a push towards high level expertise, enabling businesses to scale up and innovate. These courses will likely incubate future industry leaders and entrepreneurs, positioning Meghalaya's MSME sector for breakthrough growth.

Structured internships across varied sectors, including film making and textile designing, represent an investment in practical learning and industry exposure. This experiential learning approach is vital in bridging the gap between education and the realities of the business environment.

Furthermore, Management Development Programme (MMDP) aims to nurture management and leadership skills, which are crucial for MSMEs to navigate the complexities of the business landscape effectively.

2. Innovation & Research Centre:

The Innovation & Research Centre, is anticipated to become a crucible of creativity and development, encouraging a culture of innovation that will permeate through various sectors of the economy. It is prepared to be one of the Strategic Investment in MSME Infrastructure in Meghalaya. Meghalaya's innovative infrastructure and development initiative for MSMEs is a visionary project that stands to inject a new dynamism into the local economy. The state is having envisioned gearing up to create a Centre of Excellence that will arm its MSMEs with the advanced tools and resources essential for spearheading innovation and competitive edge in the marketplace.

3. MeghaRise:

MeghaRise, a unified Brand name, will be instrumental in nurturing 2,400 entrepreneurs, catalysing the growth of innovative startups and scaling small businesses into more significant ventures. The initiative is a comprehensive strategy aimed at fostering the growth and development of Self Help Groups (SHGs) and artisans by integrating them into a unified market ecosystem. MeghaRise is structured to provide multifaceted support, from conceptual branding to market entry.

MeghaRise is a strategic endeavour to harness the state's organic product potential, utilizing materials like bamboo, wood, and broom grass to produce eco-friendly and sustainable goods. This initiative targets the development of organic soaps, toiletries, self-care items, travel cases, and various food products like honey pouches and locally produced chocolates.

It is not just an initiative but a movement towards sustainable development, aiming to uplift Self Help Groups (SHGs) by integrating them into the broader B2B and B2C markets under a unified brand name. The project is conceived to provide a platform for artisans and SHGs to create environmentally friendly products that can be seamlessly introduced into the market, especially in hospitality venues like hotels, guest houses, and homestays across the state of Meghalaya.

4. State Level MSME Portal:

The State Level MSME Portal's creation will undoubtedly serve as a digital connection for MSMEs, providing easy access to information, services, and support. In line with strategic digital initiatives, Meghalaya is undertaking the comprehensive development of a State Level MSME Portal.

The portal's design is premised on the growing need for digital solutions to enhance the efficiency and reach of government schemes. Its viability is anchored in the ability to provide a user friendly interface for MSMEs and an effective monitoring tool for the government. The integration with existing government databases and the focus on streamlining processes underscore its potential for success.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

The portal stands to tackle the significant challenge of information asymmetry identified through a diagnostic study, which highlighted MSMEs' unawareness of the aid they could leverage. Furthermore, the lack of a consolidated database for MSMEs has been inhibiting efficient governmental planning and assistance delivery.

Under this intervention/ project of RAMP Program, the Department of Commerce and Industries, is aiming to provide a centralised State Level MSME portal for the state of Meghalaya.

5. Project to improve Access to Market:

Project to Improve Access to Market, slated to benefit over 4000 MSMEs, will play a pivotal role in bridging the gap between local products and global markets, enhancing the visibility and reach of Meghalayan businesses. "Project to Improve Access to Market" is a significant initiative, to reinforce the market outreach for MSMEs. This comprehensive project is aimed at increasing the visibility, market penetration, and overall competitiveness of MSMEs in the state of Meghalaya. The initiative will also facilitate FSSAI certification for honey products, ensuring compliance with health and safety standards and boosting consumer confidence in the quality of local products.

6. Digital Marketing Project:

The Digital Marketing Project, while not quantified in terms of direct beneficiaries, will equip the overall MSMEs of Meghalaya with the necessary tools and strategies to compete in the digital marketplace.

The Digital Marketing Project for MSMEs is a forward thinking initiative that aligns with Meghalaya's goal of adopting a digitally inclusive and economically vibrant MSME sector. The comprehensive financial outlay demonstrates a clear strategy to harness digital channels for business expansion. By bridging the gap between traditional commerce and digital platforms, the project is expected to unlock new opportunities for MSMEs, driving innovation, enhancing customer engagement, and ultimately contributing to sustainable economic growth in Meghalaya.

The project has allocated fund for the engagement of a consultant to facilitate onboarding onto platforms such as **ONDC (Open Network for Digital Commerce) and GeM (Government e-Marketplace)**. The consultant's role will be pivotal in bridging the digital divide, offering MSMEs guidance and strategic advice on leveraging these national platforms for business growth. The project impact shall be measured with a year wise plan, maintaining consistency in engagement and support throughout three years. Although the direct beneficiaries are not quantified in the traditional sense, the ripple effect on the MSME ecosystem is expected to be significant, with the facilitation of ONDC and GeM platforms providing a competitive edge to local businesses.

7. TReDS Project:

The TReDS Project is expected to benefit 1,000 MSMEs, streamlining financial transactions. The TReDS Project represents a strategic effort to strengthen the financial capabilities of MSMEs in Meghalaya. This initiative is critical for enhancing liquidity and ensuring timely payments, enabling MSMEs to harness the benefits of a streamlined digital transaction system. Facilitation workshop will be organised for onboarding of State PSUs, Govt. Departments on TReDS.

8. Project for DCIC Strengthening:

This initiative is meticulously designed to enhance the effectiveness of DCICs in serving as the key player for MSME development across districts. The DCIC Strengthening Project stands as a testament to the state's commitment to nurturing MSMEs through infrastructural improvements, knowledge dissemination, and capacity building. By addressing both the immediate and long term needs of the MSME sector, the project lays a robust foundation for sustainable industrial growth and economic self sufficiency in Meghalaya.

9. Greening of MSMEs:

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

The Greening of MSMEs initiative, targeting over 10,000 beneficiaries, will usher in an era of sustainable practices, aligning the sector with global environmental standards. The 'Greening of MSMEs' initiative is an ambitious program aimed at promoting environmental sustainability within the MSME sector in Meghalaya. The project is strategically designed to raise awareness and incentivize the adoption of green technologies and practices.

The 'Greening of MSMEs' initiative is a well-conceived program that aligns with global sustainability goals and addresses local needs for environmental stewardship within the business community. By investing in knowledge dissemination and incentivizing change makers, particularly women led enterprises, the initiative promises to drive a green revolution in the state's MSME sector. It stands as a model for sustainable development, poised to create a ripple effect that extends beyond individual businesses to the wider economy and community.

Digital Marketing Project: Onboarding of Consultant for facilitating GeM and ONDC in the state of Meghalaya

Digital marketing is becoming an essential tool for businesses to expand their market reach and enhance their online presence. However, MSMEs in Meghalaya have yet to fully embrace e-commerce platforms, social media marketing, website development, and content marketing strategies. Advancements in digital marketing will enable these businesses to connect with a broader audience and drive economic growth. By leveraging digital marketing, MSMEs in Meghalaya can overcome geographic limitations, reach potential customers, and promote their products and services, ultimately contributing to their sustainability and success in the modern business landscape.

While digital marketing in Meghalaya is existent, major challenges include:

- **Minimal Digital literacy:** One of the significant challenges in Meghalaya is the minimal digital literacy among its population, particularly in rural areas. This lack of digital skills hampers the ability of local businesses and MSMEs to leverage digital tools and platforms like GeM and ONDC. Many artisans, small business owners, and local suppliers are unfamiliar with the basics of digital transactions, e-Procurement processes, and online marketing strategies.
- **Ignorance about platforms and processes to undertake digital marketing:** Another challenge in Meghalaya is the widespread ignorance about digital marketing platforms and processes. Many MSMEs and local businesses are unaware of the potential benefits of e-commerce platforms, social media marketing, website development, and content marketing strategies. This ignorance limits their market reach and ability to compete with businesses in more digitally advanced regions.

By increasing awareness and improving digital literacy, Meghalaya can better integrate its local businesses into the digital economy, enabling them to reach a broader audience, enhance their market presence, and drive economic growth. These steps are crucial for the state's overall development and for ensuring that its businesses can compete on a national and global scale.

In this regard, Department of Commerce and Industries, Government of Meghalaya under the RAMP Program, has initiated an intervention for the engagement of a consultant to facilitate onboarding onto platforms such as ONDC (Open Network for Digital Commerce) and GeM (Government e-Marketplace) who will be pivotal in bridging the digital divide, offering MSMEs guidance and strategic advice on leveraging these national platforms for business growth.

Under this RFP, the Department of Commerce and Industries, Government of Meghalaya, seeks to support this initiative by inviting empanelled vendors as per Planning Department notification No. PLR.41/2020/118 dated 30.09.2022 for onboarding consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

1. Scope of Work

1.1. Project background

As observed during the recent diagnostic survey under the RAMP program, 73% of MSMEs don't have access to any digital platform for marketing. Less than 5% MSMEs have responded that 25% and up to 50% of their total sales were carried out online and only 1% MSME have responded that they have carried out up to 75% total sales online. Unstable internet connection and frequent power cuts have also restricted the MSME's access to internet. The presence on social media and using it for marketing and promotion of the products/services has supported some of them in increasing their sales.

By increasing awareness and improving digital literacy, Meghalaya can better integrate its local businesses into the digital economy, enabling them to reach a broader audience, enhance their market presence, and drive economic growth. These steps are crucial for the state's overall development and for ensuring that its businesses can compete on a national and global scale.

In this regard, Department of Commerce and Industries, Government of Meghalaya under the RAMP Program, has initiated an intervention for the engagement of consultant(s) to facilitate onboarding onto platforms such as ONDC (Open Network for Digital Commerce) and GeM (Government e-Marketplace) who will be pivotal in bridging the digital divide, offering MSMEs guidance and strategic advice on leveraging these national platforms for business growth.

GeM:

GeM has been conceptualized with the aim of reforming public procurement in the country. The GFR 2017 mandates all Ministries or Departments to procure Goods and Services available on GeM from GeM. GeM aims to replicate the offline market on its online platform to create an open market that bring together sellers across the board ranging from established brands to MSEs, individual suppliers, suppliers of innovative products and services and artisans. GeM shall permit any seller, registered in India in accordance with prevalent laws and regulations, manufacturing or marketing genuine goods/ services to sell on GeM.

GeM has been conceived as a platform for the sale and purchase of commonly used goods and services. The spectrum of goods and services procured by the Government is very wide. The goods procured by the Government range from highly standardized goods like A4 printing paper, printing cartridges and electronic goods like printers and laptops to highly specialized goods like drilling equipment and medical equipment. Similarly, for services, the spectrum ranges from standard services such as security services, chauffeur services and gardening services to a more complex set of specialized services such as consulting services and engineering services. While GeM shall seek to cater to all the buyer needs for goods and services that are commonly used, it shall build its goods and services offering in a staged manner. GeM shall prioritize those goods and services to be supported in the short term that have a low level of customization, are more standardized and have larger transaction volumes in the public procurement domain. As the GeM platform matures, it shall support goods and services requiring higher degree of complexity. At the same time, the GeM platform shall clearly define the set of goods and services that the platform shall never cater to constituting the exclusion list. This shall include goods that are highly specialized and limited to very niche buyer segment, such as defence equipment, and services like mining services.

ONDC:

Open Network for Digital Commerce (ONDC) is an open source network that will provide a common platform for all buyers and sellers to transact and order goods and services from their preferred place. The open network will take on big e-commerce players like Amazon and Walmart-owned Flipkart in India. To explain it further, it will work just like UPI in an online payment system, which means users will have the choice to buy and transact from their choice of app, and they will have the liberty to choose from all sellers and vice versa sellers too. Presently 4.3 lakh+ sellers and service providers are present with 6 million SKUs out of which 90% of them are MSMEs. It has 3 lakh+ peak orders per day with 10 product categories enabled. It is active across 315 cities and 32 network participants. ONDC is neither an aggregator app nor a hosting platform. All existing e-

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

commerce apps can voluntarily choose to be a part of the ONDC network. The onboarding of sellers and buyers and their management will continue to be inside the network enabled apps. Shillong, the capital of Meghalaya is one of the cities where the pilot was launched.

Following are some features of ONDC:

- It will have an open protocol for all buyers and sellers.
- Consumers will have more choices to buying a product.
- Local merchants will be able to make their online presence and build credit history and a consumer base.
- ONDC will make sure the privacy of data in the network remains confidential.

Following is the benefit of ONDC:

- Sellers will have access to more customers.
- Their product discoverability will be better.
- The cost of doing business will be lower.
- More options for services like logistics.

With various State government departments, MSMEs and businesses for large impact:

✓ **Onboarding government portals and businesses on ONDC:**

- Expanded market access
- e-Commerce enablement and digitalization of businesses

✓ **Workshops and Capacity building programs:**

- Onboarding requirements and processes
- e-Commerce operations
- Driving online demand

✓ **Building an e-Commerce centred startup ecosystem:**

- Supporting the creation of localized partners for onboarding and logistics through a dedicated program
- Running a dedicated program for State's startup for e-Commerce enablement

1.2. Scope of the Consultant

Following are the responsibilities that needs to be undertaken by the consultant during the implementation of the project:

I. Need Assessment:

- a) Conduct a detailed assessment of the current digital marketing capabilities of MSMEs in all districts of Meghalaya.
- b) Identify gaps and challenges specific to the adoption and utilization of GeM and ONDC platforms.
- c) Conduct market analysis to identify trends, consumer preferences, and competitive landscape.
- d) Identification of MSME clusters in the state and MSMEs within the States not onboarded on GeM and ONDC.

II. Digital Marketing Strategy Development

- e) The consultant is expected to undertake targeted and planned efforts with clearly identified outcomes towards implementation of the strategy made for increasing the adoption of GeM and

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

ONDC platform for procurement of goods and services by State Governments and onboarding of MSMEs in the GeM and ONDC platform. The consultant needs to liaison, coordinate, implement the strategy on its own, the client will only approve and supervise the implementation of the strategy by the consultant.

- f) Prepare and submit a Strategy to bring complete procurement of the top 20 MSME procured product and service categories on GeM by each department in the States. Identification of top MSME procured products and services should be based on the State's budget analysis of the current fiscal year and procurement by the state in the last FY.
- g) For some instances the state doesn't utilize central public procurement portal or state public procurement portal, and rather use their own website for publishing the tenders/quotations, etc. Thus, it will be responsibility of the consultant to get the value and type of the procurement of goods and services of the top 10 departments done through entity's website or any other sources.
- h) Provide solutions for scalability to accommodate growing digital marketing needs.

III. Platform Optimization

- i) Identify MSME/Seller and Service Provider associations of in the State and onboard their members on GeM.
- j) Liaison with buyer organizations of the state for onboarding MSMEs of the state on GeM portal.
- k) Increase the procurement of goods and services in the State of Meghalaya through GeM and ONDC.
- l) Onboarding of at least: (GeM)
 - 5 (depending on number of SPSUs in the state) of the State PSUs as sellers and buyers on GeM per annum.
 - 40 MSME sellers per quarter (Priority for local MSMEs).
 - 15 buyers per year.

Existing SPSUs/sellers/buyers that are already registered on GeM shall also be considered i.e., if a PSU is registered as a seller but not as buyer then onboarding of the same as buyer shall be considered and vice versa. If an entity is neither a buyer nor a seller, then the same can be counted under both heads.

- m) Onboarding at least 2 Seller Network Provider (SNP) per year for increase in intake of MSMEs of Meghalaya in ONDC.

IV. Training and Capacity Building

- n) Conduct workshops/ seminars/ trainings to enhance the digital literacy specifically on GeM and ONDC and skills of MSME owners and employees across the districts of Meghalaya.
- o) Provide hands on training on using GeM and ONDC tools and techniques, awareness around Udyam Registration, GeM SAHAY, payment mechanism such as GeM Pool Account etc.
- p) Coordinate with State Government Department officials to prepare a training need assessment and thereby plan a training schedule.

V. Documentation and Reporting

- q) Document all processes, including strategy development, campaign management, and training sessions.
- r) Prepare detailed reports on progress, challenges, and outcomes.
- s) Provide regular updates to the Directorate of Commerce and Industries, Government of Meghalaya on project status and impact.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

2. Eligibility Criteria

- a) Consultancy firms are requested to provide detailed CVs of above resources as part of the proposal (please refer section 2.1)
- b) Consultancy firms are requested to provide work order and project credentials (please refer section 2.2)
- c) Consultancy firms are requested to provide detailed approach and methodology (please refer section 2.3)

2.1. Resource requirement

Consultancy firms are requested to provide detailed CV(s) of below resource as part of the proposal:

Role	Manpower Description	Qualification & Experience Required
Digital marketing Expert	Consultant with > 3 years and <= 5 years' experience (Management/ Functional Profile)	<ul style="list-style-type: none">• Graduate in Marketing, Digital Marketing, Business Administration, or a related field.• Master's degree in digital marketing, MBA with a specialization in Marketing, or equivalent.• Experience working with platforms like Government e-Marketplace (GeM) and Open Network for Digital Commerce (ONDC).• Proven track record in managing and executing digital marketing strategies on e-commerce platforms.• Proficiency in using digital marketing analytics tools to measure performance and optimize strategies.• Experience with content management systems (CMS) and e-commerce platforms.• Expertise in social media marketing across platforms like Facebook, Instagram, LinkedIn, and Twitter.• Creative thinking to develop innovative marketing strategies.• Ability to work collaboratively with cross functional teams.

2.2. Project Experience Requirements

Agencies are requested to submit project experience documents under below scope of work:

- The agency should have at least 3 years of experience in working for MSME sector.
- In last five financial years and the current financial year up to /the date of opening of the Bid, Experience of bidding entity in carrying out the consultancy assignments / assignments concerning implementation of Govt. schemes in India for any State Govt / Central govt./ UT involving:
 - a) Capacity building and identification of training needs of stakeholders on Online procurement /e- procurement /e-Marketplace solutions for any for any Central or State Government entity, Public Sector organizations / enterprises / undertakings / SPVs.
 - b) Design and development of marketing plan evaluating the available resources and requirements.
 - c) Running awareness campaign and carrying out workshops with stakeholders on Online procurement /e-Procurement / e-Marketplace solutions for any for any Central or State Government entity, Public Sector organizations / enterprises / undertakings / SPVs.
 - d) Experience of working with MSME clusters at national / state level or Experience of implementing the MSME assignment in the areas of market linkage, e-commerce facilitation or Bidder should have successfully Completed / or presently have an Ongoing engagement for providing consulting service on Online procurement/e-Procurement /e-

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

Marketplace solutions for any for any Central or State Government entity, Public Sector organizations / enterprises / undertakings / SPVs.

2.3. Approach and Methodology – Technical Presentation

Consulting firms are requested to submit an approach methodology proposal considering below areas. Technical presentation on the proposal by the firms/ agencies need be done to evaluate the scores.

- Understanding of current MSME sector in Meghalaya.
- Understanding of current system of Meghalaya on digital literacy for MSME sector and plan for improving the digital literacy and a greater number of intakes in GeM and ONDC platform.
- Proposed approach and methodology to increase the digital literacy specific to GeM and ONDC for MSMEs, Government Departments and SPSUs in Meghalaya.
- Future implementation roadmap to undertake targeted and planned efforts with clearly identified outcomes towards implementation of the strategy made for increasing the adoption of GeM and ONDC platform for procurement of goods and services by State Governments and onboarding of MSMEs in the GeM and ONDC platform.
- Overall work plan along with timelines and resource deployment plan.
- Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are considered undesirable and may be construed as an indication of the bidder's lack of cost consciousness. DCI's interest is in the quality and responsiveness of the proposal.

DCI will evaluate bidders on the basis of the technical presentation submitted by the firms. The objective of this step is to give bidders the opportunity to demonstrate their capabilities of proposed services/products to prove the idea and feasibility as envisioned in the RFP document.

3. Evaluation of Proposal

3.1. Preliminary Examination

The State RAMP Program Committee will evaluate all the proposals participating in the RFP:

- Committee will examine the technical presentation to determine whether they are complete, whether the Bid format conforms to the Bid Document requirements, whether the documents have been properly signed, and whether the Bids are generally in order.

The number of points to be assigned to each of the experts shall be determined considering the following sub-criteria and relevant percentage weights:

- Minimum qualifications (Fulfilling minimum education criteria mentioned in this RFP): 30%
- Minimum Experience (Fulfilling Minimum Years of relevant experience criteria as mentioned in this RFP): 30%
- Relevant Sector Experience (Fulfilling experience criteria of relevant sector and assignment as mentioned in this RFP): 40%

Project Experience:

#	Work Experience	Marking Criteria	Supporting documents	Total Marks (40)
1	The agency should have at least 3 years of experience in working for MSMEs	Number of years of MSME experience: i. 3 years: 5 marks ii. Above 3 years up to 5 years: 7 marks	Copy of Work Order/ Agreement	10

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

#	Work Experience	Marking Criteria	Supporting documents	Total Marks (40)
		iii. 5 years and above: 10 marks		
2	In last five financial years and the current financial year up to /the date of opening of the Bid, Experience of bidding entity in carrying out the consultancy assignments / assignments concerning implementation of Govt. schemes in India for any State Govt / Central govt./ UT involving:			
a	Capacity building and identification of training needs of stakeholders on Online procurement / e- procurement / e-Marketplace solutions for any for any Central or State Government entity, Public Sector organizations / enterprises / undertakings / SPVs	<ul style="list-style-type: none"> For 01 project = 02 marks, For 02 projects = 03 marks, For 03 projects or more = 05 marks 	Copy of Work Order/ Agreement	5
b	Design and development of marketing plan evaluating the available resources and requirements	<ul style="list-style-type: none"> For 01 project = 02 marks, For 02 projects = 03 marks, For 03 projects or more = 05 marks 	Copy of Work Order/ Agreement	5
c	Running awareness campaign and carrying out workshops with stakeholders on Online procurement /e-Procurement / e-Marketplace solutions for any for any Central or State Government entity, Public Sector organizations / enterprises / undertakings / SPVs	<ul style="list-style-type: none"> For 02 project = 03 marks, For 03 projects = 06 marks, For 05 projects = 10 marks 	Copy of Work Order/ Agreement	10
d	Experience of working with MSME clusters at national / state level or Experience of implementing the MSME assignment in the areas of market linkage, e-commerce facilitation or Bidder should have successfully Completed / or presently have an Ongoing engagement for providing consulting service on Online procurement/e-Procurement /e-Marketplace solutions for any for any Central or State Government entity, Public Sector organizations/ enterprises / undertakings / SPVs.	<ul style="list-style-type: none"> For 02 project = 03 marks, For 03 projects = 06 marks, For 05 projects or more = 10 marks 	Copy of Work Order/ Agreement	10

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

3.2. Evaluation Methodology

Evaluation methodology	Maximum marks
Resource requirements	20
Digital Marketing Expert	20
Project experience	40
Approach and methodology proposal presentation	40
Understanding the scope of work	10
Approach and methodology of the strategy	20
Work Plan with timeline	10
Grand Total	100

4. Payment Terms and Terms & Conditions

4.1. Rates for the resources

Total cost for 3 years for the resource(s) must not exceed INR 32 Lakhs (including taxes).

4.2. Terms and Conditions

- The total payment including taxes must not exceed INR 32 (Thirty-two) Lakhs for the entire period of the project i.e., for 3 years.
- Payments would be made quarterly on submission of invoices by the consulting firm to DCI.
- The selected vendor in case of failing to complete the assignment satisfactorily shall be liable to pay a penalty limited to the contract value and liquidated damages upto 10% of the contracted value.
- The resource may not be required to be deployed onsite for the entire period of 3 years. But a minimum of 10 months onsite deployment is required for the project.
- Participating agencies are required to submit the RFP documents with format of letter and also to give a presentation during the technical evaluation, invited by the State RAMP Program Committee (SRPC) (evaluating committee) of the State of Meghalaya for the finalization of the bidder.
- The vendors of Commerce and Industries Department as the case may be, shall be entitled to suspend or excuse performance of its respective obligations under this RFP to the extent that such performance is impeded by an event of force majeure.
- The RFP of the participating agency who does not satisfy the eligibility criteria in the proposal submission process are liable to be rejected without assigning any reason and no claim whatsoever on this account will be considered.
- Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary.
- If any of the resources become unavailable, the consulting firm should submit a written adequate justification along with detailed CV of the replacement resource. In such case, a replacement resource shall comply to qualifications and experience as stated in section 2.1. The resource shall be replaced within 30 days of approval of such request.
- For any query related to this RFP, the bidder must mail to meghalaya.ramp.scheme@gmail.com within one (1) week of submission of proposal against this RFP to the DCI in the format given in form 8 of annexure of this RFP document.
- Last date of submission of the hard copy of the response to the RFP by the empanelled bidders **shall be within 22 days i.e., 29th July 2024.**
- Selected Agency should coordinate with Commerce & Industries Department, Government of Meghalaya at all times while implementing the project.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

- The Agency has not been debarred/blacklisted for any reason/period by the State/Central Government Department/University/PSU/Other Government Agency etc. within India and abroad. If so, particulars of the same may be furnished. Concealment of facts shall not only lead to cancellation of the approval for granting of RFP.
- Unforeseen expenses beyond the project assignment should be borne by the Agency executing the project in the state of Meghalaya.
- In case the Agency leave the project halfway or at any time without completing the Scheme, they have to refund back in full whatever amount they have claimed from the Department of Commerce & Industries, Govt. of Meghalaya.

5. Other Terms & Conditions

- The consulting firms only need to submit their proposals as per criteria defined in section 2.
- The CVs should be submitted in World Bank format.
- The proposal should be submitted via email (industries-meg@gov.in) and hard copy of the proposal no later than **29th July 2024 by 3 PM**.
- Work would be awarded to the firm scoring maximum scores from the criteria as defined in section 3.
- Sealed envelope containing the response to the RFP may be submitted in mail and address provided in the tender schedule section.

6. Notification of Award

- Notification to Bidder: Prior to the expiry of the Bid validity period, DCI will notify the successful Bidder in writing or by fax or email, to be confirmed in writing by Letter of Intent (LOI), that its proposal has been accepted. The notification of award will constitute the formation of the Agreement.
- Signing of Agreement: The selected Bidder shall enter into agreement with DCI by signing a contract, incorporating all the terms and conditions, deliverables, responsibilities, payment schedules, project schedule etc.
- The winning bidder must deploy its required resources within 30 days of allotment of work order/ Letter of allotment.

7. General Conditions of Bid

7.1. Bid Currencies

Prices shall be quoted in Indian National Rupees (INR).

7.2. Authentication of Bids

The original and all copies of the Bid shall be typed or written in indelible ink. All copies of the bid shall be signed by the Bidder, or a person or persons duly authorized to bind the Bidder to the Agreement. All pages of the Bid, except for un-amended printed literature, shall be initialled and stamped by the person or persons signing the Bid.

7.3. Amendment of RFP Document

At any time before the deadline for submission of bids, Directorate of Commerce and Industries (DCI), Government of Meghalaya may, for any reason, at its own discretion, modify the Bid Document through an amendment notice. Any amendments made into this document shall be communicated by means of mail to respective firms.

Directorate of Commerce and Industries (DCI) shall not be responsible if the bidders fail to make note of such amendments. All such amendments shall be binding on all the bidders.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

Directorate of Commerce and Industries (DCI) also reserves the rights to amend the dates mentioned in this RFP for bid process.

7.4. Validation of Interlineations in Bid

The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person or persons signing the bid.

7.5. Cost of Bidding

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by Directorate of Commerce and Industries (DCI) to facilitate the evaluation process, and in negotiating a definitive Service Agreement and all such activities related to the bid process. This RFP document does not commit DCI to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award of contract for implementation of project.

7.6. Language of Bids

The proposal and all correspondence and documents shall be written in English. In case of accompanying literature being in a language other than English, a certified translation should accompany the documents as a part of the RFP document. All proposals and accompanying documentation will become the property of Directorate of Commerce and Industries (DCI) and will not be returned.

7.7. Modifications and Withdrawal of Bids

No proposal may be modified/withdrawn in the interval between the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form. In case the bidder wishes to withdraw the Bid after the date of opening of the bids he/she may do so.

7.8. Right to accept any Bid and to reject any or all Bids

DCI reserves the right to accept or reject any proposal, and to terminate the tendering process and reject all proposals at any time prior to award of work, without thereby incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) of the grounds for action so taken. In case of single bid, DCI reserves the right to award the work to a single bidder.

7.9. Expenses for the Agreement

The incidental expenses of execution of Agreement/Contract shall be borne by the successful Bidder.

7.10. Performance Bank Guarantee

- The successful bidder shall at his own expense may deposit with DCI, within 15 (fifteen) days after the receipt of notification of Award of the Contract (Letter of Intent) from DCI, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled Bank acceptable to DCI, payable on demand, for the due performance and fulfilment of the Agreement by the bidder.
- This PBG shall be for an amount equivalent to 5% of Agreement value. All incidental charges whatsoever such as premium, commission etc. with respect to the PBG shall be borne by the bidder. The PBG shall be valid for six months post completion of the Project. Subject to the terms and conditions in the Performance Bank Guarantee, at the end of project final acceptance sign off, the Performance Bank Guarantee may be discharged/ returned by DCI upon being satisfied that there has been due performance of obligations of the Bidder under the Agreement. However, no interest shall be payable on Performance Guarantee.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

7.11. Rejection on grounds of malpractices

- Bidders may specifically note that while evaluating the proposals, if it comes to DCI knowledge expressly or implied, that some Bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the Bidders so involved are liable to be disqualified for this Contract as well as for a further period of one (1) year from participation in any of the tenders floated by the DCI.
- DCI will reject a proposal for award if it determines that the Bidder recommended for award, or any of its personnel, or its agents or, Vendors and/or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question.

For the purposes of this provision, the terms are set forth as follows:

- “Corrupt practice” is the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- “Fraudulent practice” is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- “Collusive practice” is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- “Coercive practice” is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- “Obstructive practice” is deliberately destroying, falsifying, altering, or concealing of evidence material to the investigation or making false statements to DCI in order to materially impede an investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation.

7.12. Limitation of Liability

The Client shall not recover from the bidder, in contract or tort, under statute or otherwise, any amount with respect to loss of profit, data or goodwill, or any other consequential, incidental, indirect, disciplinary, or special damages in connection with claims arising out of this Agreement or otherwise relating to the Services, whether or not the likelihood of such loss or damage was contemplated. The Client shall not recover from the bidder, in contract or tort, under statute or otherwise, aggregate damages in excess of the fees actually paid for the Services that directly caused the loss in connection with claims arising out of this Agreement or otherwise relating to the Services.

7.13. Confidentiality

Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary. Parties may, however, disclose such confidential information to the extent that it: (a) is or becomes public other than through a breach of this Agreement, (b) is subsequently received by the receiving party from a third party who, to the receiving party's knowledge, owes no obligation of confidentiality to the disclosing party with respect to that information, (c) was known to the receiving party at the time of disclosure or is thereafter created independently, (d) is disclosed as necessary to enforce the receiving party's rights under this Agreement, or (e) must be disclosed under applicable law, legal process or professional regulations. These obligations shall be valid for a period of 6 months from the date of termination of this Agreement.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

7.14. Indemnity

The Selected Bidder shall execute and furnish to the DCI, a Deed of Indemnity in favour of DCI in a form and manner acceptable to the Department, indemnifying Department from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

- i. Negligence or wrongful act or omission by the Selected Bidder or its team or any Agency/ Third Party in connection with or incidental to this Contract; or
- ii. Any breach of any of the terms the Selected Bidder's Proposal as agreed, the RFP and this Contract by the Selected Bidder, its Team or any Agency/ Third Party.

7.15. Penalty and Liquidated Damages

The selected bidder in case of failing to complete the assignment satisfactorily shall be liable to pay a penalty limited to the contract value and liquidated damages upto 10% of the contracted value.

7.16. Force Majeure

The Bidder or DCI as the case may be, shall be entitled to suspend or excuse performance of its respective obligations under this Agreement to the extent that such performance is impeded by an event of force majeure ('Force Majeure').

Force Majeure events:

A Force Majeure event means any event or circumstance, or a combination of events and circumstances referred to in this clause, which:

- a. is beyond the reasonable control of the affected Party;
- b. such Party could not have prevented or reasonably overcome with the exercise of reasonable skill and care;
- c. does not result from the negligence of such Party or the failure of such Party to perform its obligations under this Agreement;
- d. is of an incapacitating nature and prevents or causes a delay or impediment in performance; and
- e. may be classified as all or any of the following events: Such events include:

Non-Political Events

- a. Act of God, including earthquake, flood, inundation, landslide, exceptionally adverse weather conditions, storm, tempest, hurricane, cyclone, lightning, thunder, volcanic eruption, fire or other extreme atmospheric conditions;
- b. Radioactive contamination or ionizing radiation or biological contamination except as may be attributable to the Bidder's use of radiation or radioactivity or biologically contaminating material;
- c. Strikes, lockouts, boycotts, labour disruptions or any other industrial disturbances as the case may be not arising on account of the acts or omissions of the Bidder and which affect the timely implementation and continued operation of the Project; or
- d. Any event or circumstances of a nature analogous to any of the foregoing.

Political Events

- a. Change in Law, other than any Change in Law for which relief is provided under this Agreement;

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

- b. Expropriation or compulsory acquisition by Directorate of Commerce and Industries, Meghalaya or any of their nominated agencies of any material assets or rights of the Implementing Partner;
- c. Unlawful or unauthorised revocation of, or refusal by Directorate of Commerce and Industries, Meghalaya or any of their nominated agencies, GoI or any of its agencies to renew or grant any clearance or Required Consents required by the Bidder to perform its obligations without valid cause, provided that such delay, modification, denial, refusal or revocation did not result from the Bidder's inability or failure to comply with any condition relating to grant, maintenance or renewal of such Required Consents applied on a non-discriminatory basis;
- d. Any judgment or order of any court of competent jurisdiction or statutory authority in India made against the Bidder in any proceedings for reasons other than failure of the Bidder to comply with Applicable Laws or Required Consents or on account of breach thereof, or of any contract, or enforcement of this Agreement or exercise of any of its rights under this Agreement;
- e. Expropriation or compulsory acquisition by Directorate of Commerce and Industries, Meghalaya or any of their nominated agencies of any material assets or rights of the Bidder;
- f. Unlawful or unauthorized revocation of, or refusal by any authority other than Directorate of Commerce and Industries, Meghalaya or any of their nominated agencies to renew or grant any Required Consents required by the Bidder to perform its obligations without valid cause, provided that such delay, modification, denial, refusal or revocation did not result from the Bidder's inability or failure to comply with any condition relating to grant, maintenance or renewal of such Required Consents applied on a non-discriminatory basis;
- g. Any requisition of the Project by any other authority; or Any requisition of the Project by Directorate of Commerce and Industries, Government of Meghalaya or any of their nominated agencies.
- h. For the avoidance of doubt, suspension of the Project in accordance with the provisions of this Agreement shall not be considered a requisition for the purposes of Force Majeure event.

Other Events

An act of war (whether declared or undeclared), hostilities, invasion, armed conflict or act of foreign enemy, blockade, embargo, prolonged riot, insurrection, terrorist or military action, civil commotion or politically motivated sabotage, for a continuous period exceeding seven (7) days.

Notification procedure for Force Majeure:

- i. The affected Party shall notify the other Party of a Force Majeure event within seven (7) days of occurrence of such event. If the other Party disputes the claim for relief under Force Majeure it shall give the claiming Party written notice of such dispute within thirty (30) days of such notice.
- ii. Upon cessation of the situation which led the Party claiming Force Majeure, the claiming Party shall within seven (7) days hereof notify the other Party in writing of the cessation and the Parties shall as soon as practicable thereafter continue performance of all obligations under this Agreement.

Allocation of costs arising out of Force Majeure:

- i. Upon the occurrence of any Force Majeure Event prior to the Effective Date, the Parties shall bear their respective costs and no Party shall be required to pay to the other Party any costs thereof.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

- ii. Upon occurrence of a Force Majeure Event after the Effective Date, the costs incurred and attributable to such event and directly relating to the Project ('Force Majeure Costs') shall be allocated and paid as follows:
 - a. upon occurrence of a Non-Political Event, the Parties shall bear their respective Force Majeure Costs and neither Party shall be required to pay to the other Party any costs thereof.
 - b. upon occurrence of another event of Force Majeure, all Force Majeure Costs attributable to such other event, and not exceeding the Insurance Cover for such other event, shall be borne by the Bidder and to the extent Force Majeure costs exceed such Insurance Cover, one half of such excess amount shall be reimbursed by DCI to the Bidder (optional clause – to be used, if relevant.)
 - c. upon occurrence of a Political Event, all Force Majeure Costs attributable to such Political Event shall be reimbursed by DCI to the Bidder.
 - d. For the avoidance of doubt, Force Majeure Costs may include interest payments on debt, operation and maintenance expenses, any increase in the cost of the Services on account of inflation and all other costs directly attributable to the Force Majeure Event.
 - e. Save and except as expressly provided in this clause, neither Party shall be liable in any manner whatsoever to the other Party in respect of any loss, damage, costs, expense, claims, demands and proceedings relating to or arising out of occurrence or existence of any Force Majeure Event or exercise of any right pursuant hereof.

Sd/-
Director of Commerce & Industries
Government of Meghalaya

**Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in
Meghalaya under RAMP Program**

ANNEXURES

Form 1: Bid Main Cover Letter

To,

The Director,
Directorate of Commerce and Industries
Plot No. LD/015, Lower Nongrim Hills,
Shillong, East Khasi Hills, Meghalaya - 793003

Sub: "RFP for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program."

Dear Sir/Madam,

1. This is with reference to your RFP notice dated.....I/We have examined the RFP document and understood its contents. I/We hereby submit my/our Bid for "Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program" for Department of Commerce and Industries, Government of Meghalaya.
2. The Bid is unconditional for the said RFP.
3. It is acknowledged that the Authority will be relying on the information provided in the RFP and the documents accompanying such RFP for qualification of the bidders for the above subject items and we certify that all the information provided in the RFP are true and correct; nothing has been misrepresented and omitted which renders such information misleading; and all documents accompanying the bid are true copies of their respective originals.
4. This statement is made for the express purpose of the above mentioned subject.
5. I/We shall make available to the authority any additional information it may find necessary or require supplementing or authenticate the Qualification statement.
6. I/We acknowledge the right of the Authority to reject our bid without assigning any reason or otherwise and hereby relinquish, to the fullest extent permitted by applicable law, our right to challenge the same on any account whatsoever.
7. It is declared that:
 - A. I/We have examined RFP document and have no reservations to the RFP document.
 - B. I/We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in respect of any Bid or request for proposal issued by or any agreement entered into with the authority or any other public sector enterprise or any Government, Central, State or local.
8. It is understood that the Department of Commerce and Industries, Government of Meghalaya may cancel the bidding Process of RFP at any time without incurring any liability to the department.
9. It is certified that we have not been convicted by a Court of Law or indicted or adverse others passed by a regulatory authority which could cast a doubt on our ability to undertake the services or which related to a grave offence that outrages the moral sense of the community.
10. It is here certified that the firm has not been debarred/blacklisted for any reason/period by any Central/State Govt. Department/University/PSU etc. If so particulars of the same may be furnished. Concealments of facts shall not only lead to cancellation of the order but may also warrant legal action. The government may reject bids of firms which has been blacklisted at any time.

**Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in
Meghalaya under RAMP Program**

11. It is hereby affirmed that we are in compliance of/shall comply with the statutory requirement of the Government of Meghalaya.
12. I/We hereby irrevocably relinquish any right or remedy which we may have at any stage at law or whosoever otherwise arising to challenge or question any decision taken by the authority in connection with the selection of bidders, selection of the bidder, or in connection with the selection/bidding process itself, in respect of the above mentioned items and the terms implementation thereof.
13. I/We agree to undertake to abide by all the terms and conditions of the RFP document.
14. I/We agree to undertake to be liable for all the obligations of the bidder under the agreement. In witness thereof, we submit this application under and in accordance with the terms of the RFP Document.

Yours faithfully,

Signature of Authorized (Full Name and designation of the agency)

Date of submission:

Official Seal

**Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in
Meghalaya under RAMP Program**

Form 2: General Information about the Bidder

Details of the Bidder/Prime Bidder (Company/Agency)		
1	Name of the bidder	
2	Address of the bidder	
3	Legal status of the bidder	
4	Details of incorporation of the bidder	
5	Details of Commencement of Business of the bidder	
6	Valid Goods & Services Tax (GST) registration no. of the bidder	
7	Permanent Account Number (PAN) of the bidder	
8	Name & Designation of the contact person to whom all references shall be made regarding this RFP	
9	Telephone No. (with STD Code)	
10	E-Mail of the contact person	
11	Website	

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

Form 3: Organization Project Experience

Bidders to use this format for demonstrating, their related experience, in carrying out, similar assignments. Use separate formats for individual experience.

Reference Page Numbers in the Bid	From Page:	To Page:
Assignment Name:		
Name of the Client:		
Approx. Value of the Contract:		
Total number of staff-months of the Assignment:	Location & Address:	
Start Date (Month/Year):	Duration of Assignment (months):	
Completion Date (Month/Year):		
Name of Senior Staff (Project Director/Coordinator, Team Leader) Involved and Functions Performed:		
Narrative description of Project:		

Note: For each experience, bidder has to attach the supporting work orders / agreements / Lols / completion certificates.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

Form 4: Profiles of the proposed core team members & experts to be deployed for the project

Using the format provided below, please provide profile of the proposed core team including the profile of key personnel proposed to be engaged.

Photo	Name			
	Position:			
	Date of birth			
	Education:			
Employment Record	From	To	Company	Position Held
Brief Profile				
Countries of work experience				
Languages	Language	Read	Write	Speak
<p>Work Undertaken that Best Illustrates Capability to Handle the Task</p> <p>Assigned Nature of Work: Year: Location: Company: Position Held: Main features: Activities Performed:</p>				
<p>Certification</p> <p>I, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.</p> <p>Additionally, I also certify that I shall be available for the entire duration of the contract.</p> <p>Signature of staff member Day/Month/Year</p>				

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

Form 5: Description of the approach and methodology for the project

Bidder to provide the detailed approach and methodology for extending services as per the Scope of Work mentioned under the RFP.

Form 6: Detailed Work plan for performing the assignment

Bidder to provide detailed activity and resource schedule for the entire work plan for the project.

In case bidders wish to provide any additional documentation, brochures etc. of above, they may do so by attaching the same as clearly referenced supplemental information.

**Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in
Meghalaya under RAMP Program**

Form 7: Performance Bank Guarantee Format

PERFORMANCE SECURITY:

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email Id.>

Whereas, <<name of the supplier and address>> (hereinafter called "the Bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide Implementation services for <<name of the assignment>> to Purchaser (hereinafter called "the beneficiary")

And whereas it has been stipulated by in the said contract that the Bidder shall furnish you with a bank guarantee by a recognized bank for the sum specified therein as security for compliance with its obligations in accordance with the contract;

And whereas we, <bank name> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of INR<Insert Value> (Rupees <Insert Value in Words> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of INR <Insert Value> (Rupees <Insert Value in Words> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the Bidder before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the Bidder shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This Guarantee shall be valid until <<Insert Date>>

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed INR <Insert Value> (Rupees <Insert Value in Words> only).
- II. This bank guarantee shall be valid up to <Insert Expiry Date>)
- III. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this bank guarantee that we receive a valid written claim or demand for payment under this bank guarantee on or before <Insert Expiry Date>) failing which our liability under the guarantee will automatically cease.

Request for Proposal for Hiring of Consultant(s) for GeM and ONDC facilitation in Meghalaya under RAMP Program

Form 8: Pre-Bid Query Format

(In Organization Letter head)

S. No.	RFP Section	Sub Section	Clause in RFP	Query

- i. Name and complete official address of prospective Bidder Name of the Bidder's Contact Person:
- ii. Email:
- iii. Mobile No.:
- iv. Telephone:
- v. Signature:
- vi. Name of the Authorized signatory:
- vii. Company seal:
- viii. Date and Stamped:

Sd/-
Director of Commerce & Industries