

**No. M/Dind/MSME/9/2024/148**

**Dated Shillong, the 12<sup>th</sup> of November ,2024**

**REQUEST FOR PROPOSAL (RFP)**

Request for Proposal (RFP) is invited from the firms empaneled as per Tier-I and Tier-II, empaneled Consulting Agencies of National Informatics Centre Service Inc. (hereinafter referred to as “**NICSI**”) for “Certified e-Governance Professional Services” and “*Design, Development, Implementation and Maintenance of Websites, Web Applications and Mobile Apps*” and Empaneled vendors as per Notification no. F.N N-22018/33/2022-**NeGD** dated 17-May-2024,” notification of empanelment done through Request for Empanelment (RFE) of Consulting Organizations for Implementing Initiatives under Digital India Programme, floated at Central Public Procurement Portal (CPPP) vide Tender ID 2023\_DIT\_786826\_2 dated 22 December 2023” for hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya, under Raising and Accelerating MSME Performance (RAMP), a Central Sector Scheme of Ministry of MSME supported by the World Bank.

Sealed envelope containing the RFP may be submitted to the undersigned and the last date for submission of the same is **6<sup>th</sup> December 2024 by 3 PM**. 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 of the eligible Bidder.

Guidelines of the RAMP Scheme may be downloaded from the Ministry of MSME website and format of Bid Main Cover Letter is enclosed with the RFP vide Form 1.

Sd/-

Director of Commerce and Industries

**Request for Proposal for Hiring of Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**



**Government of Meghalaya**  
**Department of Commerce and Industries**

**Request for Proposal (RFP) for Hiring of Consultancy  
Services to Develop and Implement the State Level MSME  
Portal in Meghalaya**

**“RFP No. M/Dind/MSME/9/2024/147”**

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**Issued by:**

**Directorate of Commerce and Industries**

**LD/015, Lower Nongrim Hills,  
Shillong, East Khasi Hills, Meghalaya – 793003**

**Request for Proposal for Hiring of Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**

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**Tender schedule**

Sl. No.	Particulars	Details			
1	RFP No.	M/Dind/MSME/9/2024/147			
2	RFP Name	RFP for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya			
3	Tender Release	Start Date and Time		End Date and Time	
		<b>12 November-2024</b>	3 PM	<b>6 December 2024</b>	3 PM
4	Last date for receiving queries	<b>18-November-2024</b>			
5	Mail response to RFP to the Department	Mail to: industries-meg@gov.in			
6	Queries may be mailed to	Mail to: meghalaya.ramp.scheme@gmail.com with copy to industries-meg@gov.in			
7	Website from which bidding documents can be downloaded	<a href="https://megindustry.gov.in/">https://megindustry.gov.in/</a>			
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	27 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 security/ earnest money deposit. (Refundable)	<p>Agency shall submit an EMD of Rs.18 Lakh in favour of Director of Commerce &amp; Industries, Shillong, Meghalaya.</p> <p>The EMD may be forfeited in following cases – If an Agency withdraws its bid or increases its quoted prices during the period of bid validity or its extended period, if any, or in the case of a successful Agency, if it fails within the specified time limit to accept Letter of Intent or sign the Agreement. – format as per Annexures Form 7</p>			
15	Bid validity	60 days			
16	Selection process	QCBS with quality to cost ratio 80:20			

## **Request for Proposal for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya**

### **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 Programme 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. 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 Investment 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

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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, and IIM 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 Hotel Industry, 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, MSME Management Development Programme (MMDP) aims to nurture mentors with 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 more than 2,000 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 Clusters or 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.

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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. 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.

### **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:**

The Greening of MSMEs initiative, targeting to create awareness for over 10,000 beneficiaries, will usher in an era of sustainable practices, aligning the sector with global environmental standards. This 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



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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.

### **State Level MSME Portal (SLM Portal):**

The state of Meghalaya has made significant strides in developing portals to digitize operations and provide an integrated platform for accessing information for a wider range of users. However, there is still a pressing need for a dedicated portal specifically designed for the MSMEs of the state. Additionally, the State lacks a centralized information system that provides details on upcoming events, exhibitions, workshops, infrastructure availability, available areas in industrial estates, key products of each cluster, and the State's performance in both Central and State MSME schemes. Developing such a portal would significantly enable MSMEs to take advantage of available benefits, thereby increasing the coverage and effectiveness of various schemes aimed at supporting their growth. This would streamline operations, facilitate easier access to resources, and support the growth of the MSME sector by providing a one-stop solution for their specific needs.

On the Government's end, Central schemes are currently processed online. However, most State specific policies are processed offline, involving the physical movement of files resulting limited visibility of the implementation process. The absence of a unified database of MSMEs and their operational status affects effective planning and implementation of benefits by the Government. Furthermore, the lack of a mechanism to gather feedback on draft policies poses challenges for MSMEs in terms of compliance. Therefore, having a digital platform for the government would make processes more efficient and create favourable conditions for both MSMEs and concerned Government Departments. Additionally, proper verification and tracking of Udyam registered MSMEs on the Udyam portal is challenging.

To address the challenges mentioned above, under State Level MSME Portal project, Department of Commerce and Industries under RAMP Program, is aiming to provide a centralised State Level MSME portal. This platform will provide comprehensive access to information on all central and state level MSME schemes, incentives and initiatives, eligibility criteria, infrastructure availability in state for factories, etc., information on industrial estates, as well as details on upcoming events and exhibitions. It will transition state specific MSME policies to online processing, enhancing transparency and efficiency. The platform will feature a unified MSME database for effective planning and monitoring and include a feedback mechanism for continuous policy improvement. This platform aims to increase scheme uptake, create jobs, and drive economic growth by fostering a robust MSME ecosystem.

Key modules of the SLM Portal includes:

- 1) User Management
- 2) State Level Unified Database for the MSMEs
- 3) Information & Feedback Centre for MSMEs (Open access for Public)
- 4) Online Grievance Redressal & Query System,
- 5) Online MSME Incentives System
- 6) Capacity Building Monitoring System
- 7) AI Ecosystem for the MSMEs

### **Proposal Submission:**

- Tier-I and Tier-II, empanelled Consulting Agencies of National Informatics Centre Service Inc. (hereinafter referred to as "NICSI") for "**Certified e-Governance Professional Services**" and "**Design, Development, Implementation and Maintenance of Websites, Web Applications and Mobile Apps**"
- Empanelled vendors as per **Notification no. F.N N-22018/33/2022-NeGD dated 17-May-2024,** notification of empanelment done through Request for Empanelment (RFE) of

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Consulting Organizations for Implementing Initiatives under Digital India Programme, floated at Central Public Procurement Portal (CPPP) vide Tender ID 2023\_DIT\_ 786826\_2 dated 22 December 2023” are allowed to submit.

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### **Scope of Work**

#### **1.1. Project Modules**

The following **modules** have been mandated in the State Level MSME Portal:

##### **Module 1 – User Management**

- **User Registration:** This feature enables entrepreneurs to register their details, while opting for the workshops/ trainings under the RAMP program, providing essential information that helps DCIC monitor and keep track of their progress in setting up their businesses, getting credit, and getting access to markets, which is a key intervention under the RAMP Program. This will also help in monitoring the outcome of the intervention. For UDYAM registered users, the data shall be self-populated as per module 2 mentioned in this RFP

- **Registration Process:**

- **Step-by-Step Guide:** Detailed instructions to assist users through the registration process.
- **Document Upload:** Facility to upload necessary documents like ID proofs, etc.
- **Verification Mechanism:** Multi-step verification process including OTP, email verification.

- **User Management:**

- **Profile Creation and Management:** Allow users to create and manage their profiles, update personal information, and track their application status and mapping with Role.
- **Role Based Access Control:** Different levels of access for various user roles (e.g., MSMEs, administrators, scheme managers).
- Authentication & Single Sign-On (SSO).
- User Activity & Audit Log.
- Payment Transaction Audit Log.
- SMS and email Transaction Audit Log

- **Right Management:**

Develop a rights management framework to define and manage access rights for users based on their roles. Ensure granular control over user permissions to safeguard sensitive information and functionalities. This functionality controls what areas of the portal a user can access.

For the above proper stakeholder consultation with the DCI, DCIC and Department of Commerce and Industries will be required on regular intervals.

- **DCI (Directorate of Commerce and Industries):** The DCI oversees the strategic direction and implementation of policies related to commerce and industries in Meghalaya. Consulting with DCI ensures that the rights management framework aligns with their overall policy goals and administrative needs.
- **DCIC (District Commerce and Industries Centre):** The DCIC is responsible for executing the initiatives and programs set by the DCI at district level. Their input is crucial for understanding the practical aspects of user roles and access requirements at the ground level.
- **Department of Commerce and Industries:** This department plays a pivotal role in the development and support of the state's commerce and industries sector. Their feedback will provide insights into the broader economic and regulatory landscape, ensuring that the framework supports industry growth while maintaining security.

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Consultation with above stakeholders on daily basis will ensure that the framework is comprehensive, secure, user-friendly, and aligned with the strategic goals and regulatory requirements of Meghalaya's commerce and industries sector. By incorporating their insights and addressing their specific needs, the framework will effectively safeguard sensitive information and functionalities, supporting the successful operation of the digital portal.

### **Module 2 - State Level Unified Database for the MSMEs**

The State Level Unified Database for MSMEs is a unified database that will be integrated with the UDYAM Registration Portal, ensuring that its primary data remains synchronized with the portal.

This State Level Unified Database will have the following key features:

- **Integration with the UDYAM Registration Portal:**

This two-way communication system ensures that when an MSME registers on the UDYAM Portal, data is instantly reflected on the SLM portal. This is beneficial for MSMEs applying for incentives, as the integration of UDYAM numbers allows automatic data retrieval from the UDYAM Portal.

- **Integration with the 'Integrated National MSME Digital Portal (INMDP):**

It will be integrated with the 'Integrated National MSME Digital Portal (INMDP)' to enable the central government to access the state level implementation status of various MSME schemes such as Champions Portal, MSME Databank, Digital MSME Scheme Portal, MSME Mart.

- **Integration with the existing web portal of the Department of Commerce and Industries:**

The integration will seamlessly connect the new module with the existing web portal of the Department of Commerce and Industries, Meghalaya (<https://megindustry.gov.in>).

- **Integration with Other Meghalaya State and Central Government Portals**

The Integration with Other Meghalaya State and Central Government Portals like: Invest Meghalaya and other web portal.

### **Module 3 – Information & Feedback Centre (Open access for Public)**

The Information & Feedback Centre module will function as a platform for MSMEs in the state to access information about various MSME schemes, incentives, state and central government initiatives, check eligibility for availing the scheme, and receive updates on upcoming events and exhibitions.

- Multilingual (English, Hindi, Khasi, Garo, Jaintia) website.
- Provision to search content, documents, Policies, and other relevant information.
- Provision to upload of Notifications, Latest News, user manual module, Images, Videos etc.
- Design and development of Frequently Asked Questions (FAQs) and search relevant FAQs based on keywords.
- Provision to upload Data Export in various file format.
- Detailed descriptions of all central and state level MSME schemes, incentives, and government initiatives.
- It will also have information on state specific data like availability of land for infrastructure development for processing units/ factories/ warehouses/ industrial estates/ cooperatives, etc. for the MSMEs, information on related areas like border haats, Land Ports or Integrated Check Posts (ICPs), MSE – Clusters, training/ skill development related updates, etc. As and when

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new developments are done and new schemes will be originating or the schemes will have some update, the same needs to be accordingly updated in the SLM Portal.

- Regular update on the trainings/ workshops/ other programs that will be held under the RAMP program with details on participations, photographs and other outcomes as per requirement of Directorate under RAMP program.
- Featuring of promising entrepreneurs of the State with the achievements and know how on the schemes that has benefitted the entrepreneur.
- Total number of visitors should be displayed.
- Contact Us
- Notification/Circular/Govt. Orders
- Acts/Policies/Regulation regarding MSME
- Details of Master trainer for Clusters growth District wise
- Cluster Type details
- Border Haat Information

The Information & Feedback Centre module will have the following key features:

- **Know your incentive wizard:** This tool assists MSMEs in understanding the incentives available to them based on their eligibility and business activities, as determined by the questionnaire. It helps them maximize their benefits from government initiatives.
- **Know Your Scheme Wizard:** The 'Know Your Scheme Wizard' will assist MSMEs in identifying the scheme. The Know Your Scheme Wizard will prompt users to fill in details about their business, such as the nature of the activity, industry type, district, local authority, investment amount, organization type, number of employees, voltage required, etc. Based on these inputs, the wizard will generate a list of schemes that will be applicable to the user's business.
- **Upcoming Events and Exhibitions:** MSMEs can stay up to date with relevant industry events and exhibitions. This feature provides information on upcoming opportunities for networking, showcasing products, and accessing potential markets. Upcoming Events and Exhibitions details with Calendar display.
- **Feedback:** The module allows MSMEs to provide feedback on various draft policies, government initiatives, and the usability of the platform. This ensures that the government receives valuable input from stakeholders for continuous improvement. Continuous interactions with MSMEs required for smoother redressal of the feedback.
- **MSME MIS Report & Dashboard**
  - ✓ Integrated Dashboard for MSME & All Schemes of State and Central Government by creation of separate database for department.
  - ✓ Data Analysis and Visualization: Analytics tools to analyse MSME data and generate insights through visualizations such as charts, graphs, and dashboards.
  - ✓ Dynamic and interactive reporting using prompts to allow end users to select filter conditions to be used at run-time.
  - ✓ The title should be mentioned in each report
  - ✓ Each report offers category totals and grand total figure wherever applicable/specified

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### **Module 4 – Online Grievance Redressal & Query System**

- MSMEs Applicant can Submit query/grievance on SLM portal.
- MSMEs will have a provision or dropdown facility to choose option (Query or Grievance)
- Under Query tab, provision or dropdown facility will be provided to choose (Technical/General Query).
- Escalation Matrix Feature
- Real-Time Dashboard for Grievance/Query
- Grievance ticketing system: Users can track the status of their complaints based on the ticket number.
- System Generated Notifications and Alerts via SMS and Email.
- Grievance resolved in time frame
- Multi-level user management
- Option for users to submit an appeal if they're unsatisfied with the resolution of their grievance or query.

### **Module 5 – Online MSME Incentives System**

The Online MSME Incentives System aims to digitize several processes currently handled by the Commerce and Industries Department, Government of Meghalaya. These processes include the processing of incentive policies, eligibility certificates for availing incentives.

This Online MSME Application System will have the following key features:

- **Common Incentive Disbursement Platform:** This is a feature that allows the MSMEs to apply for various incentives for MSMEs offered by the state governments through a single online portal.
  - The platform also enables the verification, approval, and disbursement of the incentives in a transparent and timely manner.
- **Implementation of MSME Application System:** This is a feature that digitizes the internal processes and workflows of the Commerce and Industries Department.
  - Internal processes of the Commerce and Industries Department of various programs including Grant-in-Aid, MSE Clusters, Eligibility Certificate applications.
  - Training and skill development system.
  - Dynamic Application Workflow
  - File tracking System
  - State and central government MSME scheme Tracker

### **Module 6 – Capacity Building Monitoring System**

This module will be designed to monitor the progress of trainees and also track their progress after they have undergone training at DCIC (District Commerce and Industries Centres) Training centres. It enables DCIC to continuously track the status of these newly trained MSMEs as they setup their businesses, including their eligibility for government credit schemes and access to markets.

This Capacity Building Monitoring System module will have the following key features:

- **Capacity Building Monitoring System:** All training beneficiaries under various schemes of the Department to be registered here

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- **Entrepreneurship Tracking Programme:** This module will enable DCIC to plan and execute the Entrepreneurship Development Programme and collect feedback on the program for continuous improvement. Following are the key features under EDP functions:
  - Candidate details entry
  - Trainee Registration and Enrolment into batch
  - Training type Define (online, offline)
  - All Training Document uploads.
  - Training Feedback
  - Trainer Details Entry
  - Trainer Registration and Enrolment to batch
  - Venue details.
  - Communication Via Email and SMS
  - Training Calendars for each venue
  - Reporting and Analytics: Capability to generate reports on training activities, learner progress, completion rates, and assessment results.
  - Other features required by the department from time to time which are not mentioned.
- **Program Evaluation:** Evaluate the effectiveness of the training programs by monitoring the progress and outcomes of the trainees, ensuring the programs meet their intended objectives.
- **Credit Linkage Tracking:** This module will enable tracking of credit schemes availed by entrepreneurs, collecting feedback on the challenges they face, analysing these challenges, and planning suitable interventions to provide necessary support.
- **Market Linkage Tracking:** This module will enable the tracking of market linkage opportunities for new entrepreneurs. It will facilitate the planning of interventions and the provision of necessary support to them.
  - **Market Directory:** A comprehensive listing of available markets, buyers, and opportunities for MSMEs to explore.
  - **Sales Opportunity Notifications:** Sends alerts on upcoming sales opportunities, exhibitions, or fairs.

### **Module 7 – AI Ecosystem for the MSMEs**

- **Voice-Activated AI Assistant:**
  - ✓ **Multilingual Support:** AI can support multiple local languages spoken in Meghalaya (e.g., Khasi, Garo, Jaintia) to make the portal more inclusive and user-friendly for MSMEs who are not fluent in English or Hindi.
  - ✓ Implement AI chatbots on the portal to assist MSMEs in navigating the site, answering FAQs, and submitting forms.

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### **1.2. Phases of the project**

#### **1.2.1. Phase 1: Design Stage**

##### **Key activities:**

- **Requirement Analysis:**

- ✓ **Stakeholder Consultation:** Engage with stakeholders, including end-users, administrators, and policymakers, to gather detailed requirements and expectations.

For the above proper stakeholder consultation with the DCI, DCIC and Department of Commerce and Industries will be required on regular intervals.

- **DCI (Directorate of Commerce and Industries):** The DCI oversees the strategic direction and implementation of policies related to commerce and industries in Meghalaya. Consulting with DCI ensures that the rights management framework aligns with their overall policy goals and administrative needs.
- **DCIC (District Commerce and Industries Centre):** The DCIC is responsible for executing the initiatives and programs set by the DCI at district level. Their input is crucial for understanding the practical aspects of user roles and access requirements at the ground level.
- **Department of Commerce and Industries:** This department plays a pivotal role in the development and support of the state's commerce and industries sector. Their feedback will provide insights into the broader economic and regulatory landscape, ensuring that the framework supports industry growth while maintaining security.

Consultation with above stakeholders on daily basis will ensure that the framework is comprehensive, secure, user-friendly, and aligned with the strategic goals and regulatory requirements of Meghalaya's commerce and industries sector. By incorporating their insights and addressing their specific needs, the framework will effectively safeguard sensitive information and functionalities, supporting the successful operation of the digital portal.

- ✓ **Needs Assessment:** Conduct a thorough analysis to identify the functional and non-functional requirements of the portal.

- **Understanding User Requirements:**

- **Stakeholder Interviews and Workshops:** Engage with key stakeholders, including government officials, MSME representatives, and end-users, to gather insights into their needs and expectations from the SLM portal.
- **Surveys and Questionnaires:** Distribute surveys to a broader MSME audience to capture diverse perspectives on the desired features and functionalities that is dedicated to MSME ecosystem.

- **Defining Functional Requirements:**

- **Core Features:** Identify the essential functionalities the portal must have, such as user registration, MSME scheme information access, application submission, and tracking.
- **User Roles and Permissions:** Determine the different user roles (e.g., administrators, MSME owners, support staff) and the specific permissions and access rights required for each role.
- **Integration Needs:** Identify the systems and databases that need to be integrated with the portal, such as the Udyam registration database, financial institutions, and government departments.



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- **Identifying Non-functional Requirements:**
  - **Performance Requirements:** Establish criteria for the portal's performance, including response times, load times, and scalability to handle a growing number of users.
  - **Security Requirements:** Define the security measures needed to protect sensitive information and ensure data privacy, including authentication protocols, encryption, and access control mechanisms.
  - **Usability Requirements:** Ensure the portal is user friendly and accessible, with a focus on intuitive navigation, clear instructions, and support for multiple languages.
- **Documentation:**
  - **Requirements Specification Document:** Compile all the gathered requirements into a comprehensive document that outlines the functional and non-functional requirements of the portal related to MSME.
  - **Validation and Approval:** Present the requirements document to stakeholders for validation and approval to ensure alignment with their needs and expectations.
- ✓ **Feasibility Study:** Assess the technical and operational feasibility of the proposed features and functionalities.
  - **Technical Feasibility:**
    - **Technology Stack Evaluation:** Assess the suitability of various technologies and platforms that can be used to develop the portal, considering factors such as compatibility, scalability, and futureproofing.
    - **Infrastructure Assessment:** Evaluate the existing IT infrastructure to determine if it can support the proposed portal or if upgrades are necessary.
    - **Integration Capabilities:** Analyse the feasibility of integrating the portal with existing systems and databases, ensuring seamless data exchange and interoperability.
  - **Operational Feasibility:**
    - **Training and Support:** Determine the training needs for end-users and administrators to ensure smooth adoption and operation of the portal post development.
    - **Maintenance and Support:** Plan for ongoing maintenance and support, including regular updates, bug fixes, and user support services.
- **System Design:**
  - ✓ **Architecture Design:** Develop a high-level architecture that outlines the system's components, their interactions, and data flow.
  - ✓ **User Interface (UI) Design:** Create wireframes to visualize the layout, navigation, and overall look and feel of the portal.
  - ✓ **User Experience (UX) Design:** Focus on optimizing the user journey by ensuring intuitive navigation, ease of use, and accessibility.
  - ✓ **Database Design:** Design the database schematic to ensure efficient data storage, retrieval, and management.
  - ✓ **Develop a digital blueprint** for the overall platform with insights on the investments required, stakeholder management, process flows with a focus on automation, security and operational readiness.
- **Technology Selection:**

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- ✓ **Platform and Frameworks:** Choose appropriate technologies, platforms, and development frameworks that align with the project's requirements.
- ✓ **Security Measures:** Select robust security tools and practices to protect the portal from potential threats and vulnerabilities.
- **Documentation:**
  - ✓ **Technical Documentation:** Prepare detailed documentation covering system architecture, codebase, APIs, and integration points.
  - ✓ **User Manuals:** Develop comprehensive user manuals and guides to assist end users in navigating and utilizing the SLM portal effectively.
  - ✓ **Functional Documentation:** It includes the overall functional process flow of the portal, user guides detailing the registration and login processes, instructions for accessing information on MSME schemes and incentives, and guidelines for submitting and tracking applications. Additionally, the documentation outlines the feedback mechanism for users to provide suggestions and report issues, ensuring continuous improvement.

### **1.2.2. Phase 2: Development and Integration**

#### **Key activities:**

- **Continuous adoption of rapidly evolving technology:**

The platform should be open, modular and scalable (standards, open API, Micro-Services), to allow changes in sub system level without affecting other parts, architected to work completely within a heterogeneous compute, storage, and multi-level environment. The platform should be robust enough to handle continuous changes.
- **Provision of a Sustainable, Scalable solution:**

The motive of this platform is to provide a system that would be sustainable. The solution would be done keeping in mind the scalability of the system.

The scalability of the SLM Portal is to design to seamlessly accommodate new updates from MoMSME on Central sector MSME schemes, changes in eligibility criteria, and the updating of state specific MSME schemes. The platform's modular architecture must allow for the easy integration of new features and updates without disrupting existing functionalities. This ensures that the portal remains up to date with the latest policy changes under MoMSME and provides accurate information to users. Additionally, the platform supports dynamic content management on MSME ecosystem, enabling real time updates and notifications to keep MSMEs informed of relevant schemes and criteria changes. This adaptability ensures the portal remains a reliable and comprehensive resource for the MSME ecosystem in Meghalaya.
- **Provision for platform analytics:**

The platform should be able to help identify challenges faced during onboarding, KYC and other stages experienced by MSMEs with seamless online/offline handover to relevant teams. The platform should have the ability to gauge traction in relevant modules and provide insights into existing features to address relevant course correction.
- **Security & Privacy:**

Security and privacy of data should be fundamental in design of the system without sacrificing utility of the system. When creating a system of this scale, it is imperative that handling of the sensitivity and criticality of data are designed into the strategy of the system from day one. It is essential that all data shared via the platform is stored and accessed through secure channels and meets all data localization norms set by the Government.
- **SLA driven Approach:**

System should be available 24\*7 covering all the business functionalities. Downtime should be responded based on the criticality of the issue, below factors to be considered on response:

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- ✓ Maximum time that can be taken to acknowledge the reported problem.
- ✓ Maximum time that can be taken to fix the problem & release the same into production. Data from connected smart devices to be readily available (real time), aggregated, classified and stored, so as not to delay the business processes of monitoring and decision making. Smart Devices means any such software/ hardware with which the portal may be connected through API, based on evolving requirement. Readily available and consumed device data will facilitate timely access of analytics reports at every level.

- **Technical Architecture:**

Technical architecture of the envisaged SLM platform includes layer wise different business services, external integration, content management, MIS generation / reporting/ change of format (as per emerging requirements), workflow implementation, and notification services. The platform's architecture should be simple and modular, and easy to integrate with existing services. This can be well designed with information and insights gathered from MSMEs throughout the districts of Meghalaya. Additionally, multiple components are involved to make the platform holistic. A study of the tech stack of the individual components and the recommendation of the integration approach should be defined by the vendor to ensure end-to-end coverage of the platform.

- **Hosting of Portal:**

The hosting of SLM Portal will be done in State Data Centre, Meghalaya. The Bidder would be required to provide details of the minimum requirements of hardware and software. Bidder would be responsible for configuration, deployment etc. as per the requirement. The bidder should also factor in the ability to deploy non-sensitive information such as knowledge hub, training modules among others on cloud.

**In the development phase, the system development methodology should be Agile.**

### **1.2.3. Testing of the SLM Portal**

- Compatibility testing: Ensure the portal works across different browsers, devices, and operating systems, providing a consistent user experience.
- Regression testing: To conduct testing after any changes or enhancements to the portal to ensure that new code does not adversely affect existing functionalities.
- Bug Reporting and Tracking: Documenting any issues found during testing, prioritizing them, and ensuring they are resolved before the final release.
- User Acceptance Testing (UAT): Engaging end users to validate the SLM portal's functionality and performance in real world scenarios.
- Any other relevant compliant test required while development and implementation of the SLM Portal.

### **1.2.4. Phase 3: Implementation and Operation & Maintenance**

The operation and maintenance of the State Level MSME Portal will involve regular content updates, technical support, security monitoring, and performance optimization. It will ensure smooth functioning, timely assistance to users, data integrity, and seamless access to information and services for the MSME community within the state.

- Regular monitoring for system performance and server uptime.
- Monitoring New MSME Policies: Continuously monitor updates from relevant government departments for new MSME policies, schemes, and regulations affecting MSMEs.
- System upgrades and maintenance as per the changing operational needs.

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- Provide user manuals, FAQs, and training sessions.
- Providing regular reports and recommendations for improvement to DCI.
- Engaging with MSMEs, DCI, Department of Commerce and Industries and DCICs to gather inputs and ensure their needs are met and update the same in the portal dashboard as required.
- Implement a comprehensive backup and disaster recovery plan to ensure data integrity and rapid recovery in case of system failures.
- Provide training sessions and workshops for portal administrators, content managers, and end users to familiarize them with portal features, functionality, and best practices.
- Establish a process for gathering feedback from users and MSME related stakeholders to identify areas for improvement and innovation in the MSME SLM Portal.
- Time to time
- Identifying potential risks and develop mitigation strategies and ensuring that all updates comply with relevant regulations and governance standards.

**Note:** *From time to time within the project duration, the Department of Commerce and Industries, Meghalaya, may request the inclusion of additional modules or other tasks for digitization without any additional payment.*

### **1.3. Project Management Support**

The project management support for design, development and implementation of SLM Portal, the support team will be involved in all 3 phases of the project for:

- Defining key performance indicators (KPIs) and metrics for monitoring of the development of the platform.
- Timely Integration: Ensuring alignment with existing policies and regulations and integrate new policies and schemes into the digital platform dashboard promptly to ensure users have access to the latest information.
- Providing Business Requirement Document (BRD) for the design, development and implementation of the SLM Portal.
- Providing regular reports and recommendations for improvement to DCI.
- Providing assistance and training to DCI and other concerned authorities in implementing the above-mentioned modules once the platform is live.
- Providing recommendations for any adjustments if required in the platform as per decision with MSMEs, DCI, DCICs across the districts of Meghalaya and Department of Commerce and Industries.
- Engaging with stakeholders to gather inputs and ensure their needs are met and maintain transparent communication channels for updates and feedback.

The engagement will help in regular updates required for central and state level MSME schemes, information on state specific data like availability of land for infrastructure development for processing units/ factories/ warehouses/ industrial estates/ cooperatives, etc. for the MSMEs, information on related areas like border haats, Land Ports or Integrated Check Posts (ICPs), MSE – Clusters, etc.

- Maintain comprehensive documentation and progress report of all project activities and decisions.
- Conducting regular quality checks and audits.
- Implementing corrective actions to maintain high standards of project delivery.

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- Identifying potential risks and develop mitigation strategies and ensuring that all updates comply with relevant regulations and governance standards.

**1.4. Timelines of Deliverable**

Sl. No	Project Phase	Key Activities	Project Timeline (Months)	Payment %
1		Contract Signing	T	
2	Project Initiation and Planning	<ul style="list-style-type: none"> <li>Kick-off Meeting with all stakeholders</li> <li>Requirement Gathering and analysis</li> <li>Study of existing systems, directions, orders, portals, reports etc. to be submitted.</li> <li>Stakeholder Consultations with DCI, DCIC, and Department of Commerce and Industries</li> <li>Finalize Project Plan, timelines, and resource allocation</li> </ul>	T +1	5%
3	Design Phase	<ul style="list-style-type: none"> <li>UI/UX Design for all modules</li> <li>Develop System Architecture and database design</li> <li>Prepare Design Specifications documents</li> <li>Review and approval of designs by stakeholders</li> </ul>	T+2	5%
4	Development Phase	Module: User Management <ul style="list-style-type: none"> <li>User Registration feature</li> <li>Implement User Authentication &amp; Single Sign-On (SSO)</li> <li>Develop Role-Based Access Control and Rights Management.</li> </ul>	T+3	5%
		Module: Information & Feedback Centre & Grievance Redressal & Query System <ul style="list-style-type: none"> <li>Develop Dynamic CMS-based Website with Multilingual Support (English, Hindi, Khasi, Garo, Jaintia)</li> <li>Know Your Incentive, Upcoming Events and Exhibitions.</li> <li>Set up Feedback and Grievance Redressal mechanisms</li> <li>MSME MIS Report &amp; Dashboard</li> <li>As per the Scope of Work</li> </ul>	T+5	5%
		Module: Capacity Building Monitoring System <ul style="list-style-type: none"> <li>DCIC trainee Registration and profile management</li> <li>Entrepreneurship Tracking Programme</li> <li>Program Evaluation</li> <li>Credit Linkage Tracking</li> <li>Market Linkage Tracking</li> <li>Develop Reporting and Analytics tools for training outcomes.</li> </ul>	T+6	5%
		Module: State Level Unified Database for MSMEs <ul style="list-style-type: none"> <li>Integrate with UDYAM Registration Portal</li> <li>Begin integration with INMDP and existing departmental portals</li> </ul>	T+7	10%
		Module: Online MSME Incentives System           Develop Online Application processes for incentives and eligibility certificates, Grant-in-Aid.AI Ecosystem for MSMEs and Mobile App	T+11	10%
5	Testing & Integration	<ul style="list-style-type: none"> <li>Functional Testing, Security Audit, API Integration</li> <li>Testing of all modules, integration with payment gateway, audit, and load testing for peak performance.</li> </ul>	T+12	5%

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6	User Acceptance Test (UAT)	<ul style="list-style-type: none"> <li>Final User Acceptance Test &amp; Completion of Training and declaration of Go-Live</li> </ul>	T+12	10%
7	Final Deployment & Go-Live	<ul style="list-style-type: none"> <li>Go-Live, User Training, Final Reports</li> <li>System deployment, user training, final reports, and support for live users.</li> </ul>	T+12	10%
8	Post-Go-Live Support Operations and Maintenance	<ul style="list-style-type: none"> <li>Regular monitoring for system performance and server uptime</li> <li>System upgrades and maintenance as per the changing operational needs.</li> <li>Provide user manuals, FAQs, and training sessions</li> </ul>	Continued from T+12 onwards	30%

**Where "T" is the Date of awarding of work order**

### **1.5. Application Security Audit**

Department of Commerce and Industries, Meghalaya will perform the following tasks for website and the application Security to analyse and review the website/application security through a Certified Auditor.

- ✓ The auditor will have to carry out Functional Test, Load Test (approx. 100 concurrent users at peak time) along with assessment of the vulnerabilities, threats and risks that exist in the developed Application.
- ✓ The scope of the proposed audit tasks is to check various web attacks and web applications for web attacks. The various checks /q attacks / vulnerabilities should cover the following or any type of bug attacks, which are vulnerable to the Web- application.
- ✓ Vulnerabilities to SQL Injections
- ✓ Application Security Audit
- ✓ Penetration Testing (both manual and automatic)
- ✓ Configuration Testing
- ✓ Database Server Controls
- ✓ Network security
- ✓ Patch assistance
- ✓ Directory Traversal
- ✓ Authentication hacking/attacks
- ✓ Password strength on authentication pages
- ✓ Scan Java Script for security vulnerabilities
- ✓ File inclusion attacks
- ✓ Exploitable hacking vulnerable
- ✓ Web server information security
- ✓ Cross site scripting
- ✓ HTTP Injection
- ✓ Phishing a website
- ✓ Buffer Overflows, Invalid inputs, insecure storage, etc.
- ✓ Any other attacks, which are vulnerability to the website and web applications

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- ✓ Issuance of Certificate after compliances of all vulnerability.
- ✓ Capacity/ Load test, 100% traffic trials on the network.
- ✓ Information System Audit should cover the following Policy, Procedures, Standard.
- ✓ CERT-In guidelines on Information Security, IT Act, 2000 and IT Act, 2008.
- ✓ Best practices of the industry including ISACA's Guidelines and ISO 27001
- ✓ Agency must comply all the gaps/vulnerability mentioned in the security audit within **30 days** from the date of notification.

The bidder shall be responsible for the cost of certification, The Department will not provide any additional payment or compensation for these services.

### **1.6. Data Ownership**

- I. All the data created as the part of the project would be owned by the Department of Commerce and Industries, Government of Meghalaya and the Bidder shall transfer the data to the Department of Commerce and Industries, Government of Meghalaya. The successfully Bidder shall take utmost care in maintaining security, confidentiality, and backup of this data.
- II. The final output as portal will be the property of Department of Commerce and Industries, Government of Meghalaya; no publication distribution will be allowed without consent of the Client.

### **1.7. Ownership of the Application**

- I. The rights of the module, source code and technology lie with the Department of Commerce and Industries, Government of Meghalaya.

### **1.8. Mobile application**

- As part of this project scope of work, Bidder shall develop Mobile application for the various modules as mentioned in further sections of the RFP.
- Mobile App should be compatible with IOS and Android.

## **2. Evaluation and Selection Process**

Evaluation of the proposals shall be done in three stages:

1. Stage-1: Pre-Qualification
2. Stage-2: Technical Evaluation
3. Stage-3: Financial Evaluation

Evaluation of the Technical and financial proposals will be based on Quality cum Cost Based Selection mode with the weightage of 80% and 20% for technical and financial proposals, respectively. The financial evaluation shall also consider combined cost of Development and Operational & Maintenance Cost.

\*Financial bids of only those bidders who meet the technical criteria would be opened.



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**2.1. Pre-Qualification Criteria**

S. No.	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted
1	Valid Empanelled vendors	Tier-I and Tier-II, empanelled Consulting Agencies of National Informatics Centre Service Inc. (hereinafter referred to as "NICS") for " <b>Certified e-Governance Professional Services</b> " and " <b>Design, Development, Implementation and Maintenance of Websites, Web Applications and Mobile Apps</b> "  Empanelled vendors as per <b>Notification no. F.N N-22018/33/2022-NeGD dated 17-May-2024,</b> notification of empanelment done through Request for Empanelment (RFE) of Consulting Organizations for Implementing Initiatives under Digital India Programme, floated at Central Public Procurement Portal (CPPP) vide Tender ID 2023_DIT_786826_2 dated 22 December 2023" are allowed to submit.	NICS/NeGD valid Empanelled Certificate
2	Legal Entity	The bidder should be a Company registered in India under the Companies Act, 1956/2013 or a partnership registered under the Limited Liability Partnership Act 2008, having its registered. office in India for the <b>last 10 (ten) years as on 1st January, 2024</b>	Certificate of Incorporation / Registration
3	Tax Registration	The company shall hold valid GST and PAN certifications.	PAN Card GST Certificate
4	Annual Turnover	Bidder(s) should have a Minimum Average Annual turnover of <b>Rs. 20 Crores (INR 20 Crores only)</b> for last three (3) financial years ending on 31st March 2024, i.e. 2021-22, 2022-23, 2023-24. A certificate to this effect from Chartered Accountant in original must be submitted.	<ul style="list-style-type: none"> <li>• Duly attested copy from the statutory auditor/ chartered accountant for the last 3 (three) financial years.</li> <li>• ITR returns of last 3 Financial Years audited by statutory auditor/ Chartered Accountant</li> <li>• Audited/Certified Annual</li> <li>• Financial Statements and Annual Reports for last 3 (three) financial year(s)</li> <li>• Average annual turnover format as per Annexures Form 10</li> </ul>
5	Blacklisting	Bidder(s) must not be on the blacklist/debarred list of any Government Organisation or PSUs. An undertaking (self-certificate) that the agency hasn't been blacklisted by a central / state Government institution and there has been no litigation with any government department on account of IT services.	format as per Annexures Form 11



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6	Manpower Strength	The bidder should have <b>at least 200 (two hundred)</b> skilled full- time manpower specializing in executing various activities in the defined Scope of Work.	Certificate from the HR/head of the Entity
7	Certification: The bidder should have CMMI Level 3	Applicant must have CMMI Level 3 certification & ISO 27001 along with ISO 20000 & ISO 9001	CMMI Level 3 certification
8	Project Experience -1	The bidder should have experience of implementing at least 1 (one) project each in any three of the following domains: <ul style="list-style-type: none"> <li>Business Workflow automation</li> <li>UI/UX design</li> <li>Web development</li> <li>Search Dashboard and Analytics</li> <li>Technology driven metadata extraction</li> </ul> in over last 5 financial years (FY 2019-20,2020-21, 2021-22, 2022-23, 2023-24).	Copy of the "Work order / Contract agreement/completion certificate clearly highlighting the Scope of Work, Bill of Material and Value of the Contract/Order.
9	Project Experience - 2	Bidder should have built and developed at least 1 web portals/e-governance portal/citizen services portal/applications in the last 5 financial years (FY 2019-20, 2020-21,2021-22,2022-23, 2023-24) with project cost not less than <b>Rs 3 Cr.</b>  Experience of implementing the project should be for State or Central Government/State or Central PSUs / Semi-Govt./ULB.	
10	Project Experience - 3	The bidder should have experience in implementing software development for MSMEs, industries, or similar sectors for any state or central government in the country within the last <b>3 financial</b> years (FY 2021-22, 2022-23, and 2023-24). Each project should have a minimum contract value of <b>1 crore INR.</b>	

## 2.2. Technical Qualification Criteria

### 2.2.1 Technical Evaluation

SL.	Eligibility criterion	The award of marks will be as under		Maximum Marks
		Experience/Range	Marks	
1	Firm Certification	CMMI Level 5	15	15
		CMMI Level 3	10	

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SL.	Eligibility criterion	The award of marks will be as under		Maximum Marks
		Experience/Range	Marks	
2	<p>Firm Must have successfully implemented projects with below technologies.</p> <p>(The Bidder shall submit a copy of the work order/contract agreement as proof of the experience)</p> <ul style="list-style-type: none"> <li>• Business Workflow automation</li> <li>• UI/UX design</li> <li>• Web development</li> <li>• Search Dashboard and Analytics</li> <li>• Technology driven metadata extraction</li> </ul>	Each category with 2 marks (Minimum 3 projects overall)	10	10
3	<p>Firm having Experience in similar services: (The Bidder shall submit a copy of the work order/contract agreement as proof of the experience)</p> <p>Bidder should have built and developed web portals/e-governance portal/citizen services portal/applications for state governments / central government / allied organizations in the last 5 financial years (FY 2019-20, 2020-21, 2021-22, 2022-23, 2023-24) with project cost not less than <b>Rs 3 Cr.</b></p>	4 or More Portals	20	20
		3 Portals	15	
		2 Portals	10	
		1 Portals	5	
4	<p>The turnover of the bidder shall be at least an average of <b>INR 20 crores</b> for last 3 (three) financial years (FY 2021-22, 2022-23, 2023-24) as of March 31, 2024.</p>	Above Rs 30 Crore	10	10
		Rs 20 Crore to Rs 30 Crore	5	
5	<p>Bidder should have experience of implementing project of MSME/Industries or similar project for any state government/central government in the country in the last 3 financial years (FY 2021-22, 2022-23, 2023-24) with each project value not less than <b>1 Crore.</b></p>	3 Projects or More	15	15
		2 Project	10	
		1 Project	5	
7	Technical Presentation	Understanding of the Scope	30	30
		Approach and Methodology		
		Project Management, Timelines		

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SL.	Eligibility criterion	The award of marks will be as under		Maximum Marks
		Experience/Range	Marks	
		Engagement Team & Work Plan		
		Risk and Mitigation Plan		
<b>TOTAL</b>				<b>100</b>

Minimum Technical score of 70 out of 100 is required to qualify for the opening of the financial bid. Only bids meeting this minimum score will be considered 'Qualified' and eligible for the financial bid opening.

### **2.2.3 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 platform for MSME sector and plan for integration to one platform.
- Proposed approach and methodology of department resolution of one stop portal for MSMEs in Meghalaya.
- Future implementation roadmap of SLM Portal with business requirement and process requirement details.
- Overall work plan with detailed wireframe 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.

### **2.3. Financial Evaluation**

- The rates will be applicable
- The Lowest Project Cost submitted by a bidder will be designated as 'L1' and given a score of 100. The scores of the other bidders will be calculated based on the formula below:

$$\text{Financial Score} = 100 \times (\text{L1 Bidder cost} \div \text{Bidder's Project Cost})$$

### **2.4. Final Score**

- The Final Score for all bidders will be calculated based on the formula below:

$$\text{Final Score} = (0.8 \times \text{Technical Score}) + (0.2 \times \text{Financial Score})$$

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The bidder with the highest final score will be called for contract negotiations and signing. In case of a tie in the final scores, the bidder with the highest technical will be treated as best bid.

### **3. Payment Terms and Terms & Conditions**

#### **3.1. Payment Schedule**

Phase 1: Development of Portal – Estimated duration 1 Year

<b>Sl. No.</b>	<b>Milestones (indicative)</b>	<b>Payment %</b>
1	Contract Signing, Project Initiation and Planning	5%
2	Design Phase - UI/UX Design for all modules, Review and approval of designs by stakeholders	5%
3	Development Phase (Module - User Management)	5%
4	Module- Information & Feedback Centre, Grievance Redressal & Query System	5%
5	Module - Capacity Building Monitoring System	5%
6	Module- State Level Unified Database for MSMEs	10%
7	Module - Online MSME Incentives System	10%
8	Testing & Integration	5%
9	Final User Acceptance Test & Completion of Training and declaration of Go-Live	10%
10	Final Deployment & Go-Live	10%
11	Post-Go-Live Support Operations and Maintenance	30%

**Phase 2:** Operation and Maintenance Phase: The estimated duration for O&M will be 15 months for the 1<sup>st</sup> phase. The O&M phase will be further extended depending on the annual costs and the available budget of the State Government. The bid must include the Operation and Maintenance (O&M) cost for a period of initial 1<sup>st</sup> phase of O&M of 15 months.

The Operation and Maintenance phase will begin right after the Go-Live date.

- Payments would be made quarterly on submission of invoices by the consulting firm to DCI.
- The contract may be extended after the period of 15 months subject to satisfactory performance based on periodic evaluation done by the department.

#### **3.2. Terms and Conditions**

- 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 up to 10% of the contracted value.
- 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 website should be developed with a “Mobile First” Approach. The Integrated Website cum Portal needs to be responsive & can be viewed on multi channels/ devices i.e. phone/ Tablet/ Displays & support voluminous user simultaneously.
- Website must be designed, developed, deployed and maintained according to W3C Guidelines and the Guidelines for Indian Government Websites (GIGW).

## **Request for Proposal for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya**

- 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](mailto: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.
- Selected Agency should coordinate with Commerce & Industries Department, Government of Meghalaya at all times while implementing the project.
- Unforeseen expenses beyond the project assignment should be borne by the Agency executing the project in the state of Meghalaya.
- 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.
- GST is 18% of the amount against invoice, where Tax Deduction at Source (TDS) @ 2% will be deducted by the department, and the remaining 16% of the GST is to be filed by the firm.
- 10% income tax on the amount against invoice. In cases where 10% income tax is to be paid by the firm, they must issue a certificate in this regard.
- **The selected bidders shall be fully responsible for:**
  - ✓ Integration and Coordination with all Central and State Government portals
  - ✓ Coordination with Directorates
  - ✓ Liaison with DCIC (District Commerce and Industries centre)
  - ✓ Collaboration with all related departments
- Bidders must ensure seamless connectivity and data exchange across these entities, adhering to government protocols and security standards throughout the project lifecycle.
- The bidders must also manage any technical and administrative tasks necessary to facilitate these interactions, ensuring that all systems are interoperable and function efficiently. Additionally, the bidders are expected to provide regular updates and reports on the progress and status of these integrations to the concerned authorities

## **4. 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.
- Work would be awarded to the firm scoring maximum scores from the criteria as defined in section 3.

## **Request for Proposal for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya**

- Sealed envelope containing the response to the RFP may be submitted in mail and address provided in the tender schedule section.

### **5. 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.
- Discharge of Bid Security: Prior to signing of the Agreement, DCI shall promptly request the Selected Bidder to provide Performance Guarantee pursuant to this RFP document. On receipt of the Performance Guarantee, the Bid security of all unsuccessful Bidders will be released.
- 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.

### **6. General Conditions of Bid**

#### **6.1. Bid Currencies**

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

#### **6.2. 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.

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

#### **6.4. 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.

#### **6.5. Time Period of Service**

- I. The Association of the Bidder shall be till completion and handing over of the project to the Client. They are required for carrying out all modifications/deletion /addition /alteration in the portal as required by Department of Commerce and Industries, Government of Meghalaya for proper execution of the mandate.

## **Request for Proposal for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya**

- II. Department of Commerce and Industries, Government of Meghalaya shall arrange to give approval on design, layout and functionalities of the portal and other matters and proposal submitted for approval by the Bidder in such reasonable time as not delay or disrupt the performance of the Bidder's services.

**III. The project will be up to March 2027**

- a. Development and Implementation Phase- 1 Year from date of signing of contract.
- b. Operation & Maintenance Phase - From Go-Live declaration.

### **6.6. 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.

### **6.7. 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.

### **6.8. 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.

### **6.9. 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.

### **6.10. Expenses for the Agreement**

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

### **6.11. 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 10% 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



## **Request for Proposal for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya**

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.

### **6.12. 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.

### **6.13. 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.

### **6.14. 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,



## **Request for Proposal for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya**

legal process or professional regulations. These obligations shall be valid for a period of 6 months from the date of termination of this Agreement.

### **6.15. 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 it's 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.

### **6.16. 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.

### **6.17. 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.

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- 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.

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- 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.

**6.18. Compliance with ESG Regulations:**

- I. **Environmental Compliance:** Selected Business Service Provider (BSP) must adhere to all applicable environmental regulations and standards, including measures to minimize environmental impact, implement sustainable practices, and ensure proper waste management, initiatives to reduce carbon footprints and resource utilization.
- II. **Social Responsibility:** Selected Business Service Provider (BSPs) must comply with all relevant labour laws and human rights standards, ensuring fair wages, safe working conditions, no child or forced labour, and adopting an inclusive and diverse workforce.
- III. **Governance Practices:** Selected Business Service Provider are required to maintain high standards of governance, which include transparency in operations, adherence to ethical practices, robust risk management processes, and compliance with all legal and regulatory requirements.

**6.19. Compliance with Audit Regulations:**

- I. **Transparency and Accountability:** Selected Business Service Provider must maintain transparent financial records and provide full access to auditors for review. This includes detailed documentation of expenditures, receipts, and financial statements to ensure compliance with audit requirements and to promote accountability.
- II. **Regular Audits:** Selected Business Service Provider are required to undergo regular audits conducted by independent and qualified auditors. These audits should be in line with internationally recognized standards and must be scheduled at intervals specified by the World Bank guidelines to ensure ongoing compliance.
- III. **Reporting and Disclosure:** Selected Business Service Provider must submit periodic financial reports and disclose any discrepancies or irregularities promptly. These reports should be comprehensive, including all financial activities related to the project.
- IV. **Compliance with Legal and Regulatory Requirements:** Selected Business Service Provider must comply with all relevant local and international laws and regulations regarding financial management and audits. This includes adherence to World Bank guidelines and standards to ensure that all financial activities are conducted legally and ethically.

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**6.20. Compliance with Procurement Regulations:**

The tendering process under this RFP must follow all applicable rules and regulations falling within the World Bank Procurement guidelines dated September 2023, fifth edition. For easy reference may please visit:

<https://thedocs.worldbank.org/en/doc/6c0602876d68949e80820507d90a14ed-0290012023/original/Procurement-Regulations-September-2023.pdf>

Sd/-

**Director of Commerce & Industries**

**Request for Proposal for Hiring of Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**

## **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 Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya."

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 Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya" 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.

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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.

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 Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**

**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 Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**

**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 Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**

**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.

<b>Photo</b>	<b>Name</b>				
	<b>Position:</b>				
	<b>Date of birth</b>				
	<b>Education:</b>				
<b>Employment Record</b>	<b>From</b>	<b>To</b>	<b>Company</b>	<b>Position Held</b>	
<b>Brief Profile</b>					
<b>Countries of work experience</b>					
<b>Languages</b>	<b>Language</b>	<b>Read</b>	<b>Write</b>	<b>Speak</b>	
<p><b>Work Undertaken that Best Illustrates Capability to Handle the Task</b></p> <p>Assigned Nature of</p> <p>Work: Year:</p> <p>Location:</p> <p>Company:</p> <p>Position</p> <p>Held: Main</p> <p>features:</p> <p>Activities Performed:</p>					
<p><b>Certification</b></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</p> <p>Day/Month/Year</p>					

**Request for Proposal for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya**

**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 Consultancy Services to Develop and Implement  
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**Form 7: Performance Bank Guarantee Format/EMD**

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 Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**

**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:

**Request for Proposal for Hiring of Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**

**Form 9: Financial Bid Proposal Format**

**(To be submitted in a separate sealed envelope)**

*Along with the given format below, the bidder must also submit a comprehensive breakdown of the pricing framework, encompassing all elements of pricing, per-unit expenses, allocation of resources, projected overhead costs, professional fees, and any additional presumptions utilized to determine the final, comprehensive price quotation.*

**Note: Please attach relevant documents like Power of Attorney, Certificate of Incorporation, GST IN, PAN and Other.**

S. No.	Description	Cost (excluding taxes)	Cost (including taxes)
	One time cost for Design, Development, and Maintenance of Integrated Web Portal and Website. (This will include all project related cost including maintenance fees after the project goes live)		

Please mention the following in preparing your bid:

Signature (of Consultant's authorized representative) {In full and initials}:

Full name: {insert full name of authorized representative}

Title: {insert title/position of authorized representative}

Name of Consultant (company's name or Consortium's name):

Capacity: {insert the person's capacity to sign for the Consultant}

Address: {insert the authorized representative's address}

Phone/fax: {insert the authorized representative's phone and fax number, if applicable}

Email: {insert the authorized representative's email address}

Date

Place

**Request for Proposal for Hiring of Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**

**Form 10: Annual Turnover**

**(Details of average annual turnover certified by CA)**

*Requirements: The Average Annual Turnover to be provided in the following format for the last 3 Audited Financial Years.*

<b>Financial Information</b>			
Financial Year			
Annual Turnover (in INR)			
Average annual Turnover			
Note: Overall Annual turnover should be supported by Audited Balance Sheet and certified by Statutory Auditors			

**Request for Proposal for Hiring of Consultancy Services to Develop and Implement  
the State Level MSME Portal in Meghalaya**

**Form 11: Undertaking for non blacklisting**

(To be submitted on company letter head)

Declaration for Lead Bidder

Place

Date

To,

.....

Subject: Self Declaration of not been blacklisted in response to the Request for Proposal for "Selection of Implementation Partner for Implementation of Web Portal under RAMP Scheme"

Ref: RFP No. <<..>> dated <<....>>

Dear Sir,

We confirm that our company or firm, \_\_\_\_\_, is currently not blacklisted in any manner whatsoever by any of the State or UT or PSU and or Central Government in India on any ground including but not limited to indulgence in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as on < last date of bid submission>

(Signature of the Lead Bidder)

Printed Name

Designation

Seal

Date:

Place:

Business Address: