

**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/9/2024/14”

Issued by:

Directorate of Commerce and Industries

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

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the State Level MSME Portal in Meghalaya**

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Tender schedule

Sl. No.	Particulars	Details
1	RFP No.	M/Dind/MSME/9/2024/14
2	RFP Name	RFP for Hiring of Consultancy Services to Develop and Implement the State Level MSME Portal in Meghalaya
3	RFP release and download	https://megindustry.gov.in/ Also, the RFP will be mailed to each empanelled vendor.
4	RFP submission	22 nd July 2024 by 3 PM
5	RFP floating date	1 st July 2024
6	Last date and time for submitting (through hard copy and mail) response to RFP to the Department	22 nd July 2024 by 3 PM Mail to: industries-meg@gov.in
7	Queries may be mailed to	meghalaya.ramp.scheme@gmail.com
8	Office address for submission of hard copy of the response to RFP	Directorate of Commerce and Industries Plot no. LD/015, Lower Nongrim Hills, Shillong, East Khasi Hills, Meghalaya - 793003
9	Reply of queries to be uploaded by the Department	To be mailed to concerned firms participating in the bid
10	Date of Technical presentation	Shall be informed in advance to the shortlisted bidders
11	Address of Tendering authority	Directorate of Commerce and Industries Plot no. LD/015, Lower Nongrim Hills, Shillong, East Khasi Hills, Meghalaya - 793003
12	Assignment duration	36 Months
13	Security deposit as performance Bank Guarantee.	5% (Five percent) of the total value of the contract in the form of Bank Guarantee. Preferred: Any nationalised bank.
14	Bid validity	60 days
15	Selection process	Score on the basis of technical evaluation

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Overview

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

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

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

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

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

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

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

Analytical Summary of Strategic project heads prepared under SIP:

1. Capacity Building Project:

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

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

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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, IIM, and IIIT indicates a push towards high level expertise, enabling businesses to scale up and innovate. These courses will likely incubate future industry leaders and entrepreneurs, positioning Meghalaya's MSME sector for breakthrough growth.

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

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

2. Innovation & Research Centre:

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

3. MeghaRise:

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

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

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

4. State Level MSME Portal:

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

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

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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. "Project to Improve Access to Market" is a significant initiative, to reinforce the market outreach for MSMEs. This comprehensive project is aimed at increasing the visibility, market penetration, and overall competitiveness of MSMEs in the state of Meghalaya. The initiative will also facilitate FSSAI certification for honey products, ensuring compliance with health and safety standards and boosting consumer confidence in the quality of local products.

6. Digital Marketing Project:

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

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

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

The 'Greening of MSMEs' initiative is a well-conceived program that aligns with global sustainability goals and addresses local needs for environmental stewardship within the business community. By investing in knowledge dissemination and incentivizing change

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makers, particularly women led enterprises, the initiative promises to drive a green revolution in the state's MSME sector. It stands as a model for sustainable development, poised to create a ripple effect that extends beyond individual businesses to the wider economy and community.

State Level MSME Portal (SLM Portal):

As per latest assessment, currently, there is no centralized portal for the State of Meghalaya where MSMEs can visit to access information about all the Central and State level schemes, incentives, Government initiatives, and their eligibility. Additionally, there is no centralized information system available in the State to access information about upcoming events, exhibitions, workshops, infrastructure availability, industrial estates available area, key products of each cluster, and how the state is performing in central and state MSME schemes. Therefore, making this information accessible to MSMEs will greatly enable them to avail of the benefits and increase the coverage of various schemes.

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) State Level Unified Database for the MSMEs
- 2) Information & Feedback Centre for MSMEs
- 3) DCIC Training Tracking System
- 4) Online Application Management System
- 5) MSME Registration

Under this RFP, the Department of Commerce and Industries, Government of Meghalaya, seeks to support this initiative by inviting empanelled vendors as per Planning Department notification No. PLR.41/2020/118 dated 30.09.2022 for the development and implementation of the SLM portal.

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1. Scope of Work

1.1. Project background

The Department of Commerce and Industries, Government of Meghalaya is aiming to provide a centralized State Level MSME portal designed to revolutionize the support and growth of Micro, Small, and Medium Enterprises (MSMEs) in the state. This comprehensive digital platform aims to streamline access to vital and dynamic MSME information, thereby encouraging a more robust and dynamic MSME ecosystem. Following are the key features and objectives of the portal:

I. Comprehensive Information Access:

- **Central and State Level Schemes:** The portal will provide detailed information and latest updates on all central and state level schemes available to MSMEs such as PMEGP, PMFME, CGTMSE, PM Vishwakarma, RAMP, MSE-Clusters, etc. This includes eligibility criteria, application procedures, benefits, deadlines, and any new update regarding the scheme, ensuring that entrepreneurs are well informed about the resources at their disposal.

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, etc. As and when 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. These data need to be updated on regular intervals which helps the stakeholders to get updated data on the dashboard of the platform.

For instance:

- ✓ The number of Homestays and restaurants (dhabas/ wayside amenities) available in the State and how much employment is being generated from it. The data will be dynamic which needs to be updated on regular basis.
- ✓ MSE – Clusters: There are several existing MSE-Clusters in Meghalaya which are identified by Commerce and Industries Department and the different livelihoods in these MSE-Clusters like Bee keeping and Honey processing Clusters, Handicrafts Clusters, Handloom Clusters, Food processing Cluster, Tailoring /Embroidery /Knitting / Readymade garments Clusters, Automobiles repairing Cluster, Steel fabrication Cluster, Betelnut Processing Cluster, etc.. Thus, collecting basic information on these clusters will be required to compile a database of all the Enterprises within the Cluster.
- ✓ Border Haats: Information on details of border haats, functional border haats and under process border haats, description of available infrastructure (stalls, storage, restrooms), list of local authorities and administrative contacts, employment generated by Border Haats, training programs for traders, profiles of successful traders and artisans, points of contact for inquiries and support.
- ✓ Land Ports or Integrated Check Posts (ICPs): Information on total functional and non-functional ICPs in the State. Eg. There are 8 Functional Land Customs Station (LCS) and 2 (two) Non-functional LCS along the Indo-Bangladesh border in Meghalaya. Out of the above 8 functional LCS the Commerce & Industries Department has Upgraded two Land Customs Stations at Dalu and Ghasuapara, West & South Garo Hills Districts respectively. Besides the Department is proposing setting up New LCS at Umkiang, East Jaintia Hills District. New proposal for Upgradation of the few Land Customs Stations (LCS) into full-fledged Integrated Check Posts (ICPs) has been submitted to Land Port Authority of India (LPAI).

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- ✓ Industrial Infrastructure: The total areas covered under varied Industrial estates, industrial park across Meghalaya.
- ✓ MSE training programs of State and Central Government: The SLM Portal for Meghalaya will feature a dedicated section for skill development and training institute schedules and updates. This section will provide real time information on upcoming training programs, workshops, and certification courses offered by various institutes across the state. Users can access detailed schedules, registration deadlines, and course content descriptions to stay informed about opportunities to enhance their skills. Additionally, the portal will offer updates on newly launched programs, changes to existing schedules, and success stories from past participants, ensuring that artisans, entrepreneurs, and MSMEs can continuously develop their capabilities and stay competitive in the market.
- **Incentives and Initiatives:** Users will have access to a repository of various incentives and initiatives designed to support MSMEs. This includes tax benefits, subsidies, grants, and other forms of financial assistance.

II. Event and Exhibition Details:

- The portal will offer up-to-date information on upcoming events for MSMEs, trade fairs, and exhibitions relevant to MSMEs in the State. This feature will help businesses network, showcase their products, and explore new market opportunities.

III. Online Processing of State Specific Policies:

- **Enhanced Transparency:** By moving state specific policies to an online platform, the portal will enhance the transparency of administrative processes. Entrepreneurs will be able to track the status of their applications and receive updates in real time.
- **Increased Efficiency:** Digital processing will reduce the time traditionally associated with policy implementation, speeding up decision-making and approvals.

IV. Unified MSME Database:

- **Effective Planning and Monitoring:** The portal will feature all activities namely capacity building programs/ workshops/ trainings of MSMEs in the state under RAMP program. This database will enable better planning, resource allocation, and monitoring of the MSME sector's growth and performance.
- **Data Driven Insights:** The database will provide valuable insights into the MSME landscape, helping policymakers identify trends, challenges, and opportunities for intervention.

V. Feedback Mechanism for Continuous Improvement:

- The platform will include a mechanism for MSMEs to provide feedback on policies, schemes, and their implementation. This feedback loop will facilitate continuous improvement and adaptation of policies to better meet the needs of businesses.

VI. Increased Scheme Uptake:

- By making information more accessible and simplifying application processes, the portal aims to increase the participation rate of MSMEs in various schemes and initiatives and also increase in Udyam intake. Higher uptake of these schemes will lead to greater support for MSMEs, enabling them to grow and thrive.

VII. DCIC Training Tracking System:

- The system will enable real time tracking of MSME participants' progress through various training modules. This includes attendance, performance assessments, and completion rates. Trainers' effectiveness and performance can be monitored through feedback from participants and program outcomes.

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VIII. Job Creation:

- As MSMEs expand and new businesses emerge, the portal's streamlined processes and access to resources will contribute to job creation. A vibrant MSME sector is a significant driver of employment, particularly in rural and semi-urban areas.

The centralized State Level MSME portal by the Department of Commerce and Industries, Government of Meghalaya, represents a significant step towards modernizing and empowering the MSME sector. By providing comprehensive access to information, enhancing transparency and efficiency, and enabling effective planning and monitoring, this platform aims to adopt a robust MSME ecosystem. The ultimate goal is to drive economic growth, create jobs, and support the continuous development of Meghalaya's vibrant entrepreneurial landscape.

1.2. Project Modules

Directorate of Commerce and Industries (DCI), Government of Meghalaya to support this initiative. The following mandatory **modules** in the State Level MSME Portal:

Module 1 - 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:**

DCIC will have the capability to categorize units as functional, non-functional, or sick units based on UDYAM Registration data. Additionally, it will maintain data regarding the actual goods produced or services provided and keep a record of the schemes availed by the MSMEs. Moreover, Udyam data can be reverified in samples across the districts of Meghalaya. This process will provide a clear picture of the number of MSMEs in the states.

- **Integration with various government databases such as Aadhaar, PAN, GST, etc.:**

It will be integrated with various government databases such as Aadhaar, PAN, GST, etc., to automatically verify and update the information of MSMEs. It will assist in identifying and promoting MSMEs based on factors such as their social category, ownership category, activity category, etc., and planning targeted support and incentives.

- **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.

Module 2 – Information & Feedback Centre

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. Additionally, it will enable them to provide feedback on various draft policies.

The State Level MSME Portal will be a Content Management System (CMS) based website designed and developed to provide a centralized platform for MSMEs in the state. It will offer information, resources, and services tailored to the needs of MSMEs, fostering their growth and development. The CMS will be including a dynamic Dashboard which will have following key features:

- Multilingual (English, Hindi, Khasi, Garo, Jaintia) website.
- Provision to search content, documents, Policies, and other relevant information.
- Provision to upload of Notifications, News, user manual module, Images, Videos etc.

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- Design and development of Frequently Asked Questions (FAQs) and search relevant FAQs based on keywords.
- Provision to upload Data Export in various file format.
- Design and development of Scheme Navigator assist MSMEs in navigating and accessing information about various government schemes and incentives.
- 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 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.
- Notifications and alerts for application status changes, upcoming deadlines, and new opportunities regarding MSMEs.
- Insights into market trends, demand forecasts, and sectoral growth patterns in the State of Meghalaya.
- 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 SIP document.
- Featuring of promising entrepreneurs of the State with the achievements and know how on the schemes that has benefitted the entrepreneur.

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

- **Scheme Navigator:** The scheme navigator will assist MSMEs in navigating and accessing information about various government schemes like PMEGP, PMFME, PM Vishwakarma, RAMP, CGTMSE, etc. and incentives. MSMEs will fill out a questionnaire within the navigator, which will then provide them with a list of available schemes based on eligibility criteria. It will also offer information about the application procedures for each scheme.
- **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 approval wizard:** The 'Know Your Approval Wizard' will assist MSMEs in identifying and applying for the required approvals, NOCs, and certificates needed to start and run their businesses. It will be integrated with State Single Window System so, that same can be applied online.
- **Information wizard:** This tool serves as a comprehensive information resource, providing details on state and central government initiatives, policies, and updates. It keeps MSMEs informed about the latest governance developments.
- **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.
- **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 feedbacks.
- **Grievance redressal:**
 - ✓ Apply grievance
 - ✓ Escalation matrix feature

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- ✓ Grievance resolved in time frame
- ✓ Multilevel user management
- ✓ Track grievance with turn around time
- ✓ Communication via email/SMS
- ✓ Bulk messaging

Module 3 – DCIC Training Tracking System

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

This DCIC Training Tracking System module will have the following key features:

- **Entrepreneurship Development Programme:** This module will enable DCIC to plan and execute the Entrepreneurship Development Programme, track the outcomes of the interventions provided to the MSMEs, and collect feedback on the program for continuous improvement.
- **Database Creation:** Establish a comprehensive database categorized by DCIC, trade, and district wise trainees. This will aid in the preparation of annual progress and impact assessment reports and serve as a showcase in various forums.

As mentioned in earlier section, the portal will provide detailed information and latest updates on all central and state level schemes available to MSMEs such as PMEGP, PMFME, CGTMSE, PM Vishwakarma, RAMP, etc. This includes eligibility criteria, application procedures, benefits, deadlines, and any new update regarding the scheme, ensuring that entrepreneurs are well informed about the resources at their disposal. It will also have information/ data repository 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.

- **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.
- **Upskilling and Support:** Identify trainees for potential upskilling opportunities, financial linkages, certifications, or toolkit provisions under various programs to enhance their skills and business prospects.
- **Employment Impact Analysis:** Monitor career progression post training to understand employment impacts. Insights into job placement rates, types of employment, and overall economic benefits to the region will be gathered.
- **Success Stories:** Highlight successful trainees to provide inspirational case studies and success stories, promoting training programs and encouraging wider participation.
- **Continuous Monitoring of MSMEs:** Track new MSMEs established by trainees, assess the impact of upskilling on experienced entrepreneurs, and determine their eligibility for government credit schemes and market access. This will also help in identifying MSMEs that could benefit from targeted interventions.

Module 4 – Online Application Management System

The Online Application Management 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 and tracking the implementation of state and central schemes. This system will extend from the state to the district

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level and will integrate with the Integrated National MSME Digital Portal (INMDP) to monitor schemes at the central government level.

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

- **Common Incentive Disbursement Platform:** This is a feature that allows the MSMEs to apply for various incentives offered by the state and central governments through a single online portal. The platform also enables the verification, approval, and disbursement of the incentives in a transparent and timely manner. The platform also provides a dashboard to monitor the status and impact of the incentives on the MSMEs.
- **Online Application of Eligibility Certificate:** This is a feature that enables the MSMEs to apply for the eligibility certificate for availing the incentives online. The feature also allows the MSMEs to upload the required documents and proofs for verification.
- **State and Central Government MSME Scheme Tracker:** This feature tracks the implementation and progress of various schemes and programs launched by the state and central governments for MSMEs like PMEGP, PMFME, CGTMSE, PM Vishwakarma, RAMP and more. A dynamic tracking system will be developed, defining result parameters that allow any scheme to be included for tracking. It will also enable linking beneficiaries in the Unified MSMEs Database.
- **MSME Related information tracker:** It will also have information/ data repository 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. As and when 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.

Module 4 – MSME Registration and User Management

- **MSME 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.
- **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.
 - ✓ **Form Autofill:** Pre-population of forms using existing data where applicable to reduce input errors and save time.
 - ✓ **Verification Mechanism:** Multi-step verification process including OTP, email verification, and cross-referencing with existing databases.
- **Data Security and Privacy:**
 - ✓ **Secure Data Handling:** Encryption of personal data during transmission and storage.
 - ✓ **Privacy Compliance:** Adherence to data protection regulations to ensure user privacy and confidentiality.
- **User Management:**
 - ✓ **Profile Creation and Management:** Allow users to create and manage their profiles, update personal information, and track their application status.
 - ✓ **Role Based Access Control:** Different levels of access for various user roles (e.g., MSMEs, administrators, scheme managers).

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- **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.

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.

1.3. Additional Features

- Emailers and Newsletters.
- Regular update on MSME related Central and State schemes with details.
- Regular update on MSME related policies for the state.
- Data Export in various file format.
- Integration with State Single Window System.
- Integration with Third Party System or State and Central Portal.
- Payment Gateway Integration
- SMS Gateway Integration
- Security Audit
- e-Signature - Scale up adoption of e-Signatures in regular contracting, credit processing etc.
- Mobile & Tab Based Application – The platform service should be available for Mobile & Tab based Applications (both Android & iOS) in addition to Web Version.
- Event & Calendar Features to display the events hosted / being hosted for MSME ecosystem, it can be hosted by facilitators or any other stakeholders (as decided in due course).
- Design and deployment of an effective search engine / tool for all users.

1.4. Phases of the project

1.4.1. Phase 1: Design Stage

Key activities:

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- **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.

- **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.

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- **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:**
 - ✓ **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.

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- **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.

1.4.2. 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:

- ✓ 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

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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 NIC 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.

1.4.3. 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.
- 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.
- Identifying potential risks and develop mitigation strategies and ensuring that all updates comply with relevant regulations and governance standards.

1.4.4. 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.

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- 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.

1.5. 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.
- Monitoring New Policies: Continuously monitor updates from relevant government departments for new policies, schemes, and regulations affecting MSMEs.
- 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.
- Identifying potential risks and develop mitigation strategies and ensuring that all updates comply with relevant regulations and governance standards.

2. Eligibility Criteria

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

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the State Level MSME Portal in Meghalaya**

2.1. Resource requirement

Empanelled firms are requested to provide detailed CVs of below resources (10) as part of the proposal:

Role	Number of resources	Manpower Description	Qualification & Experience Required
Project Manager – (Technical) Solution architect	1	Consultant with > = 10 years' experience (Technical/ Functional Profile Tier-1)	<ul style="list-style-type: none"> • B.E./ B. Tech/ MCA and M.Tech./MBA (I.T.). • Minimum of 4 years of professional experience in project management, with at least 2 years specifically managing projects focused on platform development. • Experience in development and implementation of IT systems with atleast 5 years' experience in e-Governance Projects. • Experience of implementation of atleast 1 single window system project for any State/Central Government. • Proven track record of leading cross-functional teams to deliver complex digital projects within scope, time, and budget constraints. • Demonstrated experience in leading and managing project teams, including developers, designers, business analysts, and quality assurance personnel. • Experience in managing end-to-end project lifecycles, including requirements gathering, solution design. • Experience of Solution Architecture for IT Projects like Single Window System /e-governance implementation for States /UTs /Central Government or its body • Excellent communication and interpersonal skills, with the ability to convey project status, challenges, and solutions to diverse audiences, both technical and non-technical.
Principal MSME Strategy Advisor	1	Consultant with > = 10 years' experience (Management/ Functional Profile)	<ul style="list-style-type: none"> • Post Graduate degree in economics/social sciences/public administration / Masters / Post graduate diploma in business management from National/ international premier institutes. • Minimum 4 years' experience in managing development large projects in MSME/ Economic development domain working on projects sponsored by Central Ministries /State. • Experience of designing large scale entrepreneurship, industrial development and technology improvement programmes for state/centre Government. • Ability to gather requirements, provide updates, and manage stakeholder expectations effectively. • Strong experience in engaging with multiple stakeholders, including government bodies, private sector entities, and MSMEs.

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Role	Number of resources	Manpower Description	Qualification & Experience Required
			<ul style="list-style-type: none"> Experience of working towards MSME ecosystem development, particularly in following areas: <ol style="list-style-type: none"> Leading significant CFC cluster development projects with DPR approval. Linkages with Business Development Service Providers and overseeing MSME facilitation. Enhancement of marketing linkages. Policy formulation and implementation.
Senior Enterprise Development Consultant	3	Consultant with > 3 years and < 8 years' experience (Management/ Functional Profile)	<ul style="list-style-type: none"> MBA / Post Graduate Degree in Public administration / economic / Social Sciences Development Studies/ Rural Management /Post Graduate diploma in Business Management or equivalent degree Experience of minimum 2 years of working with Central Government / State Governments/ Public Agencies in supporting MSME predominantly in enhancing MSME sector capabilities in areas related with Access to credit, market linkages, MSME centric business development services. Experience in business consulting, business process reforms specifically for Government of Meghalaya. Experience of minimum 1 year in working with MSME sector in Meghalaya in Central/ State/ World Bank related project. Ability to manage end-to-end project lifecycles, including project planning, execution, monitoring, and closure. Strong background in conducting business analysis, including requirements gathering, process mapping, and developing business cases. Excellent communication and stakeholder management skills, with the ability to articulate complex technical concepts.
Back end Developer	2	Consultant with > 5 years and < 8 years' experience (Technical/ Functional Profile)	<ul style="list-style-type: none"> Graduate in IT/ Computer Science and M.Tech/ MCA. Experience of back end for IT Projects like Single Window System /e-governance implementation for States /UTs /Central Government or its body. Minimum of 5 years of professional experience in software development. Experience in server side logic and data base interaction and security. Proven experience in at least 2 projects focused on developing, implementing, and managing digital platforms/ IT project for public or private sector clients. Experience in designing digital platforms, including user interface (UI) and user

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Role	Number of resources	Manpower Description	Qualification & Experience Required
			<ul style="list-style-type: none"> experience (UX) design, backend development, and system integration. Proficient in server-side languages such as Python, Java, Ruby, PHP, .NET, or Node.js. Experience in managing end-to-end project lifecycles, including requirements gathering, solution design, development, testing, deployment, and maintenance.
Front end developer	2	Consultant with > 3 years and <= 5 years' experience (Technical/ Functional Profile)	<ul style="list-style-type: none"> B.E/ B. Tech/MCA; M.Tech. (Preferred) Should have worked in at least 1 government project involving development or support for Single Window System. Should have minimum 2 years' experience in e-Governance domain and system design & development. Proficiency in programming languages such as Java, Python, JavaScript, C#, or others relevant to the project. Knowledge of backend technologies and frameworks. Experience with database management systems like MySQL, PostgreSQL, or SQL Server. Experience in front end full stack. Understanding of UX/UI principles and ability to collaborate with design teams. Ability to write clean, maintainable, and well documented code. Strong problem solving and analytical skills.
MSME Consultant	1	Consultant with <= 3 years' experience (Management/ Functional Profile)	<ul style="list-style-type: none"> MBA/ Post graduate degree in Social Science, Education, Commerce, Social Work, Development Science or any other related field. Masters/ Post Graduation/Executive MBA of one year duration is also eligible. Experience of working with State / Centre Government / PSU on MSME Project in Meghalaya Experience in gathering and analysing business requirements, documenting functional and technical specifications, and supporting the development of business cases. Strong analytical and problem solving skills, with the ability to identify issues, propose solutions, and support their implementation. Ability to create and maintain project documentation, including requirements, user stories, process flows, and user manuals.

2.2. Project Experience Requirements

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

- The bidder should have experience of design, development, implementation, operation and maintenance of software development projects in Central/State Government sector of value

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not less than INR 10 crore: The agency should have experience in developing and implementing digital solutions. This experience is critical as it demonstrates the agency's familiarity with the regulatory frameworks, compliance requirements, and operational complexities associated with government projects. The agency should have a proven track record in managing large scale digital platform projects from inception to completion. This includes system design, data models, user interface design, and integration strategies. Experience in creating high level and detailed design documents, wireframes, and prototypes is essential.

- The agency should have experience of working on at least 2 large scale transformation projects (long term over 1 year) as Programme Management Unit/Programme Management Consultant or Equivalent for Industrial Development/ MSME ecosystem development (MSEMEs/ MSME cluster development/ marketing linkages/ vendor development/ entrepreneurship acceleration/ skill development/ financial services for MSME's) of minimum value of INR 5 crores with Central Government(s) or its agencies/ institutions as client in the last 5 years.
- The agency should have experience of working on bilateral /multilateral/developmental banks (ex. World Bank/ADB/DFID/GIZ/JICA/UNDP foreign and Commonwealth Office or others) sponsored projects on MSME / Industrial development domains in India.
- The agency should have done diagnostic studies/prepared diagnostic reports/detailed project reports for MSMEs industries at the state/ UT/central level in last 5 years. Such diagnostic study reports/detailed project reports must have received approval by respective state/central/ UT departments.
- The agency should have experience of working with State / Central Government, Industrial Development Corporations/ Investment Promotion Agencies of the state for the development of State Single Window Systems /Centralized Inspection system /National Single Window System in capacity of application developer or have performed integration and onboarding of departmental services through Integration on these systems.

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.

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2.4. Implementation Timelines

Tentative timeline for the project:

Project Phase	Modules	Timeline											
		Year 1						Year 2				Year 3	
		T1	T1 + 2	T1 + 4	T1 + 6	T1 + 8	T1 + 10	T1 + 12	T1 + 15	T1 + 18	T1 + 21	T1 + 24	
Project Initiation & Team Mobilization	Resource Deployment Plan												
Design Stage	State Level Unified Database												
	Information & Feedback Centre												
	DCIC Training Tracking System												
	Online Application Management System												
	Beneficiary Registration and User Management												
Development & Integration													
Go Live													
Operation & Maintenance													

T1: Date of signing of the agreement/ LoA/ Work order.

3. Evaluation of Proposal

3.1. Preliminary Examination

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

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

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

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

Project Experience:

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#	Work Experience	Marking Criteria	Supporting documents	Total Marks (35)
1	The bidder should have experience of design, development, implementation, operation and maintenance of software development projects in Central/State Government sector of value not less than INR 10 crore.	Number of projects on digital solution: i. 2.5 Marks for each project subject to a capping of 10 Marks	Copy of Work Order/ Agreement/ Client letter/ certificate for completed projects	10
2	The agency should have experience of working on at least 2 large scale transformation projects (long term over 1 year) as Programme Management Unit / Programme Management Consultant or Equivalent for Industrial Development/ MSME ecosystem development (MSEMEs / MSME cluster development / marketing linkages / vendor development / entrepreneurship acceleration/ skill development/ financial services for MSME's) of minimum value of INR 5 crores with Central Government(s) or its agencies/ institutions as client in the last 5 years.	Number of projects: i. 2 projects: 4 marks ii. 2 marks for each additional project – max 4 Marks iii. 2 marks extra in case of project of over INR 10 Cr.	Copy of Work Order/ Agreement	10
3	The agency should have experience of working on bilateral /multilateral /developmental banks (ex. World Bank /ADB /DFID /GIZ /JICA /UNDP foreign and Commonwealth Office or others) sponsored projects on MSME / Industrial development domains in Northeast India.	Number of projects: i. 2 projects: 2 marks ii. 1.5 marks for each additional project- Maximum marks 3	Copy of Work Order/ Agreement	5
4	The agency should have done diagnostic studies/prepared diagnostic reports/detailed project reports for MSMEs industries at the state/ UT/central level in last 5 years. Such diagnostic study reports/detailed project reports must have received approval by respective state/central/ UT departments.	Number of projects: i. For 5 diagnostic reports/ detailed project reports with at least 3 DSRs/DPRs of project cost more than INR 5 Crores – 2 marks ii. For 7 diagnostic reports/detailed project reports with at least 5 DSRs/DPRs of project cost more INR 5 Crores – 3 marks. iii. For 10 and above detailed project reports with at least 7 DSRs/DPRs of project cost more INR 5 Crores – 5 marks	Copy of Work Order/ Agreement	5

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#	Work Experience	Marking Criteria	Supporting documents	Total Marks (35)
5	The agency should have experience of working with State / Central Government, Industrial Development Corporations/ Investment Promotion Agencies of the state for the development of State Single Window Systems /Centralized Inspection system /National Single Window System in capacity of application developer or have performed integration and onboarding of departmental services through Integration on these systems	Number of projects: i. 2 projects: 2 marks ii. Above 2 projects up to 3: 3 marks iii. 4 projects and above: 5 marks	Copy of Work Order/ Agreement/ URL of the application	5

3.2. Evaluation Methodology

Evaluation methodology		Maximum marks
Resource requirements	Quantity (10)	40
Project Manager – (Technical) Solution Architect	1	5
Principal MSME Strategy Advisor	1	5
Senior Enterprise Development Consultant	3	12 (4 marks each)
Back end Developer	2	8 (4 marks each)
Front end Developer	2	8 (4 marks each)
MSME Consultant	1	2
Project experience		35
Approach and methodology proposal presentation		25
Understanding the scope of work		10
Approach and methodology of the portal		10
Work Plan with timeline		5
Grand Total		100

4. Payment Terms and Terms & Conditions

4.1. Rates for the resources

Rate of resources as derived from empanelled firms are as below:

Role	Monthly rates (excl. Taxes)
Project Manager – (Technical) Solution Architect	Rs. 3,91,423
Principal MSME Strategy Advisor	Rs. 3,91,423
Senior Enterprise Development Consultant	Rs. 3,57,549
Back end developer	Rs. 3,57,549
Front end Developer	Rs. 3,14,508
MSME Consultant	Rs. 3,14,508

4.2. Resource deployment plan

The competing firms must align their resource deployment plan during the technical presentation as per table below:

#	Resource	Deployment Time	Minimum Onsite time required	Phase
1	Project Manager – (Technical) Solution Architect	3 years	1 year till Go Live	Design Stage, Development & Integration, implementation and Operation & Maintenance

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#	Resource	Deployment Time	Minimum Onsite time required	Phase
2	Principal MSME Strategy Advisor	3 years	3 years	Design Stage, Development & Integration, implementation and Operation & Maintenance
3	Senior Enterprise Development Consultant	3 years	3 years	Design Stage, Development & Integration, implementation and Operation & Maintenance
4	Back end Developer	3 years	1 year till Go Live	Design Stage, Development & Integration, implementation and Operation & Maintenance
5	Front end Developer	1 year	1 year till Go Live	Design Stage, Development & Integration
6	MSME Consultant	3 years	3 years	Design Stage, Development & Integration, implementation and Operation & Maintenance

Note: As and when required, Department of Commerce and Industries, Government of Meghalaya can request the selected firm to deploy resource who are not onsite at that time of the project period and accordingly the firm needs to deploy the resource at client location.

4.3. Terms and Conditions

- The total payment including taxes must not exceed INR 9 (Nine) Crores for the entire period of the project i.e., for 3 years.
- Payments would be made quarterly on submission of invoices by the consulting firm to DCI.
- The selected vendor in case of failing to complete the assignment satisfactorily shall be liable to pay a penalty limited to the contract value and liquidated damages upto 10% of the contracted value.
- Participating agencies are required to submit the RFP documents with format of letter and also to give a presentation during the technical evaluation, invited by the State RAMP Program Committee (SRPC) (evaluating committee) of the State of Meghalaya for the finalization of the bidder.
- The vendors of Commerce and Industries Department as the case may be, shall be entitled to suspend or excuse performance of its respective obligations under this RFP to the extent that such performance is impeded by an event of force majeure.
- The RFP of the participating agency who does not satisfy the eligibility criteria in the proposal submission process are liable to be rejected without assigning any reason and no claim whatsoever on this account will be considered.
- Except as otherwise permitted by this Agreement, neither of the parties may disclose to third parties the contents of this Agreement or any information provided by or on behalf of the other that ought reasonably to be treated as confidential and/or proprietary.
- If any of the resources become unavailable, the consulting firm should submit a written adequate justification along with detailed CV of the replacement resource. In such case, a replacement resource shall comply to qualifications and experience as stated in section 2.1. The resource shall be replaced within 30 days of approval of such request.
- For any query related to this RFP, the bidder must mail to meghalaya.ramp.scheme@gmail.com within one (1) week of submission of proposal against this RFP to the DCI in the format given in form 8 of annexure of this RFP document.
- Last date of submission of the hard copy of the response to the RFP by the empanelled bidders shall be within 22 days i.e., **22nd July 2024**.

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

- 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.

5. Other Terms & Conditions

- The consulting firms only need to submit their proposals as per criteria defined in section 2.
- The CVs should be submitted in World Bank format.
- The proposal should be submitted via email (industries-meg@gov.in) and hard copy of the proposal no later than **22nd July 2024 by 3 PM.**
- Work would be awarded to the firm scoring maximum scores from the criteria as defined in section 3.
- Sealed envelope containing the response to the RFP may be submitted in mail and address provided in the tender schedule section.

6. Notification of Award

- Notification to Bidder: Prior to the expiry of the Bid validity period, DCI will notify the successful Bidder in writing or by fax or email, to be confirmed in writing by Letter of Intent (LOI), that its proposal has been accepted. The notification of award will constitute the formation of the Agreement.
- 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.

7. General Conditions of Bid

7.1. Bid Currencies

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

7.2. Authentication of Bids

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

7.3. Amendment of RFP Document

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

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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.

7.4. Validation of Interlineations in Bid

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

7.5. Cost of Bidding

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

7.6. Language of Bids

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

7.7. Modifications and Withdrawal of Bids

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

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

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

7.9. Expenses for the Agreement

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

7.10. Performance Bank Guarantee

- The successful bidder shall at his own expense may deposit with DCI, within 15 (fifteen) days after the receipt of notification of Award of the Contract (Letter of Intent) from DCI, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Scheduled Bank acceptable to DCI, payable on demand, for the due performance and fulfilment of the Agreement by the bidder.
- This PBG shall be for an amount equivalent to 5% of Agreement value. All incidental charges whatsoever such as premium, commission etc. with respect to the PBG shall be borne by the bidder. The PBG shall be valid for six months post completion of the Project. Subject to the terms and conditions in the Performance Bank Guarantee, at the end of project final acceptance sign off, the Performance Bank Guarantee may be discharged/ returned by DCI upon being

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satisfied that there has been due performance of obligations of the Bidder under the Agreement. However, no interest shall be payable on Performance Guarantee.

7.11. Rejection on grounds of malpractices

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

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

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

7.12. Limitation of Liability

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

7.13. Confidentiality

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

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7.14. Indemnity

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

- i. Negligence or wrongful act or omission by the Selected Bidder or 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.

7.15. Penalty and Liquidated Damages

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

7.16. Force Majeure

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

Force Majeure events:

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

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

Non-Political Events

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

Political Events

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

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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.

**Director
Directorate of Commerce & Industries
Government of Meghalaya**

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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. 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.

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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

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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	

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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.

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

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

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

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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.

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Form 7: Performance Bank Guarantee Format

PERFORMANCE SECURITY:

<Designation>

<Address>

<Phone Nos.>

<Fax Nos.>

<Email Id.>

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

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

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

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

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

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

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

Notwithstanding anything contained herein:

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

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Form 8: Pre-Bid Query Format

(In Organization Letter head)

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

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

Sd/-
Director of Commerce & Industries