

**Request For Proposal (RFP) for Selection of
Project Management Unit and Knowledge Partner for
MyCM Program**

Sl. No.	Part	Clause No. and Page No	Original Clause in the RFP	Change Requested/ Clarification required	Response
1	Section 2. Instructions to Bidders	SLN 1 under 2.2. Pre-Qualification Criteria	The Bidder shall be a firm/ company/ partnership/ LLP/ proprietorship firm/ institution registered under the Indian Companies Act, 1956/ the partnership Act, 1932 and who have their registered offices in India All subsidiary/holding/associate/ affiliates in India shall be treated as one entity.	We request you to kindly consider the firms registered under the Societies Registration Act 1860 as the eligible bidders.	Please refer Corrigendum
2	Section 2. Instructions to Bidders	SLN2 under 2.2. Pre-Qualification Criteria	The bidder should have an average annual turnover of INR 100 Crore or more in last three financial years from advisory/ consulting services and must have been a profit-making organization for last 3 financial years ending 31.03.2021	Since the final audit report and balance sheet preparation process for the FY 2020-21 is under progress. We request to kindly amend this clause as:- The bidder should have an average annual turnover of INR 90 Crore or more in last three financial years from advisory/ consulting services and must have been a profit-making organization for last 3 financial years ending 31.03.2020	No change
3	Section 2. Instructions to Bidders	SLN5 under 2.2. Pre-Qualification Criteria	EMD of the amount of Rs.3 Lakhs (THREE Lakhs) through. Demand Draft/Pay Order issued by one of the Nationalized /Scheduled Commercial Banks in India in favor of the "MIDFC Ltd.". Payable at Shillong only along with Technical Bid.	As per MSME Act, if a Company is registered under MSME, while making application for Government Tenders, bidder is exempted from submission of Tender Cost/Fee, EMD/Bid Security & Security Deposit/ Performance Security. In line with the above, kindly grant an exemption/relax the criteria for payment of Earnest Money Deposit (EMD) for those bidders who are registered under MSME Act and have valid MSME Registration Certificate.	Please refer Corrigendum

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4	Section 1. Introduction	SLN 3 under 1.4. Tender Schedule	Hard copy of Technical Proposal and Financial Proposal as per RFP document shall be submitted on the following address by 17:00 hours on 4th June 2021:	Considering the geographical location and in light of the existing COVID situation, it would be great if the deadline for hard copy submission can be extended by a week or so.	Please refer Corrigendum
5	1. Introduction	1.4	Sl. No. 3: Last Date of submission of Bids: Online Technical Proposal Submission: scanned copy of Technical Proposal, shall be submitted in the PDF files through email on midfcmegh@gmail.com by 17:00 hours on 4th June 2021 Hard copy of Technical Proposal and Financial Proposal as per RFP document shall be submitted on the following address by 17:00 hours on 4th June 2021:	The circumstances surrounding COVID-19 has slowed down the operations across the country and resulting in a delay in all logistics. We sincerely request you to extend the submission date of proposals to at least 20th June 2021 in order for us to submit a very comprehensive proposal as well as to identify and propose the most suitable resources for the assignment. Also, request you to revisit and remove the requirement for submission of hard copies as travel between places / states is highly restricted during current times for hand delivery of hard copies and for the same reason, courier services are also very unreliable.	Please refer Corrigendum
6	1. Introduction AND 5. Evaluation of Bidder's Proposal	1.4 AND 5.4	Sl. No. 5: Technical Presentation: The schedule would be notified two days in advance. AND 5.4.1. All shortlisted bidders would be invited for technical presentation within one week of technical evaluation. The presentation would be facilitated in digital channels through video conferencing. The date, time and details will be communicated two days prior to the schedule.	We request that at least 5 working days' notice be provided to the bidders for the technical presentation.	No Change

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7	2. Instruction to Bidders	2.2	Sl. No. 1: The Bidder shall be a firm/ company/ partnership/ LLP/ proprietorship firm/institution registered under the Indian Companies Act, 1956/ the partnership Act, 1932 and who have their registered offices in India All subsidiary/holding/associate/ affiliates in India shall be treated as one entity.	Although, LLP has been mentioned in the criteria, we request you to include the LLP Act 2008, specifically to order to be more precise.	Please refer Corrigendum
8	2. Instruction to Bidders	2.2	Sl. No. 5: EMD of the amount of Rs.3 Lakhs (THREE Lakhs) through. Demand Draft / Pay Order issued by one of the Nationalized / Scheduled Commercial Banks in India in favor of the "MIDFC Ltd.", payable at Shillong only along with Technical Bid.	In order to avoid physical movement of financial instruments, we request that the option of online transfer to bank account (NEFT / RTGS) be included as an option. A scanned copy of the online receipt may be asked to be submitted as part of the technical proposal.	Please refer Corrigendum
9	2. Instruction to Bidders	2.3	Conflict of Interest	Please include the following in continuation to the existing clause: The Authority acknowledge that the bidder shall have the right to provide consulting or other professional services of any kind or nature whatsoever to any person or entity as the bidder in its sole discretion deems appropriate.	No Change
10	3. Preparation & Submission of Proposals	3.2	3.2.3. A copy of the Power of Attorney in the form specified in Format-1 shall accompany the Proposal.	Please allow the bidders to submit the Power of Attorney in such formats as already available with the bidders but as a board resolution or in a non-judicial stamp paper. This will ensure that requirements for fresh legal / statutory documentation are minimized in today's pandemic situation.	No Change

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11	5. Evaluation of Bidder's Proposal	5.1.2	Sl. No. C (I): Project Director Educational Qualification • B. Tech and MBA = 2 marks	We request you to include BE and MCA and PGD in Management or equivalent to the criteria and modify as follows: Project Director Educational Qualification • BE / B. Tech / MCA and MBA / PGD (Management or equivalent) = 2 marks	Please refer Corrigendum MBA and equivalent (Post graduate Diploma in Management)
12	5. Evaluation of Bidder's Proposal	5.1.2	Sl. No. C (I): Project Director Years Experiences • >=20 years work ex = 2 marks • 15-20 year work ex = 1 marks	A resource with more than 20 years in an area / domain such as dashboards / analytics / business intelligence is very rare as the domain itself is quite recent. Hence, request you to reasonably reduce the requirement as follows: Years Experiences • >=15 years work ex = 2 marks • 10-15 year work ex = 1 marks	Please refer Corrigendum
13	5. Evaluation of Bidder's Proposal	5.1.2	Sl. No. C (I): Project Manager Educational Qualification • and MBA or equivalent degree = 1 marks	The requirement seems to be incomplete. Also request you to add equivalent qualifications as mentioned in query at Sl. No. 6.	Please refer Corrigendum MBA and equivalent (Post graduate Diploma in Management)
14	5. Evaluation of Bidder's Proposal	5.1.2	Sl. No. C (I): Project Manager Experience in Meghalaya – 1 mark	We believe that this clause is restrictive since only a few resources would have the experience of working in such a new and niche domain and who has the experience of working in Meghalaya. We request you to remove this criterion.	No change

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15	5. Evaluation of Bidder's Proposal	5.1.2	Sl. No. D (I): Presentation on following	<p>We request you to consider lowering the marks for presentation to a maximum of 30 Marks, as the criteria itself is very subjective. Instead, we request that another technical evaluation criterion is included for average annual turnover of bidders as follows:</p> <p>The Bidder's Average Annual Turnover in the last three audited financial years from Consulting / Advisory (FY 2017-18, 2018-19 and 2019-20):</p> <ul style="list-style-type: none"> • INR 100 Crs to INR 150 Crs. = 1 marks • INR 150 Crs to INR 200 Crs. = 3 marks • > INR 200 Crs = 5 marks 	No change
16	6. Appointment of Consulting Agency	6.2	Performance Bank Guarantee - On selection, the successful bidder shall submit, a PBG of 5% of the contract value, on the day of signing the Contract. The PBG format would be provided to the successful bidder.	In line with the recent notification / guideline by the Ministry of Finance due to COVID-19, we request you to limit the PBG amount to 3% of the contract value only.	Please refer Corrigendum
17	6. Appointment of Consulting Agency	6.4.	Deployment and Project Initiation - The Agency shall commence the Services at the Project site within 10 (ten) days of the date of the issuance of LOI or such other date as may be mutually agreed. If the bidders fails to either sign the Agreement as specified in the RFP or start the assignment as specified herein, the Authority may award to the next ranked Bidder.	We request that the requirement for commencement is increased to at least 20 days in view of the current pandemic situation in the country.	Please refer Corrigendum

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18	8. Scope of Work	B. Platform and Dashboard	<p>5. Annual Maintenance</p> <ul style="list-style-type: none"> If the Operating System or additional copies of Operating System are required to be installed / reinstalled / de-installed, the same should be done as part of ATS. 	We understand that the bidder has to do install / re install / de-install of the OS as a part of the ATS. However, if there are requirements for additional Operating Systems, please clarify as to who will provide the OS? Is it the department or the bidder?	No Change. As per RFP, Department would provide hosting related infrastructure for the platform in State DC/Cloud. Data center support required for the project is limited to the platform only.
19	8. Scope of Work	B. Platform and Dashboard	<p>5. Annual Maintenance</p> <ul style="list-style-type: none"> Software License Management: shall provide software license management and control. Agency shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance. 	We assume that the selected bidder is required to propose all the required software / tools, etc. to develop the digital platform and carry out end to end activities for MyCM Meghalaya, including procurement of all required licenses, etc. Please clarify.	No Change. As per RFP, Department would provide hosting related infrastructure for the platform in State DC/Cloud. Data center support required for the project is limited to the platform only.
20	8. Scope of Work	B. Platform and Dashboard	<p>5. Annual Maintenance</p> <ul style="list-style-type: none"> Agency shall have access to the online support and tools provided by the manufacturer as well as should have 24x7 access to a variety of technical resources including the manufacturer's knowledge base with complete collections of technical articles. 	For 24X7 support, there is no resource requirement mentioned in the RFP. Request you to please include the list of resource required for the 24X7 helpdesk support.	No Change

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21	8. Scope of Work	B. Platform and Dashboard	Deliverables -Department would provide hosting related infrastructure for the platform in State DC/Cloud.	Please clarify as to who is the current cloud service provider.	Currently the cloud is maintained by NIC Meghalaya. Any cloud based services empanelled by MeITY can also be the cloud platform.
22	8. Scope of Work	B. Platform and Dashboard	Deliverables - Data center support required for the project is limited to the platform only.	There are no resources mandated for data centre support in the list of resources provided in the RFP. Request you to include the same.	No Change. Out of the three consultants, one can of Data Center maintenance profile.
23	8. Scope of Work	8.4	Implementation Timelines Implementation Timelines The implementation timelines are as described below: Please note that 'T' is the date of acceptance of LOI *Note: expected Timeline of T+k would mean that the task is required to be complete at the end of kth week from the date of acceptance of LOI.	We request that the basis for 'T' should be changed to 'Date of signing of contract agreement'.	Please refer Corrigendum
24	8. Scope of Work	8.5	Resource Deployment Requirements IT Expert	Since, there would be significant amount of work regarding design and development of the digital platform, including but not limited to requirement gathering, solution design, architecture design, deployment design, FRS, SRS, coordination with CSP, technical requirement specifications, etc., we request	No Change. Out of the three consultants, one can of Data Center maintenance profile.

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				that the number of IT Experts be increased to 2 instead of 1.	
25	8. Scope of Work	8.6	Payments Sl. No. 2: Platform Cost	We understand that the platform cost will be paid to the bidder in lumpsum after achievement of Deliverable “MyCM Platform Implementation”, at T+8 weeks. Please clarify.	No Change. Assumption is correct
26	9. Service Level Agreement (SLA)	-	Change in more than 2 members will be treated as Service Failure level 2. The name and CV of the changed member, with equivalent credentials, should be submitted for seeking approval of department, if necessary. Subject to approval of department through suitable interaction, the resource may be replaced, ensuring time for handing-over and hand-holding.	In view of the current pandemic situation in the country and the uncertainty surrounding it, there might arise situations which are beyond the control of the selected bidder for replacement of resources due to unavoidable exigencies / health conditions / resignations, etc. Hence, request you not to consider these circumstances as service level failures and build in appropriate clauses for the same within the existing clause.	No change. For replacement of resources due to unavoidable exigencies / health conditions / resignations, etc. department will decide on case to case basis.
27	10. Formats for Submission	9.3.	Format-2 Format of Pre-Qualification Criteria Sl. No. 1: The Bidder shall be a firm/ company/ partnership/ proprietorship firm/institution registered under the Indian Companies Act, 1956/ the partnership Act, 1932 and who have their registered offices in India All	The clause / requirement is different from Section 2, Sub-Section 2.2, Sl. No. 1. Request you to modify the same in line with our query at Sl. No. 3 above.	Please refer Corrigendum

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			subsidiary/holding/associate/ affiliates in India shall be treated as one entity.		
28	10. Formats for Submission	9.3.	Sl. No. 5: EMD of the amount of Rs.3 Lakhs (THREE Lakhs) through. Demand Draft/Pay Order issued by one of the Nationalized /Scheduled Commercial Banks in India in favor of the "MIDFC Ltd." payable at Shillong only along with Technical Bid	Request you to modify the clause in line with our suggestion at Sl. No. 5 above.	No Change
29	2	2.2	Sl. No. 2 - The bidder should have an average annual turnover of INR 100 Crore or more in last three financial years from advisory / consulting services and must have been a profit-making organization for last 3 financial years ending 31.03.2021	Since, the books of accounts for FY 2020-21 have not been audited yet, we request you to change the financial years to FYs 2017-18, 2018-19 and 2019-20	Please refer Corrigendum

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30	2	2.2	1) The bidder should have an average annual turnover of INR 100 Crore or more in last three financial years from advisory/ consulting services and must have been a profit-making organization for last 3 financial years ending 31.03.2021	As per GUIDANCE NOTES FOR Ministry of Electronics & Information Technology (MeiTY) SELECTION OF CONSULTING AGENCIES, section 1.4.1 “the Sales Turnover in Consulting As a thumb rule, one can keep the minimum sales turnover in Consulting / IT Consulting at Five (5) times the estimated value of the assignment being tendered.” In line with the above criteria requesting you to change the clause as mention below:“The bidder should have an average annual turnover of INR 25 Crore or more in last three financial years from advisory/ consulting services and must have been a profit-making organization for last 3 financial years ending 31.03.2021”	No Change
31	9	2	Certificate as to Authorized Signatories	We understand that the certificate needs to be provided in firm’s letter head, kindly confirm	No Change
32	1	4	Online Technical Proposal Submission: scanned copy of Technical Proposal, shall be submitted in the PDF files through email on midfcmegh@gmail.com by 17:00 hours on 4th June 2021	In view of ensuing lockdowns due to COVID pandemic in Meghalaya & other parts of the country, we would request to extend the timelines by at least two weeks until 18th June 2021.	Please refer Corrigendum
33	3	9.6	The aggregate liability under this RFP and in connection with the services shall be for direct damages and shall be limited to one-time the fees paid to the agency.	We would request you to modify the criteria as “In accordance with standard industry practice, the aggregate liability under this RFP and in connection with the services shall be for direct damages and shall be limited to one time the fees paid to the bidder. The bidder shall not be liable for any indirect or consequential losses.”	No Change

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34	4	3	Intellectual Property Rights	Would request to consider that “We shall be allowed to retain sufficient documentation as part of our professional records to support and evidence the work performed by us. Such retention shall be subject to obligations of confidentiality mentioned herein.”	No Change
35	9		Service Level Agreement	We would request to relax the criteria to – “the bidder shall not be liable for Penalty mentioned in clause 9 , Service Level and page 36 of RFP if the default/delay is not solely attributable to the bidder only.”	No Change
36	3	4.3	The bidder must note that department reserves the right to reduce or add resources to the existing list. Department would notify the bidder onemonth in advance to enable the bidder to deploy or withdraw resources	We request to change the time period to two months from the date of work order/notification.	No Change
37	2.2	2	The bidder should have an average annual turnover of INR 100Crore or more in last three financial years from advisory/ consulting services and must have been a profit-making organization for last 3 financial years ending 31.03.2021	We request to change from last 3 financial ending 31.03.2021 to FY 2017-18, 2018-19 and 2019-20 as the financial statements for FY 2020-21 are not yet finalized.	Please refer Corrigendum
38	2.2	2	Balance sheet and Profit & Loss Statement for each year and Certificate from the statutory auditor/ Chartered Accountant	We request you to change the clause to “Balance sheet and Profit & Loss Statement for each year OR Certificate from the statutory auditor /Chartered Accountant”	Please refer Corrigendum
39	3.2	3.2.3	A copy of the Power of Attorney in the form specified in Format-1 shall accompany the Proposal.	We understand that the form need to be submitted as part of Bid Cover Letter on Company Letter Head	No Change. Assumption is correct

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40	2	2.2	Criteria 1 & 5 (In case of Consortium/subcontracting all members must adhere to the clause)	We understand this clause is applicable only for consortium as all members of the bidder is to sign the agreement with the client. In Subcontracting, only the Bidding entity sign the contract with client and hence this clause may not be applicable for sub-contractors – Please confirm	No Change
41	2	2.2 item 5	EMD of the amount of Rs.3 Lakhs (THREE Lakhs) through. Demand Draft/Pay Order issued by one of the Nationalized /Scheduled Commercial Banks in India in favor of the “MIDFC Ltd.”. payable at Shillong only along with Technical Bid.	Kindly allow for Bank Guarantee instead of Demand Draft/Pay Order	No Change
42	2	2.8.1	The selected bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is there suit of an event of Force Majeure	The selected bidder shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract except for an event of Force Majeure	Please refer Corrigendum
43	3	3.3.3	If an individual resource makes a false averment regarding his qualification, experience or other particulars, or his commitment regarding availability for the Project is not fulfilled at any stage after signing of the Agreement, he shall be liable to be debarred for any future assignment of the Authority for a period of 5 (five) years. The award of this Services to the Bidder may also be liable to cancellation in such an event.	Kindly note that the bidder would provide the best effort to ensure the availability of the team member for the project, however, because of multiple extraneous reasons like medical, resignation, current Covid 19 pandemic etc, bidder may be allowed to replace the resource with an equivalent resource in terms of experience and qualification.	No Change

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44	6	6.4	The Agency shall commence the Services at the Project site within 10 (ten) days of the date of the issuance of LOI or such other date as may be mutually agreed. If the bidders fails to either sign the Agreement as specified in the RFP or start the assignment as specified herein, the Authority may award to the next ranked Bidder	The bidder shall commence work within 10 days of the date of Issue of LOI. However, we request that the draft agreement may be provided along with the pre-bid clarifications and also the bidder provided a window to share the comments on the agreement before submission of the proposal. In addition, we request you to sign the contract within 21 days of issue of LOI.	No Change
45	6	6.5	Training of survey agency on the system features	We understand that the survey agency would have their own CAPI to conduct the survey. The MyCM portal would have a user access for the survey agency to upload their survey findings on the portal in specified formats	No Change. Assumption is correct
46	8	8.2	The Government intends to cover s significant section of the citizens to understand their needs and requirements. Additionally, the survey agency would also demonstrate the recent interventions (schemes and infrastructure implementations) from Government of Meghalaya, this demonstration would be enabled by digital devices. The demonstration would primarily be shown at village or block level and state level.	We understand that the MyCM portal would have use access and interface for the survey agency to upload their survey findings on the portal in specified formats. We understand that the survey agency would have their own CAPI to conduct the survey.	No Change. Assumption is correct

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47	8	8.2	Videos, Fliers, Doodles, Roadshows, Print Materials, and Innovative messaging	We understand that the MyCM portal would have feature to display the Videos, Fliers, Doodles, Roadshows, Print Materials, and Innovative messaging. While the Videos, Fliers, Doodles, Roadshows, Print Materials, and Innovative messaging shall be prepared by independent agencies and provided to us – kindly confirm	No Change. Assumption is correct
48	8	8.3	Citizen voices and citizen contribution	We understand that the MyCM portal would have feature to display the Citizen voices and citizen contribution.	No Change. Assumption is correct
49	8	8.3 B 1 Survey	Platform must include ability to add, modify survey questionnaire, schedule surveys, assign survey tasks to defined agency and collate response to surveys	We understand that the survey must be conducted in rural areas of Meghalaya. Are we expected to provide offline module or app for the surveyors to conduct such surveys?	Bidders to propose best suited solution as per the State's requirements
50	8	8.3 B1 Dashboard	Platform must include analytics-based dashboard to display government benefits across schemes, infrastructure implementations, and other interventions at all levels - village level, block level, district level and State level. The focus must be on ease of use, citizen centricity and flexibility to add new items. The dashboard must be capable of incorporating updated data both from manual feed (in defined format) and from system driven integration. It is the responsibility of the agency to implement integration through collaboration with departments of the Government	We understand the scope of work would be to provide info on the performance of the schemes / programmes of Govt on their Physical Achievement, Financial spend % and Time adherence. And we also assume all such KPIs of the programmes / schemes are readily available. In addition, we understand that we need to provide manual entry screens for data entry / excel formats wherever the facility to fetch data from existing systems are not available or for physical data. In case of existing systems where data is available, we assume the system shall provide webservices / APIs for us to consume the data in MyCM. It is the responsibility of MIFDC to provide such web interfaces to the bidder	No Change. Assumption is correct

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51	8	8.3 B1 Dashboard	Platform must provide feature to call and chat with CM using CM WhatsApp and dedicated tele calling team	Kindly note that, the bidder would provide a web WhatsApp interface for the portal, provided WhatsApp allows for such interface as a plugin or API. However, the availability of WhatsApp for such interface, the legality and arrangement with WhatsApp, and also providing the business cost etc would be completely borne by the MIDFC. In addition, the data sharing from WhatsApp platform to the MyCM portal is also guided by the data privacy policy of WhatsApp. The MIDFC shall ensure such data sharing is enabled to the bidder – kindly confirm	No Change
52	8	8.3 B4 Integration	Derive social media analytics on public sentiments on government programs	Kindly note that the data on social media is provide by data syndication agencies only and is very costly, In this regard we understand that MIDFC shall procure licenses from data syndication agencies for us to run analytics to arrive at public sentiments – kindly confirm	No change. Cost of deriving social media analytics to be provisioned in the financial proposal.
53	8	8.3 B4 Integration	Platform must integrate with following external systems as and when available during the period of this project :	We understand such services shall be provided as webservice of APIs. Kindly note that the MyCM portal shall be developed within 2 months. Therefore “as and when available during the period of this project” is assumed to be 2 months from the project start date	No Change. Assumption is correct

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54	8	8.3 B4 Integration	MyCM Platform implementation Hardware/Cloud requirements	We understand that the entire solution would be hosted in cloud environment and that the bidder is only responsible to provide the cloud requirements and MIDFC would procure the same from cloud providers in their name	No Change. Department would provide hosting related infrastructure for the platform in State DC/Cloud. Data center support required for the project is limited to the platform only.
55	8	8.6 Payments	Platform Cost	The payment for Platform is not mentioned. We request the below: <ul style="list-style-type: none"> • Completion of the STQC certification 20% payment • After Go live 60 % payment • After 6 months of Go live 10% of the payment • After 12 months of Go live 10% of the payment 	No Change 4.1 MyCM Platform implementation Hardware/Cloud requirements T+ 4 4.1 MyCM Platform Implementation T+ 8