
MEGHALAYA INFRASTRUCTURE DEVELOPMENT & FINANCE
CORPORATION LIMITED (MIDFC)



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

RFP No: MIDFC/MyCM/2021/65/1203

RFP Issue Date: 13th May 2021

Meghalaya Infrastructure Development Finance Corporation Ltd.

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1. Introduction

1.1. Background

Government of Meghalaya is making concerted efforts to develop unique and sustainable development models to bring in all round development of the people in the state. There are flagship interventions, schemes, infrastructure implementations targeted towards the holistic development of the people of Meghalaya. Government of Meghalaya has set ambitious targets of holistic development of the state. The government is committed to fulfil the enormous potential of the state by providing citizens interventions that they need, in a sustainable manner. While Government of Meghalaya has taken up several such programs and is aggressively driving towards its vision, it is imperative that citizens must be actively engaged in such programs to help the Government achieve its intended goals.

In this context, Planning Department, Government of Meghalaya wishes to implement a program – MyCM that would empower citizens to participate, provide their inputs and engage in the development activities of the Government.

The MyCM, program intends to capture citizen's feedback in Government implementations through surveys, interviews, and other similar means. The program also intends to disseminate key messages from the Government through various channels and actively engage the citizens in specific implementation plans and policies.

It is to be noted that Meghalaya Enterprise Architecture (MeghEA), a flagship venture of the Government towards enabling citizen centric digital service delivery is already under implementation stage. MeghEA in this context, as a part of the vision has laid out three themes – connect collaborate, empower, and recommended implementing a digital platform to enable the program MyCM. As part of this platform, several functions of the program would be implemented in digital mode enabling the program team to execute their roles with ease.

The current RFP is related to engaging a Project Management Consulting team and Knowledge partner by MIDFC on behalf of Planning Department. This team would work along with the local partners, Government officials and other stakeholders to execute the project in the most efficient manner.

1.2. Due Diligence by Bidders

- 1.2.1. Bidders may before submitting their Proposals, examine the requirements at their own expense and obtain and ascertain for themselves, at their responsibility and other information necessary for preparing their Proposals.
- 1.2.2. Bidders shall be deemed to have full knowledge of the requirements of the work. MIDFC will not accept any responsibility or liability for any errors, omissions, inaccuracies, or errors of judgment concerning information or materials provided by MIDFC in this RFP Document or otherwise, with respect to this Project. Although such information and materials are to the best of the MIDFC's belief, however, their verification is the sole responsibility of Bidder.
- 1.2.3. Neither MIDFC, nor their employees make any representation or warranty as to the accuracy, reliability or completeness of the information provided nor will have any liability to any bidder which may arise from or be incurred or suffered

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in connection with anything contained in this RFP and the award of the work or otherwise arising in any way from the selection process.

1.3. Accessing Bidding Documents and Participation

The complete Bid Document can be viewed/ downloaded from the tendering portal of <https://mbda.gov.in/> by interested bidders from 13th May 2021. For any help regarding downloading or submissions, Bidders may contact on Number 0364-2212579 and Email ID midfcmegh@gmail.com

The amendments/ clarifications to the Bid Documents by the Authority, if any, will be uploaded on the website.

- 1.3.1. Each Proposal shall indicate that it is a firm Proposal, and that the Proposal will remain valid for a period not less than ninety (90) days from the due date of the submission of the Proposal. MIDFC reserves the right to reject any Proposal, which does not meet this Bid Validity Period requirement.
- 1.3.2. MIDFC may request one or more extensions of the Bid Validity Period. To make such request, the MIDFC shall give notice through email to the Bidder(s) at least three (3) days prior to expiration of the Bid Validity Period. If any Bidder does not agree to the extension, they may withdraw by giving notice in writing to the MIDFC of its decision before the expiration of the Bid Validity Period. In case, the MIDFC does not receive any written notice of withdrawal before the expiration of the Bid Validity Period, and the requested extension shall be deemed to have been accepted by the Bidder(s).
- 1.3.3. When an extension of the Bid Validity Period is made, Bidders shall not be permitted to change the terms and conditions of their Bids.
- 1.3.4. The Bid Validity Period of the Successful Bidder shall be automatically extended until the date on which the Agreement is signed and is in force.

1.4. Tender Schedule

S No.	Activity	Tentative Date
1	Date of Issue of RFP	Start Date: 13 th May 2021 Closing Date: 4 th June 2021 till 17:00hrs IST
2	Last date of submission of Pre-bid queries or clarifications	20 th May 2021, to 17:00 hrs. IST only at following email ID: midfcmegh@gmail.com ; Bidder who will submit the Pre-bid queries through email shall get the Response from MIDFC. Please note no pre-bid conference would be held.
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 4 th June 2021

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		<p>(Note: Bidder shall not submit Financial Proposal through Email)</p> <p>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:</p> <p>Subject: Response to RFP No. MIDFC/MyCM/2021/65/1203 Selection of Selection of Project Management Unit and Knowledge Partner for MyCM Program</p> <p>Chief Operating officer (COO), Meghalaya Infrastructure Development Finance Corporation (M.I.D.F.C), House No. L/A-56, Lower Nongrim Hills Shillong, East Khasi Hills-793003, Meghalaya</p>
5	Technical Presentation	<p>Technical Presentation would be scheduled for all eligible bidders through virtual platform only. Date shall be intimated through email.</p> <p>The schedule would be notified two days in advance.</p>

1.5. Communications

All communications, including the submission of Proposal, should be addressed to:

Chief Operating officer (COO),
Meghalaya Infrastructure Development Finance Corporation (M.I.D.F.C),
House No. L/A-56, Lower Nongrim Hills Shillong, East Khasi Hills-793003,
Meghalaya
Email: midfcmegh@gmail.com

2. Instruction to Bidders

2.1. Scope of Proposal

- 2.1.1. Please refer section 8 for scope of work.
- 2.1.2. Bidders are advised that the selection of consultant firm shall be based on an evaluation by the Authority through the Selection Process specified in this RFP. Bidders shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the Authority's decisions are without any right of appeal whatsoever.
- 2.1.3. The Bidder shall submit its Proposal in the form and manner specified in this RFP. The Bid shall be submitted in two envelopes system (Technical Proposal and Financial Proposal) within the prescribed schedule. Upon selection, the Bidder shall be required to enter into an agreement with the Authority.
- 2.1.4. Consortium or sub-contracting is allowed for this RFP. The bidder should be either a company (single legal entity) or a consortium of companies. In case of consortium, the applicant consortium shall submit a valid agreement among the members

2.2. Pre-Qualification Criteria

SLN	Criteria	Supporting Documents
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. (In case of Consortium/sub-contracting all members must adhere to the clause)	<ol style="list-style-type: none"> 1. Certificate of Incorporation from Registrar of Companies (RoC) along with the entire chain of Certificate of Incorporation documents and Partnership deed (if applicable) 2. Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company 3. Certification on commencement of business (if applicable)
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 (In case of Consortium/sub-contracting the lead member must adhere to the clause)	<ol style="list-style-type: none"> 1. Balance sheet and Profit & Loss Statement for each year and Certificate from the statutory auditor /Chartered Accountant
3.	The bidder must have executed at least 2 (TWO) similar projects of worth minimum Rs. 2 Crore or above in a CM office / Central Government Ministries / State Government Departments in the last 5 years (In case of Consortium/sub-contracting the lead member must adhere to the clause)	<ol style="list-style-type: none"> 1. Work Order along with project details as per format 12

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SLN	Criteria	Supporting Documents
4.	<p>The BIDDER should not have been blacklisted or Barred or any such cases pending for blacklisting / debarment in any court of law by any State Government, Central Government or any other Public Sector Undertaking or a Corporation or any other Autonomous organization of Central or State Government as on Bid submission date.</p> <p>(In case of Consortium/sub-contracting all members must adhere to the clause)</p>	Self-declaration by the Bidder as per RFP Format - 11
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.	Demand Draft/Pay Order of Rs. 3 Lakhs

2.3. Conflict of Interest

- 2.3.1. A Bidder shall not have a conflict of interest that may affect the Selection Process or the Services (the "Conflict of Interest"). Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Authority may claim as mutually agreed genuine pre-estimated compensation and damages payable to the Authority for, inter alia, the time, cost and effort of the Authority including consideration of such Bidder's Proposal, without prejudice to any other right or remedy that may be available to the Authority hereunder or otherwise.
- 2.3.2. The Authority requires that the bidder to provide professional, objective, and impartial advice and always hold the Authority's interest's paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work. The bidder shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the Authority.
- 2.3.3. A Bidder shall be deemed to have a Conflict of Interest affecting the Selection Process, if:
 - a. the Bidder or Associate (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of a Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5 per cent of the paid-up and subscribed share capital of such Bidder, Member or Associate, as the case may be) in the other Bidder, its Associate is less than 5% (five per cent) of the subscribed and paid-up equity share capital thereof; provided further that this disqualification shall not apply to any ownership by a bank,

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insurance company, pension fund or a public financial institution referred to in section 4A of the Companies Act,1956. For the purposes of this Clause, indirect shareholding held through one or more intermediate persons shall be computed as follows: (a) where any intermediary is controlled by a person through management control or otherwise, the entire shareholding held by such controlled intermediary in any other person (the “**Subject Person**”) shall be taken into account for computing the shareholding of such controlling person in the Subject Person; and (b) subject always to sub- clause (a) above, where a person does not exercise control over an intermediary, which has shareholding in the Subject Person, the computation of indirect shareholding of such person in the Subject Person shall be undertaken on a proportionate basis; provided, however, that no such shareholding shall be reckoned under this sub-clause (b) if the shareholding of such person in the intermediary is less than 26% (twenty six per cent) of the subscribed and paid up equity shareholding of such intermediary; or

- b. a constituent of such Bidder is also a constituent of another Bidder; or
- c. such Bidder or its Associate receives or has received any direct or indirect subsidy or grant from any other Bidder or its Associate; or
- d. such Bidder has the same legal representative for purposes of this Application as any other Bidder; or
- e. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other’s information about, or to influence the Application of either or each of the other Bidder; or
- f. there is a conflict among this, and other assignments of the Bidder (including its personnel) and any subsidiaries or entities controlled by such Bidder or having common controlling shareholders. The duties of the agency will depend on the circumstances of each case. While providing services to the Authority for this particular assignment, the agency shall not take up any assignment that by its nature will result in conflict with the present assignment; or
- g. the Bidder, its Member or Associate (or any constituent thereof), and the bidder or Concessionaire, if any, for the Project, its contractor(s) (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this disqualification shall not apply in cases where the direct or indirect shareholding or ownership interest of an Bidder, its Member or Associate (or any shareholder thereof having a shareholding of more than 5% (five per cent) of the paid up and subscribed share capital of such Bidder, Member or Associate, as the case may be,) in the bidder or Concessionaire, if any, or its contractor(s) is less than 5% (five per cent) of the paid up and subscribed share capital of such Concessionaire or its contractor(s); provided further that this disqualification shall not apply to ownership by a bank, insurance company, pension fund or a Public Financial Institution referred to in Section 4A of the Companies Act, 1956. For the purposes of this sub-clause (g), indirect shareholding shall be computed in accordance with the provisions of sub-clause (a) above. For purposes of this RFP, Associate means, in relation to the Bidder, a person who controls, is controlled by or is under the common control with such Bidder (the “Associate”). As used in this definition, the expression “control” means, concerning a person which is a company or corporation, the ownership, directly or indirectly, of more than 50% (fifty per cent) of the voting shares of such person, and with respect to a person which is not a company or corporation, the power to direct the management and policies of such person by operation of law or by contract.

2.4. Number of Proposal

No Bidder shall submit more than one proposal for the work.

2.5. Cost of Proposal

The Bidders shall be responsible for all the costs associated with the preparation of their Proposals and their participation in the Selection Process including subsequent negotiation, visits to the Authority, Project site etc. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the selection Process.

2.6. Acknowledgement by Bidder

2.6.1. It shall be deemed that by submitting the Proposal, the Bidder has:

- a. made a complete and careful examination of the RFP;
- b. received all relevant information requested from the Authority;
- c. acknowledged and accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the Authority or relating to any of the matters referred to in RFP;
- d. satisfied itself about all matters, things, and information, including matters referred to in RFP hereinabove, necessary and required for submitting an informed Application and performance of all its obligations thereunder;
- e. acknowledged that it does not have a Conflict of Interest; and
- f. agreed to be bound by the undertaking provided by it under and in terms hereof.

2.6.2. The Authority shall not be liable for any omission, mistake, or error on the part of the Bidder in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the Selection Process, including any error or mistake therein or in any information or data given by the Authority.

2.7. Right to Reject any or all Proposals

2.7.1. Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any proposal and to annul the Selection Process and reject all Proposals, at any time without any liability or any obligation for such acceptance, rejection, or annulment, and without assigning any reasons thereof.

2.7.2. Without prejudice to the generality of RFP, the Authority reserves the right to reject any Proposal if: at any time

- a. Material misrepresentation is made or discovered, or
- b. The Bidder does not provide, within the time specified by the Authority, the supplemental information sought by the Authority for evaluation of the Proposal.
- c. The Authority reserves the right to sought clarification on any part of the Technical Proposal and bidder need to respond within 1-day time for consideration whereas authority reserves full right to accept or reject the additional information submitted.

Misrepresentation/ improper response by the Bidder may lead to the disqualification of the Bidder. If such disqualification/rejection occurs after the Proposals have been opened and the highest-ranking Bidder gets disqualified/rejected, then the Authority reserves the right to consider the next best Bidder or take any other measure as may be deemed fit in the sole discretion of the Authority, including annulment of the Selection Process.

2.8. Force Majeure

- 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 the result of an event of Force Majeure
- 2.8.2. For purposes of this Clause, “Force Majeure” means an event beyond the control of the bidder and not involving bidder’s fault or negligence and not foreseeable. Such events may include but are not restricted to, acts of the Department in its sovereign capacity, wars or revolutions, fires, floods, pandemics, epidemics, quarantine restrictions, and freight embargoes
- 2.8.3. If a Force Majeure situation arises, the bidder shall promptly notify the MIDFC in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- 2.8.4. If an event of Force Majeure continues for a period of one hundred and eighty (180) days or more, the parties may, by mutual agreement, terminate the Contract without either party incurring any further liabilities towards the other with respect to the Contract, other than to effect payment for goods/services already delivered or performed.

2.9. Dispute Resolution

- 2.9.1. In case any dispute or difference arises out of or in connection with or the carrying out of works (whether during the progress of the works or after their completion and whether before or after the termination, abandonment, or breach of contract) except as to any of the accepted matters, provided hereunder, the parties hereto, shall first endeavour to settle such disputes or differences amicably.
- 2.9.2. If both the parties fail to reach such amicable settlement, then either party (the Purchaser or Contractor) may (within 28 days of such failure) give a written notice to the other party requiring that all matters in dispute or difference be arbitrated upon. Such written notice shall specify the matters which are in dispute or differences of which such written notice has been given, and no other shall be referred to the arbitration of a single arbitrator, to be appointed by both the parties or in case of disagreement as to the appointment of a single arbitrator, to that of two arbitrators, one to be appointed by each party or in case of said arbitrators not agreeing then, to the umpire to be appointed by the arbitrators in writing before entering upon the references. Provisions of Indian Arbitration and conciliation Act, 1996 or any statutory modification or re-enactment thereof and rules framed there under from time to time shall apply to such arbitration.
- 2.9.3. The venue of arbitration shall be Shillong, Meghalaya.
- 2.9.4. The arbitrator or arbitrators appointed under this Article shall have the power to extend the time to make the award with the consent of parties.
- 2.9.5. Pending reference to arbitration, the parties shall make all endeavour to complete the work in all respects and all disputes, if any will finally be settled in the arbitration.

- 2.9.6. Upon every or any such references to the arbitration, as provided herein the cost of and incidental to the reference and Award respectively shall be at the discretion of the Arbitrator, or the umpire.
- 2.9.7. The award of Arbitrator or Arbitrators, as the case may be, shall be final and binding on the parties. It is agreed that the Contractor shall not delay the carrying out of the works by reason of any such matter, question or dispute being referred to arbitration, but shall proceed with the works with all due diligence. The Purchaser and the Contractor hereby also agree that arbitration under this clause shall be the condition precedent to any right of action under the contract except for as provided for in the Tender.

3. Preparation and Submission of Proposal

3.1. Language

The Proposal with all accompanying documents (the “**Documents**”) and all communications in relation to or concerning the Selection Process shall be in English language and strictly on the forms provided in this RFP. No supporting document or printed literature shall be submitted with the Proposal unless specifically asked for and in case any of these documents is in another language, it must be accompanied by an accurate translation of the relevant passages in English, in which case, for all purposes of interpretation of the Proposal, the translation in English shall prevail.

3.2. Format and Signing of Proposal

- 3.2.1. The Bidder shall provide all the information sought under this RFP. The Authority would evaluate only those Proposals that are received in the specified forms and complete in all respects.
- 3.2.2. The Bidders need to submit the hard copy of the proposal for technical and financial evaluation with supporting documents. The Proposals must be properly signed by the authorized representative (the “**Authorized Representative**”).
- 3.2.3. A copy of the Power of Attorney in the form specified in Format-1 shall accompany the Proposal.
- 3.2.4. Bidders should note the Bid Submission Date/ Proposal Due Date, as specified in Tender Schedule, for submission of Bids. Except as specifically provided in this RFP, no supplementary material will be entertained by the Authority, and that evaluation will be carried out only based on Documents received by the closing time of Bid submission Date. Bidders will ordinarily not be asked to provide additional material information or documents after the date of submission, and unsolicited material if submitted, will be summarily rejected. For the avoidance of doubt, the Authority reserves the right to seek clarifications under and in accordance with the provisions.

3.3. Technical Envelope No.1

- 3.3.1. The Bidder shall submit all the documents as per formats provided in the RFP document. While submitting the Technical Proposal, the Bidder shall ensure that:
 - a. All forms are submitted in the prescribed formats and signed by the prescribed signatories;

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- b. Power of Attorney, if applicable, is executed as per Applicable Laws;
- c. CVs of all proposed resources have been included;
- d. Proposed approach and methodology
- e. Resources have been proposed only if they meet the Conditions of Eligibility laid down at the RFP;
- f. No alternative proposal for any resource is being made, and only one CV is proposed for each position.
- g. The CVs have been recently signed and dated by the respective resource and countersigned by the Bidder.

Bidders are advised to include checklist as per RFP (refer section 10.1) as the first page in the technical proposal.

- 3.3.2. Failure to comply with the requirements spelt out shall make the Proposal liable to be rejected.
- 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.
- 3.3.4. The Technical Proposal shall not include any financial information relating to the Financial Proposal.
- 3.3.5. The proposed team shall be composed of experts and specialists (the “Proposed Resources”) in their respective areas of expertise and managerial/support staff such that the agency should be able to complete the Services within the specified time schedule. The Resources specified in Team shall be included in the proposed team of Resources. Other competent and experienced Resources in the relevant areas of expertise must be added as required for successful completion of this Service. The CV of each such Resource, if any, should also be submitted in the format as Appendix.
- 3.3.6. The Authority reserves the right to verify all statements, information, and documents, submitted by the Bidder in response to the RFP. Any such verification or the lack of such verification by the Authority to undertake such verification shall not relieve the Bidder of its obligations or liabilities hereunder nor will it affect any rights of the Authority thereunder.
- 3.3.7. In case it is found during the evaluation or at any time before signing of the Agreement or after its execution and during the period of subsistence thereof, that one or more of the eligibility conditions have not been met by the Bidder or the Bidder has made a material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith if not yet appointed as the Agency either by issue of the LOI or entering into of the Agreement, and if the Selected Bidder has already been issued the LOI or has entered into the Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained therein or in this RFP, be liable to be terminated, by a communication in writing by the Authority without the Authority being liable in any manner whatsoever to the Bidder or Agency, as the case may be.

- 3.3.8. In such an event, the Authority may claim as mutually agreed pre-estimated compensation and damages payable to the Authority for, inter alia, time, cost, and effort of the Authority, without prejudice to any other right or remedy that may be available to the Authority.

3.4. Financial Envelope No.2

- 3.4.1. The Bidder MUST submit the financial proposal as per format provided in the RFP document. The Bidder shall indicate the total cost of the project in Format of Financial Bid in both figures and words, in Indian Rupees. In the event of any difference between figures and words, the amount indicated in words shall prevail. In the event of a difference between the arithmetic total and the total shown in the Financial Proposal, the lower of the two shall prevail. The bidder must submit the financial proposal as per the format specified, any deviation from the format may lead to disqualification of the bidder.
- 3.4.2. While submitting the Financial Proposal, the Bidder shall ensure the following:
- a. Adherence to the format specified in the RFP.
 - b. All the costs associated with the assignment shall be included in the Financial Proposal. These shall normally cover remuneration for all the resource (Expatriate and Resident, in the field, office etc.), accommodation, airfare, equipment, printing of documents, etc. The total amount indicated in the Financial Proposal shall be without any condition attached or subject to any assumption and shall be final and binding. In case any assumption or condition is indicated in the Financial Proposal, it shall be considered non-responsive and liable to be rejected.
 - c. The Financial Proposal shall consider all expenses and tax liabilities. For the avoidance of doubt, it is clarified that all taxes shall be deemed to be included in the costs shown under different items of the Financial Proposal. Further, all payments shall be subject to deduction of taxes at source as per Applicable Laws.
 - d. Costs (including break down of costs) shall be expressed in INR.
- 3.4.3. Additionally, bidders are requested to provide man-month rate, including applicable taxes for relevant scope of work. The bidder must note that department reserves the right to reduce or add resources to the existing list. **Department would notify the bidder one-month in advance to enable the bidder to deploy or withdraw resources.**

3.5. Submission of Proposal

- 3.5.1. The Bidders shall submit the Technical and Financial Proposal as prescribed format
- 3.5.2. On the prescribed date of bid submission, Bidder need to submit all the documents in physical form as per format provided in the RFP document.
- 3.5.3. The Proposal shall be made in the Forms specified in this RFP. Any attachment to such Forms must be provided on separate and only information that is directly relevant should be provided.

3.6. Proposal Due Date/ Bid Submission Date

- 3.6.1. Proposal should be submitted in the manner and form of tender as detailed in this RFP.
- 3.6.2. The Authority may, in its sole discretion, extend the Proposal Due Date by issuing a Corrigendum.

3.7. Late Proposals submissions

Only Proposals received as per tendering process will be entertained. Proposals received after the specified time mentioned in the schedule specified in section 1.4 will not be entertained.

3.8. Modification/ substitution/ withdrawal of Proposals

- 3.8.1. No alteration /modification to the submitted Proposal shall be allowed.
- 3.8.2. No Proposal shall be withdrawn by the Bidder on or after the Proposal Due Date. The withdrawal shall only be allowed as per RFP.

3.9. Miscellaneous

- 3.9.1. The Selection Process shall be governed by, and construed in accordance with, the laws of India and the Courts at Shillong shall have exclusive jurisdiction over all disputes arising under, pursuant to and/or in connection with the Selection Process.
- 3.9.2. The Authority, in its sole discretion and without incurring any obligation or liability, reserves the right, at any time, to:
 - a. Suspend and/or cancel the Selection Process and/or amend and/or supplement the Selection Process or modify the dates or other terms and conditions relating thereto;
 - b. Consult with any Bidder in order to receive clarification or further information;
 - c. Retain any information and/or evidence submitted to the Authority by, on behalf of and/or in relation to any Bidder; and/or
 - d. Independently verify, disqualify, reject and/or accept any and all submissions or other information and/or evidence submitted by or on behalf of any Bidder.
- 3.9.3. It shall be deemed that by submitting the Proposal, the Bidder agrees and releases the Authority, its employees, agents and advisers, irrevocably, unconditionally, fully and finally from any and all liability for claims, losses, damages, costs, expenses or liabilities in any way related to or arising from the exercise of any rights and/or performance of any obligations hereunder, pursuant hereto and/or in connection herewith and waives any and all rights and/or claims it may have in this respect, whether actual or contingent, whether present or future.
- 3.9.4. All documents and other information supplied by the Authority or submitted by the Bidder shall remain or become the property of the Authority. The Authority will not return any submissions made hereunder. Bidders are required to treat all such documents and information as strictly confidential.
- 3.9.5. The Authority reserves the right to make inquiries with any of the clients listed by the Bidders in their previous experience record.
- 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.

4. Evaluation Process

4.1. Evaluation of Proposals

- 4.1.1. The Authority shall open the Proposals on the Proposal Due Date
- 4.1.2. Prior to evaluation of Proposals, the Authority will determine whether each proposal is responsive to the requirements of the RFP. The Authority may, in its sole discretion, reject any Proposal that is not responsive hereunder. A Proposal shall be considered responsive only if:
 - a. the Technical Proposal is received in the form specified.;
 - b. it is accompanied by the Power of Attorney as specified in RFP;
 - c. it contains all the information (complete in all respects) as requested in the RFP;
 - d. it does not contain any condition or qualification.
 - e. It is accompanied by the Bid Security as specified in Bid Security.
- 4.1.3. The Authority reserves the right to reject any non-responsive Proposal, and no request for alteration, modification, substitution, or withdrawal shall be entertained by the Authority in respect of such Proposals.
- 4.1.4. The Authority shall subsequently examine and evaluate Proposals in accordance with the Selection Process specified and the criteria set out in this RFP
- 4.1.5. After the technical evaluation, the Authority shall prepare a list of short-listed Bidders. Shortlisted bidders shall be intimated for a technical presentation on the approach and methodology and other vital requirements. The shortlisted bidders shall be informed for opening of their Financial Proposals. A date and time will be notified to all Bidders for announcing the result of evaluation and Financial Envelope opening. Before opening of the Financial Proposals, the list of short-listed Bidders along with their Technical Score will be declared. The Authority will not entertain any query or clarification from Bidders who fail to qualify at any stage of the Selection Process. The financial evaluation and final ranking of the Proposals shall be carried out in terms of RFP.
- 4.1.6. Bidders are advised that Selection will be entirely at the discretion of the Authority. Bidders will be deemed to have understood and agreed that no explanation or justification on any aspect of the Selection Process or Selection will be given
- 4.1.7. Any information contained in the Proposal shall not in any way be construed as binding on the Authority, its agents, successors, or assigns, but shall be binding against the Bidder if the Work is subsequently awarded to it.

4.2. Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the selection of Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional adviser advising the Authority in relation to matters arising out of or concerning the Selection Process. The Authority will treat all information, submitted as part of the Proposal, in confidence and will require all those who have access to such material to treat the same in confidence. The Authority may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or the Authority

4.3. Intellectual Property Rights

MIDFC, Government of Meghalaya will own all rights, title, and interest in and to all data, reports, frameworks, specifications, designs, models, analyses, inventions, programs and other property or materials (collectively, the "Works") that "Bidder" or, if an entity, employees, officers, managers, directors, or agents (collectively, "Personnel") develop in connection with the provision of the services including all copyright interests and intellectual property rights in the project. "Bidder" shall perform all such acts as may be reasonably necessary for the purpose of perfecting the assignment to us of all copyright and other intellectual property rights in the Works. "Bidder" hereby waives all moral rights in all jurisdictions.

"Bidder" acknowledges that during the performance of their services, they may gain access to certain methodologies, frameworks, know-how, products, processes, ideas, interpretations, models, documentation, manuals, software, discs, reports, research, working notes, papers, data, specifications, designs, analyses, inventions and/or similar items ("Materials") which are proprietary to MIDFC, Government of Meghalaya or other third parties. "Bidder" agrees that this contract shall not operate to transfer any intellectual property rights or copyright interests in such Materials to them, and MIDFC, Government of Meghalaya (or their Client and other third parties, as the case may be) shall continue to retain all intellectual property rights and copyright interests in such Materials.

"Bidder" shall not copy, reproduce, translate, adapt, vary, modify, disassemble, decompile, or reverse engineer or otherwise deal with or cause to reduce the value of the Materials except as expressly authorized by MIDFC, Government of Meghalaya in writing.

(If the vendor uses any authoring tool over which it has proprietary rights, it must be conveyed to the MIDFC, Government of Meghalaya in Advance)

Subject to the provisions under RFP, all documents and other information provided by the Authority or submitted by the Bidder to the Authority shall remain or become the property of the Authority. Bidders and the Agency, as the case may be, are to treat all information as strictly confidential. The Authority will not return any proposal, or any information related to it. All information collected, analyzed, processed or in whatever manner provided by the agency to the Authority in relation to the Work shall be the property of the Authority.

4.4. Clarifications

- 4.4.1. To facilitate evaluation of Proposals, the Authority may, at its sole discretion, seek clarifications from any Bidder regarding its Proposal. Such clarification(s) shall be provided within the time specified by the Authority for this purpose. Any request for clarification(s) and all clarification(s) in response to it shall be in writing.
- 4.4.2. If a Bidder does not provide clarifications sought under RFP above within the specified time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the Authority may proceed to evaluate the Proposal by construing the requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the Authority.

5. Evaluation of Bidder's Proposal

5.1. Technical Proposal Evaluation

5.1.1. In the first stage, the Technical Proposal will be evaluated based on Bidder's experience of similar projects, resource qualification & experience, and technical presentation on approach, methodology and work plan. Only those Bidders whose Technical Proposals get a score of 60 marks or more out of 100 shall qualify for further consideration and shall be ranked from highest to the lowest based on their technical score (ST).

5.1.2. The scoring criteria to be used for evaluation shall be as follows:

S. No.	Requirements	Max Marks
A	Bidder's similar experience	10
I	The Bidder's experience in implementation of similar projects (CM office / Central Government Ministries / State Government Departments) which should have components like dashboard for schemes, citizen engagements platform, audit of the system, components of knowledge partner. (10marks, 2 marks for each eligible project)	10
B	Approach, Methodology and Digital Platform	20
I	Bidder's proposed approach and methodology for the project	10
II	Bidder's understanding of digital platform requirements	10
C	Resource's qualifications and Experience	30
I	<p>Project Director</p> <p>Educational Qualification</p> <ul style="list-style-type: none"> B. Tech and MBA = 2 marks with other master's degree = 1 marks <p>Work Experience</p> <ul style="list-style-type: none"> Lead similar project - (CM office / Central Government Ministries / State Government Departments) which should have components like dashboard for schemes, citizen engagements platform, audit of the system, being knowledge partner for any State Government= each project 1 mark for each project maximum 2 marks <p>Years Experiences</p> <ul style="list-style-type: none"> >=20 years work ex = 2 marks 15-20 year work ex = 1 marks 	6

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S. No.	Requirements	Max Marks
	<p>Project Manager</p> <p>Educational Qualification</p> <ul style="list-style-type: none"> and MBA or equivalent degree = 1 marks Other master's degree = 0.5 marks <p>Experience of more than 10 years with</p> <ul style="list-style-type: none"> Project Manager for more than or equal to 2 projects = 1 marks <p>Other Experiences</p> <p>Involved in Digital Platform design and/or implementation = 1 marks</p> <p>Experience in Meghalaya – 1 mark</p>	4
II	<p>Consultants(3 Consultants)</p> <p>Educational Qualification</p> <ul style="list-style-type: none"> MBA or equivalent degree = 2 marks Other master's degree = 1 marks <p>Work Experience</p> <ul style="list-style-type: none"> Work experience of more than 6 years = 1 marks 	3X3=9
IV	<p>Knowledge Partner Expert (3 KP Experts)</p> <p>Educational Qualification</p> <ul style="list-style-type: none"> Graduate in Mass Communication/ Mass Media/ Media/ Advertising/Branding/ Public Relations/ Journalism/ Business Management= 2 marks <p>Work Experience in developing/executing PR strategy, brand management/brand promotion/brand strategy,</p> <ul style="list-style-type: none"> Work experience of more than 5 years = 1 marks 	3X3=9
V	<p>IT Expert</p> <p>Educational Qualification</p> <ul style="list-style-type: none"> B.E/ or equivalent = 1 marks <p>Work Experience</p> <ul style="list-style-type: none"> More than 5 years = 1 marks 	2
D	Technical Presentation	40

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S. No.	Requirements	Max Marks
I	Presentation on following <ul style="list-style-type: none"> • Approach and Methodology for project execution – 15 marks • Illustration of expertise as Knowledge Partner – 15 marks • Digital platform features from an executed project with details – 5 marks for each project demonstration with a maximum 2 projects 	40
Total (A+B+C+D)		100

5.2. Technical Evaluation Calculation

The highest technical scored by the bidder will be awarded 100 points. The technical scores of other Bidders will be calculated as:

$$T_n = (T_s / T_h) \times 100$$

Where

T_n = Normalized Technical score of the bidder under consideration

T_s = stands for the technical score of bidders under consideration

T_h = stands for Highest Technical Score

5.3. Shortlisting of Bidders

- 5.3.1. All the bidder having scored more than 60 shall be considered as short-listed bidder for financial evaluation in the second stage. However, if the number of such Pre-Qualified Bidders is less than two, the Authority may, in its sole discretion, Pre-Qualify the Bidder(s) whose technical score is less than 60 percent marks even if such Bidder(s) do(es) not qualify in terms of RFP; provided that in such an event, the total number of Pre-Qualified and short-listed Bidders shall not exceed two.

5.4. Technical Presentation

- 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.

5.5. Evaluation of Financial Proposal

- 5.5.1. In the second stage, the financial evaluation will be carried out as per this RFP each Financial Proposal will be assigned a financial score.
- 5.5.2. For financial evaluation, the total cost indicated in the Financial Proposal will be considered. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
- 5.5.3. The Authority will determine whether the Financial Proposals are complete and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item shall not entitle the firm to be compensated and the liability to fulfil its obligations as per the scope of work within the total quoted price shall be that of the SI. The lowest

Financial Proposal (Fm) will be given a financial score of 100 points. The financial scores of other proposals will be computed as follows:

The lowest financial offer will be awarded 100 points. The Price scores of other Bidders will be calculated as:

$$Fn = (Fm/Fb) \times 100$$

Where

Fn = Normalized financial score of the bidder under consideration

Fb = Price quoted by the bidder under consideration

Fm = Lowest price quoted

As described in the section Technical Evaluation Calculation.

5.6. Final Evaluation Using QCBS

- 5.6.1. Bid evaluation committee will evaluate and compare the bids determined to be substantially responsive. It is bid evaluation committee's intent to select the proposal that is most responsive to the project needs, and each proposal will be evaluated using the criteria and process outlined in this section.
- 5.6.2. Technical bids shall be examined by the bid evaluation committee with respect to compliance, completeness, and suitability of the proposal to the project and only the bids which are in compliance to the requirements mentioned in the RFP shall be considered as technically qualified.
- 5.6.3. Total bid evaluation: Only the commercial bids of those bidders qualified in the technical evaluation shall be opened. Commercial bids of the other bidders will not be opened.
- 5.6.4. The evaluation shall be strictly based on the information and supporting documents provided by the bidders. It is the responsibility of the bidders to provide all supporting documents as listed in forms necessary to fulfil the mandatory eligibility criteria.

The Bids received will be evaluated using the Quality cum Cost Based Solution (QCBS)

After the Technical evaluation, the evaluation committee will evaluate each of the Technically Qualified bidders' response based on technical and commercial parameters. The weightage of the technical and commercial parameters will be in the ratio of 80:20, respectively. For calculation of the combined Technical and Price Score of all bidders, the following formula will be used:

$$\text{Total Score} = Tn + Fn$$

Bidder scoring highest "Total Score" will be given the highest priority and will be selected.

- 5.6.5. In case of tie, the bidder securing higher Technical Score would be given preference. The Selected Bidder shall be the first ranked Bidder (having the highest combined score). The second-ranked Bidder shall be kept in reserve and may be invited for negotiations in case the first ranked Bidder withdraws or fails to comply with the requirements specified in the RFP.

6. Appointment of Consulting Agency

6.1. Award of Work

After selection, a Letter of Intent (the “LOI”) shall be issued, in duplicate, by the Authority to the Selected Bidder and the Selected Bidder shall, within 7 (seven) days of the receipt of the LOI, sign and return the duplicate copy of the LOI in acknowledgement thereof. In the event the duplicate copy of the LOI duly signed by the Selected Bidder is not received by the stipulated date, the Authority may unless it consents to the extension of time for submission thereof, appropriate the Bid Security of such Bidder as mutually agreed genuine pre-estimated loss and damage suffered by the Authority on account of failure of the Selected Bidder to acknowledge the LOI, and the next highest ranking Bidder may be considered.

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.

6.3. Execution of Agreement

After acknowledgement of the LOA as aforesaid by the Selected Bidder, it shall execute the Agreement within the period specified in LOA. The Selected Bidder shall not be entitled to seek any deviation in the Agreement

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.

6.5. Bidder’s General Responsibility

The following are the responsibilities of the agency: -

- To ensure project delivery and resource management.
- To prepare a project plan, manage key risks, resource management & logistics while maintaining service delivery.
- Risk identification and mitigation strategy.
- To design, implement and demonstrate system features to the key stakeholders
- Training of survey agency on the system features.
- To factor resource redundancy plan for better continuity and reliability of services.
- To create documentation for all the processes in line with quality standards.
- Overall responsibility for delivery of services as per the Scope
- Act as a primary interface to the MIDFC for all matters that can affect the baseline, schedule, and cost of the project.
- Maintain project communications with stakeholders of the MIDFC.
- Provide strategic and tactical recommendations in relation to technology-related issues and technology improvement.
- Code development and perform code review to meet development specifications and standards and evaluate existing applications to reprogram, update and add new features
- Contributing to team meetings,
- Identify and plan for new features

6.6. General Provisions

6.6.1. Non-Discriminatory and Transparent Bidding Proceedings

MIDFC shall ensure that the rules for the Bid Process for the Project are applied in a non-discriminatory, transparent, and objective manner. MIDFC shall not provide to any Bidder, information about the Project or the Bidding Process, which may have the effect of restricting competition

6.6.2. Prohibition against Collusion with another Bidder

Each Bidder shall submit a single bid. Each Bidder shall warrant by its Bid that the contents of its Bid have been arrived at independently. Any Bid which has been arrived at through consultation, collusion, or understanding with any other prospective Bidder for the purpose of restricting competition shall be deemed to be invalid. and the Bidder shall lose its Bid Security

6.6.3. Entity Barred from Bidding

Any entity which has been barred by the Central Government or any State Government or a statutory authority or a public sector undertaking, as the case may be, from participating in any Study and the bar subsists as on the date of Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.

6.6.4. Ongoing Legal dispute with Government of Meghalaya:

Any entity which has an ongoing legal dispute with any departments/agencies/local bodies under the purview of Government of Meghalaya, and such dispute is under an arbitral or judicial authority shall not be eligible to submit a Proposal either by itself or through its Associate.

7. Fraud and Corrupt Practices

- 7.1.1. The Bidders and their respective officers, employees, agents, and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the Authority shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice, or restrictive practice (collectively the “Prohibited Practices”) in the Selection Process. In such an event, the Authority shall, without prejudice to its any other rights or remedies, forfeit and appropriate the Bid Security or Performance Security, as the case may be, as mutually agreed genuine pre- estimated compensation and damages payable to the Authority for, inter alia, time, cost, and effort of the Authority, in regard to the RFP, including consideration and evaluation of such Bidder’s Proposal.
- 7.1.2. Without prejudice to the rights of the Authority under RFP hereinabove and the rights and remedies which the Authority may have under the LOI or the Agreement if a Bidder or Agency, as the case may be, is found by the Authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the issue of the LOA or the execution of the Agreement, such Bidder or Agency shall not be eligible to participate in any tender or RFP issued by the Authority during a period of 2 (two) years from the date such Bidder or Agency, as the case may be, is found by the Authority to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- 7.1.3. For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
- a. “corrupt practice” means
 - (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with the Selection Process (for the avoidance of doubt, an offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with the Selection Process or the LOA or has dealt with matters concerning the Agreement or arising therefrom, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Selection Process); or
 - (ii) save as provided herein, engaging in any manner whatsoever, whether during the Selection Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement concerning the Project;

- b. **“fraudulent practice”** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- c. **“coercive practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person’s participation or action in the selection Process;
- d. **“undesirable practice”** means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
- e. **“restrictive practice”** means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process.

8. Scope of Work

8.1. General

MyCM program has following key components :

- Survey of citizens, FGDs and interviews with key stakeholders
- Digital Platform for collaboration
- Videos, roadshows, fliers, and personalized messaging
- Citizen feedback, suggestions, and contests
- Co-creation, business engagements and other activities

Local agencies are expected to carry out surveys, interviews, create contents for publications and manage events. The project management unit would effectively coordinate, monitor, plan and enable GoM to deliver intended benefits. Additionally, the PMU agency would also act as a knowledge partner for the program and implement the digital platform solution.

8.2. Modules of the program

Following are the modules of the program

1. Surveys, interviews and focus group discussions

The Government intends to cover a 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.

2. Videos, Fliers, Doodles, Roadshows, Print Materials, and Innovative messaging

The Government aims to reach out to the citizens through videos of Government programs, regular “CM Says” videos, videos of Village Headman. Also, the program would showcase Government achievements and schemes depicted in roadshows as tabloids, social media, doodles, fliers, etc. Additionally, the Personalized messaging would help active and passionate engagement of citizens through calls and WhatsApp.

3. Citizen Voices

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The program intends to capture citizen’s voices on policies and programs captured from social media and other platforms. The program intends to build citizen outreach through participatory activities such as contests.

4. Citizen’s contribution

The program intends to gather citizen’s requirements to actively engage with the Government to codevelop cities and towns. It also intends to capture business house interests in developing infrastructure in PPP mode.

5. Knowledge Partner

Knowledge Partner shall prepare detailed assessment reports for focus geographies identified along the main segments of Government’s strategy – Primary sector, , Infrastructure, Entrepreneurship, Human Development and, Governance etc. The reports would be developed by the Knowledge Partner based on survey findings in respective areas. The analysis reports would highlight the current assessment scenario of the area, performance of the Government across multiple strategic pillars , contribution to GSDP, employment generated, its year on year growth over the past years, key players, critical gaps if any, existing policy framework, SWOT of the sector, new opportunities, potential for holistic growth, etc.

8.3. PMU and Knowledge Partner Scope of Work

A. Survey

The Project Management Unit would carry out the following set of activities with respect to survey of citizens, focus group discussions and expert panel workshops:

- i. Empanelment and specific procurement of survey agencies for conduction of surveys in four levels – village level, block level, district level and State level. There can be multiple survey agencies who would allocate surveys based on finalized plan
- ii. Planning of surveys, focus group discussions and expert panel interviews across all levels – the scope of activities would be to derive a plan for a timeline of one-year to conduct survey, focus group discussions and expert panel interviews across all levels
- iii. Training of survey agency – train survey agency to perform following activities as per defined quality standards:
 - Demonstrate Government benefits to all survey respondents
 - Conduct survey of Structured questionnaire using digital platform
 - Conduct survey of semi-structured questionnaire by asking the right set of questions
 - Conduct focus group discussions and expert panel interviews
- iv. Prepare report for each survey, FGDs comprising of synopsis of the response for awareness of government benefits, key problem areas and key requirements in the future
- v. Support department in selection of expert panel videos for publication in the MyCM platform
- vi. Prepare summary report after each workshop detailing key discussion points and action items
- vii. Preparation of background notes for meetings with State Government leadership in connection with findings of the survey – this would be required at block levels.

Deliverables

Deliverable No.	Description
1	Survey Agency Empanelment Support
2	Survey Plan
2.1	Support the agency in design of the questionnaire for each planned survey

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Deliverable No.	Description
2.2	Support the agency in design of Focus Group Discussion Questions and Expert Panel Questions
2.3	Survey Agency Training manuals

B. Platform and Dashboard

Develop a digital platform and carry out an end to end activities for MyCM Meghalaya in English, Garo, Khasi and Jaintia (all scripts are in English). The digital platform should enable crowd sourcing of ideas through social media platforms like Facebook, Twitter, WhatsApp and invite suggestions/inputs through a dedicated social media channel. The digital platform should include survey tool and workflow based survey allotment and various other key functions as listed below:

1. Survey

Platform must include ability to add, modify survey questionnaire, schedule surveys, assign survey tasks to defined agency and collate response to surveys

2. 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

3. Digital Content

Platform must provide ability to upload, store and publish digital content mostly in the form of fliers, videos, integrated content with social media. Platform must provide feature to call and chat with CM using CM WhatsApp and dedicated tele calling team. Platform must be able to track all calls made to the MyCM tele calling team for quality purposes and review of feedback. Platform must also provide feature to assign review of content and publish using automated workflow.

4. Integration

Platform must integrate with social media channels for following purposes:

- Gather and store feedbacks on draft policies and implementation plans of the government
- Publish contents for events and contests to social media channels
- Derive social media analytics on public sentiments on government programs

Platform must integrate with following external systems as and when available during the period of this project :

- Payment gateway for CM Relief Fund
- Citizen Service Portal

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- Scheme Eligibility Portal/App
- Other systems to gather real-time data for dashboard

Following are the functional modules of the proposed platform:

1. MySurvey – surveys, focus group discussions, expert panel interviews
2. MyBenefits Dashboard
3. MyConnect – Videos, Fliers, Roadshows, Personalized calls, and messaging
4. MyVoices- Citizen feedback on policies, events, and personalized messaging
5. MyContribution – Citizen government collaborative development programs

5. Annual Maintenance

Annual maintenance is limited to project duration

- Agency shall maintain data regarding entitlement for Technical software upgrades, enhancements, refreshes, replacements, and maintenance.
- 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.
- Agency should carry out any requisite adjustments / changes in the configuration for implementing different versions of Application Software.
- Updates/Upgrades/New releases/New versions/Patches/Bug fixes: The Agency shall provide from time to time the Updates/Upgrades/New releases/New versions/Patches/Bug fixes of the software, operating systems, etc. as required.
- The Agency should provide free Updates/Upgrades/New releases/New versions/Patches/Bug fixes of the software and tools as and when released by OEM.
- Software License Management: shall provide software license management and control. Agency shall maintain data regarding entitlement for software upgrades, enhancements, refreshes, replacements, and maintenance.
- Agency shall have complete manufacturer’s technical support for all the licensed software problems and/or questions, technical guidance, defect, and non-defect related issues.
- Agency shall provide a single-point-of-contact for software support and provide licensed software support including but not limited to problem tracking, problem source identification, problem impact (severity) determination, bypass and recovery support, problem resolution, and management reporting.
- The agency would be responsible for arrangements with Manufacturer for all the technical support which shall at a minimum include but not limiting to online technical support and telephone support during the business hours (will be from hours to hours from (Days of week) with access for agency to the manufacturer’s technical support staff to provide a maximum of 4 hour response turnaround time.
- There should not be any limits on the number of incidents reported to the manufacturer by SI as part of provisioning of support services.
- 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.

Deliverables

Deliverable No.	Description
3	Detailed Functional and Technical Requirements
4.0	MyCM Platform implementation Hardware/Cloud requirements
4.1	MyCM Platform Implementation

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

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.

C. Knowledge Partner

The PMU would support as a knowledge partner. The primary role would be the below:

Strategy and Plan

- Conceptualize and develop an overall strategy for MyCM program taking into account all the stakeholders and expectations
- Propose and plan events for government's interventions, plan and organize contests, plan, and support departments in organizing other citizen engagement events
- Conceptualize various competitions like quiz, painting, collage, elocutions etc. and design proper award schemes for schools, colleges, other institutions etc. through the web and also through other media
- Identify key influencers to reach out to our core audience
- Strategize key messages to be published over a period of time for specific target groups.
- Analysis and Reporting

Support for Content Creation

- To provide inputs to content team to the content team to create broad messages of the programs of the Government through mass media oriented content and programming and create a buzz and excitement among the target audience.
- Develop strategy and provide inputs to create content for countering negative press and also reinforce positive press
- Review and monitor Content Development to develop Images/creative assets to be paired with posts. Survey agencies shall provide videos, photographs, Images, or suitable images will be purchased at an additional cost as per need. Agency will be responsible for monitoring as per branding guidelines
- Review content in video, fliers, doodles, and other mediums in connection with the overall theme of the engagement
- Coordinate with local language translators to create content in local languages

Dissemination of Content

- To support department in interaction with media in projecting Meghalaya as a developing state , tourist destination hub and agriculture oriented state by facilitating information flow to the media community and building a network of followers within this community
- Support local language content creators in publishing advertorials in major magazines, newspapers, social media in Meghalaya which are popular among the local community
- Support local language content creators in engaging with popular Radio channels in the State for disseminating campaign materials in crisp format.
- Support and monitor team for Social Media Management - Twitter & Facebook communities
- Social Media Monitoring: Flagging both reactive and proactive opportunities for engagement in response to activity within these channels.
- Support in providing strategic inputs in media interaction each in an interval of one month in major Indian cities
- Support event management team to Organize events - interactive session with key stake holders and addressing live quires by providing strategic inputs

Deliverables

Deliverable No.	Description
5	Strategic Plan for: <ul style="list-style-type: none"> • Media Interaction – frequency, mode • Content Publication Plan – topic wise frequency • Media management plan – list of key activities and dependencies
6	Strategic reports on survey response analysis for content creation

D. Citizen engagement contents

- Draft government benefits dashboard statistics and list data sources for each such statistics to be represented in dashboard
- Draft strategic reports to enable content team to create contents for events and contests
- Provide key inputs to content team to help them create and publish content for citizen outreach through social media
- Provide inputs to Department of Information and Public Relations for Media management for key events
- Conceptualize, plan and review contents for pre-press work like brochures, booklets, primers, guidelines, folders, leaflets, posters, calendars, annual reports limited to the program

Deliverables

Deliverable No.	Description
7	Dashboard Statistics Structure, data, and data sources <ul style="list-style-type: none"> - Detailed structure of key Government benefits across the state organized as per geo classification – villages, blocks, districts, and State - Data for each statistic – collected from relevant departments - Data sources (for those to be integrated with systems)
8	Plan and provide strategic inputs for Contents to content team for: <ul style="list-style-type: none"> - Key event - Social media posts - Pre-press work like brochures, booklets, primers, guidelines, folders, leaflets, posters, calendars, annual reports - Media interactions
9	Select Videos, testimonials, interviews, and other citizen inputs for <ul style="list-style-type: none"> - Publication in platform - Dissemination in media - Social Media posts - Newspaper publication

E. Citizen feedback

- Plan and assign surveys to empaneled agencies
- Gather and analyze public voting / review comments and rating of Documents and ideas
- Crowd-sourcing of inputs for creative work related to government schemes and initiatives
- Crediting, recognizing, and rewarding selected Ideas and creative concepts by the departments
- Collect and represent data in pre-defined format for leadership review

Deliverables

Deliverable No.	Description
9	Citizen Feedback Analysis <ul style="list-style-type: none"> - Survey response arranged as per reporting format - FGD reports - Social Media Analytics Report - Key insights

F. CM Chat and Call MyCM

- Review tele-caller’s responses to CM Chat queries, support for specific queries
- Review and finalize response to queries
- Support department in responding to CM Chat queries
- Create guidelines for tele callers
- Support department in gathering queries and responding to queries in CM Call
- Plan and assign task to content creation team to disseminate personalized messages from CM

Deliverables

Deliverable No.	Description
10	CM Chat <ul style="list-style-type: none"> - Draft response to CM Chat queries - Coordinate and finalize response - Support publishing response
11	Tele-Caller Quality Guideline <ul style="list-style-type: none"> - Draft tele-caller quality guideline - Report tele-caller performance - Draft and support response to tele-calls

G. Project Management and Monitoring

- Manage the programme end to end and act as SPOC for the project
- Coordinate with departments to derive a framework and implement data sharing for dashboard
- Reporting on regular intervals for key issues, next steps and completed tasks
- Support procurement related activities
- Coordinate with stakeholders
- Support department in implementing regulatory changes (if any)
- Support department in issuing letters, notifications, and orders to agencies (within GoM purview)
- Review and report performance of survey agencies
- Support department in procurement of survey agencies and assignment of tasks
- Support department in procurement of content creation agencies and assignment of tasks
- Support department in procurement of event management agencies and assignment of tasks
- Plan and assign task to all agencies based on requirement from department

Deliverables

Deliverable No.	Description
12	Program Implementation Plan <ul style="list-style-type: none"> - Detailed milestones and timeline - Key dependencies

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	- Risks
13	Status Reporting

8.4. Implementation Timelines

The implementation timelines are as described below:

Please note that 'T' is the date of acceptance of LOI

Timelines for Deliverable		
S.No	Deliverable	Expected Timelines for Completion (in Weeks)/ Frequency
1	Survey Agency task assignment	as required
2	Survey Plan	As per the implementation plan
2.1	Questions for each planned survey	Monthly
2.2	Focus Group Discussion Questions and Expert Panel Questions	Monthly
2.3	Survey Agency Training manuals	T+ 6
3	Detailed Functional and Technical Requirements	T +2
4.1	MyCM Platform implementation Hardware/Cloud requirements	T+ 4
4.1	MyCM Platform Implementation	T+ 8
5	Strategic Plan for: <ul style="list-style-type: none"> • Media Interaction – frequency, mode • Content Publication Plan – topic wise frequency • Media management plan – list of key activities and dependencies 	Weekly
6	Strategic reports on survey response analysis for content creation	Per Survey
7	Dashboard Statistics Structure, data, and data sources <ul style="list-style-type: none"> - Detailed structure of key Government benefits across the state organized as per geo classification – villages, blocks, districts, and State - Data for each statistic – collected from relevant departments - Data sources (for those to be integrated with systems) 	T+ 3
8	Plan and provide strategic inputs for Contents to content team for: <ul style="list-style-type: none"> - Key events - Social media posts - Pre-press work like brochures, booklets, primers, guidelines, folders, leaflets, posters, calendars, annual reports Media interactions	Weekly
9	Select Videos, testimonials, interviews, and other citizen inputs for <ul style="list-style-type: none"> - Publication in platform - Dissemination in media - Social Media posts Newspaper publication	Weekly
10	Tele-Caller Quality Guideline <ul style="list-style-type: none"> - Draft tele-caller quality guideline - Report tele-caller performance Draft and support response to tele-calls	T + 6

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Timelines for Deliverable		
S.No	Deliverable	Expected Timelines for Completion (in Weeks)/ Frequency
11	Program Implementation Plan - Detailed milestones and timeline - Key dependencies Risks	T+2 Onwards – every week
12	Status Reporting	Monthly
*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.		

8.5. Resource Deployment Requirement

- 8.5.1. Agency must provide proposed resources for all the key roles, as mentioned in the technical evaluation criteria. The proposed resources must be part of the project team and must be deployed in Shillong for the time period specified
- 8.5.2. Agency shall design and implement the digital platform and notify department regarding the necessary coordination requirements
- 8.5.3. The resources proposed must not be changed unless replaced with equivalent or higher qualification and experience with due approval from MIDFC prior to replacement.
- 8.5.4. Agency shall ensure that all the resources deployed to undergo suitable training in relation to security aspects of the project, and maintain the confidentiality of data
- 8.5.5. Agency shall ensure requisite support from the Cloud Service Provider/OEM for various aspects of project including configuration, customization, sizing, performance tuning and implementation support.

Please note the below resource deployment requirements

S.No	Resource Position	Responsibilities	Deployment Location	Deployment Duration
I	Project Director	<ul style="list-style-type: none"> • Provide strategic guidance to the project • Govern and manage project resource deployment • Lead key meetings with State Government leadership • Provide strategic direction to the project • Report to State Government leadership on matters relating to key risks, issues, and challenges • Review and own deliverables, ensure quality of deliverables is as per standard 	As per requirement envisaged by the agency	Minimum <u>6 months</u> spread over a period of 18 months
II	Project Manager	<ul style="list-style-type: none"> • Review day-day tasks and manage resources 	Full-time onsite	18 Months

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S.No	Resource Position	Responsibilities	Deployment Location	Deployment Duration
		<ul style="list-style-type: none"> Lead coordinator between survey agency, Content creation team and event management teams Support department in empanelment and procurement related matters Coordinate with stakeholders for implementation of digital platform Overall responsibility for survey agency coordination Plan tasks and submit report to client Submit plan related to events, citizen outreach programs and interactions Coordinate with knowledge experts and content creation team 	deployment	
III	Consultant (3)	<ul style="list-style-type: none"> Support agency in preparing survey questionnaire Prepare training materials for survey agencies Train survey agencies Coordinate with survey agency as per requirement Monitor survey tasks assigned to agency Quality review of survey response Draft and submit monthly survey progress report Provide key insights to knowledge experts on current state Plan survey as per requirement Assign survey tasks to agencies Prepare detailed assessment reports based on survey findings Monitor survey response quality and support government in assigning new work to survey agency Present findings to State Government leadership Present and submit monthly survey progress report Provide key insights to knowledge experts on current state 	Full-time onsite deployment	18 months
IV	Knowledge Partner Expert (3)	<p>Conceptualize and develop an overall strategy for MyCM taking into account all the stakeholders and expectations</p> <p>Provide strategic inputs to content creating</p>	Full-time onsite deployment	18 months

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S.No	Resource Position	Responsibilities	Deployment Location	Deployment Duration
		agency <ul style="list-style-type: none"> Derive strategic plan for citizen outreach Identify key themes for citizen outreach Review content for publication Review Public voting / review comments and rating of Documents and ideas Support in crowd-sourcing of inputs for creative work related to government schemes and initiatives Support in selection of interview, videos and FGDs for publication in MyCM portal Advise MyCM on appropriate communication strategy including media options and formats for campaigns Support in creating tag lines, one per block and also 3 general themes in connection with the overall theme of the engagement 		
V	IT Expert	<ul style="list-style-type: none"> Capture and validate platform requirements with client Design and draft technical solution Implement technical solution Coordinate with cloud service provider for deployment Review system functionality with client and close functional gaps Document system requirements 	Full-time onsite deployment	18 months

8.6. Payments

Payment shall be made against the invoices duly certified by the MIDFC, Government of Meghalaya officials and verifying the data. All taxes deductible at source, if any, at the time of release of payment, shall be deducted at source as per the current rate while making any payments. Before making any payment, deduction of penalties (as specified in section 9, if applicable). Payment shall be released as per the following schedule.

Sl. No.	Payment Milestone	Payment Amount
1.	Quarterly Payments	Cost of Resource divided to 6 quarters (refer financial bid format to understand cost of resource)

Sl. No.	Payment Milestone	Payment Amount
2.	Platform Cost	

9. Service Level Agreement (SLA)

- The team must follow MIDFC's working hours, working days and holidays. The team / resources deployed should be available for any discussion / query / meeting (virtual or in-person) for the entire engagement period.
- 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.
- After 3 months of deployment, changes are permitted to the extent of 1 member being changed each calendar month. Any change beyond that may be treated as service failure level 2.
- A delay of more than 10 working days in deployment of a resource after agreed resource deployment date may be treated as service failure level 1. Thereafter, each delay of ten working days would be treated as service failure level 1.
- In case any of the consultants deployed does not meet the standards of the engagement, (which includes efficiency, cooperation, discipline and performance), Department may ask for a replacement. The resource should be replaced within 15 days of intimation, with an equivalent or better qualified resource, subject to approval through suitable interaction, if necessary. Time for handing-over and hand-holding should be ensured by the consulting organization during the changeover. In such a case, no penalty for replacement / exit will be applicable. Failure to replace within 30 days would be treated as service failure level 2
- The Project Manager of the Consulting team will provide monthly Progress Reports to the department. Anticipated issues/risks should be mentioned clearly. Non-submission (on the due date) of the report will be treated as service failure level 1.
- Department may serve a notice of one month for discontinuation of the work, on account of failure of the agency's part in terms of delivering services at the required quality. All dues would be cleared by the department prior to the exit of the consultants.

Below are the penalties for each service levels

Service Levels	Penalty
Service Level 1	Rs. 20,000/-
Service Level 2	Rs. 50,000/-

More than 10 Service Level 2 failure may lead to termination of contract. In such cases, post deduction all penalties and payment of dues, department may terminate the contract.

10. Format for Submission

9.1. Checklist

S.No	Item	Inclusion Status	Reference Page No. in proposal
Technical Proposal			
1	Bid Cover Letter		
2	Organization Contact Details	Y/N	
3	Pre-Qualification Criteria Checklist	Y/N	
4	Approach and Methodology	Y/N	
6	CV of Proposed Resources	Y/N	
7	Project Credential in prescribed format along with required documents	Y/N	
8	Declaration	Y/N	
9	Non-blacklisted Declaration	Y/N	
Financial Proposal			
1	Financial Proposal	Y/N	

9.2. Format-1 Bid Cover Letter

[Date]

To,

Chief Operating Officer (COO)
Meghalaya Infrastructure Development & Finance Corporation Ltd.
House No. L/A-56, Lower Nongrim Hills,
Shillong East Khasi Hills
Meghalaya-793003.

Dear Sir,

Ref: Request for Proposal “RFP for Selection of Project Management Unit and Knowledge Partner for MyCM Program.”

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to meet such requirements and provide the professional services as required and outlined in the RFP for the **“RFP for Selection of Project Management Unit and Knowledge Partner for MyCM Program.”** for MIDFC, Government of Meghalaya.

We undertake, if our proposal is accepted, to adhere to the implementation plan (Project schedule for providing the **“Services for Project Management Unit and Knowledge Partner for MyCM Program.”** as outlined in RFP or such adjusted plan as may subsequently be mutually agreed between us and MIDFC.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of six months from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this tender response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and MIDFC.

We confirm that the information submitted with this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to MIDFC is true, accurate, and complete. This proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead MIDFC as to any material fact.

We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Request For Proposal (RFP) for Selection of Project Management Unit and Knowledge Partner
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9.3. Format-2 Format of Pre-Qualification Criteria

SLN	Criteria	Supporting Documents	Compliance (Y/N)
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 subsidiary/holding/associate/ affiliates in India shall be treated as one entity.	<ol style="list-style-type: none"> 1. Certificate of Incorporation from Registrar of Companies (RoC) along with the entire chain of Certificate of Incorporation documents and Partnership deed (if applicable) 2. Relevant sections of Memorandum of Association of the company or filings to the stock exchanges to indicate the nature of business of the company 1. Certification on commencement of business (if applicable) 	
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	<ol style="list-style-type: none"> 1. Balance sheet and Profit & Loss Statement for each year and Certificate from the statutory auditor /Chartered Accountant 	
3.	The bidder must have executed at least 2 (TWO) projects of worth minimum Rs. 2 Crore each	<ol style="list-style-type: none"> 1. Work Order along with project details as per format 12 	
4.	The BIDDER should not have been blacklisted or Barred by any State Government, Central Government or any other Public Sector Undertaking or a Corporation or any other Autonomous organization of Central or State Government as on Bid submission date.	Self-declaration by the Bidder as per RFP Format - 11	
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.	Demand Draft/Pay Order of Rs. 3 Lakhs	

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

Authorized person's signature
with seal

Name and Designation

Date of Signature:

9.4. Format-3 Format of Financial Bid

To,

Chief Operating Officer (COO)

Meghalaya Infrastructure Development & Finance Corporation Ltd.

House No. L/A-56, Lower Nongrim Hills,

Shillong East Khasi Hills

Meghalaya-793003.

Subject: : Submission of the Financial Bid for RFP for Selection of Project Management Unit and Knowledge Partner for MyCM Program

Dear Sir,

We, the undersigned, offer to provide Project Management Unit and Knowledge Partner related services for MyCM Program in accordance with your Request for Proposal dated <> and our Proposal. Our attached Financial Bid is for the amount of <>. This amount is inclusive of all the taxes. Details of taxes are provided in the commercial format.

PRICE AND VALIDITY

All the rates mentioned in our bid are in accordance with the terms as specified in the RFP documents. All the rates and other terms and conditions of this Bid are valid for the entire duration of the contract. We hereby confirm that we have mentioned all applicable taxes in this commercial proposal. Taxes shall be paid as applicable at the time of payment. We understand that the actual payment would be made as per the existing direct tax rates during the time of payment.

MAN-MONTH EFFORT AND RATES

We have indicated in the relevant forms enclosed the unit rates for man-month for the purpose of on account of payment. We understand that department may extend additional resources or reduce the resource estimated through notification one-month prior to the deployment or withdrawal.

RFP PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in RFP document

PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the RFP document

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

Our Financial Bid shall be binding upon us subject up to expiration of the validity period of the Proposal, i.e., [Date]. We understand you are not bound to accept any Proposal you receive. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.

Authorized person's signature
with seal

Name and Designation Date of
Signature:

A- Cost of Resources	Man-month Rates (INR)-A1	Number of Months- A2	Total Cost (INR)= A1X A2
Project Director		6	
Project Manager		18	
Consultant 1		18	
Consultant 2		18	
Consultant 3		18	
Knowledge Expert 1		18	
Knowledge Expert 2		18	
Knowledge Expert 3		18	
A- Cost of Resources in INR			
B- Cost of Platform Development (This include development cost, AMC, STQC certification only, hosting would be provided by the department)			
C- Total Cost in INR (A+B) in INR			
D- Total Taxes in INR			
E- Total Cost in INR (C+D)			

Authorized person's signature
with seal

Name and Designation Date of
Signature:

9.5. Format-5 Self Certification for undertaking total responsibility by Bidder

(This is to be submitted before Agreement)

....., a company registered under the Indian Companies Act, 1956 having its registered office atand place of business at.....Certifies that:

A. We have been selected as the successful bidder to undertake the **Project Management Unit and Knowledge Partner for MyCM Program**;

B. MIDFC intends to issue work order to our company to undertake the project “**Project Management Unit and Knowledge Partner for MyCM Program**” on the terms and conditions mentioned in the tender document.

C. We, in pursuance of its proposal, undertake the project “Project Management Unit and Knowledge Partner for MyCM Program” and undertakes the total responsibility for the defect free completion of the project “**Project Management Unit and Knowledge Partner for MyCM Program**”, without any conditional statement.

D. The editable softcopy of all the documentation / Architecture {text, figures, tables, models, EA catalogues / matrices / diagrams etc.} of this project shall be submitted to MIDFC and shall be the exclusive property of MIDFC.

Dated this Day of 2021

(Signature) (In the capacity of)

(Name)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder Witness Signature:

Witness Name:

Witness Address:

9.6. Format-6 Organizational Contact Details

Sl. No.	Organizational Contact Details	
1	Name of Organization	
2	Main areas of business	
3	Type of Organization Firm/ Company/ partnership firm registered under the Indian Companies Act, 1956/ the partnership Act, 1932	
4	Consortium Member/Sub-contracting Member Firm Name: Part of Work undertaken:	
5	Whether the firm/consortium member firms have been blacklisted by any Central Government / State Government/PSU/ Government Bodies. If yes, details thereof.	
6	Address of registered office with telephone no. & fax	
7	Address of offices in Other State/UT's	
8	Contact Person with telephone no. & e-mail ID	

Enclose:

1. Copy of Certificate of Incorporation
2. Copy of Article of Association in respect of 3 above.
3. Valid agreement among the members

Sincerely Yours,

Signature of the applicant (authorized signatory)

Date:

[Full name of applicant] Designation in firm

Firm Stamp.....

9.7. Format-7 CV of Proposed Team Members

The Curriculum vitae of the proposed team shall be provided in the following format:

1	Proposed Position			
2	Name of the Resource			
3	Number of Years with current organization			
4	Total Years of Experience			
5	Educational / Professional Certification Details (Graduation and onwards)			
SN	Degree / Certification Obtained	Name of Institute	Year of award	Aggregate Percentage
6	Employment Details			
SN	Name of Organization	From (MM/YYYY)	To (MM/YYYY)	Designation
7	Professional Experience relevant to current project			
SN	From (MM/YYYY)	To (MM/YYYY)	Company/project experience details	

I, the undersigned, 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.

Sincerely Yours,

Signature of the applicant (authorized signatory)

[Full name of applicant] Designation in firm

Firm stamp.....

Date:

9.8. Format-8 Financial Strength of the Organization

S. No	Financial Year	Whether profitable Yes/No	Annual net profit (in Lakh INR)	Overall annual turnover (in Lakh INR)
1	2018-19			
2	2019-20			
3	2020-21			

Note: Please enclose statement certified by Chartered Accountant or any authorized signatory of the company in support of your claim.

Sincerely Yours,

Signature of the applicant

(authorized signatory)

[Full name of applicant]

Designation in firm

Firm Stamp.....

Date:

9.9. Format-9 Declaration

Declaration

I/We hereby confirm that we are interested in competing for the project “Selection of Project Management Unit and Knowledge Partner for MyCM Program” and undertake the related tasks.

All the information provided herewith is genuine and accurate. For any false declaration, I/We hereby undertake to bear sole responsibility and shall face any Administrative/ Financial & Legal actions, or all actions and my/our bid is liable to be cancelled for the same.

Authorized Person's
Signature.

Name and Designation:

Date of Signature:

Note: The declaration is to be furnished on the letterhead of the organization.

Request For Proposal (RFP) for Selection of Project Management Unit and Knowledge Partner
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9.10.Format-10 Pre- Bid Queries

(To be submitted by the Bidder and to be e-mailed to midfcmegh@gmail.com in .doc format)

1. Bidders requiring any clarification on the RFP may send their queries to the Authority on or before the date mentioned in RFP, through email only with subject line as follows:

“Pre-Bid queries - <Bidder’s Name>”and in the WORD format as given below.

2. The reply to the pre-bid queries and any addendum/corrigendum shall be uploaded on the website.
3. The Format of the pre-bid queries

Sub: Request for Proposal (RFP) RFP for Selection of Project Management Unit and Knowledge Partner for MyCM Program.

Sr. No.	Section #	Sub Section #	Original Clause in RFP	Change Requested/ Query
1				
2				
3				

1. Name and complete official address of prospective Bidder Name of the Bidder’s Contact Person:
2. Email:
3. Mobile No.:
4. Telephone:
5. Signature:
6. Name of the Authorized signatory:
7. Company seal:

Date and Stamped

Note: Please note no pre-bid conference would be held.

9.11. Format-11 Non-Blacklisting Declaration

To,

Chief Operating Officer (COO)

Meghalaya Infrastructure Development & Finance Corporation Ltd.

House No. L/A-56, Lower Nongrim Hills,

Shillong East Khasi Hills

Meghalaya-793003.

Sub: Non-Blacklisting or not Barred declaration in connection with RFP No: MIDFC/MyCM/2021/65/1203 dated 13.05.2021 for Project “RFP for Selection of Project Management Unit and Knowledge Partner for MyCM Program” at MIDFC, Government of Meghalaya.

Dear Sir,

This is to notify you that our Firm/ Company/ Organization <provide Name of the Firm/Company/Organization>intends to submit a proposal in response to invitation for RFP cited above. In accordance with the above we declare that:

- a) We are not involved in any major active litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
- b) We are not blacklisted or barred by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world.

Authorized Person’s Signature.

Name and Designation:

Date of Signature:

Note: The declaration is to be furnished on the letter head of the organization(s) (In case of consortium/sub-contracting all members must provide the same)

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

9.12. Format-12 Project Credentials

Sl. No.	Project Name / Details	Client name	Contract Dates	Contract values (in Lakh INR)	Work location
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Please supplement all projects with following documents:

- Work order (clearly indicating value)
- Proof of Go-live/ Project completion certificates from client.

Sincerely Yours,

Signature of the applicant (authorized signatory)

[Full name of applicant] Designation infirm

Firm Stamp... ..

Date: