

**MEGHALAYA INFRASTRUCTURE DEVELOPMENT & FINANCE  
CORPORATION LIMITED (MIDFC)**



Expression of Interest (EOI) for Empanelment of Survey  
Agencies for MyCM Program

**July 2021**

**Meghalaya Infrastructure Development Finance Corporation Ltd.**

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

**East Khasi Hills**

**Meghalaya-793003.**

Meghalaya Infrastructure Development Finance Corporation Ltd. Shillong, Meghalaya (India)

**TENDER NOTICE**

Notice No. MIDFC/survey/2021/66

Dated 17/07/2021

Main Portal: <http://www.mbda.gov.in>

The Chief Operating Officer, MIDFC, on behalf of the Planning Department, Government of Meghalaya (India) invites sealed Expression of Interest (EOI) from eligible firms for the empanelment of Survey Agencies for MyCM Program in Meghalaya. Project duration is 18 Calendar Months from the date of appointment.

**Details of Tender:**

The Authority invites bidders to submit their interest in empanelment of Survey Agencies for MyCM Program. MIDFC would shortlist agencies and request technical and financial proposal for awarding work.

SNo.	Activity	Tentative Date/Details
1	Date of Issue of EOI	17 July 2021
2	Bid Submission Mode	Submission through physical mode/courier/post at The Chief Operating Officer (MIDFC) House No. L/A-56, Lower Nongrim Hills, Shillong East Khasi Hills Meghalaya-793003
3	Last Date of Submission	This EOI for empanelment is on rolling basis and valid till 31st Dec 2022.
4	Bid Submission Address	The Chief Operating Officer (MIDFC) House No. L/A-56, Lower Nongrim Hills, Shillong East Khasi Hills Meghalaya- 793003 Email Address: <a href="mailto:midfcmeqh@gmail.com">midfcmeqh@gmail.com</a>

## **Background**

Government of Meghalaya is making concerted efforts to develop unique and sustainable development models for holistic development of the people of Meghalaya. There are flagship interventions, schemes, infrastructure implementations targeted towards the holistic development of the people of Meghalaya. Government of Meghalaya has set ambitious targets for 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, 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.

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

The current EOI is related to empanelment of Survey Agencies who would conduct the surveys, demonstrate the various Government interventions using digital devices to survey respondents, gather their feedback and finally report the survey findings through digital platforms

## **Validity of Offer**

The offer for EOI as per this document shall be valid for a period of three (3) months initially which may be extended further if required by MIDFC

## **Terms of Reference**

The detailed terms of reference are enclosed at **Annexure-I**

## **Terms and Conditions for Empanelment**

The detailed terms of conditions are enclosed at **Annexure-II**

## **Quotation Process**

Agencies submitting the offer for EOI (Expression of Interest) for empanelment has to agree to the lowest financial (L1) quote that has been fixed as per the quotation process of MIDFC.

## Allocation of Work

- The empanelment shall be valid initially for **TWELVE** months from the date of accepting the terms and conditions (as given under Annexure II ) by the agency who has quoted Lowest (L1) or 31<sup>st</sup> December 2022, whichever is earlier. MIDFC reserves the right to extend the same on up to SIX more months based on periodic reviews to assess the performance during the specified duration of empanelment at the same terms and conditions. MIDFC shall be free to curtail the list of intended agencies at any time during the period of empanelment, without assigning any reason.
- MIDFC would segregate Meghalaya to multiple zones, for each zone MIDFC would share TOR and request agencies to submit their survey plan and resources. Based on the technical quality work would be awarded to agencies at L1 rates defined in Financial bid opening stage.
- The selected agency shall not assign the project to any other agency, in whole or in part, to perform its obligation under the agreement. Mere empanelment with MIDFC does not guarantee allocation of work.
- For surveys not involving extensive field/research work, then work will be allotted equally amongst the agencies on a rotational basis.
- Responses/feedback from survey, interview and FGDs would belong to MIDFC. Agencies must submit interview videos , survey response data in the specification that is required.
- In case, MIDFC does not find the Survey agency up to its satisfaction, MIDFC reserves its right to get it done from any other agency/agencies for which the agency hereby gives its written consent and undertake not to raise any dispute in this context, at any point of time.
- MIDFC will not be liable to make any payment or amount on account of conceptualization /planning etc. for the effort invested by the agency but not selected. The agency should not have any objections to the said procedure and shall not dispute/claim any amount at any time in future.
- In case, when the time period is too short to get any assigned work executed by any of the empaneled agencies or any other exigencies, the job may be entrusted to any of the intended agencies or any other agency which MIDFC deems fit to meet the deadline.

## Qualification Criteria

SLN	Criteria
1.	The Bidder shall be a agencies/firm/ company/ partnership/ Limited Liability Partnership (LLP) /proprietorship/ Govt. undertaking/registered society/ institution/ university/ registered under the Indian Companies Act, 1956/ the partnership Act, 1932 or society registration act (whichever is applicable) and who have their registered offices in Meghalaya. All subsidiary/ holding/associate/ affiliates in India shall be treated as one entity.

SLN	Criteria
2.	The Bidder must have registered office in Meghalaya
3.	The BIDDER <b>should not have been blacklisted or Barred</b> 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.

## Evaluation Criteria and Method of Evaluation

- Screening of EOIs shall be carried out as per eligibility conditions mentioned in this document and based on verification of testimonials submitted.
- EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of project, strength of their man power and proficiency in local languages, financial strength of firm and presentation / proposal to the selection committee whose decision will be final.
- The agencies may be required to make a presentation, if required, to a selection committee show-casing their proposals
- MIDFC will take up references and reserves the right to pay due heed to the Bidder's performance elsewhere and any past experience with any department of Government of Meghalaya.
- Short listed agencies will be issued Bid Documents and asked to submit their price proposal in a sealed envelope.

## Instructions to Bidders

The Expression of Interest is to be submitted in the manner prescribed below: - All information as detailed below is to be submitted in hard copy in sealed envelopes and one soft copy in email to the designated email address

1. Bid Cover Letter – Format 1
2. Bidder's Financial Strength (if Applicable) – Format 2
3. Bidder's experience in similar projects – Format 3
4. Names, Qualification and Project Experience of proposed personnel, and their proficiency in reading and speaking in local language – Format 4
5. Proposed Plan for Survey – Format 5

**Format 1**

[Date]

To,

The Chief Operations Officer (MIDFC)  
House No. L/A-56, Lower Nongrim Hills,  
Shillong East Khasi Hills Meghalaya-  
793003

Dear Sir,

**Ref: EOI for Empanelment of Survey Agencies for MyCM Program in Meghalaya**

Having examined the EOI, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to meet such requirements and provide the services as required and outlined in the EOI for **Empanelment of Survey Agencies for MyCM Program** in Meghalaya.

Our correspondence details with regard to this EOI are:

No.	Information	Details
1	Name of the Contact Person	
2	Address of the Contact Person	
3	Name, designation and contact, address of the person to whom, all references shall be made, regarding this EOI	
4	Telephone number of the Contact Person	
5	Mobile number of the Contact Person	
6	Email ID of the Contact Person	

We are hereby submit our proposal against this Expression of Interest. We understand you are not bound to accept any proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short-listing process or unduly favours our company in the short- listing process, we are liable to be dismissed from the EOI selection process or termination of the contract during the project.

We agree to abide by the conditions set forth in this EOI.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

On behalf of (Company Name)

(Name)  
Authorized Signatory

**Format 2**

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			

**Format 3**

Sl. No.	Project Name	Client name	Contract Dates (Start Date – End Date)	Contract values (in Lakh INR)	Number of Survey Respondents
1					
2					
3					

(Add more records if needed)

**Format4**

Name of Resource	Education Qualification	Experience in similar projects, if any	Fluent in speaking, reading, and writing of Local Languages of Meghalaya
			Garó/ Khasi/ Pnar

**Format 5**

Proposed plan illustrating following:

1. Number of beneficiaries to be surveyed in number of days
2. Approach for survey of beneficiaries, Focus Group Discussions, and Interviews
3. Plan for resource mobilization.
4. Preference of Districts of Meghalaya in which the vendor is more comfortable for surveying (if any).
5. Capability to ramp up team – illustration through credentials demonstrating such capabilities
6. Any other key details deemed appropriate

## Annexure 1: Terms of Reference

The following is the envisaged scope of work/terms of reference under this EOI. However, the scope of work is not exhaustive in nature and the agency shall undertake such other tasks, within the scope of the EOI, as may be necessary to implement the scope and the program efficiently and effectively during the project in order to achieve the desired objectives. Selected Bidder shall be responsible for conducting beneficiary feedback survey, in a paperless and paper-based mode, towards benefits from Government of Meghalaya's various schemes and programs, conduct focus group discussions with specific set of beneficiaries and interview target set of stakeholders across all locations in Meghalaya.

### Prerequisite

- Department would notify bidder on allocated survey along with details of the survey such as location, beneficiary, and survey numbers
- Survey agency project manager would need to register in the digital platform for notifications and assignments
- Department would provide approved mobile app, agencies needs to provide their own devices that are compatible for the survey
- Survey agency must have required video recording devices to capture interviews, FGDs
- Survey agency would be notified on survey quality reports and take necessary actions

### Earmarking of Survey Team

The selected Survey Agency (s) will have to provide the details of their team earmarked for the program, for respective blocks in advance. The team for each block should comprise of field survey team -Supervisor for Survey Teams, Field Survey Team- Enumerators. Each Survey Team would be required to cover predefined, beneficiary per month and households during the entire field work of 18 months. This should be kept into consideration while working out the number of survey teams to be deployed.

### Key Statistics

Total Population	~38,00,000
Number of Districts	11
Number of Blocks	46
Number of Villages	~7000

### Tentative Survey Plan

Below is the project population distribution of Meghalaya ( assuming equal growth across districts from last census-2011)

District	Population(2020 )	Survey Sample for Phase 1	Households
East Khasi Hills	1054796	52739.776	13184.944
West Garo Hills	663539	33176.96	8294.24
West Jaintia Hills	346051	17302.528	4325.632
West Khasi Hills	376467	18823.36	4705.84
East Garo Hills	169289	8464.448	2116.112
Ri Bhoi	331315	16565.76	4141.44
South Garo Hills	182495	9124.736	2281.184
South West Garo Hills	218616	10930.816	2732.704
South West Khasi Hills	140995	7049.728	1762.432



District	Population(2020 )	Survey Sample for Phase 1	Households
East Jaintia Hills	156718	7835.904	1958.976
North Garo Hills	151456	7572.8	1893.2

### Planned Activities of Survey Agency

The agency needs to conduct survey as per below phases:

1. Survey Pre-planning
  - i. Prepare block-wise/district-wise plan for conducting the survey including but not limited to deployment of manpower, devices, logistics etc.
  - ii. Training of field staff to administer the survey, please note the department program team would provide necessary training to the trainers of the agency
2. Demonstration of Government Benefits
  - i. Selected bidder will be required to demonstrate Government benefits as per digital platform content to the specified set of beneficiaries
  - ii. The demonstration of benefits would be localized and as per profile of the beneficiary.
  - iii. Survey agency must train all survey resources to ensure beneficiaries are demonstrated benefits as per their profile and as per the digital platform. The digital platform has necessary representation of Government benefits across every stages of the lifecycle.
  - iv. The demonstration of benefits would be governed by quality control procedures, bidders needs to provide necessary time and effort in the quality control procedures set by department.
3. Conduct Survey

### Questionnaire based survey , focus group discussions(FGD)

- i. Selected bidder will be required to draft questionnaire and review the same with PMU team
- ii. Conduct physical survey and FGDs by visiting the specified villages/blocks for specified set of beneficiaries.
- iii. The agency field staff, who shall take the survey and FGDs, shall carry a mobile device for recording the feedback on a digital system which is developed by Planning Department, Government of Meghalaya. The access to the said digital system shall be provided to the selected bidder's staff. The feedback shall be recorded on the application in the manner and form as may be decided by department.
- iv. Only authorized users of the selected bidder shall be given access to the digital platform. For this the selected bidder shall submit a list of its field staff who shall be taking up the survey
- v. All costs related to the logistics to conduct the survey including but not limited to boarding, lodging, travel, internet connectivity, charger, power-bank etc. will need to be provided by the selected bidders.
- vi. The selected bidder shall provide all their identified field staff with adequate professional identification to the beneficiary before conduct of the survey.
- vii. The selected bidder shall abide with Non-disclosure, Data Privacy Policy & Information Security Agreement
- viii. The field staff will be required to undertake adequate consent from the beneficiary before the conduct of the survey. The purpose of collecting information shall be clearly

be read out by the field staff to the beneficiaries and make sure that the same is understood by them.

- ix. When using or disclosing beneficiaries' personal data, or when requesting information from any individual or entity, reasonable efforts shall be made to limit the beneficiaries' personal data requested, used, or disclosed to the minimum necessary to accomplish beneficiaries feedback.

#### **Video based interviews**

1. The field staff will be required to undertake adequate consent from the beneficiary before the video recording. The purpose of collecting information shall be clearly be read out by the field staff to the beneficiaries and make sure that the same is understood by them.
2. Video recording taken must be of desired quality for consideration to publications in the digital platform
3. Video recording must be edited and graphically enhanced to match the quality specified to the bidder
4. Survey Response Reporting
  - i. The selected bidder shall conduct a Quality Check mechanism to ensure that the survey conducted meets the quality as desired by the department.
  - ii. In case any data-set/ survey are found to be erroneous, the selected bidder will need to reconduct the survey at their own cost.
  - iii. Department will perform time-to-time spot quality checks and/ or send team with field staff during the conduct of the survey to review the quality
  - iv. Report survey response to the digital platform as per specifications
5. In case errors in data are observed beyond the threshold limit during quality checks undertaken by MIDFC or the third party audit or PMU Agency, the Survey Agency would be required to revisit all the households in the sample unit for verification of the information collected as an integral part of the survey. No additional payment would be provided for this purpose.
6. Infrastructure support for Data entry shall be the responsibility of the Survey Agency.

## Annexure 2: Terms and Conditions of Empanelment

1. The empanelment may be executed by concerned department of Government of Meghalaya. All terms and conditions would be then applicable to the concerned department instead of MIDFC.
2. The empanelment shall be valid initially for **TWELVE** months from the date of accepting the terms and conditions (as given under Annexure II ) by the agency who has quoted Lowest (L1) or 31<sup>st</sup> December 2022, whichever is earlier. MIDFC reserves the right to extend the same up to SIX more months years based on periodic reviews to assess the performance during the specified duration of empanelment on the same terms & conditions.
3. MIDFC will sign an empanelment agreement separately with the agencies. After signing of the agreement, no variation or modification of the terms of the agreement shall be made except by written amendment signed by both the parties.
4. In case of variation or delay in execution of the assigned work by the agency, MIDFC will issue a warning to the agency. Further, non-conformity, MIDFC may impose a requisite penalty as deemed fit (per day/per week) or part thereof of delay (subject to maximum of 10% of the project value). If the delay is beyond stipulated timeline, then MIDFC may annul the project and shall be free to get it done from other agencies at L1 costs or any mutually agreed cost. In such case, the selected agency will not raise any dispute. MIDFC may debar and blacklist the Agencies for applying in its future empanelment also
5. If any of the services performed by the Agencies fail to conform to the specifications of the assigned project or in the event of failure of the project due to indifferent (such as inadequate interactions with MIDFC), negligent (such as quality of deliverables not up to the mark), non-supportive attitude ( such as non-engagement of adequate resources in the prescribed time frame), of the Agencies and MIDFC decides to abort the agreement because of such failure, then MIDFC may forfeit the entire bank guarantee amount
6. A separate work order will be given to the selected agency for each project. The selected agency shall not assign the project to any other agencies, in whole or in part, to perform its obligation under the project agreement.
7. The offered (empanelment) agencies shall at its own expense deposit with MIDFC, within a week of the date of notice of empanelment, an unconditional and irrevocable Performance Bank Guarantee (PBG) equivalent to 10% of the allocated work value.
8. Nothing mentioned herein shall be construed as relationship of master and servant or of principal and agent as between the "MIDFC" and "the applicant". No partnership shall be constituted between MIDFC and the applicant by virtue of this Empanelment nor shall either party have powers to make, vary or release contractual obligations on behalf of the other party or represent that by virtue of this or any other Empanelment a partnership has been constituted, or that it has any such power. The applicants shall be fully responsible for the services performed by them or on their behalf.
9. The empaneled survey agency is expected to maintain high level of professional ethics and will not act in any manner, which is detrimental to MIDFC's interest. Agency will maintain confidentiality on matters disclosed till proper instruction is issued for publication.
10. MIDFC will de-empanel the empanelment, if the agency is found to be engaged in corrupt, fraudulent, unfair trade practices, coercive or collusive. MIDFC may

proposed Government of Meghalaya to debar the agency from any government procurements for the period of up to 5 years

- "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of MIDFC or any personnel in agreement executions.
  - "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of agreement, to MIDFC, and includes collusive practice among applicants designed to establish proposal prices at artificially high or non-competitive levels and to deprive MIDFC of the benefits of free and open competition.
  - "Unfair trade practices" means supply of services different from what is ordered on, or change in the Scope of Work which was agreed to.
  - "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of agreement.
  - "Collusive practices" means a scheme or arrangement between two or more applicants with or without the knowledge of the MIDFC, designed to establish prices at artificial, non-competitive levels; MIDFC will reject an application for award, if it determines that the applicant recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, unfair trade, coercive or collusive practices in competing for the agreement in question.
11. Applicable Law would mean the laws and any other instruments having the force of law in India as they may be issued and in force from time to time.
  12. All legal disputes between the parties shall be subject to the jurisdiction of the Courts situated in Shillong, Meghalaya only
  13. The survey planning and methodology used by the agencies shall be in accordance with the guidelines laid down by MIDFC from time to time.
  14. The applicants will indemnify MIDFC against any misuse of Brand Name and Logo. For any misuse of Brand name and logo, the applicant themselves will be held responsible.
  15. MIDFC will take necessary legal actions for such cases.
  16. MIDFC will not be responsible for any miscommunication or harm caused to any party because of any misrepresentation of its name and logo by the applicant.
  17. Without prejudice to any other right or remedy it may have, either party may terminate the empanelment at any time by giving one month advance notice in writing to the other party.
  18. MIDFC reserves the right to withdraw/ terminate empanelment in any of following circumstances:
    - Applicant becomes insolvent, bankrupt, resolution is passed for the winding up of the applicant's organization
    - Information provided to MIDFC is found to be incorrect.
    - Empanelment conditions are not met within the specified time period;
    - Misleading claims about the empanelment status are made;
    - Clear evidence is received that there is breach of copyright;
  19. If the agency does not execute the agreement to the satisfaction of the MIDFC then the MIDFC may invoke any or all of the following clauses.
    - Forfeit the Performance Guarantee Amount
    - Terminate the agreement.
  20. The rates quoted shall be in Indian Rupees and shall be inclusive of all taxes.

21. All decisions taken by the MIDFC regarding empanelment shall be final and binding on all concerned parties.
22. At least ONE member of the survey team of the agency must be available to MIDFC in Secretariat, Shillong all throughout the empanelment period ( work days only)
23. The Agency is responsible for and obliged to conduct all activities as defined in the scope of work in accordance with the Agreement.
24. The Agency is obliged to work closely with the MIDFC's staff, act within its own authority and abide by directives issued by the MIDFC.
25. The Agency will abide by the job safety measures prevalent in India and will free the MIDFC from all demands or responsibilities arising from accidents or loss of life. The Agency will pay all indemnities arising from such incidents and will not hold the MIDFC responsible or obligated.
26. The Agency is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanor.
27. The Agency will treat as confidential all data and information about the MIDFC, obtained in the execution of his responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the MIDFC.
28. MIDFC will have right to drop any agency from the empaneled list without assigning any reason whatsoever.
29. MIDFC also reserves the right to modify the term and conditions of empanelment.
30. The agency should be able to execute order at short notices and even on holidays.
31. Agency should have resources with proficiency in multiple languages of Meghalaya (Garo, Khasi and Pnar).
32. Selection of survey/ Research report will be entirely on MIDFC's discretion. These reports (after due approval Competent Authority) will be the property of MIDFC and them in any public domain or as used for any other purpose.
33. Agency will be responsible for transportation of material across India, if required by MIDFC.
34. MIDFC also reserves the right to empanel any other agency or employ any agency outside the list of empaneled agencies, if required.
35. Without prejudice to any other right or remedy it may have, either party may terminate this Agreement at any time by giving one month advance notice in writing to the other party.
36. MIDFC reserves the right to withdraw/ terminate empanelment of applicant in any of following circumstances mentioned in 18.
37. The Agency is obliged to work closely with the MIDFC, act within its own authority and abide by directives issued by the MIDFC
38. The Agency will abide by the job safety measures prevalent in Meghalaya and will free the MIDFC from all demands or responsibilities arising from accidents or loss of life the cause of which is the Agency's negligence. The Agency will pay all indemnities arising from such incidents and will not hold the MIDFC responsible or obligated.
39. The Agency is responsible for managing the activities of its personnel and will hold itself responsible for any misdemeanor.

#### **Information Confidentiality**

40. The Agency will treat as confidential all data and information about the MIDFC obtained in the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of the MIDFC .

#### **Intellectual Property Rights**

41. MIDFC shall own and have a right in perpetuity to use all Intellectual Property Rights which have arisen out of or in connection with the implementation of this Agreement, including all processes, products, software, specifications, reports, drawings and other documents which have been developed by the agency for Integration of Application with the proposed System during the performance of Services and for the purposes of inter-alia use or sub-license of such Services under this Agreement. The agency undertakes to disclose all Intellectual Property Rights arising out of or in connection with the performance of the Services to MIDFC and execute all such agreements/documents and file all relevant applications, effect transfers and obtain all permits and approvals that may be necessary in this regard, to effectively transfer and conserve the Intellectual Property Rights of MIDFC.