

Request for Proposal (RFP)

for

Hiring of Agency for Selection of Manpower

for

Scheme of Fund for Regeneration of Traditional Industries (SFURTI)

Ministry of MSME
Government of India

1st September, 2020

Tender Notice

REQUEST FOR PROPOSAL (RFP) FOR HIRING AGENCY FOR SUPPLYING MANPOWER under “SCHEME OF FUND FOR REGENERATION OF TRADITIONAL INDUSTRIES”

ARI Division

Ministry of MSME

Phone: 011-23061636. Email:supriyo.ghosh47@gov.in

RFP No: P-10/10/2020-KVI-IDate:01.09.2020

1. Ministry of MSME invites technical and financial proposals from eligible Agencies for supplying manpower **(1 Sr. Consultant and 4 Consultant)** for SFURTI scheme of the Ministry.
2. Participating Agencies must fulfill the following pre-requisites:
 - i. The Bidder shall be a reputed agency with a track record of providing such manpower for more than three years.
 - ii. The agency should be registered since 5 years. Incorporation certificate should be furnished.
 - iii. The Agency must be recognized by Income Tax/ Goods and Service Tax Act.
 - iv. The Agency should have minimum annual average turnover of ₹ 300 lakhs for the last three years the audited copy of the financial statements should be submitted.
 - v. The agency should not have been blacklisted by any state government, central government or any other public sector undertaking or a corporation as on the date of RFP. The agencies that are in litigation with department/ any other public sector undertaking or a corporation of State Government or Central Government will not be eligible for this tendering process. An undertaking to this effect should be submitted.

- vi. The Agency shall provide certificate for providing such manpower to other Ministry/ organization.
- vii. Agencies under Indian Partnership Act, 1932 or Registered Companies under Companies Act 1956/ 2013 are only eligible to participate in this RFP. Government (Central & State) agencies may also apply if they fulfill above eligibility details.
- viii. Bidder may associate with other consultants from other agencies for requirement of manpower as per the client, i.e. Ministry of MSME. Each such Consultant will be evaluated as per the qualification/eligible criteria set in the RFP. The employer shall deal with the bidder only for the purpose of the assignment.

Note: Proposals without these documents will be treated as ineligible

3. Interested Agencies may download the complete Request for Proposal (RFP) document from the central public procurement portal website from 01/09/2020. The eligible bidders may submit their bids online at e-tendering portal i.e. <https://eprocure.gov.in/eprocure/app> Online bids shall be accepted.
4. As the tenders are to be submitted online, the bidders are advised to obtain Digital Signature Certificate (DSC) from any suitable authorized agency.
5. The physical copy of the documents should reach Dir (ARI), Room 356 A, Udyog Bhavan, Ministry of MSME, Government of India, New Delhi-110023, by the stipulated time on the date of submission of documents.
6. Interested Agencies may submit their proposals along with a non-refundable demand draft of ₹ 5000/- (Rupees Five Thousand Rupees only) as cost of RFP and an EMD/ Security Deposit of ₹ 3,00,000/- (Three lakhs rupees only) as prescribed in the RFP document (refundable). No proposals will be accepted without the Bid Security.
7. Proposals received without Cost of RFP document & EMD/ Security Deposit is ineligible.
8. The last date for submitting the online bids is up to 05:00PM on 29.09.2020.

Key Dates:

S. No.	Description	Important Information
1.	Date of online publication	01/ 09 /2020 at 17.00 hrs
2.	Downloading and uploading of e-tender documents	01/ 09/ 2020 at 17.00 hrs to 29/ 09/ 2020 upto 17:00 hrs
3.	Physical submission of EMD and Cost of tender documents	Up to 29 /09 / 2020 at 17.00 hrs
4	Date of Pre Bid Meeting	11/09/2020 at 11.00 hrs
6.	Date of opening of Bid Documents (Pre Qualification)	01/10/ 2020 at 11.00 hrs
7.	RFP Document Fee	₹ 5,000/- Demand Draft in favour of PAO, Ministry of MSME payable at New Delhi.
8.	Amount of EMD	₹ 3,00,000/- Demand Draft or a Bank Guarantee in favour of PAO, Ministry of MSME payable at New Delhi.
9.	The last date for submitting the online bids is up	05:00PM on 29.09.2020

- **Bidders can raise queries on the terms and conditions of the RFP within 7 days from the date of uploading of the bid by emailing at sfurti.msme@gov.in with a copy at supriyo.ghosh47@gov.in. The client can revise the terms and conditions of the RFP within 7 days based on the request by the bidders within 7 days, which will be applicable for all bidders. There may be an extension in the last date of submission of RFP if necessary.**

9. The tenders are required to upload & submit their e-tender for the above works online on CPPP <https://eprocure.gov.in/eprocure/app> . The bidders are advised to obtain Digital Signature Certificate (DSC) from any suitable authorized agency.
10. The tenure of services of the hired manpower will be initially for one year which can be further extended for 1 additional year on the basis of their performance and requirement.
11. The Agency shall be ready to deploy additional Manpower (maximum 40% of Manpower as per BOQ) if required, (Consultant with 3 years to 6 years' experience, above 6 years' experience), as per the requirement of the client for the duration of the contract.

12. The client reserves the right to hire lesser number of resources (less than 5), during the duration of the contract, by giving a 1 months' notice to the bidder.
13. All amendments, time extension, clarifications etc. will be uploaded on the central public procurement portal and ministry of MSME website only and will not be published in newspaper. The tenders should regularly visit the website to keep themselves updated.
14. The RFP conditions are governed by GFR, 2017 provisions as applicable.

Sd/-

(Supriyo Ghosh)

Director (ARI)

Ministry of MSME

Contents

Letter of Invitation
Annexure A: Data Sheet
Instructions to Bidders
Project Background and Scope of Work
Annexure B: Prequalification and Technical Proposal Submission Forms
Annexure C: Financial Proposal (BOQ)
Annexure D: Terms of Reference

Letter of Invitation:

RFP for hiring of agency for selection of manpower for SFURTI scheme

Director, ARI, Ministry of MSME invites technical and financial proposals from eligible Agencies for supplying 5 persons as manpower to ARI Division, Ministry of MSME (see Scope of Work) under SFURTI scheme

Description of Work

S. No.	Quantity in No's	Description (Positions)
1.	Total 5 Manpower Required See: Scope of Work	1. Sr. Consultant (more than 6 years experience 2. 2-5 Consultant (3-6 years' experience)

* Remuneration includes sum of payment to be made to the manpower + Any other Charges (EPF and ESI) to be paid to employee, except Goods and Service Tax (GST). However, Goods and Service Tax will be reimbursed to the successful agency on the production of proper documentary proofs.

1. Agency shall be selected under QCBS Criteria Method and procedures described in thisRFP.
2. The RFP includes the followingdocuments:
 - i. Letter ofInvitation
 - ii. Data Sheet and Instructions to Agencies, see **AnnexureA**
 - iii. Instructions toBidders
 - iv. Project Background and Scope of Work
 - v. Pre-Qualification and Technical Proposal, for Standard Forms see **AnnexureB**
 - vi. Financial Proposal, for Standard Form see **AnnexureC**
 - vii. Terms of Reference (ToR), see **AnnexureD**

3. Please note that while all the information and data regarding this RFP is, to the best of the Client's knowledge, accurate within the considerations of scoping the proposed contract, the Client holds no responsibility for the accuracy of this information and it is the responsibility of the Agency to check the validity of data included in this document.
4. Bidders are requested to submit physically & also upload scanned copies of following documents along with their proposals:
 - i. Document Fee (Non-Refundable) of ₹ 5,000. (Five Thousand).
 - ii. Earnest Money Deposit (EMD) (Refundable) of ₹ 3,00,000/- (Three lakhs rupees only) and Bid Security at 10% of the total annual value through Draft/ Bank Guarantee (Refundable) in the name of PAO, MSME, Government of India.
 - iii. Copy of certificate of Incorporation/Registration Certificate.
 - iv. Audited Statement of last 3 years to be enclosed along with ITR.
 - v. Certificate/ Work order/ MOU from employer regarding experience should be furnished.
 - vi. Original draft/bank guarantee of EMD/ Bid Security and Document fee shall also be submitted physically as per schedule, while uploading the scanned copy on the epp portal.
 - vii. EMD should be valid for 120 days since the uploading of tender and Bid Security for 60 days after the expiry of the Contract.
 - viii. Bid Security will be refunded after adjusting any penalty against any outstanding work, any other loss, as considered necessary by the client.
5. The manpower will have to be supplied by the agency within one week after signing of contract.

Director(ARI)
Ministry of MSME

Annexure A: Data Sheet	
1.	Name of the Client: Director (ARI), Ministry of MSME
2.	Method of selection: Quality cum Cost Based (QCBS) method
3.	Financial Proposal to be uploaded only and Pre-qualification and Technical Proposal submitted physically & uploaded: Yes Title of Consultancy Service is: Supplying manpower (5) resources for SFURTI
4.	Client Representative: Director (ARI), Ministry of MSME
5.	Proposals must remain valid for 120 days after the submission date indicated in this Data Sheet.
6.	The Agency is required to include with its Proposal written confirmation of authorization to sign on behalf of the Agency : Yes
7.	Bidders Eligibility Criteria: Applicable for Prequalification <ul style="list-style-type: none"> i. The Bidder shall be a reputed agency with a track record of providing such manpower for more than three years. ii. The agency should be registered since 3 years Incorporation certificate should be furnished. iii. The Agency should have minimum annual average turnover of ₹ 300 Lakh for the last three years the audited copy of the financial statements should be submitted. iv. The agency should not have been blacklisted by Central government, any State Government or any other public sector undertaking or a corporation as on the date of RFP. An undertaking to this effect should be submitted. v. Agencies under Indian Partnership Act, 1932 or registered companies under Companies Act 1956/ 2013 are only eligible to participate in this RFP.
8.	A non-refundable RFP Cost should be provided with Technical Proposal: Yes.
	If Yes, the amount of the RFP Cost is ₹ 5000/ (Five thousand) only Demand Draft favoring the PAO, Ministry of MSME and drawn on a nationalized bank/ scheduled Bank, Payable at New Delhi.

9.	<p>A Bid Security must be submitted: Yes</p> <p>An Earnest Money Deposit (EMD)/ Bid Security should be provided with Technical Proposal: Yes</p> <p>If Yes, the amount of the Earnest Money Deposit (EMD)/ Bid Security is ₹ 3,00,000/- (Three Lakhs Rupees Only) Demand Draft/ Bank Guarantee favoring the PAO, Ministry of MSME and drawn on a nationalized bank/ scheduled Bank, Payable at New Delhi.</p>
10.	<p>The amount of the EMD/ Bid Security is of ₹3,00,000/- (Three Lakhs Rupees Only) for each Bid and the duration for validity of Bid Security is 120 days. Bid security shall be refunded to the successful bidder upon signing of agreement with Director, ARI, Ministry of MSME. For unsuccessful bidders the bid security shall be refunded within 30 days of signing of contract.</p>
11.	<p>A Performance Bond in the form of Bank Guarantee is to be submitted by the winning Bidder before signing of Contract. Amount will be 10% of the contract value; this may be provided as 100% Bank Guarantee. Bank Guarantee will be made in the name of: PAO, Ministry of MSME. and drawn on a nationalized or scheduled commercial bank.</p>
12.	<p>Currency for Proposals is: Indian Rupee</p>
13.	<p>Address for communication/ submission of Proposals:</p> <p>Director (ARI),</p> <p>Ministry of MSME</p> <p>Government of India.</p> <p>Room 356-A</p> <p>Udyog Bhavan</p> <p>New Delhi-110023</p>
14.	<p>Expected date for public opening of Financial Proposals: [Will be intimated to the qualified bidders separately]</p>

15.	Expected date for commencement of services: (Within 7 days of signing the agreement with Director, ARI Division)
16.	The proposals will be evaluated based on the information provided by the applicants and the evaluation will be done as per detailed criteria mentioned in RFP Document.

Instructions to Bidders

1. Introduction

- 1.1. The Agencies are invited to submit a Prequalification, Technical Proposal and Financial Proposal as specified in the Data Sheet.
- 1.2. The Agency shall bear all costs associated with the preparation and submission of its Proposal and contractnegotiation.
- 1.3. The Client is not bound to accept any Proposal, and reserves the right to annul the selection process at any time prior to award of Contract without thereby incurring any liability to theAgency.

1.4 EligibilityCriteria

The bidders should satisfy the following minimum eligibility and those as specified in the Data Sheet. Only those who satisfy these criteria should submit the proposal with necessary supporting documents:

- 1.4.1 An Agency declared ineligible by the Government of India/ any State Government, any Public Sector Undertaking, attached offices shall be ineligible to provide consulting services under theproject.

1.5 Number ofProposals

- 1.5.1 Agency can only submit one proposal. If an Agency submits or participates in more than one proposal, such proposals shall bedisqualified.

2 Clarifications of RFP Documents

- 21 Agency may request clarification of any of the RFP documents up to a specified number of days before the submission date as indicated in the Data Sheet. Any request for clarification must be sent in writing, including by standard electronic means, to the Client's Representative whose address is provided in the Data Sheet. The Client will respond by standard electronic/self means within the period specified in the RFP, and will email the response (including an explanation of the query, without identifying the source of inquiry) to all Agencies who have formally indicated that they intend to submit a Proposal. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure set out under Clause2.2.
- 22 At any time before the submission of Proposals, the Client may amend the RFP by issuing an addendum in writing, including by standard electronicmeans.

3. Preparations of Proposals

3.1 The Proposal and all related correspondence exchanged between the Agency and the Client shall be written in the English language. Supporting documents and printed literature that are part of the Proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in English, in which case, for the purposes of interpretation of the Proposal, the translated version shall govern.

3.2 The Agency shall bear all costs associated with the preparation and submission of its Proposal. The Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4. Instructions for Submission of Proposal

4.1 These instructions should be read in conjunction with information specific to the Agency services contained in the Covering Letter, Data Sheet and accompanying documents.

4.2 Proposals must be received before the deadline specified in the Data Sheet to tender. Proposals must be submitted & uploaded to the address specified on the Data Sheet and delivered on or before the time specified in the Data Sheet.

4.3 Agency shall submit two sealed envelopes, 1 containing the Pre qualification proposal and 1 containing the Technical Proposal.

(Note – Original Prequalification and Technical Proposal to be submitted shall be same as uploaded online. However, on any discrepancy, uploaded Pre-qualification and Technical proposal shall be evaluated.)

4.4 Prequalification and Technical Proposal (see Annexure B)

4.4.1 Prequalification Proposal shall contain the following:

- a. Covering Letter (Format 1);
- b. Legal Constitution & Number of Years of Existence; (use Format 2);
- c. Financial Standing (Annual Turnover) of agency; (use Format 3);

4.4.2 Technical Proposal

- a. Project detail sheets outlining previous experience of the Agency in similar types of 5 assignments completed during the last three years (in prescribed format), (use Format 4);

- b. Experience, Qualification in Curriculum Vitae (CV) of 1 Senior Consultant and 4 consultants of the Agency (use Format5);

4.5 Financial Proposal (See AnnexureC)

The Financial Proposal **shall be uploaded online in the form of BoQ only**, strictly as per Format 6 given in **Annexure C**.

4.6 Submission Instructions

- 4.6.2 Agencies are expected to carefully review the contract provisions attached in the RFP for preparation of theirProposals.

- 4.6.3 The Agency shall submit Proposals using the appropriate submission sheets provided in Annexure B & C. These forms must be completed without any alteration to their format, and no substitutes will be accepted. All fields shall be completed with the informationrequested.

4.7 ProposalValidity

- 4.7.1 Proposals shall remain valid for the period specified in the Data Sheet commencing with the deadline for submission of Proposal as prescribed by theClient.
- 4.7.2 A Proposal valid for a shorter period shall be considered nonresponsive and will be rejected by theClient.
- 4.7.3 In exceptional circumstances, prior to the expiration of the proposal validity period, the Client may request Agency to extend the period of validity of their Proposals. The request and the responses shall be made in writing. Agency may refuse the request. An Agency granting the request shall not be required or permitted to modify itsProposal.

4.8 Format and signing ofProposals

Scanned copies of following may be uploaded on the portal.

- 4.8.1 Prequalification Proposal shall be placed in 1 envelope clearly marked as “PRE-QUALIFICATION –ORIGINAL” and 1 Technical Qualification Proposal in envelope marked as “TECHNICAL PROPOSAL -ORIGINAL” Hence, there will be two separate envelopes – 1 for PreQualification Proposal and 1 for Technical Proposal.

4.8.2 Financial Proposal (BOQ) uploaded online as per **format6**.

4.8.3 The Proposal shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the agency. This authorization shall consist of a written confirmation and shall be attached to the Technical Proposal. The name and position of each person signing the authorization must be typed or printed below the signature. Any interlineations, erasures, or overwriting shall be valid only if signed or initialed by the person signing the Proposal.

4.8.4 The Client may, at its discretion, extend the deadline for the submission of Technical Proposal by amending the RFP in accordance with Clause 2.2, in which case all rights and obligations of the Client and agency subject to the previous deadline shall thereafter be subject to the deadline as extended.

5 Evaluation of Proposals

CRITERIA FOR SELECTION OF THE FIRM WHICH WILL SUPPLY MANPOWER: The selection of consultant will be done on QCBS Criteria. A three stage selection process will be adopted in evaluating the Proposals. In the first stage, pre-qualification shall be assessed based on criteria mentioned above. In the second stage, a technical evaluation will be carried out. In the third stage, a financial evaluation will be carried out. Proposals will finally be ranked according to their combined technical and financial scores. The consultants that fulfil the following pre-qualification criteria should be considered eligible for opening of Technical proposal. Failure to comply with pre qualifications Criteria's shall render the Consultants ineligible. The Technical & Financial proposal of in-eligible consultants shall not be considered and shall be returned unopened.

1) Minimum Eligibility Criteria:

- i. The Bidder shall be a reputed agency with a track record of providing such manpower for more than three years to organizations/ministries.
- ii. The agency should be registered since 5 years. Incorporation certificate should be furnished.
- iii. The Agency should have minimum annual average turnover of ₹ 300 lakhs for the last three years the audited copy of the financial statements should be submitted.
- iv. The agency should not have been blacklisted by any state government, central

government or any other public sector undertaking or a corporation as on the date of RFP. The agencies that are in litigation with department/ any other public sector undertaking or a corporation of State Government or Central Government will not be eligible for this tendering process. An undertaking to this effect should be submitted.

Criteria for Technical Evaluation: Only bidders meeting the above minimum eligibility criteria shall be considered for technical evaluation. The selection of Consultant shall be based on the following technical criteria

S. No	Evaluation Parameter	Marks	Details
1	Experience of providing manpower to Governments/ attached offices for projects in last 3 years (5 projects).	40	8 marks for each project. Evaluation to be done on basis of project, number of manpower provided. Preference will be given to projects in MSME sector and/or cluster development activity.
2 a	CV of Sr. Consultant	20	MBA with more than 6 years' experience and experience of leading projects. Experience in cluster development related activity, MIS, marketing linkages, and publication in cluster development activities, etc. will have preference
2 b	CV of 4 Consultants 10*4	40	MBA with more than 3 years' experience. Experience in cluster development related activity will have preference

Evaluation of Technical Proposal: Technical Proposal will be evaluated on the basis of parameters mentioned above. 80% of weightage shall be given to the technical proposal and 20% to financial proposal. The bidders securing minimum 70% marks in technical evaluation shall be considered for opening of financial proposals.

2) Evaluation of Financial Proposal: Financial evaluation will be carried out and each Financial Proposal will be assigned a financial score (SF). For financial evaluation, the

total cost excluding G.S.T given in the Financial Proposal will be considered. The Evaluation Committee will determine whether the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal (**as per Format 6**) shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item shall not entitle the Team to be compensated and the liability to fulfill its obligations as per the TOR within the total quoted price shall be that of the Consultant. The lowest financial proposal (FM) will be given a financial score (SF) of 100 points. The financial scores of other proposals will be computed as follows:

$$SF_x = 100 \times FM/F \text{ (F = amount of Financial Proposal)}$$

- i. **Combined Technical & Financial Evaluation:** Proposals will finally be ranked according to their combined technical (ST_x) and financial (SF_x) scores as follows:

$$S = ST_x T_w + SF_x F_w$$

Where, S is the combined score, and T_w and F_w are weights assigned to Technical Proposal and Financial Proposal that shall be 0.80 and 0.20 respectively. The selected Firm shall be the first ranked consulting agency (having the highest combined score). The second ranked agency may be allowed the job if the first ranked firm withdraws or fails to comply with the requirements as the case may be but at the rate of quoted by the firm ranked one.

5.2 Ministry of MSME will constitute an Evaluation Committee for evaluation of Proposals received.

5.2.1 The evaluation committee evaluates the Pre-Qualification and Technical Proposals on the basis of Proposal's responsiveness to the TOR using the evaluation criteria system specified in the RFP. After, the Prequalification criteria is evaluated, the Ministry of MSME shall notify the agencies whose Proposals have qualified for Technical Qualification or not.

5.2.2 A Technical Proposal may not be considered for evaluation in any of the following cases:

- (i) The agency does not meet the Prequalification criteria.
- (ii) The Agency that submitted the Proposal was found not to be legally incorporated or established in India; or
- (iii) The Technical Proposal was submitted in the wrong format
- (iv) The Technical Proposal reached the Ministry of MSME after the submission

closing time and date specified in the DataSheet.

5.2.3 After the technical evaluation is completed, the Ministry of MSME shall notify the agencies whose Proposals did not meet the minimum qualifying marks of 70 or Agencies whose Technical Proposals were considered non-responsive to the RFP requirements, indicating that their Financial Proposals shall not be downloaded. The Ministry of MSME shall simultaneously notify, in writing to the Agency whose Technical Proposals qualified minimum qualifying technical eligibility criteria, indicating the date, time, and location for opening of Financial Proposals. (Agency/representative attendance at the opening of Financial Proposals is optional).

5.3 Public Opening and Evaluation of Financial Proposals

5.3.1 Public Opening of Financial Proposals—

5.3.1.1 At the public opening of Financial Proposals, Agency representatives who choose to attend will sign an Attendance Sheet.

5.3.1.2 The client's representative will download the financial proposal of each of only qualified technical Proposal. Such representative will read out aloud the name of the Agency and the total price shown in the Agencies Financial Proposal. This information will be recorded in writing by the Client's representative. The price quoted by agencies shall be ranked as L1, L2, L3 etc. In case of discrepancy between words and figures, amount quoted in words will be considered.

5.4 Evaluation of Financial Proposals

Financial proposals shall be downloaded publicly and read out; and the H1 bidder as per QCBS method can be invited for contract negotiations. Ministry of MSME reserves the right to award the assignment to

5.4.1 Agencies attendance at the opening of Financial Proposals is optional.

5.4.2 The evaluation committee will review the detailed content of each Financial Proposal. During the review of Financial Proposals, the Committee and representatives of Ministry of MSME, designated by competent authority, involved in the evaluation process, will not be permitted to seek clarification or additional information from any Agency, who has submitted a Financial Proposal. Financial Proposals will be reviewed to ensure these are:

- i. Complete, to see if all items of the corresponding Financial Proposal are priced, and corrected for any arithmetical errors.
- ii. Computational errors if there are errors these will be corrected.

6. Award of Services

Ministry of MSME will issue Letter of Intent (LoI) in favour of bidder who has offered lowest price. A Letter of Award (the “LOA”) shall be issued, in duplicate, by Ministry of MSME to the Selected Agency and the Selected Agency shall, within 5 (five) working days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof.

7. Execution of Agreement

After acknowledgement of the LOA as aforesaid by the Selected Applicant, it shall execute the Agreement within the period of 14 days from the date of issuance of LOA.

8. Property Data

All documents and other information provided by Ministry of MSME or submitted by an Applicant to Ministry of MSME shall remain or become the property of Ministry of MSME, Government of India. All information collected, analyzed, processed or in whatever manner provided by the agency to Ministry of MSME in relation to the services provided shall be the property of Ministry of MSME.

9. Settlement of Disputes

9.1 Amicable Settlement

The Parties shall use their best efforts to settle amicably all disputes arising out of or in connection with this Agreement or the interpretation thereof.

9.2 Dispute Settlement

Any dispute between the Parties as to matters arising pursuant to this Agreement, which cannot be settled amicably within thirty (30) days after receipt by one Party of the other Party’s request for such amicable settlement, may be submitted by either Party for settlement. If the dispute(s) is not resolved amicably then it shall be referred to arbitration and shall be dealt as per the provisions of the Arbitration Conciliation Act 1996. For all purposes, the Delhi High Court, shall have

jurisdiction only in exclusion to any other jurisdiction specified under any other Act.

The place of Arbitration shall be at New Delhi only.

10. PROJECT BACKGROUND AND SCOPE OF WORK:

10.1 SCHEME OF FUND FOR REGENERATION OF TRADITIONAL INDUSTRIES (SFURTI)

DESCRIPTION

The objectives of the scheme is to organize traditional industries and artisans into clusters to make them competitive and provide support for their long term sustainability, sustained employment, to enhance marketability of products of such clusters, to equip traditional artisans of the associated clusters with the improved skills, to make provision for common facilities and improved tools and equipment for artisans, to strengthen the cluster governance systems with the active participation of the stakeholders, and to build up innovative products, improved technologies, advanced processes, market intelligence and new models of public-private partnerships.

The scheme covers three types of interventions:

- i) Soft interventions– Activities to build general awareness, counseling, skill development & capacity building, exposure visits, market development initiatives, design and product development, etc.
- ii) Hard interventions– Creation of common facility centres, raw material banks, upgradation of production infrastructure, warehousing facility, tools and technological upgradation, etc.
- iii) Thematic interventions– Interventions on a cross-cutting basis for brand building, new media marketing, e-commerce initiatives, research and development, etc.

The financial assistance provided for any specific project shall be subject to a maximum of Rs. 5 (five) crore to support Soft, Hard and Thematic interventions.

Type of Cluster	Per cluster budget limit
Regular Clusters (upto 500 artisans)	Rs 2.5 crore
Major Clusters (more than 500 artisans)	Rs. 5.0 crore

MSME Ministry has constituted a Scheme Steering Committee as the apex coordination and monitoring body. KVIC, Coir Board, NIMSME (Hyderabad), IED (Odisha), IIE (Guwahati), IMEDF (New Delhi), J&K KVIB and NIESBUD (Noida) are the Nodal Agencies for implementation of the scheme. In addition, to widen the reach of the scheme, Foundation for MSME Clusters (FMC), New Delhi, Council for Handicrafts Development

Corporations (COHANDS), New Delhi and 18 Tool Rooms/Technology Centers under O/o DC(MSME) have been designated as Nodal Agencies under the scheme during 2019-20.

STATUS: The Ministry of MSME has so far approved 298 proposals for setting up clusters under the scheme and approved an amount of Rs.673 Crores as GoI grant for implementation of clusters since 2015-16 to 2019-20. Ministry has released an amount of Rs. 185 Crore during the year 2019-20 for implementing the activities prescribed in the DPRs such as setting up of Common facility Centres (CFC), procurement of machineries, conducting Soft Interventions activities such as marketing initiatives, awareness programmes etc

Intended Beneficiaries

Non-Government organizations (NGOs), institutions of the Central and State Governments and semi-Government institutions, field functionaries of State and Central Govt., Panchayati Raj Institutions (PRIs), Private sector by forming cluster specific SPVs, Corporates and corporate Responsibility (CSR) foundations with expertise to undertake cluster development.

Budget allocation 2020-21 – Rs. 465 crore

The broad objective of the Government is to set up 2500 SFURTI clusters over the next 5 years, with around 500 clusters per year.

There will be a pan India presence of these clusters across sectors, so that the traditional industries not only survive, but also thrive.

These 2500 clusters should be sustainable in nature, profit making and contributing to the economic growth of the country. Linkages will have to be developed on market access and technology up gradation for these units/clusters.

It is also critical to ensure that approved clusters are made operational within a specified timeline so that the benefits of the Government investments reach to the beneficiaries and there is sustained production also contributing to the economic growth.

10.2 The expected responsibilities of the manpower to be hired for PMU.

- (i) Detailed Examination of proposals being forwarded by the Nodal Agencies. Expected 800 proposals to be examined by Nodal Agencies in 2020-21.
- (ii) Examine synergies with similar proposals of other ministries of Government of India, State Governments, etc.
- (iii) Coordination with various Nodal Agencies for requisite documents/ clarifications, as necessary.
- (iv) Examination of the list of machines to be procured, CFC to be built, and to compare the price/specification with that in the market.

- (v) Examination of the Soft Intervention, adoption of Lean Technology, marketing interventions, training plan proposed for the cluster, etc.
- (vi) Ensure that the proposals coming from the Nodal Agencies are broad based, across region and industries.
- (vii) Develop a format for recording/monitoring the expenditure made by the clusters against the releases made by the GoI.
- (viii) Examination of the benefits proposed in the proposal for the artisans, assessment of the baseline and the viability of the indicated outcome.
- (ix) Monitoring of the functional clusters and how to improve the turnover, marketing linkages, technological up gradation, etc.
- (x) Monitoring the implementation of approved projects, follow up on timelines to make the clusters operational.
- (xi) Coordination with Nodal Agencies, Technical Agencies and Implementing Agencies.
- (xii) Providing inputs to the Ministry regarding co-ordination with other Ministries of Government of India/ State Governments, etc.
- (xiii) Coordination with Nodal Agencies to plan sector specific thematic intervention, listing of products on e-commerce portals, etc.
- (xiv) Inputs on the development of the SFURTI portal, linking with other ecommerce portals, update on status of projects, MIS, etc.
- (xv) Any other work assigned by the Ministry of MSME

10.3: Responsibilities of the Manpower (1+4)

10.3.1 One (1) Senior Consultant will be responsible for planning and implementing sector specific thematic intervention, listing of products on e-commerce portals, monitor progress on implementation of lean technology, etc. and providing inputs on development of the SFURTI portal, linking with other ecommerce portals, update on status of projects, MIS, etc. The Senior Consultant will also be responsible for overall coordination with the Ministry.

10.3.2 Two (2) Consultants will be deployed for examination of proposals, coordination with Nodal Agencies and Two (2) consultants will be responsible for monitoring progress of implementation of approved cluster projects in a time bound manner.

10.4 Requisite Qualification

10.4.1 Sr. Consultant

- a) MBA or equivalent degree with more than 6 years of experience
- b) Experience of Leading projects
- c) Experience of working with Government of India/ State Government/ PSU/attached offices.

Desirable: Experience of cluster management projects, marketing, MIS etc.

Experience in handling cluster projects, publications on clusters. etc (if any)

10.4.2 2Consultants (for appraisal of proposals)

- a) MBA with minimum 3 years of experience.
- b) Specialization in Project Appraisal, DPR preparation

Desirable: Experience of working with Government of India/ State Government/ PSU/attached offices – appraising cluster projects, Government Infrastructure projects, etc.

10.4.3 Consultants (for monitoring of projects)

- a) MBA with minimum 3 years of experience.
- b) Experience in Project Management
- c) Desirable: Experience of working with Government of India/ State Government/ PSU/attached offices – worked in PMC of Government/ Government aided projects.

Annexure B: Technical Proposal Submission Forms

Format 1: Covering Letter

[Location, Date]

To:

The Director (ARI),

ARI Division,

Room 356A Udyog Bhavan

Ministry of MSME,

New Delhi-110023

Dear Sir,

We, the undersigned, offer to provide the Services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal.

We hereby declare that we have read the Instructions to Agencies included in the RFP, and abide by the same, and specifically to conditions mentioned in Section 1.5. [In case of any declaration, reference to concerned document attached must be made]. We hereby declare that all the information and statements made in this Proposal are true and accept that any misleading information contained in it may lead to our disqualification.

We self-declare that we have not been blacklisted by Central Government, any State Government, any public sector undertaking or a corporation or in litigation with by Central Government, any State Government, any public sector undertaking or a corporation as on date of submission of proposal.

We certify that we have a track record of providing man power for more than 3 years to other Ministry/organization.

We undertake, if our Proposal is accepted, to initiate Services related to the assignment not later than the date indicated in the Data Sheet.

We understand you are not bound to accept any Proposal you receive.

Yours faithfully,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Format 2: Legal Constitution & Number of Years of Existence

Organization Name:	
1. Status / Constitution of the Organization:	
2. Name of Registering Authority:	
3. RegistrationNo.:	
4. Date ofRegistration:	
5. Place ofRegistration:	

For and on behalf of: (Company Seal)

Signature:

Name:

Designation:

(Authorized Representative and Signatory)

Note: Please provide copy of the registration certificate from the appropriate Registering Authority.

Format 3: Financial Standing (Annual Turnover)

Certificate from the Statutory Auditor regarding the Average annual turnover of the organization is ₹ 300 lakh for the last 3 financial year ending of month 31st March 2020. Based on its books of accounts and other published information authenticated by it, this is to certify that..... (Name of the Bidder) had, over the last three Financial Years, a Total turnover of the organization is ₹.....Lakhs as per year-wise details noted below:

Financial Year ending 31st March	Total Turnover (In ₹ Lakhs)
2017-18:	
2018-19:	
2019-20*:	
Total	
Average Annual Turn over	

*In the event the financial statements for the year 2019-20- is un audited, Provisional financial statements duly certified by CA may be submitted. If the same is also not available, the Client may consider the audited financial statement for 2016-17.

Name of the audit firm/ Chartered Accountant:

Seal of the audit firm:

(Signature, name and designation and registration Number of the Chartered accountant)

Date:

Note: Please provide certified copies of Audited Financial Statements of the organization/agency for over the last three Financial Years.

Annexure -B Technical Bid Document 1

Format 4: Project regarding selection of manpower

Detail Sheet

(Details of the projects undertaken by the Agency-Please fill separate assignment wise for 5 or more projects)

Name of the project:	Approx. value of the contract (in current Rs):
Name of Client:	
Address of Client:	
Project location	
Project period as per contract	
Start date (month/year):	
Completion date (month/year):	
Number of manpower positioned	
Project value	
(Brief Description of the Project)	

In case details for more than 5 projects are submitted, Evaluation Committee can consider any 5 projects. The firm can be asked by the Technical Evaluation Committee to present their experiences during the evaluation process.

Authorized Signatory [In full initials and Seal]: _____

Name of the Organization:

Technical Bid: Document 2 A

Format 5: Curriculum Vitae (CV) of Senior Consultant

Position: Sr. Consultant

1. NAME:
2. DATE OF BIRTH:
3. NATIONALITY:
4. EDUCATION: [year] [name of institution and degree] (From the last degree till 10th standard)
5. Specialization, if any.
6. MEMBERSHIP OF PROFESSIONAL ASSOCIATIONS:
7. COUNTRIES OF WORK EXPERIENCE INCLUDING LEADING PROJECTS
8. LANGUAGES KNOWN
9. EMPLOYMENT RECORD
[Year starting with present position][employer]
10. PROFESSIONAL EXPERIENCE
[Month and year start to finish]
[Name of project and client]
[Descriptive paragraph of 4-5 sentences on each assignment, position held, responsibilities undertaken and achievements attained.]
10. Special Work if any undertaken related to Thematic Development/Cluster Development/ MIS planning/ Marketing
11. Publications/ Research on Cluster Development (if any)
12. Additional Information
.....

Certification:

I, the undersigned, certify to the best of my knowledge and belief that:

- (i) This CV correctly describes my qualifications and experience;

[Signature of expert or authorized representative]

_____ [Name of Expert/Authorized signatory].

The Technical Evaluation Committee can call the designated manpower for an interview while evaluating the Technical Proposal.

Technical Bid: Document 2 B (four separate sheets)

Format 5: Curriculum Vitae (CV) of Consultant

Position: Consultant

1. NAME:

2. DATE OF BIRTH:
3. NATIONALITY:
4. EDUCATION: [year] [name of institution and degree] (From the last degree till 10th standard)
5. Specialization, if any.
6. MEMBERSHIP OF PROFESSIONAL ASSOCIATIONS:
7. Countries of
Work Experience
8. Languages Known
9. Employment
Record

[Year starting with present
position][employer]

10. [Month and year start to finish]

[Name of project and client]

[Descriptive paragraph of 4-5 sentences on each assignment, position held, responsibilities undertaken and achievements attained.]

11. Suitability of the resource vis a vis nature of the work explained in 9.3.2 (the specific role for proposal examination/project monitoring should be explained)
12. Special work if any undertaken related to Cluster Development
13. Additional Information

Certification:

I, the undersigned, certify to the best of my knowledge and belief that:

- (i) This CV correctly describes my qualifications and experience;

[Signature of expert or authorized representative]

_____ [Name of Expert/Authorized signatory].

The Technical Evaluation Committee can call the designated manpower for an interview while evaluating the Technical Proposal.

Annexure C: Financial Proposal

(Format-6)

To

The Director (ARI)

ARI Division.

Ministry of MSME

Dear Sir,

Subject: Hiring of Agency for supplying manpower at Ministry of MSME for SFURTI.

I/We _____ bidder herewith upload the Financial Proposal for selection of my/our Agency as bidder for Subject assignment.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal, i.e. 120 days from the last date notified for submission of the proposal.

Yours faithfully,

Signature:

Full Name:

Designation:

Address: Tel.:

Nos. (O) (R)

(M)

E-mail:

Fax No:

Format 6: Financial Proposal
Bidder has to only upload the price bid in BOO format

Item Rate BOO (Month)

A	B	C	D	E	F
Sr. No.	Item	Quantity (Tentative)	Unit Monthly Price	Taxes /Month	Total amount, excluding taxes/ Month
1.	Sr. Consultant. (More than 6 years of experience)	1	In figures	In figures	In figures
			In words	In words	In words
2.	Consultant (3 to 6 years' experience)	4	In figures	In figures	In figures
			In words	In words	In words
Total in Figures:					
Quoted Rate in Words:					

Note- Financial Bid will be decided based on total unit monthly price for Sr. Consultant and 4 Consultants. Taxes will be paid as per actual.

Annexure D: Terms of Reference

1. All services on outsourcing basis shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria.
2. The persons supplied by the Agency should not have any adverse Police records/criminal cases against them. In order to verify the character/ credentials of the deployed manpower it shall be the sole liability of the Service Provider.
3. Up to 40% of manpower as per the BOQ can be hired by Ministry of MSME. The unit cost given as per Fin Bid will be valid during the duration of the contract, along with extension if any. The tax rates may vary as per time to time and will be accounted for by the Client.
4. The service provider shall engage necessary number of persons as required by this Ministry from time to time. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month. There is no Master and Servant or Employer and Employees relationship between the employees of the service provider and this Ministry and further the said persons of the service provider shall not claim any employment, engagement or absorption in future.
5. The service provider's persons shall not claim any benefit/compensation/absorption/regularization of service from/in this Ministry under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970.
6. The service provider's personnel shall not divulge or disclose to any person any details of office operation process, technical know-how, administrative / organizational matters as all are confidential / secret in nature.
7. The service providers' personnel's should be polite, cordial, positive and efficient while handling the assigned work and their actions shall promote goodwill and enhance the image of this Department. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him.
8. The persons deputed shall not be below the age of 21 years.
9. The Ministry may require the service provider to dismiss or remove from the site of work any person or persons employed by the service provider who may be incompetent or for his/her/their misconduct and the service provider shall forthwith comply with such requirements. The service provider shall replace immediately (within 15 days) any of its personnel if they are unacceptable to this Ministry because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from this Ministry.
10. The service provider has to provide photo identity cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately.

11. The service provider shall ensure proper conduct of his persons in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering withoutwork.
12. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be responsibility of the service provider and the Ministry shall not be liable or responsible on any of these accounts towards any personnel of the serviceprovider.
13. Working hours would be normally from 9 A.M. to 5.30 P.M. during working days including ½ an hour lunch break in between. However, in exigencies of work they may be required to sit late and the personnel may be called on Saturday, Sunday and other Gazetted holidays, ifrequired.
14. That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act, etc. and this Ministry shall not incur any liability for any expenditure whatsoever on the persons employed by the Agency on account of any obligation. The agency will be required to provide particulars of PF, Group Insurance of its employees engaged in thisDepartment.
15. The attendance will be maintained by the Ministry at the project office and copy of the same shall be sent to the agency on every month end of the format mutuallydecided.
16. The firm will raise their monthly payment invoice within 2 weeks after completion of month indicating the work undertaken by the members. Ministry will examine the quality of work against the expected output and with the approval of the competent authority not below the level of JS, release the payment within 15 days after deduction of taxes deductible at source under the laws in force. Payment can be released on prorata basis in case designated manpower is not deployed.
17. The agency, based on attendance certified by the project office shall prepare the monthly wage bill and disburse the wages to the staff on or before 7th of everymonth.
18. Payments to the service provider would be strictly on certification by the project office with whom the hired staff is attached that his/her service was satisfactory and as per his/her attendance shown in the bill preferred by the serviceprovider.
19. No TA/DA shall be payable to the person deputed by the agency at the time of joining. In case the persons are assigned duties outside his place of deployment for visiting other location, such travelling, boarding and lodging expenses will be paid by the Ministry to the staff as per fixednorms. However, any such travel has to be approved by the Ministry in advance.
20. No wage/remuneration will be paid to any staff for the days of absence from duty, except as allowed as per leave policy approved by the Ministry.
21. The service provider shall arrange for a substitute well in advance if there is any

probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the serviceprovider. The substitute resource has to match the qualifications and can only be on-boarded after the approval of the Ministry.

22. The service provider shall be contactable at all times and message sent by phone/e-mail/Fax/Special Messenger from this Ministry to the service provider shall be acknowledged immediately on receipt on the same day. The service provider shall strictly observe the instructions issued by this Ministry in fulfilment of the contract from time totime.
23. This Ministry shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
24. That the Agency on its part and through its own resources shall ensure that the goods, materials and equipment etc. supplied to the personnel for discharge of duties assigned to them are not damaged in the process of carrying out the services undertaken by it and shall be responsible for act of commission and omission on the part of its staff and its employees, etc. If this Ministry suffers any loss or damage on account of negligence on the part of the employees/ agents of the agency, then the agency shall be liable to reimburse to this Ministry for the same. The agency shall keep this Ministry fully indemnified against any such loss ordamage.
25. The successful bidder will enter into an agreement with this Ministry for supply of suitable and qualified manpower as per requirement of this Ministry on these terms and conditions. The agreement will be valid for a period of 12 months commencing from date of signing such agreement and shall continue to be in force in the same manner unless terminated in writing. The service charges/rates quoted by the agency shall be fixed for a period of 12 months and no request for any change/modification shall be entertained before expiry of the period of 12months. The contract can be extended by 1 year on same terms and conditions, except for taxes which will be as per actuals.
26. All information gained by the bidder during the duration of the contract cannot be shared/used by the Bidder, without the consent of the Client.
27. The service provider shall not assign, transfer, pledge or sub- contract the performance of service without the prior consent of thisMinistry.
28. However, the agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the agreement then one month's wages, etc. and any amount due to the agency from this Ministry shall be forfeited by the Ministry.
29. That on the expiry of the agreement, as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency it shall be the entire responsibility of the agency to pay and settle thesame.

30. Any Dispute arising out of the above contract shall be subject to the jurisdiction of Hon'ble High Court of Delhi at New Delhi and their sub-ordinate courts at New Delhionly.
31. Contract between the Client and the successful bidder containing the terms and conditions in the RFP will be entered into, as necessary, after the award of the work.
32. Force Majeure: Purchaser or the Successful bidder as the case may be are entitled to suspend or excuse their respective performance of their respective obligations under this agreement to the extent that Purchaser or the Successful bidder as the case may be is unable to render such performance by an event of Force Majeure.
- 32.1 In this agreement, Force Majeure means any event or circumstance or a combination of events and circumstances, which satisfy all the following conditions:
- a) materially and adversely affects the performance of an obligation;
 - b) are beyond the reasonable control of the affected party;
 - c) such party could not have prevented or reasonably overcome with exercise of good industry practice or reasonable skill or care;
 - d) do not result from the negligence or misconduct of/ from/ by such party/ their representatives/ employees/ agents as the case may be, or the failure of such party to perform its obligation hereunder; and
 - e) or any consequence of which have an effect described in section 32.
- 32.2 Force Majeure includes the following events and/ or circumstances to the extent that they or their consequences satisfy the requirements set forth in Section 32: a) war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy in each case involving or directly affecting India; b) revolution, riot, insurrection or other civil commotion, act of terrorism or sabotage in each case within India; c) nuclear explosion, radioactive and chemical contamination or ionizing, radiation, directly affecting the area, unless the source and the cause of explosion, contamination, radiation or hazardous thing is brought to or near the area by the Successful bidder or anyone affiliated to Successful bidder or any contractor or subcontractor of Successful bidder or any of their employees or servants or agents d) any fire, which is not the effect of natural element and e) any event or circumstances of a nature analogous to any events set forth in paragraphs a) to e) in 32.2

CHECK LIST for BIDDERS

Sl. No	Documents to be submitted by the Bidder	Physical Copy	Scanned Copy to be uploaded on cpp portal
1	RFP Document Fee	Yes	Yes

2	EMD	Yes	Yes
3.	Format 1: Covering Letter	Yes	Yes
4.	Format 2: Legal Constitution & Number of Years of Existence	Yes	Yes
5.	Format 3: Financial Standing (Annual Turnover)	Yes	Yes
6	Format 4: Projects regarding Selection of manpower (Tech Bid Document 1)	Yes	Yes
7	Format 5:CV of Sr. Consultant and 4 Consultants (Tech Bid Document 2A and 2B)	Yes	Yes
8	Format 6: Financial Proposal	NO	YES

- In case the bidder submits the physical copy of Financial Proposal, the bid is summarily rejected.
- The successful bidder will submit on Award of Work bid security as per the provisions of this RFP.
- The Checklist will have to be adhered to. In case of any document, being either available in physical or scanned copy, it will be the discretion of the Ministry or a

committee duly constituted by it, to consider the same.

- Ministry or a committee duly constituted by it can seek any clarification from any bidder at any time during the bid process.



Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:
<https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
