



**Request for Proposal**  
**for**  
**Selection of IT Service Provider for development of**  
**Meghalaya's Unified Investment Portal**

**Reference No: Tender No: MIDFC/IT-MUIP/2024/150/3**

**Issued by:**

Meghalaya Infrastructure Development and Finance Corporation (MIDFC) Ltd.  
Behind Bethany Hospital, Lower Nongrim Hills,  
Top Floor, Meghalaya Basin Development Authority (MBDA) Building  
Shillong East Khasi Hills Meghalaya-793003 (India)  
Email: midfcmegh@gmail.com

**DISCLAIMER**

1. The information contained in this Request for Proposal (the “RFP”) document or subsequently provided to the Applicants, whether in documentary or any other form by or on behalf of the Authority or any of their employees or advisors, is provided to Applicants, on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.
2. This RFP has been prepared with an intention to invite prospective Applicants/ Bidders and to assist them in making their decision of whether or not to submit a proposal. It is hereby clarified that this RFP is not an agreement, and the purpose of this RFP is to provide the Bidder(s) with information to assist them in the formulation of their proposals. This RFP document does not purport to contain all the information Bidders may require. This RFP document may not be appropriate for all persons, and it is not possible for the Authority to consider the investment objectives, financial capabilities, and particular needs of each Bidder.
3. The Authority has taken due care in preparation of information contained herein. However, this information is not intended to be exhaustive. Interested parties are required to make their own inquiries and respondents will be required to confirm in writing that they have done so, and they do not solely rely on the information contained in this RFP in submitting their Proposal. This RFP includes statements, which reflect various assumptions and assessments arrived at by the Authority in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require.
4. This RFP is not an agreement by and between the Authority and the prospective Bidders or any other person. The information contained in this RFP is provided on the basis that it is non-binding on the Authority, any of its authorities or agencies, or any of their respective officers, employees, agents, or advisors. The Authority makes no representation or warranty and shall incur no liability under any law as to the accuracy, reliability or completeness of the information contained in the RFP document. Each Bidder is advised to consider the RFP document as per his understanding and capacity. The Bidders are also advised to do appropriate examination, enquiry and the Authority of all aspects mentioned in the RFP document before bidding. Bidders are encouraged to take professional help of experts on financial, legal, technical, taxation, and any other matters / sectors appearing in the document or specified work. Bidders are also requested to go through the RFP document in detail and bring to notice of the Authority any kind of error, misprint, inaccuracies, or omission in the document. The Authority reserves the right not to proceed with the project, to alter the timetable reflected in this document, or to change the process or procedure to be applied. The Authority also reserves the right to decline to discuss the Project further with any party submitting a proposal.
5. No reimbursement of cost of any type shall be paid to persons/entities, submitting the Proposal. The Bidder shall bear all costs arising from, associated with, or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Authority, or any other costs incurred in connection with or relating to its Bid.

6. Issuance of this RFP does not imply that the Authority is bound to select and pre-qualify Bids for Bid Stage or to appoint the selected Bidder for the project and the Authority reserves the right to reject all or any of the Bids without assigning any reasons whatsoever.
7. The Authority may, in its absolute discretion but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.
8. The Authority, its employees and advisors make no representation or warranty and shall have no liability (for any cost, damage, loss or expense which may arise from or is incurred or suffered on account of anything contained in this RFP or otherwise, including but not limited to the accuracy, adequacy, correctness, completeness or reliability of this RFP and any assessment, assumption, statement or information contained therein or deemed to be part of this RFP or arising in any way with eligibility of Bidder for participation in the Bidding Process) towards any Applicant or Bidder or a third person, under any law, statute, rule, regulation or tort law, principles of restitution or unjust enrichment or otherwise.
9. The Authority also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statement contained in this RFP.

## Table of Contents

Tender Notice .....	6
Fact Sheet .....	7
1 Introduction .....	9
2 Scope of Work .....	10
2.1 Unified Investment Portal .....	10
2.2 Online Process flow .....	10
2.2.1 Applicant/ User Dashboard .....	12
2.2.2 Appealed Applications .....	13
2.3 Additional Features .....	13
2.4 Online Processing of Industrial Incentives .....	14
2.4.1 Application submission .....	14
2.4.2 Processing and Sanctions (Time bound) .....	14
2.4.3 Release and RTGS .....	14
2.4.4 MIS and Reporting .....	14
2.4.5 General Issues Redressal .....	15
2.5 Maintenance of Application during O&M .....	15
2.6 Resources to be deployed during Development and O&M Phase .....	15
2.7 Help Desk Management .....	16
2.8 Roles and Responsibility .....	16
2.8.1 Roles and Responsibilities of the Department .....	16
2.8.2 Responsibility of Selected Service Provider .....	16
2.8.3 Other Roles & Responsibilities .....	18
2.9 Disaster Recovery Mechanism .....	18
2.10 Exit Management Schedule .....	18
2.11 IS Audit of the Web Application .....	18
2.12 Project Deliverables .....	18
2.13 Project Timeline .....	19
2.14 SLAs & Penalties .....	20
2.14.1 Service Level Target .....	20
2.14.2 Service Level Compliance .....	20
2.14.3 Measurement Metrics .....	21
2.14.4 Penalty Calculation .....	21

2.15	Modifications to Scope of Work .....	22
3	Instruction to Bidders .....	23
3.1	Completeness of Response .....	23
3.2	Data Ownership .....	23
3.3	Ownership of the Application .....	23
3.4	Responsibility of Accuracy of Unified Investment Portal .....	23
3.5	Additions and Alterations .....	24
3.6	Extension of Time .....	24
3.7	Time Period of Service .....	24
3.8	Interaction with Meghalaya Infrastructure Development And Finance Corporation Ltd. ....	24
3.9	Indemnification .....	25
3.10	Confidentiality and Intellectual Property Rights (IPR) .....	25
3.10.1	Confidentiality .....	25
3.10.2	Use of documents and Information and Ownership of the source code .....	26
3.11	Sub-Contract .....	26
3.12	Project Reporting .....	26
3.13	Guarantee .....	26
3.14	Determination and Rescission of Agreement .....	27
3.15	Disputes .....	27
3.16	Procedure for Disputes .....	27
3.17	Replacement of Dispute Review Expert .....	29
3.18	Arbitration .....	29
3.19	Foreclose of Contract .....	29
3.20	Operation .....	29
3.21	Inquiries .....	30
3.22	Amendment / Supplementary Information to the RFP Document .....	30
3.23	The Authority's Right to terminate the process .....	30
4	Bid Submission Format .....	31
4.1	Envelop 1: Technical Proposal .....	31
4.2	Envelop 2: Financial Proposal .....	31
5	Pre- Qualification Criteria .....	31
5.1	General Criteria .....	32
5.2	Technical Staff Strength .....	32

5.3	Financial Information .....	33
5.4	Work Experience .....	33
6	Evaluation Process .....	33
6.1	Evaluation Methodology .....	33
6.1.1	Technical Evaluation Method .....	34
6.1.2	Financial Bid Evaluation Method .....	34
6.1.3	Award Criteria .....	34
6.2	Technical Evaluation Criteria .....	34
6.3	Financial Evaluation Criteria .....	36
7	Award of Contract .....	37
7.1	Letter of Acceptance .....	37
7.2	Signing of Contract .....	37
7.3	Failure to agree with the Terms & Conditions of the RFP / Contract .....	37
7.4	Non-Disclosure Agreement (NDA) .....	37
8	Period of Engagement .....	37
9	Financial Terms .....	37
9.1	Consultancy Fee .....	37
9.2	Schedule of Payment .....	38
9.3	Earnest Money Deposit (Bid Security) .....	38
9.4	Performance Guarantee .....	39
9.5	Forfeiture of Performance Guarantee .....	39
	<b>APPENDIX A – Proforma for Performance Guarantee .....</b>	<b>41</b>
	<b>APPENDIX B - Indicative Format of Price Bid .....</b>	<b>44</b>
	<b>Annexure A – Application Form .....</b>	<b>46</b>
	<b>Annexure B- Details of Permanent Key members employed with the Applicant .....</b>	<b>49</b>
	<b>Annexure C – Undertaking for IT professionals .....</b>	<b>50</b>
	<b>Annexure D – Financial Information .....</b>	<b>51</b>
	<b>Annexure E – List of consultancy works completed during the last 5 years .....</b>	<b>52</b>
	<b>Annexure F – List of consultancy works in hand .....</b>	<b>53</b>
	<b>Annexure G – Particulars of Litigation / Arbitration Cases .....</b>	<b>54</b>
	<b>Annexure H - MIDFC Department- Bank Details .....</b>	<b>55</b>

**Meghalaya Infrastructure Development and Finance Corporation Ltd. (MIDFC)**

**Shillong, Meghalaya (India)**

**Tender Notice**

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Notice No. MIDFC/IT-MUIP/2024/150/2

Dated: 12/01/2024

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**NOTICE INVITING REQUEST FOR PROPOSAL FOR SELECTION OF IT SERVICE PROVIDER FOR DEVELOPMENT OF MEGHALAYA'S UNIFIED INVESTMENT PORTAL**

Meghalaya Infrastructure Development and Finance Corporation Ltd. (MIDFC), through the process of open tendering invites tender from eligible bidders for 'Selection of IT Service Provider for development of Meghalaya's Unified Investment Portal'

The Authority invites proposals from reputed and capable IT Service Providers for development of Unified Investment Portal for Meghalaya. The IT Service Providers should have the experience of working for Semi /Govt. Organizations/ Central or State Govt./PSUs, etc. Conditional tender shall not be accepted.

The Tender Document shall be available from 13/01/2024 onwards in following web portal: <https://meghalayatenders.gov.in>. Further, intimation i.e.(Corrigendum/ Addendum/ Clarifications) shall be uploaded in the above website only.

Applicants are required to submit the duly filled proposals as per the prescribed format on or before 01/02/2024, 15:00 hrs. The proposals received shall be opened on 01/02/2024 at 16:00 hrs. In case of any query/clarifications, please contact 8837023352/7629898737 or email at [midfcmegh@gmail.com](mailto:midfcmegh@gmail.com)

Meghalaya Infrastructure Development and Finance Corporation Ltd. reserves the right to accept or reject bid process without assigning any reasons thereof.

## Fact Sheet

Sl. No	Items	Description
1.	Name of RFP	Selection of IT Service Provider for development of Meghalaya's Unified Investment Portal
2.	Tender inviting authority	Meghalaya Infrastructure Development and Finance Corporation Ltd.
3.	Time-period of Contract	2 years <ul style="list-style-type: none"> <li>• Development Phase: 4 months</li> <li>• O&amp;M: 1 year and 8 months</li> </ul> Extendable up to 1 year based on performance
4.	Email ID for correspondence	midfcmegh@gmail.com
5.	RFP Publishing date	13/01/2024
6.	Mode of Submission	Bidders to submit the duly filled proposals as per the prescribed format on or before 1st February,2024 1500 hours in <a href="https://meghalayatenders.gov.in">https://meghalayatenders.gov.in</a> .
7.	Cost of Tender Document	₹ 5,000 (to be paid in the form of DD from Scheduled/ Nationalized Bank in favour of Meghalaya Infrastructure Development & Finance Corporation Ltd.)
8.	Earnest Money Deposit (EMD)	₹ 4,00,000 (to be submitted by the bidder by means of Internet Banking/ NEFT/ RTGS)
9.	Bank Guarantee	3% of the contract value
10.	Method of Selection	QCBS (80:20)
11.	Last date of receiving queries	19-01-2024 till 1000 Hours
	Pre-bid conference	19-01-2024 at 1300 Hours (Virtually) Google Meet joining info



	Video call link: <a href="https://meet.google.com/vfu-ombj-rdj">https://meet.google.com/vfu-ombj-rdj</a>
Last Date of Submission of RFP	01-02-2024
Opening of Technical Bids	To be communicated
Technical Presentation	To be communicated
Opening of Financial Bid	To be communicated
Issuance of Letter of Award	To be communicated
Signing of Agreement	To be communicated

## 1 Introduction

The collaboration between the **Department for Promotion of Industry and Internal Trade (DPIIT)** and the states in India, has significantly contributed to improving the **Ease of Doing Business (EoDB)** landscape in the country. Meghalaya, despite starting from a lower rank, has made remarkable strides in enhancing its business ecosystem. The acknowledgment as an **"Emerging Business Ecosystem"** in 2020 Business Reform Action Plan by DPIIT is a testament to the state's commitment to reforms.

The **Government of Meghalaya** has been consistently working towards creating a conducive business environment and citizen centric services through which it aims to boost investor confidence, foster a business-friendly climate, and augment the ease of living for citizens of the State through timely and digitalized services. The e-Governance initiatives, taken by Government of Meghalaya aimed at simplifying the approval process, time-bound approvals and grievance redressal mechanism with no physical touchpoints will pave a way for the business houses or MSMEs to setup their business or expand in the state with reduced cost and time.

DPIIT has come up with State Business Reform Action Plan 2022, which has reforms related to Business and Citizens. The total number of reforms are 352, out of which 261 are related to Business reforms and 91 are related to Citizens. The reforms are related to starting a business, construct permits, registering properties, enforcing contracts and sectoral licenses.

Meghalaya's active participation in the State Business Reform Action Plan (SBRAP) 2022 underscores its dedication. Submitting evidence for 295 out of 352 proposed reforms exemplifies the state's unwavering commitment to further elevate its business environment. The assessment of the reforms is ongoing. Notably, the digitization of 132 services, including enabling auto-renewals for various licenses, and establishing a Centralized Inspection System exemplify efforts to streamline processes, minimize bureaucratic impediments, and instill a culture of accountability in alignment with national goals.

Moreover, the Meghalaya Right to Public Services Act, 2020 significantly bolsters transparent governance. Covering over 150 public services, this act ensures timely service delivery and provides a robust mechanism for promptly addressing grievances, emphasizing the accountability of government officials.

The state government identified a total of 362 regulatory compliances across departments, with 338 linked to businesses and 24 pertaining to citizens. Impressively, 167 compliances (143 for businesses and 24 for citizens) have been successfully reduced. These efforts primarily focus on simplifying services, decriminalizing minor offenses, eliminating redundant rules, and advancing records' digitization.

Government of Meghalaya has envisaged to develop a **Unified Investment Portal** which will serve as a single platform for investors. The portal will onboard investors and guide them with the respective approvals and NOCs required for establishment of a business unit in the state. All the approvals required for establishing any business unit in the state will be available in the "Unified Investment Portal" through which investors can seek approval. The portal will eradicate the need for physical touchpoint with the Government Departments with hassle free approvals within specified timelines. This is in line with the DPIIT, Government of India's vision of "Ease of Doing Business" and "Ease of Living".

In this regard, Planning, Investment Promotion and Sustainable Development Department intends to onboard IT service providers, for a period of 2 years (including O&M phase), to assist and support State Government in improving the business ecosystem by ensuring effective implementation of Unified

Investment Portal. The IT Service Provider will work under the guidance of Meghalaya Infrastructure Development and Finance Corporation Ltd. and the PMU for Ease of Doing Business.

Meghalaya Infrastructure Development and Finance Corporation Ltd. proposes to invite proposals from IT consultancy firms having similar experience in creating a functional unified investment portal for the state.

## 2 Scope of Work

### 2.1 Unified Investment Portal

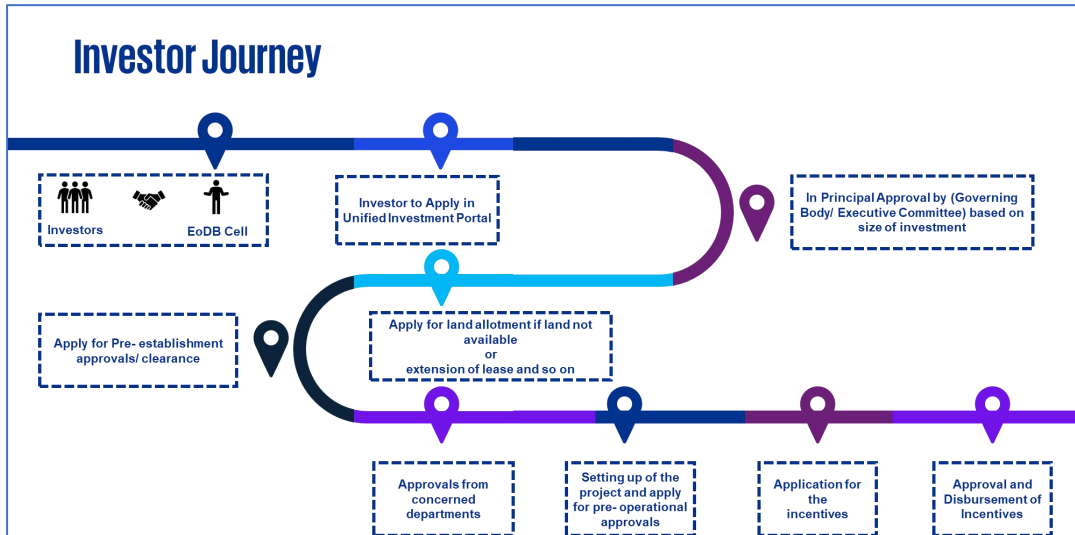
The Meghalaya Government is planning to launch “Meghalaya’s Unified Investment Portal” for speedy processing of applications for issue of various clearances required for setting up of industries at a single point based on the self- certificate provided by the entrepreneur and to create investor friendly environment in the State of Meghalaya.

The Salient features of the Unified Investment Portal:

- All departments connected for establishment and operation of an Enterprise brought under purview of Unified Investment Portal.
- Time Limits set for each approval varying from 1 day to a maximum of 60 days depending upon on the complexity of the approval.
- Pre-Scrutiny of the applications to assist the entrepreneurs in a proper submission of applications and to avoid delay in processing the files by the departments.
- Making mandatory for the Competent Authorities to seek shortfall/additional information required, if any, only once, within three days from receipt of the application.
- Empowering the Entrepreneurs with Right to clearances under Unified Investment Portal, to know the reasons for delay if any in getting the clearance within time limits and penalizing the officers responsible for the delay.

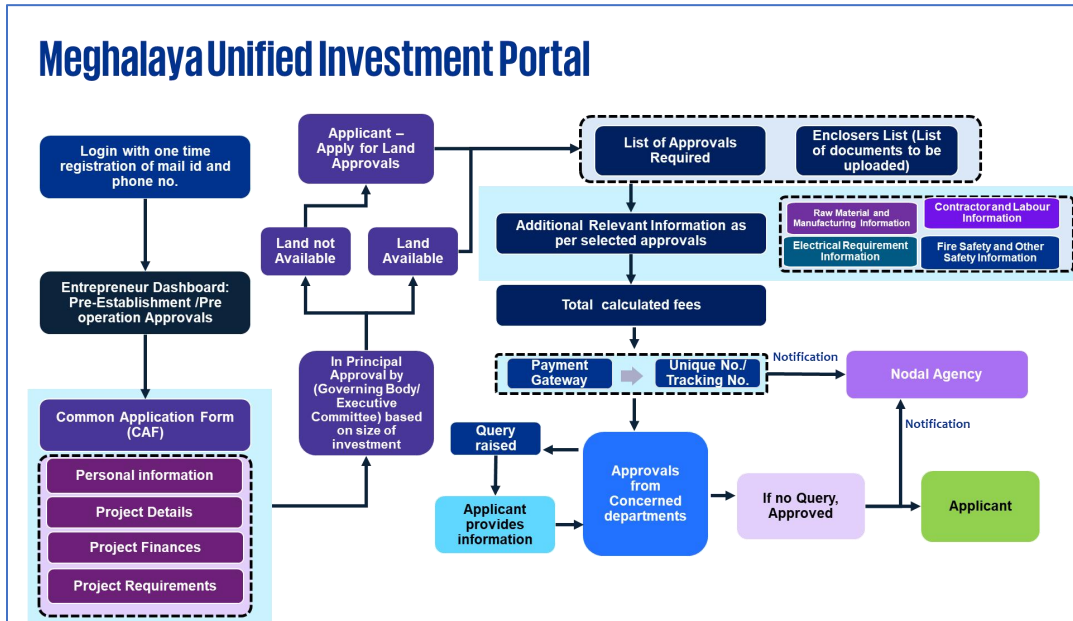
### 2.2 Online Process flow

Investment applications has Online Registration provision for the Applicants (industrialist / entrepreneur or their representative) who wants to apply for “Establishment”, “Operationalization” and “Renewal” of an Industry / Establishment.



The online process flow is as follows:

- Applicants need to fill the Online Questionnaire form which is available in his/ her dashboard to help the system to originate the required approvals from the user Departments along with applicable fees to be paid in which applicant can choose one more approval and can proceed to fill the Common Application Form (CAF) with the mandated enclosures.
- System should generate the Common application form with the enclosures based on the approval(s)/ Permission(s) selected by the applicant. After validating the CAF and uploads all the enclosures, system will enable the Online Payment Option to the applicant. system should have a provision for online payment through Payment gateway
- System should accept the application after payment of user charges and applicant need to make fee payment for other approvals at later point of time after pre-scrutiny of the application.
- As per the approvals chosen by the applicant, application will be forwarded to the respective departments for processing. Processing of the application will be done in two stages i.e., Pre-Scrutiny Stage and Approval Stage.



\*tentative work flow which may be subjected to change

### 2.2.1 Applicant/ User Dashboard

Applicant/ User Dashboard contain the following services.

- i. Information Wizard
- ii. Know your approvals
- iii. Common Application Form (CAF)
- iv. Questionnaire - Consent for Establishment (CFE)
- v. Consent to Operate (CTO)
- vi. Respond to Query (Raised by the Department)
- vii. Tracking Your Application service
- viii. Download the approvals
- ix. Download the Certificate
- x. Details pertaining to his/her applications/ grievances.
- xi. Appeal provision against the rejected application
- xii. Grievance Redressal Mechanism

#### **Tasks to be carried out**

- Information Wizard to be developed for the applicant to understand the information related to specific services such as approving departments, enclosures required, fees, approval process and the timelines for approvals.

- Know your Approval section to be developed to enable applicants to understand which approvals are required while establishing a particular industry.
- Creation of questionnaire to assess whether the applicant needs the specific clearance or not – Conditions to be given by the respective departments.
- Creation of Common Application Form (CAF) to incorporate the requirements – Requirements will be given by the respective departments.
- After filling of CAF, the details pertaining to respective department alone to be shown in the Respective login of departments in the single window portal – creation of 2 level work flow (Pre-Scrutiny and approval) of the departments in the online portal of Unified Investment portal.
- The pre-scrutiny and approval processes to be carried out by all Departments on the Unified Investment portal by using respective login.
- Applicant will operate from Unified Investment portal whereas the officials of the concerned departments will also operate (process/raise query/approve) from the respective departments' login through with Unified Investment portal
- All the alerts to the applicant shall be sent through Unified Investment portal.
- Fees paid by the applicant should be transferred to the respective department treasuries while transferring the application for pre – scrutiny
- Payment gateway and SMS integration
- To support in creation and integration forms pertaining to new services prescribed by DPIIT under BRAP reforms during the project tenure.
- Grievance Redressal Mechanism to be developed in the Unified Investment Portal

### 2.2.2 Appealed Applications

Applicants can raise the appeal on their rejected applications and system forwards these appeals to the HoD of Planning Investment Promotion and Sustainable Development Department, Meghalaya Login directly and forward the appealed applications to the concern Departments for reprocessing of the applications.

### 2.3 Additional Features

- i. A Separate data field can be provided to the Department to indicate the additional payment which is required in respect of the approval.
- ii. Application withdrawal provision to be given to the Applicants to withdraw their application for one or more approvals unless those approvals are moved to “Approval” stage.
- iii. Mapping of the villages.
- iv. Two more additional stages i.e., closed / Lie over stages to be added in the application.
- v. Payment Module – Fees to be transferred to the respective department a/c directly

## 2.4 Online Processing of Industrial Incentives

### 2.4.1 Application submission

- Validation of industry details from existing database prior to submission form on Unified Investment Portal
- Online submission of application by the unit holder for availing subsidies based on defined criteria (Investment Subsidy, Stamp Duty, Land Cost, Land Conversion, Mortgage Duty, Sales Tax reimbursement, Power Tariff Reimbursement, etc.,).
- Online collection of all relevant documents.
- Online collection of fees prescribed (if any).

### 2.4.2 Processing and Sanctions (Time bound)

- Processing of all applications at District Level
  - a. Scrutiny cum Verification of application
  - b. Inspection of the unit
  - c. Sanctions at District Unified Investment Committee (DUIC) meeting in respect of District Level cases (based on prescribed criteria)
  - d. Sanction communication
  - e. Forwarding to Central Office in respect of State Level cases
- Processing of applications at State Level
  - a. Shortfall information collection
  - b. Scrutiny cum Verification
  - c. Sanctions at State Unified Investment Committee (SUIC) meeting in respect of State Level cases (based on prescribed criteria)
  - d. Sanction communication
- Maintaining consolidated list of sanctions under each category (DUIC + SUIC) and Demand projection

### 2.4.3 Release and RTGS

- Capturing budget releases
- Release orders based on budget provided category wise
- Inspection and reporting for release of payment by district office (online verification of running of unit through Power Bills / Commercial Tax receipts etc.)
- Payment through RTGS

### 2.4.4 MIS and Reporting

- Search mechanism based on multiple keywords
- Dashboard containing vital statistics on various criteria, with drill down facility including suggestions provided by DPIIT in BRAP reforms

- Reporting mechanism on multiple variables with facility to download reports
- Integration with the Main Website of the department for data sharing

**It is suggested to use open-source tools for Dash board/Visualization etc.**

#### 2.4.5 General Issues Redressal

- All the operations to be web based without requirement of special hardware / software other than internet browsers.
- All data to be maintained at the State Data Centre by coordinating with the concerned agency. No data residue on local Computers / servers of the developer.
- Data maintenance and secrecy as per the standards specified by Government of India as applicable to Government websites.
- Training of department personal
- Operation and maintenance of helpdesk at O/o Planning Investment Promotion, and Sustainable Development Department, Meghalaya
- Regular Maintenance of system including updating the software based on changes in different criteria from time to time.

#### 2.5 Maintenance of Application during O&M

After the development of the system, the service provider should maintain the portal and the server for a period of 1 year and 8 months to be extended for 1 year subjected to satisfactory performance. During this maintenance period, the service provider is expected to attend any additional requirements, not in the nature of maintenance as per O & M rate provided in the commercial form. All minor enhancements are covered within the O & M Cost without additional payment.

#### 2.6 Resources to be deployed during Development and O&M Phase

The service provider has to deploy 3 resources with Minimum Qualifications & Experience as under during the Development and O&M Phase:

S. No.	Position	Minimum Educational Qualifications	Work Experience
1	Database Administrator	BE(CS)/ BE(ECE)/MCA/ M. Tech (CS)	<ul style="list-style-type: none"> <li>• Experience of developing state single window system in any Indian States/ UTs</li> <li>• Experience and knowledge of MS SQL / Oracle / DB2</li> <li>• Minimum Experience: 5 years</li> </ul>
2	Development Team	BE(CS)/ BE(ECE)/MCA/ M. Tech (CS)	<ul style="list-style-type: none"> <li>• Experience of developing state single window system in any Indian States/ UTs</li> <li>• Experience in development of database, Object Design and</li> </ul>



S. No.	Position	Minimum Educational Qualifications	Work Experience
			development of PL/SQL Blocks, UI related work, Web services maintenance
3	Support Team	BE(CS)/ BE(ECE)/ MCA/ M. Tech (CS)	<ul style="list-style-type: none"> <li>• Minimum Experience: 5 years</li> <li>• Experience in development of database, Object Design and development of PL/SQL Blocks, UI related work, Web services maintenance</li> <li>• Minimum Experience: 2 years</li> </ul>

Keeping in the view the criticality of the data center operations, the selected service provider has to deploy one of the above resources at the State Data Centre.

## 2.7 Help Desk Management

The Onsite Team should act as a ‘Single Point of Contact’ for their online application related queries and have simple and effective incident reporting mechanism for getting resolution for their IT related incidents.

## 2.8 Roles and Responsibility

### 2.8.1 Roles and Responsibilities of the Department

- a. Nomination of Department Coordinator who are responsible for the Portal development, compilation, and maintenance.
- b. Provide broad guidance on design & development.
- c. Provide relevant data about the Department, its services, images etc. to enable the SP to design the home page of the Web Portal.
- d. Providing the Service Provider with the data capturing fields to create forms and also provide relevant data to enable the SP to create facility to generate various MIS reports.
- e. Provide the name of the URL by which the Portal to be hosted
- f. Provide the list of users for which the user credentials to be created
- g. Regularly reviewing the progress of work carried out by SP for the contribution of the State specific content.
- h. Providing the Service Provider with required Hardware & Software infrastructure to host the Web Portal.

### 2.8.2 Responsibility of Selected Service Provider

In addition to the responsibility towards the scope of the work mentioned in above paras, the IT Consultants are also required to undertake the following:

- a. Takeover of the existing system in as-is scenario from the existing service provider.

- b. Understanding of the Scope of Work & requirements of the Dept,
- c. Entering into Contract Agreement with Meghalaya Infrastructure Development and Finance Corporation Ltd., Meghalaya.,
- d. Execution & Completion of work as per Contract.
- e. Submission & fulfillment of deliverables.
- f. Deployment of qualified manpower as defined in the RFP during project implementation phase
- g. Data Porting from the existing Database to the new database
- h. Any other works as assigned by the Planning Investment Promotion and Sustainable Development Department; Meghalaya related to the project
- i. The manpower deployed shall submit the deliverables as per the Industry standards.
- j. The Service Provider should maintain the application software by versioning and maintaining tracks of all the changes made to the software. At the end of the contract period, the vendor would hand over the code along with all the versions to the Department/ concerned State Agencies.
- k. The vendor would generate reports based on user requirements from the data available in the database.
- l. **Bug fixing:** The vendor will remove the bugs that are already identified/ will be identified during the contract period. The list of already identified bugs shall be shared at the time of start of contract.
- m. **Enhancement/ Modification:** The vendor will enhance/ modify the existing code as per changes in requirements/ change in business rules/ as and when required by the Department.
- n. **Data Porting:** The Service Provider has to ensure the data porting/ migration from existing system to new system and for that may use any suitable mechanism to migrate the existing data without any data loss and without disturbing the Services. After migration of data, it shall be validated by the Department for authentication. Fall/ Roll Back Mechanism shall be in place after migration in case of any problem.
- o. **Optimization:** The vendor will review the existing code and modify so as to increase the efficiency of the application. A detailed report of proposed changes and risks involved along with the implications will be handed over to the Department and approval will be sought before making necessary changes.
- p. **Data validation/ correction:** During the tenure of the contract, as and when required, the vendor would perform data validation/ correction to enable smooth operations of the Department. The Service Provider will be responsible for data integrity. The Service Provider will also identify the type & nature of data error and reports will be handed over to concerned users for correction and resubmission.

### 2.8.3 Other Roles & Responsibilities

Roles and responsibilities not specifically defined herein or those that arise in future shall be decided and discharged on mutual agreement among the parties.

### 2.9 Disaster Recovery Mechanism

The Service Provider has to facilitate the setup of the Disaster Recovery mechanism for the application system.

### 2.10 Exit Management Schedule

- This schedule sets out the provisions which apply on expiry or termination of work contract/ agreement, the project Implementation, Operation and Management and Statement of works.
- Service Provider should also run the system for one month along with the new service provider identified after the project period to make sure that the new service provider shall completely be aware of the system.
- The completion of Exit Management shall be certified by both Planning Investment Promotion and Sustainable Development, Meghalaya and the newly onboarded service provider.

### 2.11 IS Audit of the Web Application

- The service provider has to Facilitate IS Audit of the Web Application by a certified agency (CERT-in) empaneled agency and the cost towards such audit has to be borne by the Consultants.
- The developed application has common security features like session out, password policy like password expiry, minimum length of password, nature of password like alpha numeric, encryption of data at client level, locking of user id on repeated login failure. Software shall ensure against all security threats such as SQL injection, buffer over flow etc. at the design and coding stage. The developed application is compliant with IT Act 2000 and the service provider should ensure that subsequent security amendments are implemented. The IS security audit is annual activity and the service provider should facilitate it by complying with the deviations noted.

### 2.12 Project Deliverables

There are several deliverables which will be produced as a result of the successful completion of the Project. Few Deliverables are listed below:

1. All the documentation (Design document & manuals) related to Project
2. Use cases prepared, User manual, Training manuals
3. All the information collected from the field for project
4. Technical documents viz., SRS, SDD etc
5. The entire source code if any
6. Ensure system uptime

7. Ensure deployment of qualitative manpower
8. Service Provider shall submit the Project Implementation Action Plan with timelines, and they should strictly follow the same
9. Any other documents, information related to scope of work as requested by Department
10. Exit management plan

### 2.13 Project Timeline

S. No.	Activity/Task/ Milestones	Time to Completion (in Weeks)
1	Project Start by takeover of the existing system and deploying required manpower	T+ 2
2	Finalization of System Design	T + 5
3	Completion of Application development and Unit Testing	T + 10
4	Completion of creation of users and work flow of Other Department services	T + 12
5	Completion of Security Audit of the Application and obtaining certificate	T + 14
6	Final User Acceptance Test & Completion of Training and declaration of Go-Live	T + 16

The Service Provider needs to submit a detailed project plan on the commencement of the project. Department may also prioritize the deliverables and can ask the Service Provider to incrementally implement the high priority items initially during the development phase.

## 2.14 SLAs & Penalties

Depending on the criticality and severity of calls, service levels are defined as follows:

Severity Level	Severity Type	Definition
S1	Critical Problems	<p>A problem that affects entire Department or &gt;= 80% of the users of the Department e.g., Non availability of Application/Services, Database down etc.</p> <ul style="list-style-type: none"> <li>• Server uptime – 99 %</li> <li>• Application Uptime – 99%</li> <li>• Network Availability—99%</li> </ul> <p>A problem which effects more than one department's work.</p>
S2	Major Problems	A problem by Applicant/ User or Stake holder Department in accessing the Application.
S3	Moderate Problems	A problem that affects a particular department/ section.
S4	Minor Problem	A problem that affects a typical user group e.g., Non availability/failure of any module etc.

### 2.14.1 Service Level Target

Following table defines Service Level Targets for Response and Resolution time.

Severity Level	Response Time	Resolution Time	Calculation Window
S1	10 min	30 min	Monthly
S2	15 min	20 min	Monthly
S3	20 min	30 min	Monthly
S4	20 min	40 min	Monthly

For enhancement/ modification, the service level targets would be as under:

Severity Level	Response Time	Resolution Time	Calculation Window
S4	1 Day	5 Days	Monthly
S3	1 Day	3 Days	
S2	1 Hours	2 Days	
S1	4 Hours	1 Day	

### 2.14.2 Service Level Compliance

The Service Provider needs to ensure following compliance level for each of the Service Levels.

Severity Level	Required Compliance Level	
	Response time	Resolution time
S1	97%	98%
S2	96%	97%
S3	94%	96%

S4	94%	96%
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2.14.3 Measurement Metrics

Actual Response and Resolution time will be measured as follows:

$$\text{Response time (\%)} = \frac{\text{Calls attended within stipulated response time}}{\text{Total number of calls received in the month}} \times 100$$

$$\text{Resolution time (\%)} = \frac{\text{Calls closed within stipulated resolution time}}{\text{Total number of calls received in the month}} \times 100$$

2.14.4 Penalty Calculation

- Actual vs targeted compliance level for each of the respective service areas will be measured separately in every month.
- Monthly shortfall in achieving SLA compliance, if any, for the respective service areas shall be aggregated for the quarter.
- Penalty for the quarter will be calculated as:

**Penalty amount = Penalty (%) x Total services Cost for the quarter.**

- Applicable Penalty (%) would be as under:

Shortfall in Target/Compliance by SLA	Penalty (%)
<= 1 %	1
> 1% and <= 3 %	3
> 3% and <= 5 %	5
> 5% and <= 6 %	6
> 6% and <= 8 %	8
> 8% and <= 10 %	10

- Any issues related Application should be attended & resolved within 2 hours from time of reporting.
- However, the aggregate penalties that may be levied in a quarter towards the aforesaid managed services shall be limited to 10% of amounts payable quarterly towards these services.
- Downtime of services on holidays or scheduled downtime will not be considered for calculation of uptime and penalty.
- On failure to submit security audit in time penalty of 1% of price quoted for security audit will be levied per week to a maximum of 10%.
- Failure to upgrade framework as per the milestones penalty of 1% of price quoted for up gradation activity will be levied.

## 2.15 Modifications to Scope of Work

- The Service Provider agree that the scope and other terms of this agreement may be subject to change so as to synchronize them with any future decisions of the Government or any other appropriate authority regulating such terms and conditions.
- The successful bidder is expected to incorporate new requirements (changes in UI/Reports/adapting to different database/different OS) that will emerge in course of time primarily relating to this platform using the dedicated team available as part of O&M Phase.
- Only for new requirements and new modules, which are not in the nature of maintenance of the solution, the Service provider and Department will mutually arrive at the man month effort based on the extent of changes involved / development of modules and a work order will be issued. The following would constitute a Change request during the Project period:
  - A. Any work which has not been specifically mentioned in the scope of work.
  - B. Any changes in the deliverables post approval by the Client which is not in the nature of maintenance.

### 3 Instruction to Bidders

#### 3.1 Completeness of Response

- i. The Bidder shall study all instructions, forms, terms, requirements, and other information in the RFP document carefully. Submission of RFP shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- ii. The response to this RFP should be full and complete in all respects. Failure to furnish all information required by the RFP document or submission of a proposal not substantially responsive to the RFP document in every respect will be at the Bidder's risk and may result in rejection of its application.

#### 3.2 Data Ownership

- i. All the data created as the part of the project would be owned by the Government of Meghalaya and the Bidder shall transfer the data to the Government of Meghalaya. The successfully Bidder shall take utmost care in maintaining security, confidentiality, and backup of this data.
- ii. The final output as portal will be the property of Government of Meghalaya & no publication & distribution will be allowed without consent of the client.

#### 3.3 Ownership of the Application

The rights of the module, source code and technology lie with the Planning Investment Promotion and Sustainable Development, Meghalaya.

#### 3.4 Responsibility of Accuracy of Unified Investment Portal

- i. The Bidder shall be responsible for accuracy of the data collected (directly or procured from other agencies/authorities), the designs, workflows, functionalities, and all other details prepared by him/her as part of these services. The Bidder shall indemnify Meghalaya Infrastructure Development And Finance Corporation Ltd. against any inaccuracy in the work that might surface during implementation of the project. The Bidder will also be responsible for correcting at his/her own cost and risk, the functionalities of the portal including any re-investigations and correcting portal etc. if required during the execution of the services.
- ii. The Bidder shall be fully responsible for the accuracy in the portal. All the design, layout and functionalities including all their components shall be fully checked and duly signed by a competent approval committee formed by the Government of Meghalaya after completion of the portal. The design layout and functionalities of the portal not signed by the competent approval committee shall not be accepted.
- iii. The Bidder shall indemnify Meghalaya Infrastructure Development And Finance Corporation Ltd. against any inaccuracy/ deficiency in the design, layout and functionalities of the portal noticed during the pilot usage of the portal and even thereafter. Meghalaya Infrastructure Development And Finance Corporation Ltd. shall bear no responsibility for the accuracy of the design, layout and functionalities of the portal submitted by the Bidders.



### 3.5 Additions and Alterations

- i. Meghalaya Infrastructure Development And Finance Corporation Ltd. shall have the right to make changes, additions, modifications or deletion in the portal or any part of work and instructions given in writing for any such additions / alterations, deletions during the progress of the work and the same shall be complied by the Bidder without any extra cost.

### 3.6 Extension of Time

- i. If the Bidder shall desire an extension of time for completion of the work on the grounds of his/ her having been unavoidably hindered in its execution or on any other ground, the Bidder shall apply in writing to the Meghalaya Infrastructure Development And Finance Corporation Ltd. within seven days of the date of hindrance on account of which he/she desires such extension as aforesaid.
- ii. Meghalaya Infrastructure Development And Finance Corporation Ltd. after satisfying itself about the reasonableness of grounds may grant extension of time which shall be final and binding as in his/her opinion be justified and communicate the same in writing. Wherever such extension of time is granted, it would be without prejudice to the rights of Meghalaya Infrastructure Development And Finance Corporation Ltd. to take any other action under the provisions of the Contract. Any extension of time granted as stated above shall neither entitle the Bidder to any claim for increase in their fees nor shall it release him from any of the obligations under the said agreement.
- iii. The Bidder shall extend the validity of the Performance Guarantee if warranted on account of extension of time.

### 3.7 Time Period of Service

- i. Association of the Bidder shall be till completion and handing over of the project to the client. They are required for carrying out all modifications/ deletion /addition /alteration in the portal as required by Meghalaya Infrastructure Development and Finance Corporation Ltd. for proper execution of the mandate.
- ii. Meghalaya Infrastructure Development and Finance Corporation Ltd. shall arrange to give approval on design, layout and functionalities of the portal and other matters and proposal submitted for approval by the Bidder in such reasonable time as not delay or disrupt the performance of the Bidder's services.
- iii. The project to be of 2-year duration
  - a. Development Phase- 4 Months from date of Notification of Award
  - b. Operation & Maintenance Phase - 1 Year and 8 months from Go-Live declaration.  
To be extended by further period of 1 year at a time subject to satisfactory performance.

### 3.8 Interaction with Meghalaya Infrastructure Development And Finance Corporation Ltd.

- i. During the entire period of services, the Bidder shall interact continuously with Meghalaya Infrastructure Development And Finance Corporation Ltd. and provide any clarification as

regards to the methods being followed and carry out modification as suggested by the department. A workplan with timeline of various activities shall be provided to the department, and intimation shall be given to the department regarding start of key activities so that inspections of the departmental officials could be arranged in time.

- ii. The Meghalaya Infrastructure Development And Finance Corporation Ltd. officers and other Government officers may evaluate the progress of the portal development at any time, individually or collectively to acquaint themselves with the layout and functionalities of the portal.
- iii. The Bidder shall be required to send concise monthly Progress Report by the 5<sup>th</sup> day of the following month to the designated officer at his Head Quarter so that progress could be monitored by Meghalaya Infrastructure Development And Finance Corporation Ltd. These reports will indicate the dates of induction of various key personnel and the activities performed by them. Frequent meeting with the Bidder at office of Meghalaya Infrastructure Development And Finance Corporation Ltd. as foreseen during the project.

### 3.9 Indemnification

- i. The Bidder shall fully indemnify and keep Meghalaya Infrastructure Development And Finance Corporation Ltd. indemnified against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall pay any royalties which may be payable in respect of any article or part thereof included in the contract.
- ii. In the event of any claims made under or action brought against Meghalaya Infrastructure Development And Finance Corporation Ltd. in respect of any such matters as aforesaid the Bidder shall be immediately notified thereof and the Bidder shall be at liberty, at his own expense, to settle any dispute or to conduct any litigation that may arise there from, provided that the Bidder shall not be liable to indemnify Meghalaya Infrastructure Development And Finance Corporation Ltd., if the infringement of the patent or design or any alleged patents or design right is the direct result of an order passed by Meghalaya Infrastructure Development And Finance Corporation Ltd. in this behalf.

### 3.10 Confidentiality and Intellectual Property Rights (IPR)

The IPR and the Customized Source Code of the Portal & Application would be owned by the Department, Govt. of Meghalaya. The service provider will sign a non-discloser agreement with the department.

#### 3.10.1 Confidentiality

- iii. The successful bidder must maintain absolute confidentiality of the documents/ data collected in any form including electronic media and any other data/information provided to him for the execution of the work.
- iv. The bidder should not use the Project data for any purpose other than the scope of work specified in the document and added/ amended before signing the contract.
- v. The Bidder must remove/ destroy the entire data from his custody after completion of the warranty period. If at any stage it is found that the bidder is using the data provided by the client any time

during the contract execution or after completion of the contract for any other purposes, stringent legal action will be initiated as per applicable law of land and the contract will be terminated without assigning any reasons.

- vi. The Bidder shall not disclose to any one, any information marked as confidential and communicated or made available or accessible by the firm during execution of the work.

### 3.10.2 Use of documents and Information and Ownership of the source code

- i. The bidder shall not, without prior written consent from User Department, disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, pattern, sample or information furnished by or on behalf of the User Department in connection therewith, to any person other than a person employed by the bidder in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
- ii. The bidder shall not, without prior written consent of User Department /, make use of any document or information made available for the project, except for purposes of performing the Contract.
- iii. All project related document (including this bid document) issued by Department /, other than the contract itself, shall remain the property of the Department / and shall be returned (in all copies) to the Department / on completion of the Bidder's performance under the contract.
- iv. The bidder will have to submit customized source code along required documentations to User Department. The User Department will have full rights over the Customized source code and IPR shall belong to User Dept. and vendor will not possess any rights. On changes in the source code or documentation the vendor will have to provide source code / documentation to User Department from time to time.

### 3.11 Sub-Contract

No Sub-Contract is permitted for the mandate.

### 3.12 Project Reporting

The Service Provider will work under the direct supervision of Planning Investment Promotion and Sustainable Development, Meghalaya.

### 3.13 Guarantee

- i. The Bidder shall agree to redesign at his/her cost any portion of his/her portal development work, which due to his/her failure to use a reasonable degree of portal developmental skill shall be found defective.
- ii. Meghalaya Infrastructure Development And Finance Corporation Ltd. may make good the loss by recovery from the dues of the Bidder in case of failure to comply with the provisions of the clauses mentioned in entire section of "Instruction to Bidders".

### 3.14 Determination and Rescission of Agreement

- i. Meghalaya Infrastructure Development And Finance Corporation Ltd. without any prejudice to its right against the Bidder, in respect of any delay by notice in writing, shall determine/ rescind the consultancy contract in any of the following cases:
  - a. If the Bidder, being a firm/ company shall pass a resolution or the court shall make any order that the firm/ company shall be wound up or if a Receiver or a Manager on behalf of the creditor shall be appointed or if circumstances shall arise which entitle the court to appoint a Receiver or a Manager or which entitled the court to make up a winding order.
  - b. If the Bidder commits breach of any of the terms of the agreement.
- ii. When the Bidder has made himself/herself liable for action under any of the clauses aforesaid, Meghalaya Infrastructure Development And Finance Corporation Ltd. shall have power:
  - a. To determine / rescind the agreement
  - b. To engage another Bidder to carry out the balance work debiting the Bidder the extra amount, if any, so spent for getting the balance work done. This amount would be in addition to the penalties imposed under clause no. 3.19 provided further that the Bidder shall not be entitled to any difference of cost if the balance work is done at a cost less than the contract value.
- iii. The decision of the CEO from Meghalaya Infrastructure Development And Finance Corporation Ltd. regarding the grounds for determination of the agreement shall be final and binding.

### 3.15 Disputes

- i. If the Bidder believes that a decision taken by the CEO from Meghalaya Infrastructure Development And Finance Corporation Ltd. was either outside of authority or that the decision was wrongly taken, the decision to the Dispute Review Expert (DRE) within 10 days of the notification of the CEO's decision.
- ii. The DRE for various projects will be the Technical Director, Meghalaya Infrastructure Development And Finance Corporation Ltd.

### 3.16 Procedure for Disputes

The Dispute Review Expert shall give a decision in writing within 28 days of receipt of a notification of dispute.

- i. If the Bidder is dissatisfied with the instructions or decision of the Dispute Review Expert, the Bidder may, within 15 days of the receipt of the decision, appeal to the Chief Executive Officer (CEO), Meghalaya Infrastructure Development And Finance Corporation Ltd. who shall afford an opportunity to the Bidder to be heard, if the latter so desires, and to offer evidence in support of his appeal. The CEO, Meghalaya Infrastructure Development And Finance Corporation Ltd. shall give his decision within 30 days of receipt of Bidder's appeal. If the Bidder is dissatisfied with this decision, the Bidder shall within a period of 30 days from receipt of the decision, give notice to

the CEO, Meghalaya Infrastructure Development And Finance Corporation Ltd. for appointment of arbitrator failing which the said decision shall be final binding and conclusive and not referable to adjudication by the arbitrator.

- ii. Except where the decision has become final, binding, and conclusive in terms of Sub Para (i) above, disputes or difference shall be referred for adjudication through arbitration by a sole arbitrator appointed by the CEO, Meghalaya Infrastructure Development And Finance Corporation Ltd. If the arbitrator so appointed is unable or unwilling to act or resigns his appointment or vacates his office due to any reason whatsoever, another sole arbitrator shall be appointed in the manner aforesaid. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.
- iii. It is a term of this contract that the party invoking arbitration shall give a list of disputes with amounts claimed in respect of each such dispute along with the notice for appointment of arbitrator and giving reference to the rejection by the CEO, Meghalaya Infrastructure Development And Finance Corporation Ltd. of the appeal.
- iv. It is also a term of this contract that no person, other than a person appointed by CEO, Meghalaya Infrastructure Development And Finance Corporation Ltd. as aforesaid should act as arbitrator.
- v. It is also a term of this contract that if the Bidder does not make any demand for appointment of arbitrator in respect of any claims in writing as aforesaid within 115 days of receiving the intimation from the CEO that the final bill is ready for payment, the claim of the Bidder shall be deemed to have been waived and absolutely barred and Meghalaya Infrastructure Development And Finance Corporation Ltd. shall be discharged and released of all liabilities under the contract in respect of these claims.
- vi. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (26 of 1996) or any statutory modifications or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.
- vii. It is also a term of this contract that the arbitrator shall adjudicate on only such disputes as are referred to him by the appointing authority and give separate award against each dispute and claim referred to him and, in all cases, where the total amount of the claims by any party exceeds Rs. 1,00,000/- the arbitrator shall give reasons for the award.
- viii. It is also a term of the contract that if any fees are payable to the arbitrator, these shall be paid equally by both the parties.
- ix. It is also a term of the contract that the arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties calling them to submit their statement of claims and counter statement of claims. The venue of the arbitration shall be such place as may be fixed by the arbitrator in his sole discretion. The fees, if any, of the arbitrator shall if required to be paid before the award is made and published, be paid half and half by each of the parties. The cost of the reference and of the award (including the fees, if any, of the arbitrator) shall be in the

discretion of the arbitrator who may direct to any by whom and in what manner, such costs or any part thereof shall be paid and fix or settle the amount of costs to be so paid.

- x. The arbitration shall be conducted in accordance with the arbitration procedure stated in the Clause 3.18 below.

### 3.17 Replacement of Dispute Review Expert

- i. Should the Dispute Review Expert resign or expire, or should the Employer and the Bidder agree that the Dispute Review Expert is not fulfilling his/her functions in accordance with the provisions of the Contract, a new Dispute Review Expert will be appointed by the CEO, Meghalaya Infrastructure Development And Finance Corporation Ltd.

### 3.18 Arbitration

- i. Excepting the decisions taken by the Chief Administrative Officer, Meghalaya Infrastructure Development And Finance Corporation Ltd., all disputes, or differences whatsoever arising between the parties out of or relating to the construction, meaning and operation or effect of this contract or the breach thereof shall be settled by arbitration by a reference to the sole arbitrator or the person appointed by the Chief Administrative Officer CEO, Meghalaya Infrastructure Development And Finance Corporation Ltd. and the award made in pursuance thereof shall be binding on the parties. Such arbitration shall be governed by the Indian Arbitration and Conciliation Act, 1996.
- ii. It is also the term of this agreement that Bidder shall have no objection whatsoever, in the appointment of an officer of Meghalaya Infrastructure Development And Finance Corporation Ltd. as the sole Arbitrator by the Chief Administrative Officer.

### 3.19 Foreclose of Contract

- i. If at any time after acceptance of the consultancy tender, Meghalaya Infrastructure Development And Finance Corporation Ltd. decides to abandon or reduce the scope of the work for any reason, the CEO shall give notice in writing to that effect to the Bidder and the Bidder shall act accordingly in the matter. The Bidder shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he/she might have derived from the execution of the work. Further, the Bidder shall not have any claim for compensation by reasons of an alteration having made in the scope of work which shall involve any curtailment of work as originally contemplated. However, the Bidder shall be paid at contract rates full amount for works executed to the extent and accepted by the Engineer-in-charge.

### 3.20 Operation

- i. The parties recognize that it is impractical in this Contract to provide for every contingency which may arise during the life of the Contract, and the Parties hereby agree that it is their intention that this contract shall operate fairly as between them, and without detriment to the interest of either of them, and that, if during the term of this Contract either Party believes that this Contract is operating unfairly, the Parties will use their best efforts to agree on such action as

may be necessary to remove the cause or causes of such unfairness, but no failure to agree on any action pursuant to this Clause shall give rise to a dispute to arbitration in accordance with Clause 3.15 and 3.16.

### 3.21 Inquiries

- i. Applicants shall e-mail their queries at below mentioned e-mail address at [midfcmegh@gmail.com](mailto:midfcmegh@gmail.com). The response to the queries will be published on <https://meghalayatenders.gov.in> . This response of the Authority shall become integral part of RFP document. The Authority shall not make any warranty as to the accuracy and completeness of responses. The Authority shall endeavor to respond to the questions raised or clarifications sought by the Bidders. However, the Authority reserves the right not to respond to any question or provide any clarification, in its sole discretion and is not under any obligation to entertain/ respond to suggestions made or to incorporate modifications sought for.

### 3.22 Amendment / Supplementary Information to the RFP Document

- i. All the amendments made in the document would be published on the Portal and shall be part of RFP.
- ii. The Applicants are advised to visit the afore mentioned website/portal on regular basis to check for necessary updates. The Authority also reserves the right to amend the dates mentioned in this RFP.

### 3.23 The Authority's Right to terminate the process

- i. The Authority may terminate the RFP process at any time and without assigning any reason. The Authority reserves the right to amend/edit/add/delete any clause of this RFP Document. This will be informed to all and will become part of the RFP and information for the same would be published on the <https://meghalayatenders.gov.in>.
- ii. Performance evaluation of the Bidders on the basis of their work actually done during the last one year shall be done further in the month of April every year. Decision to continue or terminate the engagement right at that stage shall be taken by the competent authority after such yearly performance evaluation, irrespective of the fact that the initial engagement was done for a period of two years. The decision of the competent authority in these regards shall be final and binding on the concerned Bidder, for which he shall have no claim whatsoever.



## 4 Bid Submission Format

1.	<b>Number of Bids</b>	This bid would be single stage two envelop process. In case of multiple Bids by a Bidder all such Bids shall be rejected and their EMD shall stand forfeited.
2.	<b>Language</b>	English
3.	<b>Currency</b>	Indian Currency - INR
4.	<b>Corrections to Arithmetic errors</b>	In case of discrepancy between the amounts mentioned in figures and in words, the amount in words shall govern.

### 4.1 Envelop 1: Technical Proposal

- i. **Appendix A** – Proforma for Performance Guarantee
- ii. **Annexure A**- Application Form
- iii. **Annexure-B** - Details of permanent key staff with details of their qualifications, experience, and field of expertise
- iv. **Annexure C** – Undertaking for IT professionals
- v. **Annexure D** -Details of average annual turnover certified by CA
- vi. **Annexure E**- Details of experience of work during the last 5 years
- vii. **Annexure F** - Details of consultancy work in hand
- viii. **Annexure G** - Details of Particulars of Litigation / Arbitration Cases
- ix. **Annexure H** - MIDFC Department- Bank Details

### 4.2 Envelop 2: Financial Proposal

- i. Only technically eligible candidates' Financial Proposal shall be evaluated. The format for financial bid is attached as Appendix B

## 5 Pre- Qualification Criteria

Prior to evaluation of Bids, the Authority shall determine whether each Bid is responsive to the requirements of this RFP document. A Bid shall be considered responsive if:

- i. it is received as per the format defined in RFP document
- ii. it is received by the Bid Due Date including any extension thereof
- iii. it is signed, sealed as stipulated in RFP
- iv. it is accompanied by the Earnest Money Deposit receipt
- v. it is accompanied by the Power(s) of Attorney, if applicable
- vi. it contains all the information (complete in all respects) as requested in this RFP document (in formats same as those specified)



- vii. it quotes complete scope of Work as indicated in the RFP documents, addendum (if any) and any subsequent information given to the Applicant
- viii. it does comply with all the technical specifications and General Terms and conditions
- ix. it does not contain any condition or qualification
- x. the Applicant has submitted all additional information or clarification as sought by the Authority within the prescribed period

### 5.1 General Criteria

- i. Sole proprietorship, registered partnership firm, public limited company, private limited company, LLP, Agencies. The firms and the companies should be registered in India under the Companies Act 1956/ 2013 is allowed. The documents required to be submitted are:
  - (a) Certificates of Incorporation
  - (b) Registration Certificates
  - (c) Statement of Legal Capacity
- ii. Applicant should be registered with Sales Tax/ Income Tax Department of Government of India and should possess a valid GST and PAN Registration/ Certificate.
- iii. Any entity which has been barred/blacklisted, by the Central Government/ any State Government/Authority, or any entity controlled by these, from participating in any project, and the bar subsists as on the date of application, would not be eligible to submit an application as Bidder.
- iv. Applicant must have CMMi Level 5 certification.
- v. Applicant should have at least 250 IT Professionals as on bid submission date on bidder payrolls. An undertaking in this regard should be submitted by the bidder in the bid as per **Annexure C**.

### 5.2 Technical Staff Strength

The Bidder shall employ and provide such qualified and experienced Personnel as are required to carry out the mandated services. The technical staff required is as mentioned below.

S. No.	Position	Minimum Educational Qualifications	Work Experience
1	Database Administrator	BE(CS)/ BE(ECE)/MCA/ M. Tech (CS)	<ul style="list-style-type: none"> <li>• Experience of developing state single window system in any Indian States/ UTs</li> <li>• Experience and knowledge of MS SQL / Oracle / DB2</li> <li>• Minimum Experience: 5 years</li> </ul>
2	Development Team	BE(CS)/ BE(ECE)/MCA/ M. Tech (CS)	<ul style="list-style-type: none"> <li>• Experience of developing state single window system in any Indian States/ UTs</li> <li>• Experience in development of database, Object Design and development of PL/SQL Blocks,</li> </ul>

S. No.	Position	Minimum Educational Qualifications	Work Experience
			UI related work, Web services maintenance <ul style="list-style-type: none"> <li>• Minimum Experience: 5 years</li> </ul>
3	Support Team	BE(CS)/ BE(ECE)/ MCA/ M. Tech (CS)	<ul style="list-style-type: none"> <li>• Experience in development of database, Object Design and development of PL/SQL Blocks, UI related work, Web services maintenance</li> <li>• Minimum Experience: 2 years</li> </ul>

### 5.3 Financial Information

The applicant should have minimum average annual turnover 50 Crores during the last 3 years and provide bank solvency certificate for the same amount.

Details of Gross Annual Turnover during the last five financial years and bank solvency certificate must be furnished in the format as given at **Annexure-D**.

### 5.4 Work Experience

The applicant should have minimum experience one project in design implementation and maintenance of Software Application & Portal along with Dashboard design, development, implementation, and maintenance having features i.e., Online Registration, Application process and User Dashboard in any State / Central Govt./ PSU organizations during the last 7 Financial years (FY Mar 2016- Mar 2023)

## 6 Evaluation Process

- i. The Authority will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- ii. The Proposal Evaluation Committee constituted by the Authority shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection
- iii. The decision of the Proposal Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/ discussion with the Committee
- iv. The Proposal Evaluation Committee reserves the right to accept or reject any or all bids without giving any reasons thereof
- v. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP
- vi. At any time during the Bid evaluation process, the Authority may seek oral or written clarifications from the Bidders. The Authority may seek inputs from their professional and technical experts in the evaluation process
- vii. The Authority shall inform to the technically shortlisted Bidders about the date and venue of the opening of the financial proposals.

### 6.1 Evaluation Methodology

Evaluation of the Technical and financial proposals will be based on **Quality cum Cost Based Selection** mode with the weightage of **80% and 20%** for technical and financial proposals, respectively.

- i. In the first phase, the Authority shall determine whether each pre-qualified bid is responsive to the requirements of this RFP document or not. The process for bid evaluation mentioned in the section 3- Bid Evaluation Methodology.
- ii. In the second phase, the agency which satisfies the Pre-Qualification Criteria (mentioned in Section 5) shall be evaluated as per the methodology given below in Technical Evaluation Criteria (Section 6.2) and shall be given a “Total Score” out of 100. The “Total Score” shall be converted to “Technical Score” as per the methodology given.
- iii. Financial proposals of qualified bidders shall be opened publicly on the date and time (Section E), in the presence of firm’s representatives who choose to attend. Financial quotes would be relatively marked as mentioned in the Section 6.1.2
- iv. Proposals will finally be ranked according to their combined Score (S) calculated based on technical and financial scores.

### 6.1.1 Technical Evaluation Method

1. The Bidder need to submit all the document with indexing, failing of which may lead to disqualification.
2. The Bidder must submit all desired document with page number and proper binding.
3. A soft copy of the technical proposal should email to midfcmegh@gmail.com

The Technical Proposals shall be evaluated out of 100 marks on the basis of “Technical Evaluation Criteria” and the mark obtained by the bidder is the “Total Technical Score” (Section 6.2).

### 6.1.2 Financial Bid Evaluation Method

The Authority will evaluate Financial Proposals of all the qualified Bidders. If there is a discrepancy between words and figures, the amount in words shall prevail. For any other calculation/ summation error etc. the bid may be rejected. The Bidders shall submit their quote as per the format provided in RFP.

**Financial Score:** The lowest financial proposal will be given a financial score (Sf) of 100 points. The financial scores of other proposals will be computed as follows:

$$Sf=100 * Fm/F$$

(Fm= Lowest financial quote; F= Amount quoted in the Financial Proposal by the Bidder)

### 6.1.3 Award Criteria

- i. The weightage of technical evaluation to financial evaluation will be **80:20**
- ii. Commercial Bids of all Bidders who satisfies the pre-qualification (Section 5), and technical evaluation criteria (6.2) will be opened on the prescribed date in the presence of Bidder representatives
- iii. The Bidder scoring highest in total sum of technical and financial evaluation as per the formula  $S = St * 0.8 + Sf * 0.2$  will be awarded the contract.

## 6.2 Technical Evaluation Criteria

- i. A Committee shall be constituted for evaluation of the applicants. The Committee shall check the application form (Annexure-A) of all the Bidders and those found technically eligible shall be shortlisted for evaluation of Financial Proposal. Applicants meeting the technical eligibility

criteria on the following parameters (as per the eligibility requirements stated in earlier sections) shall be shortlisted for Financial Proposal evaluation: -

- (a) Technical Staff Strength (Annexure – B)
- (b) Financial Information (Annexure – D)
- (c) Work Experience during last five years (Annexure – E)

Sl. No.	Description	Max score
I.	<b>Evaluation based on Bidder's experience</b>	55
1.	<p><b>Past Experience:</b></p> <p>The Bidder's Past experience in <b>design implementation and maintenance of Software Application &amp; Portal along with Dashboard design, development, implementation and maintenance having features i.e. Online Registration, Application process and User Dashboard</b> in any State / Central Govt./ PSU organizations during the last 7 Financial years (FY Mar 2016- Mar 2023)</p> <p>- put together</p> <ul style="list-style-type: none"> <li>○ &gt;4 projects (20 marks)</li> <li>○ 3 projects (15 marks)</li> <li>○ 2 projects (10 marks)</li> <li>○ 1 project (5 marks)</li> </ul> <p><i>Supporting Documents to be submitted- Work Orders &amp; Satisfactory Performance Letters (in case of ongoing project (only in O&amp;M Phase), Go-Live certificate/Phase completion certificate issued by client is to be submitted).</i></p>	20
2.	<p><b>Bidders Turnover:</b></p> <p>Minimum Average Annual turnover of Rs. - 100 crs in last 3 financial years (FY 2020- 21, 2021-22 and 2022-23) from IT Application Development &amp; Application Maintenance services</p> <ul style="list-style-type: none"> <li>○ Rs 100 crs to Rs. 200 crs – 5 marks</li> <li>○ Rs 200 crs to Rs. 300 crs—10 marks</li> <li>○ &gt;Rs. 300 crs – 15 marks</li> </ul> <p><i>Supporting Documents to submitted- Audited Balance Sheets of all the above mentioned years and CA Certificate (with UDIN number of the CA).</i></p>	15
3	<p>Availability of IT Manpower of at least 250 resources with relevant experiences at present with the organization</p> <ul style="list-style-type: none"> <li>○ 250 resource – 2 marks</li> <li>○ 500 resources – 3 marks</li> </ul>	5

Sl. No.	Description	Max score
	<ul style="list-style-type: none"> <li>○ 750 resources – 5 marks</li> </ul>	
4	<p><b>Certificates:</b></p> <ul style="list-style-type: none"> <li>○ CMMi Level 5: 5 Marks</li> <li>○ CMMi level 5 &amp; ISO 27001: 10 Marks</li> <li>○ CMMi level 5 &amp; ISO 27001 along with ISO 20000 &amp; ISO 9001: 15 Marks</li> </ul> <p>(Certificates should be valid &amp; active as on date of bid submission date)</p>	15
<b>II.</b>	<b>Engagement Approach – Presentation by Bidder</b>	<b>45</b>
1.	<ul style="list-style-type: none"> <li>• Technology Model, Features of the proposed solution/ application (Max. 2.5 marks)</li> <li>• Approach &amp; Implementation Methodology (Max. 2.5 marks),</li> <li>• Project execution Plan covering scope of work (Max.2.5 marks)</li> <li>• The bidder experience in handling servers in Datacenter</li> <li>• Training Plan &amp; approach (Max. 2.5 marks)</li> </ul>	10
2.	Proposed Team Structure with Skill & Experience of the Team for the project	10
3.	Strategy for Operations & Maintenance of solution along with helpdesk and escalation mechanism	15
4.	<p>Proposed Security model, Roles Creation, Data Safety with authorizations and authentications</p> <ul style="list-style-type: none"> <li>a. System Level Security</li> <li>b. Application-Level Security</li> <li>c. User Level Security</li> <li>d. Database Security</li> <li>e. Transaction Level Security</li> </ul>	10
	<b>Total</b>	<b>100</b>

### 6.3 Financial Evaluation Criteria

- i. All those Bidders qualifying in the technical evaluation shall be eligible for opening of their financial proposals by the committee in their presence; if they so desire.
- ii. The successful bidder will be engaged at the lowest bid rates after obtaining their consent for the lowest financial quotes.

- iii. Negotiation for consultancy fee may be done with the successful Bidder, if it is desired by Meghalaya Infrastructure Development And Finance Corporation Ltd.

**Disclaimer:** The Authority reserves the right to seek justification from Bidders who quote unusually high or low percentage fee. Further, the Authority reserves the right to reject any bid if the justifications provided are unsatisfactory.

## 7 Award of Contract

### 7.1 Letter of Acceptance

Prior to the expiration of the period of bid validity, the Authority will notify the successful Bidder in writing or through email, to be confirmed in writing by letter, that its bid has been accepted. The letter of acceptance will constitute the formation of the contract.

### 7.2 Signing of Contract

The Authority shall notify the successful Bidder that its bid has been accepted. The Successful Bidder shall enter into contract agreement with the Authority within the time frame mentioned in the Letter of Acceptance to be issued to the successful Bidder by the Authority. Upon the Successful Bidder's furnishing of Performance Security Deposit, the Authority will promptly notify each unsuccessful Bidder.

### 7.3 Failure to agree with the Terms & Conditions of the RFP / Contract

Failure of the successful Bidder to agree with the Terms & Conditions of the RFP / Contract shall constitute sufficient grounds for the annulment of the award, in which event the Authority may invite the next best Bidder for negotiations or may call for fresh RFP.

### 7.4 Non-Disclosure Agreement (NDA)

The Successful Bidder must sign the Non-Disclosure Agreement with the Authority for not disclosing/sharing of information and data stored in the server of the Bidder directly or indirectly.

## 8 Period of Engagement

The selected Bidder shall be engaged initially for a period of 2 years which can then be extended for a period of 1 year based on their performance and policy in vogue at that time. Meghalaya Infrastructure Development And Finance Corporation Ltd., however, reserves the right to upgrade/ renew the engagement at any time without assigning any reasons.

## 9 Financial Terms

### 9.1 Consultancy Fee

- i. The consultancy fee for the Bidders is to be quoted as a whole.
- ii. This fee shall include all charges i.e., all taxes, duties, levies, out of pocket expenses such as travel, accommodation, site visits, procurement cost, professional fee, vetting charges etc.
- iii. The Bidder shall have to make all arrangements for the staff at his/her own cost.
- iv. Bidder shall acquaint itself with all the legislation, court and standards prescribed from time to time.

- v. Statutory charges/fees payable to any local authority for obtaining statutory approvals for commencement/ completion of the portal shall be paid by Meghalaya Infrastructure Development And Finance Corporation Ltd. on demand by the competent authorities or initially the payment shall be made by the Bidder which will be reimbursed to the Bidder by Meghalaya Infrastructure Development And Finance Corporation Ltd. with his/her bills.
- vi. The Bidder shall have to submit the self-attested copy of the PAN No. along with the RFP Document.

## 9.2 Schedule of Payment

- i. Payments to the Bidder shall be “on account” and shall be adjusted against the final bill.
- ii. All payments shall be subject to Income Tax deduction at source.
- iii. The Bidder shall be paid for each milestone as mentioned in the schedule as far as possible by 14th working day after the day of submission of the bill, complete in all respect to Meghalaya Infrastructure Development And Finance Corporation Ltd. as follows:

S. No.	Activity/Task/ Milestones	Payement
1	Project Start by takeover of the existing system and deploying required manpower	30%
2	Finalization of System Design	
3	Completion of Application development and Unit Testing	
4	Completion of creation of users and work flow of Other Department services	
5	Completion of Security Audit of the Application and obtaining certificate	20%
6	Final User Acceptance Test & Completion of Training and declaration of Go-Live	50%
<b>Operation and Maintenance (monthly)</b>		<b>5% of the value quote of the development phase</b>

The payments shall be released by the Meghalaya Infrastructure Development And Finance Corporation Ltd. as per payment terms after deducting penalties if any.

## 9.3 Earnest Money Deposit (Bid Security)

Any Bid not accompanied with EMD shall be rejected. Bidders must submit Physical copy of the DD as part of the proposal. Otherwise offer will be treated as irresponsive.

- i. Earnest Money Deposit (“EMD”) of amount INR 4,00,000/- (Four Lakh Rupees Only) is to be submitted by the bidder by means of Internet Banking/ NEFT/ RTGS
- ii. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the Bidder on the amount of the EMD

- iii. Bids submitted without adequate EMD will be rejected
- iv. Unsuccessful Bidder's EMD shall be returned within 60 days from the date of signing of contract with the successful Bidder
- v. EMD of Successful Bidder will be returned after the award of contract and submission of the Performance Security within specified time and in accordance with the format given in the RFP.
- vi. EMD shall be non-transferable
- vii. Bank Details of MIDFC is mentioned in **Annexure H**
- viii. The EMD may be forfeited:
  - If a Bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any
  - In case of a successful Bidder, if the Bidder fails to sign the contract in accordance with the terms and conditions
  - If during the bid process, a bidder indulges in any such deliberate act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization
  - If during the bid process, any information is found false/fraudulent/mala fide, then the Authority shall reject the bid and, if necessary, initiate action.

#### 9.4 Performance Guarantee

- i. As a condition precedent to execution of the Agreement, the successful vendor shall ensure submission of the requisite unconditional irrevocable Bank Guarantee, in the prescribed format within 15 days of receipt of the LoA as a Performance Guarantee for the services to be performed under the resultant Agreement.
- ii. The Bank Performance Guarantee shall be equivalent to 3% of the contract value must be issued by a Nationalized Bank/Scheduled Bank as per RBI provisions and will be valid until contract duration and co-terminus with the contractual agreement.
- iii. The Bidder will submit the revised Performance Bank Guarantee (PBG) prior to the expiration of current PBG. Revised PBG shall be based on revised contract if any and shall be valid until contract duration and valid for 6 months after completion of all contractual obligations.
- iv. The format of Performance Bank Guarantee is attached as Appendix -A.

#### 9.5 Forfeiture of Performance Guarantee

When the Bidder has made himself/herself liable for action under any of the clauses aforesaid, the CEO on behalf of the Meghalaya Infrastructure Development And Finance Corporation Ltd. shall have powers:

- i. To determine or rescind the contract as aforesaid (of which termination or rescission notice in writing to the contractor under the hand of CEO shall be conclusive evidence) upon such determination rescission, the Performance Guarantee under the contract shall be forfeited and placed absolutely at the disposal of Meghalaya Infrastructure Development And Finance Corporation Ltd.



- ii. In case the Bidder fails to complete the work, Meghalaya Infrastructure Development And Finance Corporation Ltd., without prejudice to rights and remedies available under the agreement shall forfeit Performance Guarantee in cash and/or by encashing the Bank Guarantee.

**APPENDIX A – Proforma for Performance Guarantee**

**PROFORMA FOR PERFORMANCE GUARANTEE  
(ON NON-JUDICIAL STAMP PAPER OF APPROPRIATE VALUE)**

**B.G No.:**

**DATE:**

To  
Chief Executive Officer (CEO),  
Meghalaya Infrastructure Development and Finance Corporation (MIDFC),  
MIDFC, MBDA Building, 3rd Floor, Nongrim Hills, Shillong,  
East Khasi Hills,  
Meghalaya – 793003.

1. In consideration of you, “Meghalaya Infrastructure Development and Finance Corporation (MIDFC) having its head office at MIDFC, MBDA Building, 3rd Floor, Nongrim Hills, Shillong, East Khasi Hills, Meghalaya – 793003 (hereinafter referred as the “Corporation”, which expression shall, unless it be repugnant to the subject or context thereof include its, successors, and assigns) having agreed to receive the Bid of Rs. .... (Rupees ..... only) from M/s ....., (Hereinafter referred to as the “Bidder” which expression shall, unless it be repugnant to the subject or context thereof include its, successors, and assigns) for Providing Consultancy Services for Planning & Design of ..... (hereinafter referred to as “the Project”) pursuant to the RFP Document dated ..... issued in respect to the Project and other related documents hereinafter collectively referred to as “Bidding Documents”),

We, (Name of the Bank) having its registered office at ....., and one of its branches at .....(hereinafter referred to as the Bank) at the request of the Bidder do hereby in terms of clause 9.4 of the RFP Document, irrevocably, unconditionally and without reservation guarantee the due and faithful fulfilment and compliance of the terms and conditions of the Bidding Documents (i.e. the RFP Document) by the said Bidder and unconditionally and irrevocably undertake to pay forthwith to the Corporation an amount of Rs. .... (Rupees. .... only) as performance guarantee (hereinafter referred to as the “Performance Guarantee”) as our primary obligation without any demur, reservation, recourse, contest, or protest and without reference to the Bidder if the Bidder shall fail to fulfil or comply with all or any of the terms and conditions contained in the said Bidding Documents.

2. Any such written demand made by the Corporation stating that the Bidder is in default of the due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents shall be final, conclusive, and binding on the Bank.

3. We, the Bank, do hereby unconditionally undertake to pay the amounts due and payable under this Guarantee without any demur, reservation, recourse, contest or protest and without any reference to the Bidder or any other person and irrespective of whether the claim of the Corporation is disputed by the Bidder or not, merely on the first demand from the Corporation stating that the amount claimed is due to the Corporation by reason of failure of the Bidder to fulfil and comply with the terms and conditions

contained in the Bidding Documents. Any such demand made on the Bank shall be conclusive as regards amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs. .... (Rupees. .... only).

4. This Guarantee shall be irrevocable and remain in full force for a period of ....(.....) months from the date of signing of the contract agreement inclusive of a claim period of 60 (sixty) days or for such extended period as may be mutually agreed between the Corporation and the Bidder, and agreed to by the Bank, and shall continue to be enforceable till all amounts under this Guarantee have been paid.

5. We, the Bank, further agree that the Corporation shall be the sole judge to decide as to whether the Bidder is in default of due and faithful fulfilment and compliance with the terms and conditions contained in the Bidding Documents and the decision of the Corporation that the Bidder is in default as aforesaid shall be final and binding on us, notwithstanding any differences between the Corporation and the Bidder or any dispute pending before any Court, Tribunal, Arbitrator or any other Authority.

6. The Guarantee shall not be affected by any change in the constitution or winding up of the Bidder or the Bank or any absorption, merger or amalgamation of the Bidder or the Bank with any other person.

7. In order to give full effect to this Guarantee, the Corporation shall be entitled to treat the Bank as the principal debtor. The Corporation shall have the fullest liberty without affecting in any way the liability of the Bank under this Guarantee from time to time to vary any of the terms and conditions contained in the said Bidding Documents.

8. Any notice by way of request, demand or otherwise hereunder shall be sufficiently given or made if addressed to the Bank and sent by courier or by registered mail to the Bank at the address set forth herein.

9. We undertake to make the payment on receipt of your notice of claim on us addressed to name of Bank along with branch address and delivered at our above branch which shall be deemed to have been duly authorized to receive the said notice of claim.

10. It shall not be necessary for the Corporation to proceed against the said Bidder before proceeding against the Bank and the guarantee herein contained shall be enforceable against the Bank, notwithstanding any other security which the Corporation may have obtained from the said Bidder or any other person and which shall, at the time when proceedings are taken against the Bank hereunder, be outstanding or unrealized.

11. We, the Bank, further undertake not to revoke this Guarantee during its currency except with the previous express consent of the Corporation in writing.

12. The Bank declares that it has power to issue this Guarantee and discharge the obligations contemplated herein, the undersigned is duly authorized and has full power to execute this Guarantee for and on behalf of the Bank

(Signature of the Authorized Signatory)  
(Official Seal)



## APPENDIX B - Indicative Format of Price Bid

Financial bid will have to be submitted online as per BOQ format

1. It is hereby certified that we have understood Instructions to Bidders, General Conditions of Contract (including Option Clause thereof), Technical Specification, RFP/Bid Document and all other terms and conditions given in the RFP/Bid Document and have thoroughly examined Specification given in RFP/Bid Document. We are fully aware of the type of Service required and our offer is to prepare Unified Investment Portal for Meghalaya is strictly in accordance with requirements and according to the terms of RFP/Bid Document. We agree to abide by the conditions of the RFP/Bid Document.
2. We hereby offer to supply, commissioning, operation and maintenance of the service detailed above as Authority may specify in the Letter of Award/ Contract at the price quoted and agree to hold this offer open for acceptance for a period of 30 days from the Last Date of Submission of Bid.

### NOTE:

- In case of discrepancy between the price decided as per contract and billed total price, price as favorable to the Authority shall prevail.
- In case of difference between Price in figures & words, Price quoted in words shall prevail.
- Instructions contained in the 'Instructions to Bidders', 'General Conditions of Contract', 'Technical Specification' & 'RFP/Bid Document Summary' may be carefully Studied before filling up this 'Price Schedule'.
- Bidder shall clearly indicate breakup of prices in their Bids including government taxes/ levies etc. as applicable at the time of filling their Bids.

**BOQ Format**

<b>Tender Inviting Authority:</b> Meghalaya Infrastructure Development & Finance Corporation (MIDFC)								
<b>Name of Work:</b> Development of Meghalaya's Unified Investment Portal								
<b>TENDER No:</b> MIDFC/IT-MUIP/2024/150/3								
Name of the Bidder/ Bidding Firm / Company:								
<b>PRICE SCHEDULE</b>								
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)								
Sl. No.	Item Description	Quantity	Units	Per UNIT RATE In Figures To be entered by the Bidder (In Rs.)	GST in Percentage	TOTAL AMOUNT With Taxes	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT with Taxes In Words
1	Development of Meghalaya's Unified Investment Portal	1	Nos					
Total in Figures								
Quoted Rate in Words								

### Annexure A – Application Form

(The applicant should carefully study the RFP and the list of documents to be annexed with the proposal before filling the form. Proposal found deficient in any respect is liable to be rejected without any further correspondence)

1. **Name of Applicant** .....

2. **Address of the Applicant:**

Regd. Office: .....

Head Office: .....

(Attach separate paper for addresses of other offices)

3. **Telephone Number:** .....

**Fax No:** .....

**E-mail address:** .....

4. **Constitutions:**

(a) Sole Proprietorship Concern  (c) Partnership Firm

(b) Public Ltd. Company  (d) Private Ltd. Company

5. **If Partnership firm, names of the partners / If company, names of Directors**

- (a) .....
- (b) .....
- (c) .....
- (d) .....
- (e) .....
- (f) .....

6. **Furnish the following details and enclose copies of each document**

- (a) PAN .....
- (b) GST No. ....
- (c) Corporate Identity No. as given by relevant ROC ..... (if applicable)

7. **Is the sole proprietor/ any partner/ director of company:**

(a) Dismissed Government Servant Yes  No

- (b) Removed from approved list of contractors      Yes     No
- (c) Demoted to a lower class of consultant              Yes     No
- (d) Having business banned/suspended by any government in the past      Yes     No
- (e) Convicted by a court of law                              Yes     No

If answer to any of the above is 'Yes', furnish details on a separate sheet.

**8. Name of Person holding Power of Attorney**

.....

**9. Name of Bankers with full address**

.....

**10. Place of Business**

.....

**11. Whether already enlisted with MAL or any other department**

Yes     No

**12. If yes, give details:**

(i) Name of department: .....

(ii) Category: .....

(iii) Empanelment authority & address: .....

(iv) Empanelment No. & date .....

(v) Date of validity: .....

**13. Certificates:**

I/We (including all partners) certify that I/We have read “Request for Proposal for Empanelment of Design and DPR Consultants for various Junction Improvement, Section Improvement, Street Design, and Urban Landscaping projects in the state of Meghalaya” in MIDFC as amended up to-date and shall abide by them.

**14. Empanelment fee enclosed**

Draft No.	Date	Amount	Issuing Bank and Branch



**Signature(s) of applicant(s):**

<b>Name</b>	<b>Signature</b>	<b>Address</b>
.....	.....	.....
.....	.....	.....
.....	.....	.....
.....	.....	.....

Date:

No. of Documents attached:

**Annexure B- Details of Permanent Key members employed with the Applicant**

Sl. No.	Designation	Total No.	Name	Qualification	Professional Experience and Details of work carried out	Field of Expertise	Date since employed with the Applicant	Remarks
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1.								
2.								
3.								
4.								
5.								

Note: CVs of each personnel/expert shall be attached with their signatures and counter signed by the authorized representative of the firm with self-attested copy of certificates.

Signature of Authorized Signatory of Applicant (s)

**Annexure C – Undertaking for IT professionals**

We have carefully read and understood the enclosed Terms and Conditions of the RFP and agree to abide by them.

We declare that:

- i. We declare that we have availability of IT Manpower of at least 250 resources with relevant experience at present with the organization.

(Signature of Authorized Signatory)

Name.....

Designation.....

Signature of Authorized  
Signatory of Applicant (s)

**Annexure D – Financial Information**

Details to be furnished duly supported by figures in balance sheet/profit & loss account for the last five years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached).

1. Gross Annual turn over

2018-2019	2019-2020	2020-2021	2021-2022	2022-2023

2. Solvency Certificate from

Bankers of Applicant. (To be attached on bank's letter head)

Signature of Authorized  
Signatory of Applicant (s)

Signature of Chartered Accountant with seal

**Annexure E – List of consultancy works completed during the last 5 years**

Sl. No.	Name of Project	Brief Scope of Consultancy Work	Cost of Consultancy Work	Name of Client Department	Date of Start	Date of Completion	Remark
1.							
2.							
3.							
4.							
5.							

Note: Only top 5-10 high value and important works be given of each type of work, certificate from clients must be attached is proof.

Signature of Authorized  
Signatory of Applicant (s)

**Annexure F – List of consultancy works in hand**

Sl.No	Name of Project	Brief Scope of Consultancy Work	Cost of Consultancy Work	Name of Client Department	Date of Start	Date of Completion	Remark
1.							
2.							
3.							
4.							
5.							

Note: Only top 5-10 high value and important works be given of each type of work, certificate from clients must be attached is proof.

Signature of Authorized  
Signatory of Applicant (s)

**Annexure G – Particulars of Litigation / Arbitration Cases**

Sl.No	Name of project under litigation	Name of Client	Amount of Litigation	Period of Litigation	Outcome of Arbitration /Court	Remarks

Signature \_\_\_\_\_ of  
Authorized  
Signatory of Applicant  
(s)

### **Annexure H - MIDFC Department- Bank Details**

<b>Account holder name</b>	Meghalaya Infrastructure Development & Finance Corporation
<b>Bank Name</b>	State Bank of India
<b>CIF Number</b>	88166415322
<b>Account Number</b>	34645149649
<b>Branch Name</b>	MEGHALAYA SECTT, SHILLONG, IGP POINT MG ROAD SHILLONG, DIST EAST KHASI HILLS MEGHALAYA 793001
<b>IFSC Code</b>	SBIN0006320