



**Office of the Development Commissioner (Handlooms)
Ministry of Textiles
Government of India
Udyog Bhawan,
New Delhi**

Notice Inviting E-Tender (NIT)

RFP No: 11/4/2021-DCH/NHDP/PMU

Request for Proposal (RFP)

For partial modification/MIS development/up-dation of existing Portal developed for end-to-end digitization of Block Level Clusters (BLCs), Handloom Marketing Events, Sant Kabir /National Awards and yarn supply under Yarn Supply Scheme, its integration and maintenance.

Government of India
Ministry of Textiles
Office of the Development Commissioner for Handlooms,
Udyog Bhavan, New Delhi

Notice Inviting E-Tender

Office of the Development Commissioner for Handloom, Ministry of Textiles, Government of India invites online bids through two bid system (Technical and Financial) for engaging eligible agency for partial modification/MIS development/up-dation of existing Portal developed for end-to-end digitization of Block Level Clusters (BLCs), Handloom Marketing Events, Sant Kabir / National Awards etc. under National Handloom Development Programme (NHDP) and supply of yarn under Yarn Supply Scheme, its integration and maintenance.

2. The tender document may be downloaded from Office of Development Commissioner for Handlooms website www.handlooms.nic.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under:

CRITICAL DATE SHEET

1.	Published Date	11.10.2021
2.	Bid Document Download Start Date and Time	11.10.2021 at 6.00 PM
3.	Bid Document Download End Date and Time	01.11.2021 at 12.00 PM
4.	Pre -bid Conference Date, Time and Place	14.10.2021 at 11.00 AM
5.	Bid Submission Start Date and Time	20.10.2021 at 15.00 PM
6.	Bid Submission End Date and Time	01.11.2021 at 12.00 PM
7.	Bid Opening Date and Time	02.11.2021 at 12.00 PM

- Agency willing to participate in the pre-bid meeting may confirm through email: sp.bhatt07@nic.in, hl-megacluster-mot@gov.in by 13.10.2021 (FN), so that link may be sent to them for the meeting through Video Conferencing (VC).

3. Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>. Contractors/Bidders are advised to follow the instructions provided in the "Instructions to the Bidders for e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>" and as per the **Annexure -I**. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. Bidders shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with Office of Development Commissioner for Handlooms.

5. Intending tenderers are advised to visit Office of Development Commissioner for Handlooms website www.handlooms.nic.in (for handlooms schemes etc.) and CPPP site <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

6. **EMD and Bid document cost:**

Earnest Money Deposit	INR 1,00,000 (Indian Rupees One lakh only) in the form of DD in favour of PAO (Tex.) New Delhi or BG from a Nationalized Bank drawn in favor of PAO(Textiles), New Delhi.
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7. If the EMD is submitted through BG, the minimum validity date of the BG should be 120 (one hundred twenty) days from the last date of submission of the bids. The Hard Copy of original instruments in respect of EMD must be delivered to the address given below on or before bid submission end date/time as mentioned in the critical date sheet. Bids not accompanied with EMD are liable to be rejected. NSIC registered agencies are exempted from paying EMD.

Director,
Office of DC (Handlooms)
Ministry of Textiles,
Room no. 57-A, Udyog Bhawan, New Delhi – 110011

8. Bids will be opened as per date/time as mentioned in the Tender CriticalDate Sheet. After online opening of Technical-Bids, the results of their qualification as well Financial Bid opening will be intimated.

9. **Submission of Bids:**

The bids shall be submitted online in two parts, viz., Technical and Financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

10. **Technical Bid (Check list):**

Following documents are to be self-attested and furnished by the Bidder along with Technical Bid (**Annexure -II**) as per the bid document (as applicable):

- a) Cover Letter as per **Annexure - I**
- b) Scanned Copy of Certificate of Incorporation/Registration/MoA/Pan Card and GST Registration certificate.
- c) Scanned Copy of Turn over certificates for last three years and Audited Balance sheet plus Profit and Loss account of last three years audited by certified CA.
- d) Scanned copy of RFP Acceptance Letter and Power of Attorney for the Authorized Signatory as per format provided in **Annexure - III & IV**.
- e) Scanned copy of non-blacklisting certificate and completion of work undertaken for Govt. (Central/States) as per format provide in **Annexure - V & VI**.
- f) Scanned copy of proof for payment of EMD and previous three years Income tax return.

- g) Approach, Methodology and detailed Work/Activity Plan
- h) Certificate of number of persons engaged on payroll in the format provided in **Annexure - VII**
- i) Team Composition as per format provided in **Annexure - VIII.**
- j) Detailed CVs of Key Personnel as per format provided at **Annexure - IX**
- k) Work order, completion certificate, client satisfaction certificate as proof of the experiences.

9.2 Financial Bid:

Price bids to be furnished by the Bidder as a part of Financial Bid as per format given in **Annexure-X.**

10. Background of the Project

Request for Proposal (RFP) for partial modification/MIS development/up-dation of existing Portal developed for end-to-end digitization of BlockLevel Clusters (BLCs), Handloom Marketing Events, Sant Kabir/National Awards under National Handloom Development Programme (NHDP) and supply of yarn under Yarn Supply Scheme, its integration and maintenance.

A) Block Level Clusters

Block Level Cluster is one of the components of National Handloom Development Programme (NHDP) & Comprehensive Handloom Cluster Development Scheme (CHCDS). It was introduced in 2015 and is more flexible to suit the requirements of the cluster with higher scale of funding by the Govt. Further, a cluster in the block is eligible to avail the financial assistance upto Rs.2.00 crore for various interventions such as setting up of Common Facility Centre (CFC), engagement of textile designer, construction of workshed, appointment of Cluster Development Executive (CDE), technological up-gradation, skill up-gradation etc. Besides, financial assistance upto Rs.50.00 lakh is available for setting up of dye house at district level.

Components and their funding

- i) Upto Rs. 50.00 lakh for setting up of CFC
- ii) Upto Rs. 85.00 lakh for interventions directly benefitting the individual weavers, like loom/accessories, construction of individual workshed, lighting unit. Funding for construction of individual/common Workshed is limited to 1/3rd of Rs. 85.00 lakh.
- iii) Upto Rs. 20.00 lakh for skill up-gradation in technical, managerial areas and IT.
- iv) Upto Rs. 15.00 lakh for engaging textile designer.
- v) Upto Rs. 15.00 lakh as Project Management Cost,
- vi) Upto Rs. 5.00 lakh as corpus fund for yarn depot/marketing,
- vii) Upto Rs. 10.00 lakh for other interventions, including baseline survey, product development, documentation of cluster activities. Computer Aided Textile Design (CATD) system etc.

Note: CATD will be made available preferably for a group of clusters at Weavers' Service Centre concerned. Total: Upto Rs. 2.00 crore per cluster. In addition, upto Rs. 50.00 lakh for setting up of dye house, with Effluent Treatment Plant (ETP), if required at district level.

Implementing agency

- a) Central Government Organizations (WSCs/IIHTs)
- b) National Level Handloom Organizations
- c) State Director/Commissioner of Handloom & Textiles
- d) State Director/Commissioner of Sericulture
- e) State Handloom Development Corporations
- f) State Apex Handloom Weavers' Co-operative Societies.
- g) Primary Handloom Weavers' Co-operative Society, having large presence in the Cluster covering at least 50% individual weavers as non- members.
- h) Self Help Groups registered as legal entity.
- i) Producers' Company.
- j) Any other appropriate legal entity working for handlooms (recommended by the State Govt. and approved by the DC (Handlooms)).

Note - For implementation of Cluster Development Programme (CDP), eligible Agency (except NGO, Central Govt. organizations like WSC/IIHT, State Govt. organizations such as State Director/Commissioner In-charge of Handloom/Sericulture etc.) should have net profit in last 2 years.

Duration of project: 3 years from the date sanction of 1st installment.

Submission of the proposal: State Govt. will submit the proposals to office of the Development Commissioner (Handlooms).

Release of financial assistance: Funds will be released directly to the Implementing in two or more installments of the total GoI share. 1st installment will be released in advance, and 2nd installment will be released on receipt of 70% utilization Certificates and Physical and Financial Progress report of 1st installment. In respect of individual interventions benefitting individual weavers, financial assistance will be released to State Govt./WSC concerned for transferring the same to the suppliers (through DBT) of looms/accessories/ lighting units etc. and to beneficiaries of worksheds.

Number of clusters sanctioned

Since 2015-16 to 2021-22 (till date), 440 Block Level Clusters have been sanctioned in 26 States. Sanction of the Clusters in various States is a continuous process.

B) Handloom Marketing Assistance (HMA)

Handloom Marketing Assistance (HMA), one of the components of National Handloom Development Programme (NHDP) is implemented all over the country for providing marketing platform to the handloom weavers/ agencies to sell their products directly to the consumers.

Under HMA, financial assistance is provided to National and State level handloom agencies to organize the marketing events like National Handloom Expos (NHE), Special Handloom Expos (SHE) and District Level Events (DLE) etc. to sell handloom products from district to National level.

Individual Weavers are provided a marketing platform through participation in various craft melas (such as Suraj Kund, Taj Mahotsav, Shilpgram, Shilparamam, Toshali etc.) in different parts of the country and in Dilli Haat, New Delhi to sell the handloom products. In addition, International fairs and exhibitions are also organized.

Also, Sant Kabir Award, National Award and National Merit Certificates are conferred to the handloom weavers for their Excellency in the field of handloom sector.

Following are implementing Agencies for marketing events:

- a) State Governments Agencies
- b) National Handloom Development Corporation Ltd. (NHDC)
- c) Handloom Export Promotion Council (HEPC)
- d) Central Cottage Industries Corporation of India Limited (CCIC)
- e) Other Central/State Government organizations supporting handloom sector.

C) Yarn Supply Scheme

10% Price Subsidy on Hank Yarn: To mitigate the cost disadvantage of handloom Sector, Govt. of India provide 10% price subsidy on Hank Yarn purchased by the individual weavers/handloom agencies. This will not only help the handloom sector to survive and become self sustainable in the long run but also enable them to compete with power loom products. 10% subsidy is available on wool, cotton, domestic silk and linen yarn.

Implementing Agency: National Handloom Development Corporation (NHDC) etc.

Eligible agencies:

- a) All Handloom Organisations (including weavers cooperative societies) at National/State/ Regional/Primary handloom level;
- b) Self Help Groups/Joint Liability Groups/ Individual Weavers/Weavers entrepreneur/SPVs of Mega Cluster/Integrated Handloom Textile Parks/Consortia of Clusters/Producers Company.

11. Objective

Office of the DC (Handlooms) proposes to select an agency to take over the live portal for partial modification/MIS development/up-dation of existing Portal developed for end-to-end digitization of Block Level Clusters (BLCs), Handloom Marketing Events, Sant Kabir/National Awards under National Handloom Development Programme (NHDP) and supply of yarn under Yarn Supply Scheme, its integration and maintenance.

12. Management of the Scheme

- a) Setting up of the PMU and deploy resources as per the pattern approved by Office of the DC (Handlooms). PMU shall be solely responsible in executing the scheme implementation.
- b) Taking over of the existing activities in management of the Portal: myhandlooms.gov.in alongwith control of centralized web based Management Information System (MIS) on as is what is basis.
- c) Aligning of the portal with the handloom schemes and broad policy framework of Office of the DC (Handlooms).
- d) Designing formats for reports/communication etc., wherever required for any activity relating to implementation of the scheme.
- e) Drafting of reports/Power Point Presentation and generating data of various forms/kinds as per the

- requirement of Office of the DC (Handlooms) from time to time.
- f) Any other task/assignment in connection with the implementation of the scheme.

13. Salient features of the Portal

The project for setting up of PMU to develop a modular dynamic website for Block Level Clusters (BLCs) under National Handloom Development Program (NHDP)/ Comprehensive Handloom Cluster Development Scheme (CHCDS) and Handloom Marketing Assistance (Marketing Events, Crafts Mela, and Sant Kabir/National Awards and Yarn Supply) was awarded to an agency through open bids e-tendering process.

Salient features of the portal are as follows:

- a) An integrated "My Handloom Schemes" portal for all the Weavers, State agencies, Apex bodies, Cooperative Societies, and other organizations for availing various benefits under the handloom schemes like Block Level Clusters, Handloom Marketing Assistance, Awards, Yarn Supply etc.
- b) One - stop shop for information on all handloom schemes.
- c) Ensures complete transparency and tracking of applications. It is a single "sign-on" for all the schemes.
- d) Once the information is filled in by the applicant, the same would be saved in the system and will not be needed to be filled up for any other scheme.
- e) Inbuilt calculators for calculating project cost, etc. in the application for block level clusters. Real-time status update on applications.
- f) On-line lottery System for transparent allotment of stalls for various events such as melas, Dilli Haats, etc.
- g) Real-time information through interactive dashboards for progress made in various schemes/interventions such as Mudra Loan Scheme, Weavers' Insurance, Yarn Supply, distribution of looms and accessories, number of trainings, etc.
- h) Process of on-line submission of applications and approval will be completely paperless and will be linked with E-office.
- i) User-friendly report generation for administrative requirements.
- j) Regular status updates on pending applications to higher authorities and will be integrated with DBT Portal.

14. Scope of the Work

The agency will be required to provide a robust web-based application by enhancing the existing MIS system and providing services for its operation, management and maintenance support. The scope of the assignment includes all such works/functions necessary to achieve the objectives of the department.

14.1 Maintenance of the existing MIS/Up-dation of the Portal

The Portal: myhandlooms.gov.in has been developed and presently, it is live on NIC Server. Details are as follows:

- a. To enhance and develop the existing web-based MIS and monitoring system in consultation with the office of DC (Handlooms) and users (Weavers' Service Centres, Implementing agencies).
- b. Up-gradation of existing technology of the MIS with integration of Artificial intelligence and Machine Learning
- c. Designing parameters & modules considering ease of uploading of data by

- stakeholders for assessing performance & monitoring of the action being taken.
- d. Periodic generation of MIS reports w.r.t. BLC, HMA and Yarn Modules
- e. Creating training modules and organizing training workshops for various stakeholders
- f. Maintenance and support services (including Maintenance of application Software)
- g. Coordination of the MIS activities of different stakeholders and resolution of their concerns/issues, if any from time to time.
- h. Functional support services and changes, subject to mutual understanding.
- i. Deploy resources for project management, monitoring and MIS support.
- j. Handholding of department and WSC's staff for smooth transition from offline mode to online mode of proposal submissions.
- k. Capacity building of officers and weavers

Specification of the Modules of MIS

The MIS is currently developed on .net technology with My SQL database. Front end with html, css, javascript, and bootstrap. The technology shall be upgraded to latest compatible version in order to enhance performance, minimizing security risks, better support for future changes, offer more dynamic features with inclusion of Artificial Intelligence and Machine Learning programmes etc. as per below mentioned modules.

- a) Redesigning of the existing MIS portal with more interactive, easier and fully accessible user interface.
- b) Mobile friendly: The web application shall be made mobile friendly and shall be compatible with all existing browsers and technology platforms including iOS and Android.
- c) Dynamic update of all the forms: All forms shall be made dynamic with a provision of their online updation at any point of time.
- d) All existing forms shall be modified with inclusion of certain fields, analysis, filters etc. New forms shall also be integrated.
- e) Up-dation of the MIS modules as per the changes in the schemes
- f) Creating dashboard with compiled information relevant to the concerned stakeholder. The process cycle of forms also needs to be revisited and to be modified accordingly.
- g) Robust MIS application to provide all sorts of reports at national, States/UT, and District level.
- h) The MIS should be able to generate real time reports based on customized inputs/filters.
- i) Customized MIS reports based on selection of several parameters as per the requirement of user for each stakeholder/user Department/domain which shall also include periodic progress update, timeline and delay in completion of activities.
- j) Artificial Intelligence (AI) and Machine Learning (ML) shall be integrated to make the MIS application/portal more dynamic, interactive, user friendly and maintain accuracy of data.
- k) Comprehensive list of FAQs to be prepared along with the answers
- l) The system should have capabilities to monitor the progress of work as well as keep any eye on all the MIS users on regular up-dation of data in the MIS portal. Provision of auto-reminders, and notifications through SMS and email to be sent to users.
- m) Provision of verification of clusters and uploading photographs including geo tagged photographs
- n) Develop mobile app with features of Geo-tagging and time stamp for the assets created in the cluster as well as new clusters to be sanctioned.
- o) Geo tagging of facilities/premises with integration of WSC's, clusters, common facility centres, weavers etc. on GIS based maps by the users.

- p) Rights of delegation of forms by Sub admin to the data feeders. This will also include creating hierarchy structure for each user. The same should be visible at all levels.
- q) Modification in user management and delegation of rights to sub admin to create other sub admins for the same organization with delegation of customized rights.
- r) Analysis of photographs at country, state and city levels with a cumulative count of entries along with display of photograph album with current status. The same also to be given for central Government forms.
- s) Develop module, enabling data entry of weavers enrolled under welfare scheme i.e. insurance, scholarship to the ward of weavers for study in leading design/textile Institutes.
- t) Grievance redressal System
- u) Integration with other data base/web or mobile applications/MIS etc. capturing information related to accessibility at any point of time.

14.2 Integration with other Government portals

This MIS portal shall also be integrated with following Government portals:

- I. Umang portal
- II. DBT Bharat portal
- III. Darpan Portal
- IV. PFMS
- V. E-office system
- VI. Existing ERP and e-dhaga application for 10% subsidy on hank yarn
- VII. Handloom Weaver Mudra Portal of Punjab National Bank
- VIII. Ministry dashboard
- IX. All other websites of office of DC (Handlooms) on my Handloom portal
 - a) The MIS should provide workflow templates to facilitate admin to easily customize it according to its needs.
 - b) Scalable and Secure architecture: The MIS application should be secure and scalable; and should be able to grow with increased demand without re-writing entire application from scratch.
 - c) Audit trail of all activities and communications.
 - d) Provisions to be made to upload material in the form of documents including pdf, videos, pictures with captioning etc.
 - e) Provision of a dynamic dashboard including public dashboard to display real time position/progress

Note: The above list is indicative and likely to change based on the requirement.

Operations and Maintenance

The agency shall deploy (onsite) a 04-team member for operation and management of the MIS application as dedicated PMU team to be stationed at the office of DC (Handlooms). It shall be the responsibility of the agency to equip the PMU team with all necessary electronic tools including laptop, internet etc. The PMU team members as per para 14 shall be deployed from the date of contract.

The PMU team shall have but not limited to following responsibilities:

- i. Gathering exact requirement for enhancement of existing MIS portal in consultation with the department
- ii. Drafting of Reports and generating data of various forms/kinds as per the requirement

- of the department from time to time
- iii. Conducting MIS training sessions to various stakeholders along with workshops and video conferencing sessions with various stakeholders.
- iv. Assisting all the stakeholders on daily basis for smooth usage of the web application
- v. Follow up through different platforms including letters, email, VCs etc. with the stakeholders to ensure smooth transition from offline to online system
- vi. Preparing and uploading of data, information etc. at MIS portal as and when required by the department
- vii. Day to day coordination with NIC for smooth functioning of the existing and enhanced MIS portal
- viii. Creating users and managing information of the web application
- ix. Addressing Server and infrastructure related issues to ensure portal uptime by coordinating with data centre.
- x. Addressing Browser Compatibility related issues to ensure smooth functioning of website on updated versions of all popular web browsers.
- xi. Addressing Website Performance related issues to fix issues like no response, slow response, website crashing etc.
- xii. Rectification of bugs like content formatting issues, image placement, link mismatch etc. immediately after user request.
- xiii. Minor Changes like changes in Aesthetics/look and feel of the web application viz. changing static images, text, updating policy documents, site terms of use, disclaimers etc. and other small code-level changes like label change, validations, placement of menus, buttons etc.
- xiv. Database/.net or any other Framework updation support as well as sensitization and restoration support in case the website is hacked.
- xv. Weekly status report
- xvi. Any other work as and when designate by the department
- xvii. Hand holding support to be provided at the termination of the contract.
- xviii. List of the responsibility is not exhaustive and some more responsibilities may be included based on experiences during the implementation period.

14.3 AMC, including customization

1. AMC, including customization as and when required for one year, which is extendable.
2. One dedicated person to be stationed at the office of DC (Handlooms). Back up team should be available to support smooth functioning of the Portal.
3. Security Audit of the portal as required by NIC and shall be valid upto 3 years from the date of portal made live.
4. SSL of the web application portal shall be valid upto 3 years from the date of portal made live
5. Any other certification, if required.

15. Key Personnel for the PMU

The Project Management Unit (PMU) will be led by a Project Manager-cum-Functional Consultant, for assisting office of the Development Commissioner for Handloom in Coordination, Implementation and Monitoring of the Scheme.

Besides, a team of 3 professionals duly qualified and experienced in project management, development, implementation, financial analysis, management, data analysis and information technology on implementation of cluster management & skill development projects will assist the department in coordination and implementation of Block Level Clusters (BLCs), marketing events, Crafts mela and Sant Kabir/National Award, Yarn Supply Scheme etc. The functions and profile of the key personnel shall be as

given below:

□

Note: CVs of the personnel proposed to be deployed for PMU should be submitted

S. No	Role	No of Posts	Function	Qualifications and Experience
1.	Project Manager cum Functional Consultant	1	<ul style="list-style-type: none"> - For overall functioning of entire project. - Responsible for requirement gathering, coordination with stakeholders involved in timely delivery of the project - Change request management - Understanding of all the schemes of DC (Handlooms) - Coordination with various departments for integration 	<ul style="list-style-type: none"> -MBA from recognized university, -At least 10 years of working experience in project management and scheme implementation. -Experience in textile sector is desirable.
2.	UI Expert	1	Designing the front end of the website, dashboard and MIS	<ul style="list-style-type: none"> -BE/B.Tech/BCA/MCA with at least 7 years' experience in designing and project management. -Experience in Textile sector is desirable.
3.	MIS Developer	1	Development of MIS, API integrations, To integrate, design and develop website	<ul style="list-style-type: none"> -BE/B.Tech/BCA/MCA with at least 3 years' experience in integration and MIS dev. -Project on .net technology is mandatory -Experience in Textile sector is desirable.
4.	Database Administrator	1	Database management, Dashboards	<ul style="list-style-type: none"> -BE/B.Tech/BCA/MCA with at least 3 years' experience in data management etc. - Project on .net technology is mandatory -Experience in Textile department is desirable

along with the proposal. Upon selection of the agency, the office of Development Commissioner for Handloom will assess the suitability of each of the proposed resources

through personal interview and will have exclusive rights in deciding his/her deployment/continuation in PMU team.

Working hrs: 9.30 a.m. to 6 p.m. from Monday to Friday. However, the agency may have to work beyond working hrs. and also, on holidays as required from time to time on approved cost.

Duration of the contract: The contract will be for one year, with an AMC for 3 years.

Timelines for the assignments

S. No	Activities	Time Period
1.	Team Deployment as per Para 14 above	T+ 3 day
2.	Application development/customization	T = 6 Months
3.	Integration with Other Government modules (as per para 14.2)	
	a. Umang portals	T+ 1 Months
	b. DBT Bharat portal	T+ 2 Months
	c. Darpan Portal	T+ 4 Months
	d. PFMS	T+ 6 Months
	e. E-office system	T + 6 months
	f. Ministry dashboard	T+ 1 Months
	g. All other websites O/o DC(handlooms) on My Handloom portal etc.	T+ 3 Months
4.	Maintenance of the existing MIS, including fixing bugs, minor to major modifications, content uploading etc.	Continuous
5.	Review of the activities	Weekly
6.	Changes as per amendments in schemes	Continuous

Note: Timelines as indicated above are only indicative. In case, the bidder proposes to complete the task prior to above mentioned timelines, same may be enclosed activity-wise.

The Agency selected for execution of the job has to complete the work and depute PMU team personnel as per the time schedule fixed

The designated officer in-charge will have the right to make necessary modifications in the MIS till the last moment in order to ensure that all complexity and processes are included.

The decision of DC (Handlooms) about the quality of services will be final and shall not be challenged by the agency on any ground whatsoever.

During execution of the Project, shortcomings/deficiencies/delays over the agreed terms, if any, are found, then penalty of 0.5% of the contract value per week (subject to maximum of 5%) will be imposed by the office of the Development Commissioner for Handlooms.

Payment Schedule

The payment to the vendor shall be made as follows:

Part A: Application Development/Customization/ Integration of MIS

S.No.	Milestones	Payment Percentage
1.	Application Development/Customization	20%
2.	Integration with Umang Application	About 10% after each integration, subject to maximum of 70%
3.	Integration with DBT Application	
4.	Integration with Darpan Application	
5.	Integration with PFMS Application	
6.	Integration with e-office Application	
7.	Integration with dashboard of Ministry	
8.	Reimbursement	10%
	Total	100%

Note: No extra cost shall be paid to the vendor to successfully run the application publicly for the required period. All costs including manpower, license, server, hosting in NIC, Certifications (STQC or any other), GIGW compliance, Security Audit, upgradation, minor changes/modifications or any other cost required to run the application publicly will be deemed covered under this component.

Part B: AMC-Management and Operation of the Application, including customisation, if any or any other activity for the period of 12 months from the date of signing the contract, which is extendable. The payment shall be paid quarterly.

The agency would be required to present month-wise detailed work plan based on the broad terms of reference of the project and the payment milestones would be mutually agreed post selection stage which would be based on deliverables to the extent possible to be quantifiable. Based on the actual performance/achievements made over the agreed milestones, payment will be made to the agency.

Incidental expenditures: Apart from the contract amount, reimbursement of economy airfare/ taxi/rail fare for visit outside Delhi of personnel to the project site for inspection/monitoring, lodging/boarding on actual basis (on production of tickets/bills) will be made by the office of the DC (Handlooms). The eligible amount will be decided as per tour allowance norms for Group A Officers with a Grade Pay of Rs. 5,400/- of the Government of India. These reimbursements will only be for the visits undertaken based on the action plans approved by the office of Development Commissioner (Handlooms), Ministry of Textiles. The tour programmes have to be pre-approved by office of the Development Commissioner for Handloom

13.5 Prices quoted shall be inclusive of all the taxes. Taxes as applicable due on the charges for the services being provided by PMU would be deducted at source by the Government from the payment made by it.

16 Tender Process and Evaluation Methodology

- I. For the purpose of selection of the successful Consultant, two-stage bidding process will be followed. The response to the tender is to be submitted in two parts, i.e. the Technical Proposal and the Financial Bid in separate sealed covers to be marked distinctly.

- II. The "Technical Proposal" will contain the exhaustive and comprehensive details of approach, methodologies to be followed, assertions, documents and any other collateral the Consultant would want to submit to the Office of Development Commissioner for Handlooms, Ministry of Textiles.
- III. The Bids would be evaluated on a Technical-cum-Financial Evaluation methodology.
- IV. Technical Performance would be assessed and evaluated by Evaluation Committee on the basis of points awarded to each of the bidder.
- V. The selection of the Consultant shall be based on a Quality and Cost Based Selection (QCBS) system – 70:30 (technical score: financial score) and procedures as described in this RFP.
- VI. The Bidder obtaining highest final score (H1) would be selected.
- VII. The decision of the Proposal Evaluation Committee in this regard will be final.
- VIII. The financial score will be calculated as such-

$$\text{Financial Score} = \frac{\text{Minimum Quote} \times 100}{\text{Agency Quote}}$$

The final score of an agency will be calculated as follows: Final Score = (70% X Technical Score) + (30% X Financial Score)

Minimum qualifying technical score required in 70 out of 100. The financial bid of agency with technical score less than 70 will not be opened.

17. Technical Evaluation Criteria

a. Technical Evaluation Committee will evaluate technical bids of all firms responded to the RFP as per the criteria prescribed below in para. Financial bids will be opened for those agencies which have declared eligible in technical evaluation.

b. **Criteria for Evaluation of the bid**

- a. The agency must be National/International reputed consulting firm registered under the Societies Act/Companies Act/Limited Liabilities Partnership Act of the Union of India.
- b. The agency must agree with all terms and conditions of RFP as mentioned in the RFP
- c. The agency must have minimum turnover of Rs. 10 crore each in the last three financial years (2018-19, 2019-20 and 2020-21).
- d. The agency must have minimum employee strength of 100.
- e. The agency must have CMMI3/CMMI 5 Certificate
- f. The agency must have a valid PAN and GST registration under relevant Acts.
- g. Consortiums/Tie-ups of two or more firms and agencies already working under Samarth Scheme are **NOT** permitted to bid in the project.
- h. The agency should not have been debarred/ blacklisted for business by any Government /Government agency.
- i. The agency must obtain minimum 70 marks out of 100 marks in the following marking system for qualifying the technical evaluation

Marking details

S. No	Heading	Description	Criteria for point allotment	Max. Points
1	Firm's	Experience as Project	< 3 years = 0	10

	Experience (Marks = 40)	Management Consultant in implementation of Government Projects (Central and State projects)	3-5 years = 4 More than 5 years upto 8 years = 8 >8 years=10	
		Proven and demonstrable experience, expertise in providing management consultancy in IT consultancy in projects funded by the Government (Central and State projects)	<ul style="list-style-type: none"> one mark for each project undertaken 	10
		Experience of agency in providing IT management solutions/ development of MIS/ dashboard/mobile applications for Government (Central and State projects)	<ul style="list-style-type: none"> one mark for each project undertaken 	10
2	Turnover	Turnover of the Company	Av. turnover during last 3 years (in INR crores) More than 100 crores = 10 75-100 crores = 8 50-75 crores = 6 25- 50 crores = 4 20-25 crores = 2 Up to 20 crore = 0	10
3	Net Profit	Net Profit of the Company	Av. net profit during last 3 years (in INR crores) <ul style="list-style-type: none"> < 2.00 crores = 1 2.00 – 8.00 crores = 2 >8.00 – 12.00 crores = 3 >12.00 crores = 5 	5
4	Key Personnel	Based on the educational Qualification and work experience of the team as per para 14	<ul style="list-style-type: none"> - Project Manager cum Functional Consultant (1) = 7 marks - UI Expert (1) = 3 marks - MIS Developer (1) = 3 marks - Database administrator (1) = 2 Marks 	15
5	Project Methodology, approach and work plan	Technical Approach & Methodology for the project	Bidder to provide planning, strategy, approach, methodology and	15

			detailed work/activity plan, etc. for scheme implementation within given timelines	
		Presentation of the proposal	Appropriateness of Presentation in highlighting the Strategy and key points of proposal	25
Grand Total				100

Documents to be submitted

S.No	Documents to be Submitted	As per RFP
1	Certificate of incorporation	
2	CA certified statement of annual turnover of last three years	
3	Certified list of employees	
4	Certified copies of work orders / completion from client in respect of firm's experience	
5	Copy of PAN card	
6	Copy of GST Registration	
7	CV of key personnel and supporting documents as proof of educational Qualification & experience (including desirable Qualification/ experience)	
8	Certificate regarding non-debarring of the company.	
9	Earnest Money Deposit (EMD) in original	

Proposal Presentations by bidder:

To obtain marks under category 5 of table in para 16, bidders who qualify are required to make a presentation before the Evaluation Committee. The purpose of such presentations would be to allow the bidders to present the key points in their proposals. The Project Manager and MIS Expert proposed by the bidder should be present during the presentation. The bids of those bidders who will not be present before the Proposal Evaluation Committee will not be considered.

18. Intellectual Property Rights

The Intellectual Property Rights of all the database, programs, source-code, reports, formats etc. developed/created for this project would vest in the Government. However, any liability arising out of negligence contributory or willful by way of inaccurate/ wrongful/ data construction shall solely vest with the agency. Also, the attendant actual/ potential loss, cost to the Government of India on account of such negligence shall be borne by the agency.

Any website, web-space, website registration, database servers etc. developed / created for this project shall be purchased / registered in the name of the Office of Development Commissioner for Handlooms, Ministry of Textiles and the Office of Development Commissioner for Handlooms would have full right to control the information put on the same.

For operating the above mentioned system, the Company, (as the operator or facilitators of the system) would be given appropriate rights to use the information, databases etc.

19. Right to accept/reject any applications

- a. The Ministry reserves the right to accept or reject any or all Applications and to annul the qualification process at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons. Implementing Agencies and Assessment Agencies under BLC are not eligible for submission of proposal under this RFP.

20. Right to Termination:

- a. Ministry of Textiles reserves the right to terminate the Agreement, if it is of the opinion that the performance of the consultant is not satisfactory at any point of time during the period of the contract at the risk and cost of the agency.
- b. In the event of any dispute arising, the same shall be settled under the provision of Arbitration and Conciliation Act, 1996 as amended from time to time and the rules formed there under. The sole arbitrator shall be appointed by Secretary, Ministry of Textiles and the jurisdiction shall be Delhi.

21. Penalty for exit/replacement

- a. Replacement of resources shall generally not be allowed during the contract period. The replacement of agreed personnel by the bidder will be allowed in the event of disability/death of the incumbent as reasons for replacement of personnel or in case of personal reasons for leaving the bidder organization by the individual with the present employer.
- b. In case of failure to meet the standards set for delivering the project, (which includes efficiency, cooperation, discipline and performance), bidder may be asked to replace the personnel without any penalty for replacement/exit.
- c. The replaced personnel will be accepted by the Office of Development Commissioner for Handlooms, Ministry of Textiles only if he scores the same or more on the evaluation criterion mentioned in this RFP and is found suitable to the satisfaction of the office of the Development Commissioner for Handloom. The outgoing personnel should complete the knowledge transfer with the replaced personnel as per the satisfaction of the Office of Development Commissioner for Handlooms, Ministry of Textiles. There shall be no gap in the replacement of the personnel.
- d. The penalty per personnel would be imposed if a personnel has not resigned and is removed from the project by the bidding agency.
 - (i) If removed within 3 Months : Rs. 3, 00,000/- (Rupees Three lakh)
 - (ii) From 3 months to 6 Months- Rs. 2,00,000/- (Rupees Two Lakh)
 - (iii) Beyond 6 months- 1,00,000/- (Rupees One lakh Thousand)

- e. In case immediate replacement not being provided, a penalty of Rs. 10,000/-per working day per personnel will also be imposed till suitable replacement is provided.

(In case of point d & e above, the replacement procedure will be as per the terms mentioned at point c above).

- f. However, Office of Development Commissioner for Handlooms, Ministry of Textiles is free to relieve any personnel at any time during contract period for reasons recorded in writing, by serving 15 days advance notice. The company will be liable to provide the suitable replacement as per the terms mentioned at point c above.

22. CONFLICT OF INTEREST:

- a. The PMU (or its partner organizations) would not undertake any consultancy or other assignment from any of the Implementing Agencies (IA) for preparation/ drafting/ consultancy of a project on their behalf for the purposes of submission to the Ministry of Textiles for funding under the project.
- b. The PMU will not undertake the consultancy or assignment of any Implementing Agency/other consultants of any component under Ministry of Textiles. The PMU or its partner organization would not be permitted to participate as IA in the Scheme or other consultants.
- c. The PMU would not receive any remuneration in connection with the assignment except as provided in this agreement. The company and its affiliates would not engage in consulting or other activities that conflict with the interest of O/o DC(Handlooms), Ministry of Textiles under this Agreement.

23. Confidentiality of Information

The PMU will follow all the guidelines regarding information technology security & cyber security policy which are being issued by Office of Director General, Indian Computer Emergency Response Team (CERT-IN), Ministry of Communication & IT, New Delhi, from time to time.

24. Amendment of RFP document

- a. At any time, prior to the deadline for submission of Applications, the O/o DC(Handlooms), Ministry of Textiles either on its own or on request of the Applicant may amend the RFP documents by issuing addendum or addenda including those issued after the pre bid conference. These addenda shall be posted at the website of the Ministry and shall be treated as a part of the RFP Documents.
- b. The O/o DC(Handlooms), Ministry of Textiles may, at its discretion, extend the deadline for the submission of Applications.

25. Other information:

- a. Proposals must remain valid for a period of 90 days of the submission.
- b. Information from the oral presentation will also be used as part of the technical

evaluation process. Based on the oral presentation, the final marks on the "Project Methodology & Approach" Criteria would be awarded by the evaluation committee.

- c. The purpose of the oral presentation and question and answer session is to test the Bidder's understanding of the work by addressing some case scenarios. Each Bidder will be allowed 15 minutes to make their oral presentation. The time should be divided into: 10 minutes for bidder's presentation and 05 minutes for Questions and Answers.
- d. Earnest Money Deposit of the bidders, other than the successful bidder will be returned within 1 month from the completion of the bid process.
- e. The successful bidder would be required to submit (and keep active for the life of the project) a performance guarantee (by way of bank guarantee) amounting to 10% of the contract value for successful performance of the activities in the contract.
- f. The Performance Guarantee deposits will be released to the agency after 6 months from the date of successful completion and handing over of the project on being satisfied about the proper execution of the project.
- g. O/o DC(Handlooms), Ministry of Textiles will provide the format of Performance Guarantee to the successful bidder.
- h. The selected Agency has to sign an Agreement with the O/o DC(Handlooms), Ministry of Textiles for rendering satisfactory services and completion of the projects in a time bound manner. The Agreement shall include provisions for taking performance guarantee, payment terms, damages for delay or award for early completion, besides other clauses as are finalized by the O/o DC(Handlooms), Ministry of Textiles.

26. Force Majeure:

If at any time the performance, in whole or in part, by either of any obligation under the contract, shall be prevented or delayed by reasons of any war or hostility, acts of public enemy, civil commotion, sabotage, fire, flood, explosion, epidemic, quarantine restriction, strikes, or acts of god (hereinafter referred to as events), provided notice of happening of any such eventuality is given by either party to the other within 21 days from the date of occurrence of the event, party shall by reasons of such event, be entitled to determine the contract arising out of the contract nor shall either party have any claim for damages against the other in respect of such event. Obligations arising out of this contract shall resume after the event or events have come to an end or ceased to exist. The decision of DC (Handlooms) as to whether such event or events have come to an end or ceased to exist.

PROPOSAL SUBMISSION FORM

[Location, Date]

To:

Director

Room No. 57-A.

Office of DC Handloom

Udyog Bhavan, Maulana Azad Road,

New Delhi

Sir,

We, the undersigned offer to provide the consulting services for partial modification/MIS development/up-dation of existing Portal developed for end-to-end digitization of BlockLevel Clusters (BLCs), Handloom Marketing Events, Sant Kabir/National Awards and yarn supply under Yarn Supply Scheme, its integration and maintenance, in accordance with your Request for Proposal dated [Date]. We are hereby submitting our Proposal.

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

Yours faithfully,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Email:

Name of Contact Person:Email:

Telephone: Mobile:Fax:

Address:

DISCLAIMER

Though adequate care has been taken in preparation of this Request for Proposal (RFP) document, the Consultancy Company/Firm submitting detailed techno- commercial proposals in response to this RFP should satisfy itself that the information provided in the RFP document is complete in all respects.

Office of Development Commissioner for Handlooms, Ministry of Textiles does not make any representation or warranty as to the accuracy, reliability or completeness of the information in this Request for Proposal document.

Neither O/o DC Handlooms nor its employees will have any liability to any prospective Consultancy Company/Firm or any other person under the law of contract, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this Request for Proposal document, any matter deemed to form part of this Request for Proposal document, the award of the Assignment, information or any other information supplied by or on behalf of DC Handlooms or their employees, to any consultant or otherwise arising in any way from the selection process for the Assignment.

Office of Development Commissioner for Handlooms, reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Request for Proposal Application.

Office of Development Commissioner for Handlooms, reserves the right, without any obligation or liability, to accept or reject any or all the bids at any stage of the process, to cancel or modify the process or change/modify/amend any or all provisions of this Request for Proposal Document, at any time, without assigning any reason whatsoever.

TECHNICAL BID

(To be submitted in Firm's own letter head)

S. No.	Description of Facts	Documents to be enclosed /Information to be shared										
1.	Name of Agency											
2.	Name of the Authorized persons, who may sign on the tenderdocuments											
3.	Complete correspondence (Postal)address of the Agency/Firm											
4.	Telephone No. (Office)											
5.	Telephone No. (Residence)											
6.	Mobile No:											
7.	e-mail id											
8.	Legal Status: Please specify as to whether Agency is a sole proprietorship orpartnership firm or company (Pvt. or Public) or any other form etc.											
9.	Date of incorporation of Agency											
10.	GST No.	Yes/No										
11.	Permanent Account Number(PAN) / TAN No.	Yes/No										
12.	Annual Turnover for the last 3 years. (Please attach the proof of audited profit & loss account as well as balance sheet of each year, duly signed by the authorized person and stampedby seal of Agency).											
13.	Accepted the terms and conditions of the said tender notice.	Yes/No										
14.	Whether Agency or any other entity with which any of its Director/Partner or proprietor etc. are/ have been associated or anyDirector/Partner etc. had ever been convicted for any offence by any court of law at any point of time. Give details, if any.	Yes/No										
15.	Whether Agency and or it Directors/Partners etc. are black listed by any Government Departments/ Organizations as on date. Give Details, if any	Yes/No										
16.	Details of Earnest Money Deposit(Enclose DD/BG)	<table border="1"> <tr> <td>DD / BG No.</td> <td></td> </tr> <tr> <td>Date</td> <td></td> </tr> <tr> <td>Issuingbank</td> <td></td> </tr> <tr> <td>Branch</td> <td></td> </tr> <tr> <td>Amount</td> <td></td> </tr> </table>	DD / BG No.		Date		Issuingbank		Branch		Amount	
DD / BG No.												
Date												
Issuingbank												
Branch												
Amount												

This is to certify that I/we before signing this bid have carefully read the contents of the Bid Document and fully understood all the terms and conditions contained therein and undertake myself/ourselves to abide by the same.

I /We hereby declare that the information/facts provided is true, correct and to best of my/our knowledge and belief.

In case any information /facts found to be incorrect, misleading or factually wrong, Office of Development Commissioner for Handlooms is empowered to take any decision/action, as deemed fit.

Note: Please strike out Not Applicable (N/A) against the columns, which does not relate, while filling up the above formats.

Date:

Place:

Signature of Bidder
Name of the firm/agency
Seal of Bidder

RFP ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

Development Commissioner for Handlooms
Office of Development Commissioner for Handlooms
Ministry of Textiles
Udyog Bhawan,
New Delhi

Sub: Acceptance of Terms & Conditions of RFP.

RFP No: **RFP No: 11/4/2021-DCH/NHDP/PMU**

Name of RFP/Work: Request for Proposal (RFP) for partial modification/up-dation/MIS development of existing Portal developed for end-to-end digitization of BlockLevel Clusters (BLCs), Handloom Marketing Events, Sant Kabir/National Awards and yarn supply under Yarn Supply Scheme, its integration and maintenance

Dear Sir,

I/We have downloaded/obtained the tender document(s) for the abovementioned 'RFP/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

1. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No._____to_____(including all documents like annexure(s), schedule(s), etc.) which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/corrigendum(s) in its totality/entirety.
4. I/We do hereby declare that our Firm has not been blacklisted/debarred by any Govt. Department/Public sector undertaking.
5. I/We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudiceto any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,
(Signature of the Bidder, with Official Seal)

Annexure IV

FORMAT FOR POWER OF ATTORNEY FOR THE AUTHORISED SIGNATORY
(To be submitted in Firm's own letter head)

RFP No:

To,

Development Commissioner for Handlooms
Office of Development Commissioner for Handlooms
Ministry of Textiles
Udyog Bhawan, New Delhi

Dear Sir,

With reference to RFP No. we hereby authorize the following person as authorized signatory to carry out necessary bid formalities with Office of Development Commissioner for Handlooms with reference to this RFP and authorize to sign the bid documents and contract/ agreement with Office of Development Commissioner for Handlooms.

Thanking you,

Yours faithfully

(Signature with Company's seal) Name:
Designation:

Place:
Date:

UNDERTAKING ON BLACKLISTING

(To be submitted in Firm's own letter)

It is certified that my firm/agency/company has never been black listed by any of the Departments/Autonomous Institutions/Universities/Public Sector Undertaking of the Government of India or State Government and no criminal case is pending against the said firm/agency as on date.

Signature of the Bidder:

Name of the Signatory:

Name of the Firm/agency:

Seal of the Firm/Agency:

Date

Place

Completion of work undertaken for Central/State Govt.

Outline of Relevant Experience

Project Title: (Attach separate sheet for each project)	
Name & address of the Client:	
Duration of Assignment:	
Type of Project:	
Start Date(month/year):	
End Date(month/year):	
Narrative Description of Project: 	
Description of Actual Services provided by your staff within the assignment: 	

* Please attach copies of work completion certificate for each assignment.

Details of manpower engaged on the payroll of Agency:

S. No	Name	Designation	Professional Qualification	Date from which he/she is on payroll

Annexure VIII

Team Composition

S.No.	Name	Position	Educational Qualifications	Years of Relevant Experience

Annexure IX

Detailed CV of the proposed resources

Proposed Position:				
Name of the Firm				
Name of Staff:				
Date of Birth:				
Nationality				
Education:				
Trainings Attended:				
Languages: (Good, average, poor)	Language	Speaking	Reading	Writing
Years of Relevant Experience				
Areas of Specialization				
Work Undertaken that Best Illustrates Capability to Handle the Tasks assigned:				

FINANCIAL BID

To be submitted online in .XLS file of BoQ.