

Request for Proposal
For
Selection of Consultant for assisting Directorate of
Industries in
EODB, Single Window, Investment Promotion and Start-
up
Ecosystem Development in the State of Uttarakhand



Directorate of Industries (DoI)
Government of Uttarakhand
Patel Nagar, Dehradun

March, 2019

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NOTICE

INVITING TENDER FOR

Selection of Consultant for assisting Directorate of Industries in EODB, Single Window, Investment Promotion and Start-up Ecosystem Development in the State of Uttarakhand

The Directorate of Industries (DoI), Government of Uttarakhand invites technical and financial proposals from shortlisted management consultancy firms in the request for Expression of Interest (EoI reference dated 2 February 2019) floated by Directorate of Industries for supporting the State of Uttarakhand in EODB, Single Window, investment promotion and Start-up Ecosystem Development.

This RFP document is being prepared to provide details about scope of work, expectations from consultant, bidding procedure and can be downloaded from the website www.doiuk.org. Response to this tender shall be deemed to have been done after careful study and examination of this document with full understanding of its implications. This section provides general information about the Issuer, important dates and addresses and the overall eligibility criteria for the parties. The tender document cost of Rs.5,000/- is to be submitted vide crossed demand draft on any Nationalized bank/Scheduled Bank in favor of “Director of Industries, Uttarakhand” payable at Dehradun.

Issued by

The Director
Directorate of Industries
Patel Nagar,
Dehradun, Uttarakhand
248001 (India)

Disclaimer

The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidder(s) by the Directorate of Industries (Dol), Government of Uttarakhand herein after referred to as Department, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not purport to contain all the information each Bidder may require.

This RFP document may not be appropriate for all persons, and it is not possible for the Department, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice from appropriate sources.

Department, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

Department may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

1. Fact Sheet

Sr. No	Particulars	Details
1	Availability of RFP document on the official website (www.doiuk.org) (for shortlisted bidders only)	9 March, 2019
2	Last date for receiving queries	15 March, 2019 via email
3	Response of queries	16 March, 2019
4	Last date and time for submission of proposal	25 March, 2019 @11 AM
5	Technical Proposal Opening	25 March, 2019 @11.30 AM
6	Technical Presentation	25 March, 2019 @3.00 PM
7	Cost of Tender (Demand Draft)	INR 5000 (Rupees Five Thousand Only)
8	Earnest Money Deposit (Demand Draft/Bank Guarantee)	INR 20.00 Lacs (Rupees Twenty Lacs)
9	Performance Bank Guarantee	5% of the Annual Consultancy Fees of the selected bidder
10	Method of Selection	QCBS 80:20
12	Contact Details	The Director
		Directorate of Industries,
		Government of Uttarakhand,
		Patel Nagar Patel Nagar, Dehradun, Uttarakhand - 248001
		Phone:+91-135-2728227
		Email: mpr@doiuk.org

Note:

1. Department reserves the right to change any schedule of bidding process. Please visit the Department website regularly for the same.
2. Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received after the deadline WILL NOT be considered in this procurement process

2. Background Information

2.1 Background

Uttarakhand has an emerging economy with a growing industrial base both in public and private sector and a vibrant entrepreneurial culture that thrives on creativity, nimbleness and strong business acumen. Industries remain an integral component of the State's economy, with capabilities in the entire manufacturing value chain, from R&D and design to marketing and sales. The state is building successful partnerships with foreign firms, strengthening domestic capabilities and forging strategic linkages. State government has been proactively working to create a conducive investment climate through infrastructure creation, reduced regulations, investment promotion, general facilitation and evolving such policies so as to induce investments in the state. Through the appointment of a Consultant, the State Government intends to further bolster investment inflow and to improve EoDB and thereby accelerate industrial progress of Uttarakhand.

Uttarakhand is an acknowledged 'leader' under the "Ease of Doing Business" initiative of the government of India. The state has an unbeatable combination of world famous educational institutes providing highly skilled manpower, Good Law and Order, Access to a huge market due to proximity to the National Capital region, World Class Industrial & Social Infrastructure and some of the most picturesque places in the World. All of these factors along with the commitment of the state government to the Industry sector makes Uttarakhand a highly sought after Investment Destination.

Directorate of Industries, Government of Uttarakhand is a State level office responsible for implementing the policies and programmes for industrial development in the state. The main aim of Directorate of Industries is to provide a comprehensive framework to enable a facilitating, investor friendly environment for ensuring rapid and sustainable industrial development in Uttarakhand and to generate additional employment opportunities and to bring about a significant increase in the State Domestic Product, eventually widening the resource base of the State. Directorate of Industries works through District Industries Centres (DIC) at district level. Also, the state's Single Window Clearance System is being operated by the Directorate of Industries.

With a view to catalyse growth in industrial sector which aims to utilize resources available in Uttarakhand and which can generate employment for local inhabitants, the State adopted "Ease of Doing Business" initiative of DIPP, Government of India. Uttarakhand was ranked at number 23 in 2015, number 9 in 2016 and number 11 in 2017, in the Ease of Doing Business (EODB) rankings by DIPP. In the first ever States' Start-up ranking 2018 announced by DIPP, Uttarakhand was listed in the "Emerging States" category. The State aims to further improve its EODB and Start-up ranking.

In this regard, Directorate of Industries (which is the nodal department) intends to on-board an agency, for a period of two years, to assist and support State Government in improving the business climate by ensuring effective and on ground implementation of reforms including Single Window Clearance System and Start-up Cell. Investor Promotion Facilitation Centre and Start-up cell have been set up in the Directorate which need to be further strengthened.

Directorate of Industries proposes to invite proposals from consultancy firms having similar experience.

3. Eligibility Criteria

3.1 Eligibility requirements for the Consultant

The invitation to proposal is open to only those bidders who have been shortlisted in the Expression of Interest (EoI reference dated 2 February 2019) floated by Directorate of Industries, Government of Uttarakhand. The bidder should be a single Business Entity. (Any kind of consortium is not allowed).

4. Instruction to the Bidders

4.1 General Conditions of Contract

1. All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by the Department on the basis of this RFP.
2. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the Department. Any notification of preferred bidder status by the Department shall not give rise to any enforceable rights by the Bidder. The Department may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of the Department.
3. This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

4.2 Definitions

Unless the context otherwise requires, the following terms whenever used in this RFP and Contract have the following meanings:

1. “Bidder” means firm/ company who submits proposal in response to this Request for Proposal document.
2. “Consultant” means the firm/ company, selected through competitive tendering in pursuance of this RFP, for providing the consultancy services under the contract.
3. “Contract” means the Contract entered into by the parties for providing consultancy services along with the entire documentation specified in the RFP.
4. “Personnel” means professional and support staff provided by the Consultant to perform services to execute an assignment and any part thereof.
5. “Proposal” means proposal submitted by bidders in response to the RFP issued by the Department for selection of Consultant
6. “Services” means the work to be performed by the Consultant pursuant to this RFP and to the contract to be signed by the parties in pursuance of any specific assignment awarded by the Department.

4.3 Compliant Tenders/ Completeness of Response

1. Bidders are advised to study all instructions, forms, terms, requirements and other Bidders are advised to study all instructions, forms, requirements, appendices and other information in the RFP documents carefully. Submission of the bid / proposal shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
2. Failure to comply with the requirements of this paragraph may render the Proposal non-compliant and the Proposal may be rejected. Bidders must:

- i. Comply with all requirements as set out with in this RFP.
- ii. Submit the forms as specified in this RFP and respond to each element in the order asset out in this RFP.
- iii. Include all supporting documentations specified in this RFP.

4.4 Bidder queries & Clarifications

4.4.1 Bidders Queries

- a. Bidder can submit their queries/ seek clarification by email as per the schedule mentioned in Fact Sheet of this document.
- b. The Bidders will have to ensure that their queries reach the Department by email (Word File Only) on or before last date for sending pre-bid queries mentioned in Fact Summary.
- c. Sheet of this document through the e-mail of only authorized representative of the bidder. The queries should necessarily be submitted in the following format:

Section/Page No.	Content of RFP requiring clarifications	Change/Clarification Requested	Explanation/ Justification

- d. The Department shall not be responsible for ensuring that the bidder's queries have been received by them. Any requests for clarifications post the indicated date and time may not been entertained by the Department.
- e. The purpose of query clarification is to provide the bidders with information regarding the RFP, project requirements, and opportunity to seek clarification regarding any aspect of the RFP and the project. However, the Department reserves the right to hold or re-schedule the Pre-Bid meeting.

4.4.2 Responses to Pre-bid Queries and Issue of Corrigendum

- a. The Department will endeavor to provide timely response to the queries. However, the Department makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the Department undertake to answer all the queries that have been posed by the bidders.
- b. At any time prior to the last date for receipt of bids, the Department may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum(if any) & clarifications to the queries from all bidders will be uploaded on the Department website www.doiuk.org
- d. Any such corrigendum shall be deemed to be in corporate into this RFP.
- e. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, the Department may, at its discretion, extend the last date for the receipt of Proposals.

4.5 Key Requirements of the Bid

4.5.1 RFP Document Fees

RFP document will be shared with the shortlisted bidders of EOI dated __ February 2019 by email to authorized representative. Bank demand draft of INR 5,000/- drawn in favor of the "Director of Industries Uttarakhand" payable at Dehradun from any nationalized bank/scheduled bank should be attached with the Proposal. Proposals received without adequate RFP Document fees shall be rejected.

4.5.2 Earnest Money Deposit

- a. Bidders shall submit, alongwith their Bids, EMD of Rs. 20,00,000/- (Rupees Twenty Lacs Only), in the form of a Demand Draft OR Bank Guarantee (in the format specified in Annexure IV) issued by any nationalized bank/**scheduled commercial bank** in favor of the “Director of Industries, Uttarakhand” at Dehradun, and should be valid for 180 Days from the due date of the RFP.
- b. EMD of all unsuccessful bidders would be refunded by the Department within 30 Days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of **5% Performance Bank Guarantee on total contract value** as per the format provided in Appendix IV.
- c. The bid/proposal submitted without EMD, mentioned above, will be summarily rejected.
- d. The EMD may be forfeited:
 - i. If a bidder withdraws its bid during the period of bid validity.
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

4.5.3 Submission of Responses

- a. Technical Cover(containing) (Printed on Envelope)
 - i. Cover letter – Annexure I
 - ii. EMD, Power of Attorney / Letter of authorization and Bid Document Fees(in a separate sealed envelope)
 - iii. Technical Proposal for Evaluation (in a separate sealed envelope)
- b. Financial Proposal (Printed on Envelope)
 - i. Financial proposal shall be submitted in a separate sealed envelope clearly marked as ‘Financial Proposal’
 - ii. Consultantwise/Experiencewise rates shall be quoted. These rates shall be applicable for additional requirement of manpower according to department’s requirement

4.5.4 Authentication of Bids

A Proposal should be accompanied by authorization letter / power-of-attorney in the name of the signatory of the Proposal as per Annexure II mentioned in this RFP.

4.6 Preparation and Submission of Proposal

4.6.1 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by the Department to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. The Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.6.2 Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

4.6.3 Late Bids

- a. Original hard copy of Tender, fees and EMD received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b. The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c. Department shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- d. Department reserve the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.

4.7 Evaluation Process

- a. Department will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- b. The Proposal Evaluation Committee constituted by the Department shall evaluate the responses to the RFP and all supporting documents / documentary evidence. The technical presentation shall take place before the Tender Committee. Inability to submit requisite supporting documents/documentary evidence, may lead to rejection.
- c. 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 evaluation with the Committee.
- d. The department reserves the right to reject any or all proposals on the basis of any deviations.
- e. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP under the 'Evaluation and Selection' section.

4.7.1 Tender Opening

The Proposals submitted up to date and time mentioned in this RFP document by Proposal evaluation committee authorized by the Department, in the presence of such of those Bidders or their representatives who may be present at the time of opening.

4.7.2 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of Tender.

4.7.3 Tender Evaluation

Tender evaluation and Bidder Selection will be carried out as per the specifications mentioned in the Section on 'Evaluation and Selection'.

4.8 Modification and withdrawal of Bids

- a. The Bidder is allowed to modify or withdraw its submitted proposal any time prior to the last date prescribed for receipt of bids, by giving a written notice to the Department.
- b. Subsequent to the last date for receipt of bids, no modification of bids shall be allowed.
- c. The Bidders cannot withdraw the proposal in the interval between the last date for receipt of bids and the expiry of the proposal validity period specified in the Proposal. Such withdrawal may result in the forfeiture of its EMD from the Bidder.

4.9 Proposal Forms

Wherever a specific form is prescribed in the Proposal document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the

required information.

For all other cases, the Bidder shall design a form to hold the required information.

4.10 Opening of Proposal

First, The Technical cover will be opened. The Financial proposal of technically successful bidders will be opened. The Evaluation Committee or its authorized representative will open the tenders.

4.11 Deciding Award of Contract

- a. The Department shall inform those Bidders whose proposals did not meet the eligibility criteria or were considered non-responsive, informing that their Financial Proposals will not be opened after completing the selection process. The Department shall simultaneously notify those Bidders who qualify for the Evaluation process as described in this Tender Document, informing the date and time set for opening of Financial Proposals. The notification may be sent by mail.
- b. The bidder's name, the Proposal Price, the total amount of each proposal and other such details as the Tendering Authority may consider appropriate, will be announced and recorded by the Department at the opening of Financial Bid.
- c. After acceptance of LoA, Performance Security @ 5% of Annual Consulting Fee shall be submitted as specified in this document for signing an Agreement with Department.
- d. Special Condition for Awarding the Agreement:
 - i. The Department will sign the Agreement with Successful Bidder for a period as mentioned in 'Duration of Contract' in the bid document.
 - ii. The Department may extend the Agreement with mutual consent for a time period beyond what has been specified in 'Duration of Contract' as mentioned in Section 4.15 in the document.
 - iii. The Department will also have the right to provide extension/ increase in the scope of work as per the mutually agreed terms and conditions between both the parties.

4.12 Confidentiality

- a. As used herein, the term "Confidential Information" means any information, including information created by or for the other party, whether written or oral, which relates to internal controls, computer or data processing programs, algorithms, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions or security procedures of either party or any of its affiliates, or any client of either party, except such information which is in the public domain at the time of its disclosure or thereafter enters the public domain other than as a result of a breach of duty on the part of the party receiving such information. It is the express intent of the parties that all the business process and methods used by the Bidder in rendering the services here under are the Confidential Information of the Bidder.
- b. The Bidder shall keep confidential, any information related to this tender, with the same degree of care as it would treat its own confidential information. The Bidders shall note that the confidential information will be used only for the purposes of this tender and shall not be disclosed to any third party for any reason what-so-ever.
- c. At all-time of the performance of the services, the Bidder shall abide by all applicable security rules, policies, standards, guidelines and procedures. The Bidder should note that before any

- of its employees or assignees is given access to the Confidential Information, each such employee and assignees shall agree to be bound by the terms no less onerous than those contained under this tender and such rules, policies, standards, guidelines and procedures by its employees or agents.
- d. The Bidder should not disclose to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof.
 - e. The obligations of confidentiality under this section shall survive rejection of the contract.

4.13 Publicity

Any publicity by the bidder containing the name of Department should be done only with the explicit written permission from Department.

4.14 Execution of the Agreement

After acknowledgement of the LoA by the selected bidder, a performance security of 5% of Annual Consulting Fee has to deposited in the form of Bank Guarantee of any scheduled/ nationalized for a period of 26 months (two months more than Duration of Contract) and shall sign the Agreement within Thirty days from the issue of LoA.

4.14.1 Performance Guarantee

The successful Consultant company/firm shall furnish the Performance Guarantee as stipulated in the section 'Contract Performance Security' in this document.

4.15 Duration of Contract

The Contract shall initially valid for a period of 24 Months from the date of signing of Agreement. The Department may extend the Agreement for another 24 Months period on same terms and conditions at the discretion and satisfactory performance of consultant by the Department on mutual agreement.

4.16 Terms and Conditions: Applicable Post Award of Contract

4.16.1 Termination Clause

- a. The Department may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the selected bidder, terminate the contract in whole or in part(provided a cure period of not less than 30 days is given to the selected bidder to rectify the breach):
- b. If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by Department; or
- c. If the selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
- d. If the selected bidder, in the judgment of the Department, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
- e. If the selected bidder commits breach of any condition of the contract
- f. If Department terminates the contract in whole or in part, amount of Performance Guarantee shall be forfeited only if termination is due to Consultant default.

4.16.2 Termination for Default

- a. Department may, without prejudice to any other remedy for breach of contract, by a written notice of default of at least 30 days sent to the selected bidder, terminate the contract in whole or in part (provided a cure period of not less than 30 days is given to the selected bidder to rectify the breach):
- b. If the selected bidder fails to deliver any or all quantities of the service within the time period specified in the contract, or any extension thereof granted by the Department; or
- c. If the selected bidder fails to perform any other obligation under the contract within the specified period of delivery of service or any extension granted thereof; or
- d. If the selected bidder, in the judgment of the Department, is found to be engaged in corrupt, fraudulent, collusive, or coercive practices in competing for or in executing the contract.
- e. If the selected bidder commits breach of any condition of the contract
- f. If the Department terminates the contract in whole or in part, amount of Performance Guarantee shall be forfeited.

4.16.3 Termination for Insolvency

- a. The Department may at any time terminate the Contract by giving a written notice of at least 30 days to the selected bidder, if the selected bidder becomes bankrupt or otherwise insolvent. In such event, termination will be without compensation to the selected bidder, provided that such termination will not prejudice or affect any right of action or remedy that has accrued or will accrue thereafter to the Department.

4.16.4 Termination for Convenience

- a. The Department, by a written notice of at least 30 days sent to the selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for Department's convenience, the extent to which performance of the selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.
- b. In such case, the Department will pay for all the pending invoices as well as the work done till that date by the Consultant and would pay for 60 days period.
- c. Depending on merits of the case the selected bidder may be appropriately compensated on mutually agreed terms for the loss incurred by the contract if any due to such termination.
- d. Limitation of Liability- In no event shall either party be liable for consequential, incidental, indirect, or punitive loss, damage or expenses (including lost profits). The selected bidder shall not be liable to the other here under or in relation here to (whether in contract, tort, strict liability or otherwise) for more than the value of the fees to be paid (including any amounts invoiced but not yet paid) under this Agreement.

4.16.5 Termination by Department

- a. The Department may, by not less than 30 days' written notice of termination to the Consultant, such notice to be given after the occurrence of any of the events, terminate this Agreement if:
 - i. The Consultant fails to remedy any breach here of or any failure in the performance of its obligations here under, as specified in a notice of suspension, within thirty (30) days of receipt of such notice of suspension or within such further period as the Department may have subsequently granted in writing;
 - ii. The Consultant becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receivership whether compulsory or voluntary;

- iii. The Consultant fails to comply with any final decision reached as a result of arbitration proceedings.
- iv. The Consultant submits to the Department a statement which has a material effect on the rights, obligations or interests of the DEPARTMENT and which the Technical Consultant knows to be false;
- b. Any document, information, data or statement submitted by the in its Proposals, based on which the Consultant was considered eligible or successful, is found to be false, incorrect or misleading; or As the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty (60)days
- c. If the Department would like to terminate the contract for reasons not attributable to the Consultant performance, they will need to clear all invoices for the services up to the date of their notice along with 1 month fee pro-rat a fee out of the total fee.
- d. If the Department would like to terminate the contract for reasons attributable related to the Consultant performance, the government will give a rectification notice for 3 months to consultant in writing with specific observations and instructions.

4.16.6 Termination by Consultant

- a. The Consultant may, by not less than 30 days written notice to the Department, such notice to be given after the occurrence of any of the events, terminate this Agreement if:
 - i. The Department is in material breach of its obligations pursuant to this Agreement and has not remedied the same within forty-five (45) days (or such longer period as the Consultant may have subsequently agreed in writing) following the receipt by the Department of the Technical Consultant's notice specifying such breach;
 - ii. If there are more than 2 un-paid invoices and the Department fails to remedy the same within 45daysofthesubmissionofthelastun-paidinvoice;
 - iii. As the result of Force Majeure, the Consultant is unable to perform a material portion of the Services for a period of not less than sixty(60) days; or
 - iv. The Department fails to comply with any final decision reached as a result of arbitration.
- b. Upon termination of this Agreement all pending payments due till the date of the termination of the contract will be made by Department to the Consultant within 30 days of the contract termination

4.16.7 Consequences of Termination

- a. In the event of termination of the Contract due to any cause whatsoever, [whether consequent to the stipulated term of the Contract or otherwise], the Department shall be entitled to impose any such obligations and conditions and issue any clarifications as may be necessary to ensure an efficient transition and effective business continuity of the Service(s) which the Consultant shall be obliged to comply with and take all available steps to minimize loss resulting from that termination/breach, and further allow the next success or Consultant to take over the obligations of the erstwhile Consultant in relation to the execution/continued execution of the scope of the Contract.
- b. Nothing herein shall restrict the right of the Department to invoke the Department Guarantee and other guarantees, securities furnished, enforce the Deed of Indemnity and pursue such other rights and/or remedies that may be available to the Department under law or otherwise.
- c. The termination here of shall not affect any accrued right or liability of either Party nor affect the operation of the provisions of the Contract that are expressly or by implication intended to come into or continue in force on or after such termination.

4.17.1 Liquidated Damages

- a. Not with standing Department's right to cancel the order, liquidated damages for late delivery at 1% (One percent) of the undelivered portion of order value per week will be charged for every week's delay in the specified delivery schedule subject to a maximum of 10% of the value of the order value. No Damage will be charged in case of force measure beyond control of the bidder.
- b. Please note that the above LD for delay in delivery and delay in commissioning are independent of each other and shall be levied as the case may be.
- c. Department reserve its right to recover these amounts by any mode such as adjusting from any payments to be made by Department to the bidder. Liquidated damages will be calculated on per week basis.
- d. The cumulative and aggregate limit of Liquidated Damages (LD) for delay in delivery and LD for delay in commissioning would be limited to maximum of 10% of the total contract value. The aggregate liability of the Consultant shall in no event exceed the total value of the fee received under this contract.

4.17.2 Dispute Resolution Mechanism

The Bidder and the Department shall endeavor their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner:

- The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice.
- Matter will be referred for negotiation between Officer nominated by the Department and the Authorized Official of the Bidder. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15days.

In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations. An mutually agreed arbitrator shall be appointed at Dehradun and proceedings shall be conducted in accordance with the provisions of Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof..

4.17.3 Governing Law

This contract shall be governed in accordance with the laws of India.

4.17.4 Jurisdiction of Courts

All disputes relating to this contract shall be subject to the jurisdiction of courts in Dehradun

4.17.5 Compliance with Laws

The Selected Bidder shall comply with the laws in force in India in the course of performing the Contract.

4.17.6 Force Majeure

Force Majeure is herein defined as any cause, which is beyond the control of the selected bidder or the Department as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

- a. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics.
- b. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos.

- c. Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notifies the other in writing of such causes.

The bidder or Department shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Not with standing this, provisions relating to indemnity, confidentiality survive termination of the contract.

4.17.7 Failure to agree with Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the Department may award the contract to the next best value bidder or call for new proposals from the interested bidders or invoke the Performance Security of the most responsive bidder.

4.18 On site Deployment

The proposed team should be stationed in Dehradun or any location as decided by the Department for the entire project period as per the requirements of the RFP. The team will be deployed within maximum of 7 days of the award of contract. The proposed team has to follow the working hours, working days and Holidays of State Government of Uttarakhand.

Deployment of investment promotion Team will come enforce from July, 2019.

Physical office space will be provided by the department and other facilities in this office like computer, photocopier, scanner, printers, paper, toner, etc. will be arranged by selected bidder on his own cost. The selected Bidder also take care of furnishing and maintenance of the office as per their requirement.

4.19 Statutory Requirements

During the tenure of this contract, nothing shall be done by the Selected Bidder in contravention of any law, act and/or rules/regulations, there-under or any amendment there of governing inter-alia customs, stowaways, foreign exchange etc. and shall keep Department indemnified in this regard.

4.20 Contract administration

- a. Either party may appoint any individual / organization as its authorized representative through a written notice to the other party. Each Representative shall have the authority to:
- Exercise all of the powers and functions of his/her Party under this contract, other than the power to amend this contract and ensure proper administration and performance of the terms hereof; and
 - Bind his or her Party in relation to any matter arising out of or in connection with this Contract.
- b. The Selected Bidder shall be bound by all undertakings and representations made by the authorized representative of the Selected Bidder and any covenants stipulated hereunder, with respect to this contract, for and on their behalf.
- c. For the purpose of execution or performance of the obligations under this Contract, the Department representative would act as an interface with the nominated representative of the Selected Bidder. The Selected Bidder shall comply with any instructions that are given by the Department representative during the course of this contract in relation to the performance of its obligations under the terms of this contract and the Tender.
- d. A committee comprising of representatives from the Department and the Selected Bidder shall meet on a quarterly basis to discuss any issues / bottlenecks being encountered. The Selected Bidder shall draw the minutes of these meetings and circulate to the Department.

4.21 Right of Monitoring, Inspection and Periodic Audit

The Department reserves the right to inspect and monitor / assess the progress / performance at any time during the course of the Contract, after providing due notice to the Selected Bidder. The Department may demand, and upon such demand being made, the selected bidder shall provide with any document, data, material or any other information required to assess the progress of the project. The Department shall also have the right to conduct, either itself or through any another agency as it may deem fit, an audit to monitor the performance by the Selected Bidder of its obligations/functions in accordance with the standards committed to or required by the Department and the Selected Bidder undertakes to cooperate with and provide to the Department/ any other Consultant/ Agency appointed by the Department, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the Selected Bidder failing which the Department may, without prejudice to any other rights that it may have, issue a notice of default.

4.22 Department's Obligations

The Department representative shall interface with the Selected Bidder, to provide the required information, clarifications, and to resolve any issues as may arise during the execution of the Contract.

The Department shall ensure that timely approval is provided to the selected Bidder, where deemed necessary, which should include reports/plans and all specifications related to services required to be provided as part of the Scope of Work.

Department shall provide functional office space to the Project Team in its premises equipped with Internet and Printer etc. facilities.

4.23 Information Security

The Selected Bidder shall not carry and/or transmit any material, information, layouts, diagrams, storage media or any other goods/material in physical or electronic form, which are proprietary to or owned by the Department, out of premises, without prior written permission from the Department.

The Selected Bidder shall, upon termination of this agreement for any reason, or upon demand by the Department, whichever is earliest, return any and all information provided to the Selected Bidder by the Department, including any copies or reproductions, both hardcopy and electronic.

4.24 Indemnity

The Selected Bidder shall indemnify the Directorate of Industries (DoI), Government of Uttarakhand from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind how-so-ever suffered including patent, copyright, trademark and trade secret, arising or incurred inter-alia during and after the Contract period out of:

- a. Negligence or wrongful act or omission by the Selected Bidder or it's team or any Agency/ Third-party in connection with or incidental to this Contract; or
- b. Any breach of any of the terms the Selected Bidder's Proposal as agreed, the Tender and this Contract by the Selected Bidder, its Team or any Agency/Third Party.
- c. The maximum indemnity by the Consultant or the Department shall be to the extent of 100% of Contract value in favour of the Department.

4.25 Prices

Prices quoted must be firm and shall not be subject to any upward revision on any account what-so-ever throughout the period of the engagement. The Department however reserves the right to review and negotiate the charges payable.

4.26 Payment Schedule

The payment as specified in financial format Annexure -III as submitted by Selected Consultant shall be made on a Monthly basis.

All travel expense outside Dehradun for official purpose with the permission of competent authority shall be paid directly or reimbursed by Department, in such cases where arrangements are not being made by the Department:

- a. The travel expense (boarding and lodging) outside Dehradun will be paid extra based on the actual rate of economy class air-fare in case they are required to travel from Dehradun to anywhere in India and abroad. Other allowances will be payable at the rates admissible to class-1 officers of the State Government.
- b. To claim reimbursement, onsite resources needs to submit the Travel Expense Claim to the Department along with the relevant bills/vouchers, boarding passes, tickets and hotel bills and approval from the authorized approving authority within four weeks from the date of return from the trip.
- c. Submission of hotel bills is mandatory with the Travel Expense Claim.
- d. For local travel during official visit within Dehradun, Consultants will make their own arrangements.
- e. Team members should have their own laptops and other peripherals including mobile phone.

Instruction:

The Invoice will be submitted after every Month. The payment will be made within 15 days after submission of Invoice. The Selected bidder shall satisfactorily perform work as specified under the Tender to the Department.

Sr.no	Description	Payment as % of total contract value
1	Mobilization advance against bank guarantee	10.00 %
2	Per Month Payment (24 Months)	3.33 %
3	After Successful completion of engagement	10.00 %

4.27 Conflict of Interest

The Bidder shall disclose to the Department in writing, all actual and potential conflicts of interest that exist, arise or may arise (either for the Vendor the Bidders team) in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

4.28 General

4.28.1 Entire Contract

The terms and conditions laid down in the Tender and all annexure thereto as also the Proposal and any attachments/annexes thereto shall be read in consonance with and form an integral part of the Contract. The Contract supersedes any prior contract, understanding or representation of the Parties on the subject matter.

4.28.2 Modification

Any modification of the Contract shall be in writing and signed by an authorized representative of each Party.

4.28.3 Taxes

The Bidder shall pay taxes, other than Good and Service Tax, and other applicable taxes, if any, imposed on the services under this contract.

4.28.4 Application

These General Conditions shall apply to the extent that provisions in other parts of the Contract do not supersede them.

4.29 Fraud and Corrupt Practices

4.29.1 Fraud and Corrupt Practices

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

- any time has been or is a legal, financial or technical consultant/ adviser of the Department in relation to any matter concerning the Project;
- ii. “Fraudulent practice” means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
 - iii. “Coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any persons or property to influence any person s participation or action in the Selection Process;
 - iv. “undesirable practice” means (i) establishing contact with any person connected with or employed or engaged by Department with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Selection Process; or (ii) having a Conflict of Interest; and
 - v. “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Bidders with the objective of restricting or manipulating a full and fair competition in the Selection Process

5 Scope of Work

The Scope of Work for the proposed engagement will primarily consist of the following:

Part A: EoDB Reforms

a) DIPP EoDB Points

- (i) Support on Business reform action plan recommendations on Ease of Doing Business, as received from DIPP from time to time
- (ii) Support for ongoing and new initiatives as under:
 - 1. Central Inspection Agency
 - 2. Combined Application Form for all approvals
 - 3. Provision for Feedback on Draft Business Regulations / Policy
 - 4. Common Application Form for Incentives for the Industries/ MSME Department
 - 5. Supporting on Single Window Approval, Grievance, Incentives related, Helpline
 - 6. Supporting Single Window on creating awareness for generating feedback
- (iii) Supporting Departments on compliance to DIPP points
- (iv) Supporting District level ranking/ Dept. ranking on EoDB
- (v) Awareness workshops about regulatory provisions for better compliance

b) Feedback, Promotion & Awareness

- (i) Making recommendations on MIS generated by Departments in order to find out challenges and support required to implement/ resolve the challenge for positive feedback
- (ii) Support for queries regarding grant of approvals and feedback.
- (iii) Support development of promotional material required for creating awareness about EoDB among investors and Government Departments through workshops, field visits, brochure, sunboard, etc.
- (iv) Handling information availability and grievances of investors while taking approvals through the query management system by coordinating with respective departments
- (v) Undertaking Business Process Reforms as required

c) Change Management

- (i) Capacity building at field offices of respective Department.
- (ii) Training need assessment and Soft skills training as required for the new and emerging regulatory/ EoDB scenario

Part B: Single Window portal

- 1. Development of New Modules**
 - a. Incentives: Design, Development and Integration of State Specific Industrial Incentives under various Policies and Schemes in State
 - b. Investor Compliance Tracker: Tracking and generating a compliance report for investors based on their returns, inspections, renewals, self-certifications and other regulatory compliances
 - c. Departmental Micro Sites: Design, Development and Integration of various departmental portals stating information about the reforms enabled and respective orders / documents at one place in public domain
 - d. Project Management Tool: Design, Development and Integration of Project Management Tool where department can define the KPI's and track the progress too
 - e. Risk Management Module (Incorporating data from applications, inspections and returns): Design, Development and Integration with Inspecting Authorities in State and configuring risk parameters in system to identify and calculate risk category of an industry
 - f. Investment Promotion Agency processes
 - i. Define KPI and update statuses: Design, Development & Integration of monitoring tool to define KPI's and then monitoring the same
 - ii. Event Organizer: Design, Development and Integration of Meeting & Events Scheduler
- 2. BRAP Compliance Points with Single Window Touch Points:** Design, Development/ Modification & Integration as recommended by DIPP and Department of Industries Uttarakhand under reform agenda within a period of 2 years to achieve compliance
- 3. Integration of New services recommended by DIPP at State / District Level:** Integration of new services recommended by DIPP and Department of Industries Uttarakhand under reform agenda within a period of 2 years (State and District Level Agenda both) to achieve compliance
- 4. On-Boarding of State Departments:**
 - a. Sectoral Clearance System: On-boarding of State Departments to configure and roll out of sector specific clearances in one - go
 - b. Document Management System: On-boarding of State Departments on Document Management System
 - c. Central Inspection System: Enhancement & on-boarding of State Departments in Uttarakhand's Central Inspection Framework and System
 - d. Offline Application Tracker: On-boarding of State Departments to process Offline Applications
 - e. Feedback and Survey Module: On-boarding of State Department to get the feedback on services provided / offered
 - f. Investor Query Management System: On-boarding of State Department on Investor Query Management System where department can respond on queries raised by Investors
 - g. Investor Ticket Management System: On-boarding of State Department on Investor Ticket Management System where department can respond on issues raised by Investors
 - h. Investor Grievance Redressal Management System: On-boarding of State Department on Investor Grievance Redressal Management System where department can respond on issues raised by Investors
 - i. Information Wizard with Sector Specific Questionnaire
 - j. Integrated Application Common Application Form with department specific clearances in one-go
- 5. Integration with other State Government Systems**
 - a. Remaining Online Departmental Portals providing business related services
- 6. Security Audit (vendor to be appointed by DoI):** Implementation of security parameters in Uttarakhand Single Window Clearance System and addressing the security recommendation provided by Security Auditor
- 7. Integration with Central Government Authorities (permission being facilitated by DoI, Uttarakhand):** Integration with Central Government Authorities like NHAI, National Monument Authority, Central Ground Water Authority etc. providing business related services
- 8. Maintenance of Single Window Clearance System:** Maintenance & Strengthening of Uttarakhand Single Window Clearance System and mobile application
- 9. Digital / Social Media campaign :** Undertake social media campaign to spread awareness on Start-Up / Ease of Doing Business initiatives of the state and promote the state as an investment destination.

Part C: Investment Promotion

The state has successfully conducted an Investment summit in 2018 and intends to build on the success of the summit by continuing the investment promotion work. The state may conduct another Investment Summit during the term of the engagement. The investment promotion team will work towards conducting summit also as per requirement.

a) Investment Strategy

- (i) Analysis of investment promotion strategies followed by other states & countries and suggesting the best practices
- (ii) Design and develop an investment promotion strategy/ program and annual action plan
- (iii) Create a sector and company focused contact strategy and action plan to reach the targeted investors and to promote Uttarakhand as an Investment destination
- (iv) Define Strategies and follow up mechanism to attract investors from India and specific countries for designated investment regions in Uttarakhand, for focus sectors in the State
- (v) Benchmark industrial policy & other relevant sectoral policies and provide necessary inputs to GoUK

b) Knowledge Creation and Management

- (i) Provide knowledge content& develop various marketing collaterals and materials such as state pitch presentations, sector profiles, regional profiles, Uttarakhand competitiveness profile, and investor guide for Uttarakhand.
- (ii) Prepare all presentations and draft speeches for Hon'ble Chief Minister; Hon'ble Ministers; Chief Secretary; Principal Secretary- Industries and other officials for various events.
- (iii) Preparation and circulation of investment magazine (monthly) incorporating the promotional efforts and investment opportunities in the state
- (iv) Maintain databases of investors interfacing with different departments/ boards & corporations of GoUK, before, during and after the GIS and prepare follow-up/ after-care strategies for lead conversion
- (v) Competitive advantages of Uttarakhand viz a viz other States - Sectoral/ Policy/ Incentives/ other parameters

c) Roadshows/ Seminars/ Investors Summit

- (i) Arrange one-to-one meetings with leading corporate houses at both national and international level on the side-lines of each roadshow/ sub event. The Consultant will seek to ensure presence of investors with specific sectors at Investor Meets/ Road Shows/ Conferences by leveraging its network of offices
- (ii) Assist GoUK in participating at various events of national and international importance by providing detailed information of important events well in time along with financial implications
- (iii) Providing a rapporteur for all the B2G meetings & sub events and preparation of post-event reports capturing the main highlights, suggestions and features of the key events participated by GoUK
- (iv) Assist during visit of national and international delegations in and out of the State
- (v) Preparing updates/ presentations for all review meetings.
- (vi) Prepare draft MoUs
- (vii) Assist in identifying and approaching potential organizations willing to partner with the state of Uttarakhand
- (viii) Leverage country-based desks/ trade agencies for direct focus on investors to facilitate investment; Assist the state to participate in multi-lateral forums, trade fairs and conferences; collaborate with global embassies, chambers of commerce and business councils and invite overseas participants, Trade Commissioners etc.
- (ix) Preparation of event specific collaterals, presentations, speaker profiles, talking points and other publicity material

- (x) Documenting main highlights and features of the summit from investment point of view and follow-up action
- (xi) Prepare letters of gratitude to different participants on behalf of GoUK
- (xii) Follow up with investors and respective Government agencies/ Departments to ensure progress of various projects to enable quick implementation
- (xiii) Follow up with participants and organizing meetings within and outside India where new leads have been generated
- d) IPA Ranking Framework**
 - (i) Assist the state in IPA Ranking framework of Invest India
- e) Industrial Estate Ranking Framework**
 - (i) Assist the state in Industrial Ranking framework of DIPP

Part D: Start up Ecosystem Development

a) Organization Support

- (i) Develop Standard Operating Procedures and Guidelines – Startup Application Evaluation; Disbursement of Incentives, venture funds, incubators, angel network
- (ii) Develop and monitor content, duration and delivery of boot camps
- (iii) Follow up with start-ups for recognition and applying for incentives under the Policy

b) Ecosystem Analysis

- (i) Outline process for mapping of ecosystem actors – develop database for existing startups and potential startups
- (ii) Reach out to startups, incubators, universities, co-working spaces and voluntary organizations on a best effort/availability basis

c) Helpdesk

- (i) Develop responses for common queries from startups
- (ii) Resolve day-to-day issues for applicants and application processing
- (iii) Monitor and respond to queries received in person, on phone or on e-mail
- (iv) Understand needs of startups and coordinate with incubators and institutes to plug those gaps through knowledge sessions
- (v) Compile a repository of Massive Online Open Courses so that the start-ups can have access to knowledge through online means

d) Marketing and Branding

- (i) Develop marketing and branding plan including social media strategies
- (ii) Assist in appointment of marketing and branding agency
- (iii) Assist in startup reach out programme
- (iv) Assist in awareness and branding campaigns in schools/ colleges
- (v) Curate Knowledge content for website and social media sites
- (vi) Identify strategic partnerships, sponsorships, corporate connects, etc.

e) Event support

- (i) Develop agenda for single/multi day industry outreach event
- (ii) Develop strategy to publicize event amongst locals
- (iii) Finalize guest list, assist in reaching out to dignitaries and experts
- (iv) Provide content for knowledge collaterals, welcome kit, promotion material
- (v) Coordinate with key stakeholders such as colleges, research labs, incubators, co-working spaces and startups
- (vi) Recommendation of participation in National/International events / workshops/seminars and follow-up after participation

6 Team Composition

The team for the engagement should comprise of the following:

S.No.	Position	Number	Experience
1	Resident Program Manager	1	Master in relevant field / MBA with at least 15 years' experience.
A. Dedicated Team for BRAP compliances under EODB			
1	Team Leader	1	Master in relevant field / MBA with at least 10 years' experience.
2	Team Members	4	Master in relevant field / MBA with at least 7 years' experience.
3	Support Team Members	3	Master in relevant field / MBA with at least 3 years' experience.
B. Dedicated Team for Existing Single Window Portal			
1	Team Leader	1	MCA/BE/B.Tech with at least 10 years' experience.
2	System Design Engineer	2	MCA/BE/B.Tech with at least 7 years' experience.
3	Software Developers	3	MCA/BE/B.Tech with at least 5 years' experience.
4	Software Developers	2	MCA/BE/B.Tech with at least 3 years' experience.
C. Dedicated Team for Investment Promotion			
1	Team Leader	1	Master in relevant field / MBA with at least 10 years' experience.
2	Sectoral Experts	2	Master in relevant field / MBA with at least 5 years' experience
3	Relationship Managers	2	Master in relevant field / MBA with at least 3 years' experience
D. Dedicated Team for Startup Ecosystem Development			
1	Team Leader	1	Master in relevant field / MBA with at least 7 years' experience
2	Team Members	2	Master in relevant field / MBA with at least 3 years' experience

The Consultant shall place Component Experts at the office of Directorate of Industries as per requirement of the Department and task before hands.

If at any point in time, the Department feels that a resource is not up to the mark, a replacement will be demanded in written, and will need to be obliged within 4 weeks.

The consultant is not expected to change the team from what is proposed as a part of the response to this RFP. However if a resource needs to be changed due to unforeseen circumstances, the consultant needs to give it in written to the Client and only upon agreement, the replacement may be carried out.

No Contractual or Third Party Resources will be provided. All Resources will have to be on Company Rolls as on the date of the submission. Failure to do so will lead to rejection and blacklisting.

7 Evaluation and Selection

7.1 Technical Evaluation

All responsive Bids will be considered for further processing as below.

Proposal Evaluation Committee will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by the Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.

- a. Evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.
- b. Proposal shall be opened in the presence of bidders representatives who intend to attend at their cost.
- c. Proposal document shall be evaluated as per the following steps.
 - All supporting document submitted in support of Technical Evaluation matrix should comply the following:
 - Supporting document is to be submitted in Technical Cover.
 - Supporting document should clearly indicate value of the completed/on-going project and scope of work/services should be clearly highlighted.
 - In case of Bidder is having Non-Disclosure Agreement (NDA) with their client, no such experience will be counted (if agreement copy not submitted).
 - Bidders failing to comply any of the above then the Bid will be summarily rejected.

S. No.	Technical Proposal Evaluation Parameters	Max Score	Supporting Documents
A	Project Experience	20	
A-1	Mandate of running Investment Promotion Summit with engagement duration of at least 6 months as Consultant for any State Government in India in the last 5 Years. Each Project: 1 mark (Summit should have been completed for recognizing the experience)	5	Letter of Award / Agreement/ Certificate from the Client showing the time period and contract value
A-2	Mandate of advising State Government (which was ranked in top 10 in DIPP rankings while being advised by the bidder) in India on EoDB reforms with engagement duration of at least 6 months in the last 5 years. Project: 1 mark (Ranking should have been completed for recognizing the experience)	5	
A-3	Mandate of assisting the State Government in India on designing and deploying the single window portal for investment related services of the State in the last 5 years. Each State: 1 mark (The portal should be in operation and should have received online applications, integration with at least 8 departments with 35+ services)	5	
A-4	Mandate of supporting the State Government in India as startup PMU with engagement duration of at least 3	5	

	months in the last 5 years. Each Project: 1 mark		
B	Team Composition	40	
B-1	Resident Program Manager	12	Enclose CV as per format defined in the RFP with consent from the Proposed Personnel
B-2	Team Leader for EoDB Reforms	7	
B-3	Team Leader for Single Window Portal	7	
B-4	Team Leader for Investment Promotion	7	
B-5	Team Leader for Startup Cell	7	
C	Approach & Methodology	30	
C-1	Technical Presentation	30	The bid should have a separate Approach & Methodology section. The presentation before the Tender committee should be based on the information contained in the A&M submitted.
D	Knowledge Transfer	10	
D-1	Knowledge Transfer	10	The bid should have a separate note related to knowledge transfer specially regarding in Single Window Portal.
	Total	100	

7.2 Financial Evaluation

The Bidder shall be selected on the basis of Quality and Cost Based Selection (QCBS), whereby technical proposal will be allotted weight age of 80% and financial proposal will be allotted weightage of 20%. The proposal with the lowest Monthly Professional Fees shall be given a financial score of 100 and the other proposals shall be given financial scores that are inversely proportionate to lowest financial proposal as stated below. The total score, both technical and financial, shall be obtained by weighing the quality and cost score and adding them up.

Financial Proposals of only those bidders who score atleast 70 marks in Technical Proposal evaluation shall be opened and evaluated as per financial evaluation criteria.

The Financial Proposals shall be given scores as follows:

$S_f = 100 \times F_m / \text{Financial Proposal of bidder under consideration}$

1. F_m : Lowest financial proposal
2. S_f : Financial Score

For selection of Consultant, final ranking will be determined based on the combined total score for each consultant separately. This will be done by applying a weight of 0.80 (or 80%) and 0.20 (or 20%) respectively to the technical and financial scores of each qualifying proposal.

The Total Score of Technical Proposal and Financial Proposal shall be computed as follows:

Total Score = $(T_e \times 0.80) + (S_f \times 0.20)$

T_e : Technical score.

7.3 Selection

The Applicant scoring the highest Total Score shall be declared as the "Selected Consultant".

8. Annexures

8.1 Annexure I: Proposal Covering Letter

Date:

To,

Director Industries,

Directorate of Industries

Patel Nagar

Dehradun

Uttarakhand

248001

Dear Sir,

We..... (Name of the bidder) here by submit our proposal in response to notice inviting tender date.....and tender document no.....and confirm that:

1. All information provided in this proposal and in the attachments is true and correct to the best of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 180 days from the last date of submission of proposal, and
4. We are quoting for all the services mentioned in the tender.
5. Directorate of Industries, Dehradun may contact the following person for further information regarding this tender:
 - a. Name and full address of office, Contact No., Email ID, Company Name
6. We are submitting our technical bid documents. Hard copy of the Proposal should also be submitted inform of original and a copy alongwith original DD of both EMD and Tender Document Fee.

Yours sincerely, Signature

Full name of signatory Designation

Name of the bidder (firm etc.)

8.2 Annexure II: Format for Power of Attorney

(To be provided in original as part of Technical Proposal (Envelope–1) on stamp paper of value required under law duly signed by the Competent Person)

Dated: _____

POWER OF ATTORNEY

To Whomsoever It May Concern

Know all men by these presents, we _ _ (name and registered office address of the Bidder) do here by constitute, appoint and authorize Mr. _____ (Name of the Person(s)), domiciled at _____ (Address), acting as _ _ (Designation and the name of the firm), as Authorized Signatory and whose signature is attested below, as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Proposal for award of Agreement "Selection of Consultant for assisting Directorate of Industries in EODB, Single Window, Investment Promotion and Start-up Ecosystem Development in the State of Uttarakhand" vide Invitation for Tender (Tender Document) Document dated _____, issued by the Directorate of Industries, Government of Uttarakhand including signing and submission of all documents and providing information and responses to clarifications / enquiries etc. as may be required by _____ or any governmental authority, representing us in all matters before and generally dealing with _____ in all matters in connection with our Proposal for the said Project. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.

For -----

(Signature)

(Name, Title and Address)

Accept

(Attested signature of Mr. _____)

(Name, Title and Address of the Attorney)

Notes:

- a) To be executed by the bidder
- b) The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- c) Also, wherever required, the executants(s) should submit for verification the extract of the charter documents and documents such as a resolution / power of attorney in favour of the Person executing this Power of Attorney for the delegation of power here under on behalf of the executants(s).

8.3 Annexure III: Financial Proposal Format

To be returned in original along with the Proposals (Envelope C) Tender Document No.

To

Subject: Selection of Consultant for assisting Directorate of Industries in EODB, Single Window, Investment Promotion and Start-up Ecosystem Development in the State of Uttarakhand

Sir,

We, the undersigned, offer to provide the consulting services of Consultant for the Department in accordance with your Request for Proposal dated [Insert Date] and our Technical Proposal. Our Financial Proposal inclusive of taxes, but excluding GST, is as below:

	Amount figures	in	Amount in words
Total Monthly Professional Fees			
Goods & Service Tax			
Gross Total			

Notes:

- Consultantwise/Experience wise rates shall be quoted. These rates shall be applicable for additional requirement of manpower according to department's requirement
- The above includes all travel, lodging and other out of pocket expenses within Dehradun; no extra claims above what has been mentioned in this section will be allowed during the engagement
- The travel expense (boarding and lodging) outside Dehradun for domestic and international road shows would be additional and will be paid extra based on the actual rate of economy class air-fare in case they are required to travel from Dehradun to anywhere in India and abroad. Other allowances will be payable at the rates admissible to class-1 officers of the State Government.

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiration of the validity period of the Proposal.

We solemnly affirm that we will strictly adhere to the laws against fraud, corruption and unethical practices, including but not limited to "Prevention of Corruption Act, 1988", during the bidding process and execution of the contract, in case we are awarded the work.

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

Yours sincerely,

Authorized Signature {In full and initials}: Name and Title of Signatory:

8.4 Annexure IV: Performance Guarantee Format

(To be issued by a Bank)

This Deed of Guarantee executed at _____ by _____ (Name of the Bank) having its Head/Registered office at _____ (here in after referred to as “the Guarantor”) which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns;

In favour of _____, having its office at _____, India (hereinafter called “_____” which expression shall unless it be repugnant to the subject or context thereof include its heirs, executors, administrators, successors and assigns);

Whereas M/s _____ a company formed under _____ (specify the applicable law) and having its registered office at _____ has been, consequent to conduct and completion of a competitive bidding process in accordance with the letter of requirements document No. _____ dated ____/____/2018 issued by _____, and selected M/s _____ (here in after referred to as the Bidder) for the Agreement by _____ as more specifically defined in the aforementioned Document including statement of work and the Agreement executed between the _____, and Bidder. The Agreement requires the Bidder to furnish an unconditional and irrevocable Bank Guarantee for an amount of Rs. _____/- (Rupees _____ only) by way of security for guaranteeing the due and faithful compliance of its obligations under the Agreement.

Whereas, the Bidder approached the Guarantor and the Guarantor has agreed to provide a Guarantee being these presents:

Now this Deed witnessed that in consideration of the premises, we, _____ Bank hereby guarantee as follows:

1. The Bidder shall implement the Project, in accordance with the terms and subject to the conditions of the Agreement, and fulfill its obligations there under
2. We, the Guarantor, shall, without demur, pay to _____ an amount not exceeding INR _____ (Rupees _____ only) within 7 (seven) days of receipt of a written demand therefore from _____ stating that the Bidder has failed to fulfill its obligations as stated in Clause 1 above.
3. The above payment shall be made by us without any reference to the Bidder or any other person and irrespective of whether the claim of the _____ is disputed by the Bidder or not.
4. The Guarantee shall come into effect from ____ (Start Date) and shall continue to be in full force and effect till the earlier of its expiry at 1700 hours Indian Standard Time on ____ (Expiry Date) (both dates inclusive) or till the receipt of a claim, from the _____ under this Guarantee, which is one month after the expiry of performance guarantee, whichever is earlier. Any demand received by the Guarantor from _____ prior to the Expiry Date shall survive the expiry of this Guarantee till such time that all the moneys payable under this Guarantee by the Guarantor to _____.
5. In order to give effect to this Guarantee, _____ shall be entitled to treat the Guarantor as the principal debtor and the obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents by _____ or by the extension of time of performance granted to the Bidder or any postponement for

anytime of the power exercisable by _____ against the Bidder or forbear or enforce any of the terms and conditions of the Agreement and we shall not be relieved from our obligations under this Guarantee on account of any such variation, extension, forbearance or omission on the part of _____ or any indulgence by _____ to the Bidder to give such matter or thing what so ever which under the law relating to sureties would but for this provision have effect of so relieving us.

6. This Guarantee shall be irrevocable and shall remain in full force and effect until all our obligations under this guarantee are duly discharged.
7. The Guarantor has power to issue this guarantee and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under_____.
8. Not with standing anything contained herein above:
 - a) Our liability under this bank guarantee shall not exceed _____.
 - b) This bank guarantee shall be valid up to _____.
 - c) we are liable to pay the guaranteed amount or any part thereof under this bank guarantee only if you serve upon us a written claim or demand (and which should be received by us), on or before _____before 6.00 PM, where after it ceases to be in effect in all respects whether or not the original bank guarantee is returned to us.

In witness, whereof the Guarantor has set its hands hereunto on the day, month and year first here-in above written.

Signed and Delivered by _____Bank by the hand of Shri_____ its and authorized office.

Authorized Signatory____ Bank

8.5 Annexure V: Format for Professional Experience Citations

Assignment Name:	Approx. Value of Contract (in INR):
Country: Location within Country:	Duration of Assignment (months):
Nature of Client:	Total no. of staff months:
Address of the Client:	Approx. value of services provided by your firm:
Start Date (Month/Year):	Completion Date (Month/Year):
Name of Associated Consultants, If Any:	No of professional staff-months provided by associated Consultants:
Name of Senior Staff (Project Director/Coordinator, Team Leader) involved and Functions Performed:	
Detailed Narrative Description of the Project:	
Firm's Name:	Authorized Signature:

8.6 Appendix VI: Format for Curriculum Vitae (CV) of Key Staff

Photo	Name:			
	Position:			
	Date of Birth:			
	Education:			
4. Employment Record	From	To	Company	Position Held
5. Brief Profile				
8. Countries of Work Experience				
9. Languages				
10. Projects				
Nature of Work: Year: Location: Company: Position Held: Main features: Activities Performed:				
Nature of Work: Year: Location: Company: Position Held: Main features: Activities Performed:				
		Name:		
Signature				

8.7 Appendix VII: Format for Composition of Team and Tasks of Team Members

Sr. No.	Name	Qualification and Experience Required(In Years)	Proposed Position	Task Assigned

8.8 Annexure VIII: Technical Proposal Submission Form

TP-1 Technical Proposal Submission Form/Declaration

TP-2 Consultant's Experience for Technical Evaluation

TP-3 Conceptual Clarity and Understanding of the Assignment

TP-4 Approach, Methodology and Work Plan for Performing the Assignment

TP-5 Team Composition

TP-6 Curriculum Vitae (CV) for Key Staff

TP-7 Note on Knowledge transfer