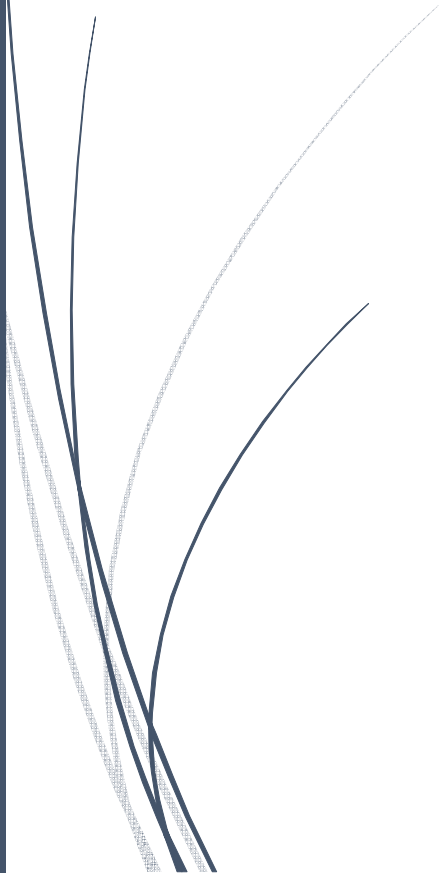


Sample Request for Proposal
(RFP) for Selection of Agency
for Setting up SPMU in State
Agriculture Departments
under NeGP-A



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Glossary

ACMS	Agriculture Content Management System
ADO	Agriculture Development Officer
AGMARKNET	Agricultural Marketing Information System Network
AMFU	Agro-Meteorological Forecasting Unit
B2C	Business to Citizen
BAO	Block Agriculture Officer
CFQCTI	Central Fertilizer Quality Control & Training Institute
CIBRC	Central Insecticides Board & Registration Committee
CPMU	Central Program Management Unit
CSC	Citizen Service Centre
DAC	Department of Agriculture and Co-operation
DAHD	Department of Animal Husbandry & Dairying
DAO	District Agriculture Officer
DARE	Department of Agricultural Research & Education

DMI	Directorate of Marketing & Inspection
DPPQS	Directorate of Plant Protection, Quarantine & Storage
DPR	Detailed Project Report
FCI	Food Corporation of <State Name>
FEO	Fisheries Extension Officer
FMC	Futures Market Commission
G2B	Government to Business
G2C	Government to Citizen
G2G	Government to Government
GAP	Good Agriculture Practice
IA	Implementing Agency i.e. the bidder
ICAR	Indian Council of Agricultural Research
ICT	Information and Communication Technology
IMD	Indian Meteorological Department
IVRS	Interactive Voice Response Service
JD	Joint Director
KCC	Kisan Call Centre
KKMS	Kisan Knowledge Management System
KVK	Krishi Vigyan Kendra
LWO	Locust Warning Organization
MANAGE	National Institute of Agriculture Extension & Management

MIS	Management Information System
MIT	Ministry of Information Technology
MMP	Mission Mode Project
MSP	Minimum Support Price
NAFED	National Agricultural Cooperative Marketing Federation of <State Name> Ltd
NeGP	National e-Governance Plan
NeGP-A	National e-Governance Plan – Agriculture
NIC	National Informatics Centre
NISG	National Institute for Smart Governance
NSAI	National Seed Association of <State Name>
NSC	National Seeds Corporation
PMU	Project Management Unit
PQS	Plant Quarantine Station
PSU	Public Sector Undertakings
SAMB	State Agricultural Marketing Boards
SAU	State Agriculture University
SCC	State Call Centre
SDC	State Data Centre
SFCI	State Farms Corporation of India
SLA	Service Level Agreement
SPMU	State Project Management Unit

SSO	Single-Sign-On
SWAN	State Wide Area Network
UAL	User Access License
VLEW	Village Level Extension Worker
VLE	Village LEVEL Entrepreneur

1 Definitions

- i. **“Agreement”** means the Agreement to be entered between the Department of Agriculture, Government of <State Name> and the bidder who will get selected after the completion of the bid process through this RFP together with all the contents and criterion mentioned in this RFP.
- ii. **“Client”** means Department of Agriculture, Government of <State Name>, which is also the purchaser of the services to be procured through this RFP for NeGP-A.
- iii. **“Commissioning”** means operation of the System or any Subsystem by the Implementation Agency (IA) following Installation, which operation is to be carried out by the IA as provided in the RFP for the purpose of carrying out Operational Acceptance Test(s)
- iv. **“Confidential Information”** means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, customers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party in the course of or in connection with the Agreement/RFP (including without limitation such information received during negotiations, location visits and meetings in connection with the Agreement/ RFP).
- v. **“Deliverables”** means the products, infrastructure and services agreed to be delivered by the Implementation Agency in pursuance of the terms and conditions as defined more elaborately in the RFP for rollout

- phase of NeGP-A in relation to the Implementation Phase and the Operations and Maintenance Phase and includes all documents related to the solution, user manuals, technical manuals, design, process and operating manuals, service mechanisms, policies and guidelines and source code, if any, and all its modifications.
- vi. **“Delivery”** means the transfer of Goods and Services from the Supplier or the Implementation Agency or the SPMU to the client / Purchaser in accordance with the terms specified in the RFP.
 - vii. **“Effective Date”** means the date on which the Agreement is executed between the Client and the selected bidder (SPMU Agency).
 - viii. **“Implementation Agency or IA”** means the bidder or consortium of bidders selected after the competitive bid process management who shall be responsible for the scope of work and deliverables as defined in the RFP for rollout phase of NeGP-A by Government of India.
 - ix. **“Installation”** means that the installation of hardware, network component, software, system or a subsystem as specified in the scope of work of the RFP for rollout phase and is ready for Commissioning as defined in the RFP.
 - x. **“Intellectual Property Rights”** means and includes all rights in the Bespoke Software being developed by the Client through National Informatics Centre (NIC), its improvements, upgrades, enhancements, modified versions that may be made from time to time, database generated, compilations made, source code and object code of the software, the said rights including designs, copyrights, trademarks, patents, trade secrets, moral and other rights therein.
 - xi. **“NeGP –A”** means Mission Mode Project on Agriculture, which is one of the 27 Mission Mode Projects (MMP) under National e-Governance Plan (NeGP) and aims to create a citizen-centric and business-centric environment for good governance in agriculture domain.
 - xii. **“Nodal Officer – State”** shall be the person duly authorized and delegated to be the person in-charge of the present project by the State Agriculture department, in writing and who shall be competent to act for and on behalf of the department.

- xiii. **“Performance Guarantee”** shall mean the guarantee provided by a Scheduled Commercial Bank in favor of the state agriculture department for an amount specified in the RFP.
- xiv. **“Pre-commissioning”** means the testing, checking, and any other required activity that may be specified in the Technical Requirements that are to be carried out by the IA in preparation for Commissioning of the System as provided in RFP / conditions of the Agreement.
- xv. **“Project”** or **“PROJECT”** means the Supply, Installation, Commissioning, Training, Operations and Maintenance of Hardware, Networking Components and System Software, Databases and other Software as per agreed terms and conditions laid down in the RFP. The project is divided into two phases (1) Implementation phase leading up to Go-Live and (2) Operations & Maintenance phase of 5 years.
- xvi. **“PROJECT Data”** means all proprietary data of the PROJECT generated out of PROJECT operations and transactions, documents and related information including but not restricted to user data which the SPMU obtains, possesses or processes in the context of providing the Services to the users in accordance with the requirements of the RFP.
- xvii. **“Project Implementation”** means Project Implementation as per the testing standards and acceptance criteria prescribed.
- xviii. **“Project Implementation Completion Date” / “Go-Live”** means the date on which all the 12 cluster of services as defined in the RFP are made online with all hardware, network and software components fully operational across all locations in the State and when all the trainings to stakeholder / officials get duly completed.
- xix. **“Proprietary Information”** means processes, methodologies and technical and business information, including drawings, designs, formulae, flow charts, data and computer programs already owned by, or granted by third parties to a Party hereto prior to its being made available under the Agreement to be entered between the Client (State) and the selected bidder (SPMU Agency) through this RFP process.

- xx. "**Service Level**" means the level of service and other performance criteria which will apply to the Services as set out in any applicable Project Engagement Definition;
- xxi. "**Service Level Agreement (SLA)**" means the Operation & Maintenance SLA, executed by and between partners, in terms of the Service Level Requirements set out in **Section 7** of the RFP.
- xxii. "**Services**" means the services to be delivered to the Stakeholders of the Project, using the tangible and intangible assets created, procured, installed, managed and operated by the IA including the tools of information and communications technology and includes but is not limited to the list of services specified in the RFP.
- xxiii. "**Stakeholders**" means the entities which will sponsor this project, or have an interest or a gain upon a successful completion of this project or may have a positive or negative influence in the project completion.
- xxiv. "**Third Party Systems**" means Systems (or any part thereof) in which the Intellectual Property Rights are owned by a third party and to which IA has been granted a license to use and which are used in the provision of Services.

2 **Agriculture Mission Mode Project (NeGP-A)**

The Agriculture Mission Mode Project (NeGP-A) is one of the Mission Mode Projects (MMPs) of the National e-Governance Plan of the Government of India. It is being run under the direction of the Department of Agriculture and Cooperation. It aims to replicate the agricultural e-governance projects being carried in different states at a national level and provides the services through multiple delivery channels such as the centralized agricultural portal, Kisan Centers, touch screens, and mobiles. This project stresses on using IT in all stages of the agricultural crop cycle including the crop selection stage, the pre-cultivation stage, the crop management stage, the pre-harvest stage, the harvesting stage and the post-harvest stage. The project focuses on providing informational services to farmers on a variety of

farm-related issues including seeds, soil-test-based information, fertilizers, pests, government schemes, and weather.

2.1 Vision & Objectives

The vision of the NeGP - A project is to create a conducive environment for raising the farm productivity and income to global levels through provision of relevant information and services to the stakeholders.

In order to achieve the aforesaid vision, the department has also articulated key SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives which need to be achieved through the Agriculture MMP. These can be identified as:

i. Improved access of farmers to timely and relevant information & services throughout crop-cycle

- a. By providing Multiple delivery channels to access information
- b. By reducing time between generation and dissemination of information
- c. By providing information to the farmer through a uniform platform

ii. Bringing farmer centricity & service orientation to the programs by providing location specific and up-to-date crop management related information in terms of:

- a. GAP – Good Agricultural Practices, season specific, crop specific, location / zone specific
- b. POP – Package of Practices, season specific, crop specific, location / zone specific
- c. Providing personalized advisory services

iii. Increasing effectiveness of Government service delivery in

- a. Certification and licenses related to Production and Marketing through use of ICT.

- b. Providing easier and approachable channels for grievance registration and tracking

iv. More effective management of schemes of DAC through process redesign aimed at

- a. Effective Monitoring of the Schemes (timeliness of implementation etc.)
- b. Reducing time required for data consolidation and reporting of schemes at all levels

v. Enable private sector participation to benefit farmers by providing an integrated platform to promote value added services in

- a. Extension
- b. Marketing (both input and output)
- c. Post-harvest& Storage

2.2 Coverage of the Project

- a) The NeGP-A MMP is to be implemented in all 650 districts of the country including 187 districts which have already been covered under pilot implementation spread across seven States.
- b) Present RFP is for Selection of Consultancy Agency for setting up of State Project Management Unit (SPMU) in the State for Roll-out phase of NeGP-A. The project is being implemented centrally by Department of Agriculture & Cooperation (DAC) Govt. of India, commencing from Feb 2015. The implementation will also include 5 years of Operation and Maintenance (O&M) phase. **However the tenure of hiring of the SPMU will be for a maximum period of three years (36 months).**
- d) Submission of a proposal in response to this notice shall be deemed to have been done after careful study and examination of this document with full understanding of its terms, conditions and implications.

2.3 Cluster of NeGP-A Services

All services planned to be developed as part of NeGP-A have been grouped in 12 different clusters. These are attached as **Form -VI to the RFP.**

2.4 Setting up of SPMU.

In order to coordinate various activities of NeGP-A project, the State wishes to establish a State Project Management Unit (SPMU) comprising of following members:-

- a). Senior Consultant ICT –
- b). Consultant ICT –
- c). Consultant – Functional/Change management -

Bidders would be required to deploy requisite manpower in the SPMU with following conditions:-

- a) The team should consist of resources with prior experience in implementation of similar projects.
- b) All resources will be on rolls of the bidder, who will be responsible for timely payment of their emoluments and all other HR functions.
- c) All resources will be deployed with the department and their work, leave & travel etc. will be controlled, coordinated and monitored by the officials nominated by the department.
- d) The State department of agriculture will also initiate Annual Performance Appraisals for these resources for fixing up annual increments and further continuance with the department.
- e) The resources shall be deployed on an exclusive basis; no resource deployed under this project will work on any other engagement.
- f) The bidders will undertake not to sub-contract any part of this work to any third party.

3 Activities to be undertaken by SPMU

3.1 Before commencement of implementation:

- a) Study SRS developed by NIC for 12 clusters of NeGP-A services (available at <http://dacnet.nic.in/AMMP/AMMP.htm>) for identifying State specific customisation requirements as well as any other suggestions for incorporation.
- b) Prepare SRS for any State specific application component, which may be developed as part of NeGP-A or otherwise.

- c) Coordination and monitoring the development of application software and customization of existing software for the State.
- d) Identification of Government Process Reengineering (GPR) for all the services being taken up by the State/UT as part of NeGP-A project. The GPR should be based on the As-Is workflows of the departments.
- e) Firming up Bill of Material (BOM) for hardware requirements at the state/UT level based on the gap analysis of available capacity and infrastructure and as per norms of the NeGP-A detailed guidelines issued by DAC, Govt. of India.
- f) Bill of Material (BOM) for additional systems infrastructure requirements at SDC after conducting a gap analysis of the available capacity and infrastructure at the State level
- g) Data digitisation requirements at the State/districts and block levels
- h) Consolidate training requirements.
- i) LAN networking and horizontal connectivity requirements at the State/districts/Blocks level.
- j) Site preparation requirements at the state/District and block levels.

3.2 Project Management Activities

- a. Develop the project implementation plan in the State.
- b. Coordinate workshops and discussion meetings between State agriculture Department, State horticulture/fisheries Departments, District officials, IA, CPMU and NIC.
- c. Responsible for reviewing the deliverables submitted by IA.
- d. Highlight deviations/issues in the deliverables of IA to relevant authority within the specified time limits and assist IA and State Agriculture Department in resolution of issues.
- e. Prepare Capacity building plan
- f. Prepare Change Management Plan

- g. Identify the legal changes required and assist in drafting and issuance of Government Orders for giving effect to the GPRs.
- h. Assist department and offices in deploying the applications for the state wide rollout. No application software will be deployed for state wide rollout in any state unless it has been security audited.
- i. Suggest and co-ordinate capacity building needs and training programs for the state officials (including tehsils, district and state level).
- j. Monitor and maintain issue tracker and keep on updating the status of all risks and issues from time to time.
- k. Defining the escalation mechanism for timely resolution of issues & risks.
- l. Coordinate Acceptance Testing at all levels within the State.

3.3 Coordination with Various Stakeholders

SPMU shall build mechanisms to ensure coordination and consultation between all key stakeholders and members of the governance committees on a continued basis to facilitate the execution of the project. This would include the following stakeholders:

- a) State/UT Empowered Committee on NeGP-A
- b) State/UT IT Department (including State e-Governance Mission Team)
- c) District e- Mission Team under NeGP
- d) CPMU at the center
- e) State Agriculture University
- f) State units National Informatics Centre and other software development agencies in agriculture and allied sector.

3.4 Monitoring the Deployment and Commissioning of Necessary Hardware at the SDC and DR at the State Level

- a) Monitoring installation and commissioning of IT infrastructure at State Data Centre (SDC)

- b) Ensure the facility management services and help desk of the IA, to ensure system uptime
- c) Provide fortnightly reports to State Government and DAC (GoI) for the status of implementation till “Go-live”.

3.5 Monitoring the Deployment and Commissioning Of Necessary

Hardware in the State

- a) Monitoring the installation and commissioning of requisite hardware and system software at various district /tehsils/block offices as per the BOM
 - a) Conduct/facilitate final acceptance testing of the hardware as per the specifications and quantities mentioned in the agreement.
 - b) Create asset registers and capture all necessary details of monitoring the movement of hardware for the project.

3.6 Monitoring the Deployment & Commissioning of Necessary

Networking Equipment’s and Connectivity at the State Level

- a) Co-ordinate with State IT Department, SWAN and SDC teams to make available the vertical and horizontal connectivity at tehsils and blocks
- b) Create a system for effective monitoring of SDC and network availability and escalation leading to resolutions (including use of EMS reports)

3.7 UAT and Go-Live Report

SPMU will assist the User Acceptance Testing (UAT) and audit of the system on completion of the pilot run of each application and will submit a Go-Live Report for each application. It will be the responsibility of SPMU to assess and certify the NeGP-A application and associated infrastructure & services.

3.8 SLA monitoring

- a) Monitoring the performance of the IA against the base project plan.
- b) Monitoring the performance of the overall system in terms of availability & efficiency against the service levels already defined for SLAs of the agreement.
- c) Suggest changes in SLAs, if required

- d) Suggest corrective and preventive measures to State Agriculture Department and IA to enhance the performance of the system.

3.9 Program Management Support

a. SPMU will support the CPMU for overall project management, coordination and communication with all the stakeholders of the project. Various activities to be taken by the SPMU in this regard are as follows:

- a. Program management and progress reporting
- b. Liaisoning with DAC(GOI) at the Center, CPMU and IA at the State level
- c. Funds utilisation and management

3.10 Co-ordinate with District Level Team for the following:

- a) Data digitization status
- b) Project implementation.
- c) Provisioning of training at district level
- d) Submission of District Go-Live Report, which should shall include the following:

3.11 Software Development and implementation for State level applications

- a) State Agriculture portal
- b) Customization of applications for the State
- c) Hosting of applications in State Data Centre
- d) Monitor performance of application hired at the SDC

3.12 Monitoring the O&M

The SPMU shall be responsible for supporting the State Agriculture Department for monitoring of the compliance of the contractual obligations of the IA.

The SPMU will also monitor the operations and maintenance of the overall system as per the standards and requirements defined for

IA including but not limited to resolution of issues, availability of the system, updating hardware or system software etc. for a period of 3 years from the engagement date.

SPMU will ensure that the SLAs and performance levels defined for IA are met as per the expectations of the State Agriculture Department. SPMU will also review the SLA performance, capacity and effectiveness of the helpdesk set up by the AI.

3.13 Minimum Qualifications & Experience

a) Senior Consultant- ICT

Educational Qualifications:

Must be a B Tech in IT/CSE/ECE and MBA OR M. Tech. PMI certification preferred

Desirable Qualifications:-

- Must have 8+ years' experience of which at least 2 yrs. in a reputed CMM CMM level 5 IT Company.
- Experience in IT program/ project management / software application development e.g.IT implementation in a large multi-location organization
- Experience in IT Architecture/ Software Engineering, designing IT Security System
- Experience in Delivery and implementation of software projects
- Experience/ qualifications in Risk Management IT Projects
- Experience in monitoring implementation of e-governance projects
- Skills in liaisoning with different organizations and strong communication skills

b) Consultant –ICT

Educational Qualifications:

Must be a B Tech in IT/CSE/ECE. MBA is desirable but not essential. PMI certification preferred

Desirable Qualifications:-

- Must have 5+ years' experience of which at least 2 yrs. in a

reputed CMM level 5 IT Company.

- Experience in IT program/ project management e.g.IT implementation in a large multi-location organization
- Experience in Delivery and implementation of software projected
- Experience/ qualifications in IT security Risk and change Management IT Projects
- Experience in monitoring implementation of e-governance projects
- Experience in implementation of software development projects and its management

c) Consultant – Functional/Change management

Educational Qualifications:

- Must be a B Tech in IT/CSE/ECE/MCA. MBA is essential.

Desirable Qualifications:-

- Must have 5+ years' experience of which at least 2 yrs. in reputed CMM level 5 IT Company.
- Experience in program/ project management e.g.IT implementation in a large multi-location organization
- Experience in Delivery function of software organization
- Experience/ qualifications in change management in IT Projects
- Experience in designing BPRs/GPRs and monitoring implementation of e-governance projects.

3.14 Submission of bids.

Bids will be submitted in two separate envelopes viz. Technical Bid and Financial Bid. The technical bid will have minimum three CVs of the resources being proposed for each position.

3.15 Project location

The SPMU team will be required to work in the State /UT throughout the duration of the project. Required infrastructure for smooth functioning of the SPMU and TA/DA for outstation visits etc. and all incidental charges will be borne by the controlling state office from the project funds.

4 Payment Terms

The finally selected agency will be paid on quarterly bases (for 12 quarters) at the end of each quarter. The agency would raise invoice for quarterly payment (inclusive of all taxes/charges) and the department will endeavour to clear the payments within 15 days, once invoice complete in all respects is received.

5 Replacement of Resources.

No resource will be replaced with in a period of first one year (unless directed by the State department of agriculture (SDA)). A penalty of Rs. one lac per person will be imposed in such a situation. After one year, in case a change is unavoidable, CVs of at least three equivalent resources would be provided to the concerned the SDA to select.

CONTRACT MANAGEMENT

6 Responsibilities of Bidder

Bidder and his employees shall abide by the security guidelines and rules followed in department from time to time. Whenever the bidder or his employees have to enter department, they should carry entry passes, issued by department & identity card provided by bidder; and should produce the same as and when demanded. Their movement shall be restricted to only those places / offices where they are authorized to enter and work.

Bidder will be required to adhere by the law of the land, in writing, with respect to protection of employee's right and benefits while servicing this contract.

Bidder will also be required to adhere by the applicable statutory rules and laws of the land, laid down by Government of India and Government of the State regarding the wages, benefits and rights for these contract employees like PF /ESI/Medical Insurance Contribution, monthly wage statement leave statement, Income tax deduction etc.

7 **Responsibilities of Department Designated Nodal Officers**

Department will designate an Officer-In-Charge who will be the overall coordinator and supervisor for matters pertaining to bidder.

8 **General Terms and Conditions**

8.1 Security norms for handling Department material: As regards the security of handling of material/ equipment and sensitive data / files at the system site, the arrangement will be worked out by Department Officer-In-Charge. The consultants of bidder will strictly follow the procedures so worked out.

8.2 Right to disqualify contract employees: Department reserves right to disqualify any of the bidder employees deployed for various reasons like technical incompetence, indiscipline, irregularity, insincerity, disobedience, doubtful credentials/integrity etc.

8.3 Intellectual Property Rights (IPR): Work carried out by the bidder through his personnel will remain the sole property of Department. Neither the bidder nor his personnel, carrying out the development work will claim any intellectual property rights on such works. The intellectual property rights relating to the design and code given to and code/services received from the bidder selected shall remain the exclusive property of Department. Bidder or Personnel deputed by the bidder at Department shall make no attempt to unlawfully reveal, misuse or encroach upon the intellectual or private data / information /computer systems at Department to which they may have access to, as part of the work carried out.

8.4 Non-disclosure Agreement (NDA): Bidder shall maintain absolute secrecy and security of the figures, flow charts, pseudo code, reference code etc., provided by department for the purpose of design, development, conversion, coding, implementing and testing or stored on various computing systems at department. Bidder shall return the original and copies of the same to department after completion of the work. The technical information/papers/drawings to be provided by department from time to time , are for the execution of this contract only; and should not be used / copied/reproduced/published in any

form or disclosed to the third party , by the bidder or his personnel. Thus, the bidder is required to sign a Non-Disclosure Agreement (NDA) with department. Bidder will also be responsible for any violation or infringement of NDA by his personnel.

8.5 ESI/EPF coverage: The Bidder shall comply with the statutory rules connected with medical Insurance (ESI) and Provident Fund and should be registered with the concerned authorities. In case of employees who opt for or are otherwise liable for EPF deduction from their salaries, bidder shall pay employers contribution for such employees and will furnish supporting documents filed in the office of EPF commissioner to the SDA. Similarly ESI/medical insurance payment documents shall also be furnished.

8.6 No obligation on department for permanent employment: Under no circumstances shall the consultants deployed by bidder claim any right of employment, regular or otherwise with SDAS and related establishments, during and after the end of the contract period.

9 **Monitoring and Termination of Contract**

9.1 Periodic reviews by Department: An officer of department who will be designated as Officer-In-charge shall carry out periodic reviews of the progress of the work at various stages during the contract duration. The bidder is required to provide all necessary information and cooperation, as and when solicited by the SDA or the officer identified for this purpose.

9.2 Contract termination and reduction of scope of services: SDA reserves the right to terminate the Contract or reduce the scope and number of deployed consultants any time within the Contract duration at short notice, if the bidder fails to provide satisfactory quality Services or fails to comply with any of the clauses mentioned above and laid down in the contract.

10 **Bidding Details**

The bidding details shall be as per the following table:

#	Heading	Details
1.	RFP Issuing authority	State Agriculture Department
2.	Correspondence address	
3.	RFP Name	
4.	RFP reference no.	
5.	Last date for receipt of bids	
6.	Date for bid opening	
7.	Date of Technical presentation	
8.	Details to be submitted	<p>Sealed bids shall be submitted by the bidder; the financial bid shall be sealed separately and submitted along with other bid details in a larger sealed cover. The bid shall comprise of the following:</p> <ol style="list-style-type: none"> a. Checklist as provided in the Form-I. b. Cover letter in the format as given in Form-II c. Proof (Board resolution/ Power of attorney) stating that the person signing the bid is an authorized representative of the bidder. d. CVs of Key resources proposed e. Sealed Financial bid in the format as given

#	Heading	Details
		in Form-III
9.	Number of copies	<p>The entire bid shall be submitted in 1 original and 1 copy of the original bid. All pages of both the bids shall be signed by an authorized signatory. In case of any discrepancies between the original and the copy, the contents of the original bid shall govern.</p> <p>The bid envelope containing the copy of the original bid should be clearly marked “Copy”, the original bid envelope should accordingly be marked “Original bid”</p>
10.	Envelope heading	<p>The financial proposal should be clearly marked and should contain a label stating “Financial Proposal – To be Opened in presence of the Tender opening Committee”.</p> <p>The overall bid envelope shall contain a label stating “Bid for selection of SPMU for NeGP-A”. The Financial Proposal shall also kept inside this envelop. The name and address of the bidder should be written on the envelope along with the address of the RFP issuing authority.</p>
11.	Language of proposal	<p>Proposals shall be submitted in English.</p> <p>The original proposal shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections</p>

#	Heading	Details
		<p>must be initialed by the person (or persons) who sign(s) the proposals. An authorized representative of the bidder shall initial all pages of the proposal. The representative's authorization should be confirmed by a written letter of authorization accompanying the bid.</p>
12.	Key resource details	<p>The bidder must provide the detailed CVs of the proposed resources for project. At least three CVs for each position shall be provided to the SDA, to be interviewed by a designated committee by the SDA to select the most suitable person. The CVs should be provided in the format as given in Form-V.</p>
13.	Financial Bid	<p>No changes in the financial bid would be allowed post submission of the bid. The currency for the financial bid should be in Rupees.</p> <p>Bidders shall quote service charge in %age, on the following lines:</p> <ol style="list-style-type: none"> <li data-bbox="613 1262 1351 1556">i. Bidders intending for Financial Bid should necessarily give the commercial details in the format given in Form -III. All the commercial details should be given in the format only in accordance to the details and conditions as mentioned in the RFP. <li data-bbox="613 1577 1351 1818">ii. Once the prices have been tendered, no change / modification will be entertained for any cause whatsoever (including changes in regulation, tax and duty structure etc.) The prices once provided by the bidder will be

#	Heading	Details
		<p>valid for the entire period of validity of the bid as defined in the bid document. Further negotiations between the department and bidder may lead to change (towards lower side only) from the quoted prices.</p> <p>iii. Any revision in the rates of taxes, duties, charges and levies at a later date and during the tenure of the bid will be to the account of the department.</p>

10.1 Eligibility Criteria

S. No.	Clause	Documents Required
1	The Bidder must be a professional and reputed management organization, having proven expertise in providing consultancy/advisory services in IT sector to Government for over 03 years.	<p>(a) Certificate of incorporation</p> <p>(b) Memorandum and Articles of Associations</p>
2	The bidder should have positive net worth and turnover of more than Rs. 20 crores for each of the last three Financial Years	<p>(a) Statutory Auditor's certificate for Net-worth.</p> <p>(b) Copy of the audited Financial Statement of the company showing turnover of the company for the last three years (2011-12, 2012-13, 2013-14) counter signed by Statutory Auditor.</p>

S. No.	Clause	Documents Required
3	The Bidder should have an annual Turnover from consultancy services averaged over the last 3 years of a minimum of Rs.10 Crores (Rupees ten Crores).	Copy of the audited Financial Statement of the company showing turnover of the company for the last two years (2011-12, 2012-13 and 2013-14) counter signed by Statutory Auditor. References (contact details, work orders, customer completion certificate, etc.) for these projects shall be provided
4	The Bidder must have completed at least three e-Governance Projects (as a consultant or Implementation agency) for any State Government/Central Government/Public Sector Undertaking in last five years.	References (contact details, work orders, customer completion certificate etc.) for these projects shall be provided
5	The bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Government agencies.	Declaration in this regard by the authorized signatory of the prime bidder should be attached.
6	The bidder should furnish Demand Draft / Bank Guarantee against Earnest Money Deposit for an amount Rs. 3,00,000/- (Rupees three Lacs only)	D.D. / B.G. No. Bank: Date:

10.2 Bid Evaluation process and award of contract

The Evaluation Committee(s) constituted by State Agriculture department (SDA) shall evaluate the bids submitted by the bidders for compliance.

The evaluation of the bids shall be carried out as detailed below

10.2.1. Preliminary Evaluation: The bid documentation furnished by the bidder shall be examined prima facie, to ensure

that the bid has been properly sealed and signed and accompanied with relevant documents (cover letter, authorization/Power of Attorney in favor of bid signatory, other requisite details like resource deployment plan and CVs etc.) to substantiate the compliance with the criteria as explained in this RFP. Eligibility criteria of the bidders will be established, based on documentary proofs (as above) submitted. Only the bids qualifying the Preliminary Evaluation would be considered for further evaluation.

10.2.2. Technical Evaluation: The evaluation committee shall evaluate the bids further (subsequent to qualification in preliminary evaluation), based on the documents submitted. Each bidder would be essentially required to make a presentation for the same to the evaluation committee wherein the required documents shall have to be shown. The Technical Evaluation committee will also interview all (in person/Skype) all proposed resources and award marks. The scoring pattern would be as per the following table:

S. No.	Parameter	Score
1	Organizational Strength	30
3	Quality of Proposed resources	70
	Total (Max) Score	100

*** Each of the above parameters and corresponding breakup of the score for that parameter is given in Form IV.**

All bidders who secure a Technical Score of 70 or more will be declared as technically qualified. The financial bids of only technically qualified bidders will be opened for further processing.

The Technical score obtained (Tb) shall be used in the QCBS method for final selection of bidder.

10.2.3. Financial Evaluation: The financial evaluation shall be done based on the **Service Charges of the Agency (Sr. No. 5)** submitted by the bidder as per the format provided in **Form-III**. The calculation for financial evaluation shall be for the entire duration of 3 years of the project.

Financial Scores

The lowest financial quote (Fm) among technically qualified bids would be given the maximum financial score (i.e.100). Financial scores of the other financial bids shall be scored as per the formula below

$$F_n = (F_m / F_b) \times 100$$

Where F_n = Financial score of the bid under consideration

F_m = Lowest quote of **Service Charges (Sr. No. 5, Form III)**

F_b = **Service Charges (Sr. No. 5, Form III)** quote of the bid under consideration.

Final Selection of SPMU Agency

Final Selection shall be based on the QCBS method where the Technical score (Tb) is given a weight of 0.4 i.e. (40%) and financial score is given a weight of 0.6 i.e. (60 %).

$$\text{Final Score of the bid} = (0.4 \times T_b) + (0.6 \times F_n)$$

The bid with the highest final score calculated in this fashion shall be considered as the best value bid. In case of a tie, the bid that scored a higher Technical score (Tb) will be considered the best value bid and invited for further negotiations/ discussions and award of the contract.

Negotiations: The SDA reserves the right to negotiate with the best value bidder.

The methodology for award of contract is detailed in **Form IV**.

After evaluation of all accepted proposals by the evaluation

committee, the contract may be awarded to the most responsive bidder (having the highest overall score ‘S’) meeting all the requirements as per RFP.

10.3 Notification of Award:

The acceptance of a tender, subject to contract, will be communicated in writing at the address supplied by the bidder in the bid document. Any change of address of the Bidder, should therefore be promptly notified to the State.

10.4 Signing of contract:

The Most Responsive Bidder shall be required to enter into a contract, including any agreements reached during the negotiation process, if any with the Authorized Representative of the State, within thirty (30) days of the award of the contract or within such extended period, as may be specified by the Authorized Representative, of the State. This contract shall be on the basis of this document, the Bid of the Bidder, the letter of intent and such other terms and conditions as may be determined by the Authorized Representative, of the State to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid and the acceptance thereof.

Note:

1. SDA reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for department’s action.
2. Failure to agree with the Terms & Conditions of the RFP/Contract: Failure of the successful Bidder to agree with the Terms & Conditions of the RFP/Contract shall constitute sufficient grounds for the annulment of the award, in which event

Agriculture department in the State may make the award to the next Best Value Bidder or call for new Bids.

11 General Terms and conditions

11.1 One Proposal per Bidder

Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one Proposal will be disqualified.

11.2 Cost of Proposal

The bidder shall bear all costs associated with the preparation and submission of its Proposal, including site visits, and the State Agriculture Department will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the proposal process.

11.3 Limits on Promotion

The bidder will not make any reference to the department or this hiring or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of the authorized representative of State Agriculture Department. The bidder shall not perform any kind of promotion, publicity or advertising etc. at the department field offices through any kinds of hoardings, banners or the like without the express prior written consent of the same.

11.4 Deadline for submission of proposals

Proposals must be received by the RFP issuing authority at the address specified in the RFP no later than the time and date stipulated in the RFP. The authorized authority may, in

exceptional circumstances and at his discretion, extend the deadline for submission of Proposals by issuing an Addendum or by intimating all bidders who have been provided the Proposal Documents, in writing or by facsimile in accordance with the RFP requirements. In this case, all rights and obligations of the department and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

11.5 Late proposals

Any Proposal received by the RFP issuing authority after the deadline for submission of Proposals prescribed in RFP will be summarily rejected and returned unopened to the bidder.

11.6 Modification and withdrawal of bids

- The bidder may modify or withdraw its Bid after the Bid's submission, provided that written notice of the modification or withdrawal is received by department prior to the deadline prescribed for submission of Bids.
- The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in accordance with the provisions of this Section. A withdrawal notice may also be sent by fax or email but should be followed by a duly signed confirmation copy not later than the deadline for submission of Bids.
- No Bid may be modified subsequent to the deadline for submission of Bids, without the explicit consent of the department in this regards. No Bid may be withdrawn in the interval between the deadline for submission of Bids and the expiration of the period of Bid validity specified by the Bidder on the Bid Form.

11.7 Contacting Department

Any effort by bidders to influence the officials in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidder's Proposal. Queries, requests if any regarding the bid should be forwarded to the RFP issuing authority at the address specified in this RFP.

11.8 Disqualification

The bid is liable to be disqualified if:

- Not submitted in accordance with this RFP.
- During validity of the bid or its extended period, if any, the bidder increases his quoted prices without the consent of department to change the bid quote.
- The bidder puts his own conditions with the bid.
- Bid received in incomplete form.
- Bid received after due date and time.
- Awardee of the contract qualifies the letter of acceptance of the contract with his conditions.
- Bidder fails to enter into a contract within 30 working days of the date of notice of the award of tender or within such extended period, as may be specified by an authorized representative.

11.9 Performance Bank Guarantee

- a. The successful bidder shall at his own expense deposit with State Agriculture department within thirty (30) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier, an unconditional and irrevocable Performance Bank Guarantee (PBG) from a Nationalized bank payable on demand, for the due performance and fulfillment of the contract by the bidder.
- b. The performance guarantee shall be denominated in the currency of the Contract and shall be by bank guarantee.
- c. This Performance Bank Guarantee will be for an amount of 10%

of the total cost of the Contract. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder.

- d. The performance bank guarantee shall be valid till the end of six months after the period of end of contract. Subject to the terms and conditions in the Performance Bank Guarantee, at the end of six months after the “Transfer”, the Performance Bank Guarantee will lapse automatically.
- e. The PBG may be for the whole term of the project (plus six months) or the contract period, whichever is longer
- f. The Performance Bank Guarantee may be discharged / returned by State Agriculture department upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.
- g. In the event of the bidder being unable to service the contract for whatever reason, State Agriculture department would evoke the PBG. The department shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.
- h. The department shall also be entitled to make recoveries from the Bidder bills, PBG or any other payment due, in case of any error/ omission on bidder’s part

11.10 Liquidated Damages

- In the event Bidder fails to deploy resources within the period specified by the department, liquidated damages @1% per week of delay (for resource(s) not deployed) of total contract cost will be charged, subject to maximum of 10% of the total contract cost.
- Department is entitled to withhold (deduct) from the payment due or the Performance Bank Guarantee the liquidated damages that have become due.

12 **Termination of Contract**

12.1 **Termination for default**

- State Agriculture Department without prejudice to any other remedy for breach of Contract or noncompliance with service levels, by written notice of default sent to the Bidder, may terminate the Contract fully or in part:
- If the selected Bidder/ fails to deliver any or all Contracted services as per service standards specified in the Contract or
- If the selected Bidder/ fails to perform any other obligation(s) under the Contract as per the contract timeline and for the period of contract, or
- If the Bidder/ selected Bidder has engaged in corrupt or fraudulent practices in competing for or in executing the Contract
In the event State Agriculture department terminates the Contract in whole or in part, State Agriculture department may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the selected Bidder shall be liable to State Agriculture department for any excess costs for such similar services. State Agriculture department would not be liable to pay any damages to the selected Bidder in cases comprising Termination for default.

12.2 **Termination for insolvency**

State Agriculture department may at any time terminate the Contract by giving written notice to the selected Bidder/ if the selected Bidder/ becomes bankrupt or otherwise insolvent. In this 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 which has accrued or will accrue thereafter to the State Agriculture department.

12.3 Termination for Convenience

State Agriculture department, by written notice sent to the vendor, 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 its convenience. In case of termination for convenience, State Agriculture department would pay to the bidder cost of services provided till the date of the termination. The PBG in such a case would be refunded to the successful bidder.

12.4 Force Majeure

- The successful Bidder shall not be liable for forfeiture of its performance bank guarantee, Liquidated Damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
- For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the successful Bidder fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the State Agriculture department in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- If a Force Majeure situation arises, the Bidder shall promptly notify the authorized representative of State Agriculture department in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of State Agriculture department in writing, the Bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

13 **Resolution of disputes**

- State Agriculture department and the selected Bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- If, after thirty (30) days from the commencement of such informal negotiations, the Department and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. In case of non-agreement on the third party arbitrator,
- State Agriculture department would be the sole arbitrator. All Arbitration proceedings shall be held at <State Capital Name) and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.
- In case the issues are not resolved in the arbitration proceedings then any further legal action by the parties shall be restricted to the jurisdiction of the Court in <State Name>.

13.1 **Notices**

Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or facsimile or email and confirmed in writing to the party's address. A notice shall be effective from the date when delivered, tendered or affixed on notice board whichever is earlier.

13.2 **Interpretation of Clauses**

In case of any ambiguity in the interpretation of any of the clauses in the bid document, State Agriculture department

interpretation of the clauses shall
be final and binding on all parties.

13.3 Third Party Claims

The vendor shall indemnify State Agriculture department against all third-party claims of infringement of patent, trademark or industrial design rights arising from use of the Goods or any part thereof in reference to this project in <State Name>.

Form -I: Checklist

The bidder should attach following checklist for compliance with important criterion along with the bid to be submitted:

S. No.	Item	Complied (Yes/ No)	Remarks
1.	Cover letter		
2.	Resume of the proposed manpower resources (Minimum 03 CVs/requirement)		
3.	Documents listed at para "6.1 Eligibility Criteria"		
4.	All pages of bid are numbered, signed by authorized signatory and bids are sealed properly		
5.	Proof of authorized signatory (Power of attorney/ Board declaration)		
6.	Sealed Financial bid		
7.	One sealed original bid envelope and One sealed copy of the bid envelope is submitted in a single envelope		

Form-II: Cover letter format

To

State Agriculture Department
Complete Address

Dear

Sir,

Ref: Bid for RFP –

Having examined the Bid Document, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to execute the project in line with our roles and responsibilities as defined in the bid document <Reference> for a period of 3 years.

We attach hereby the Commercial bid Response as required by the bid document, which constitutes our bid.

We undertake, if our Bid is accepted, to adhere to the implementation plan (Key Events/ Activities and dates of the project) put forward in the RFP or such adjusted plan as may subsequently be mutually agreed between us and agriculture department or its appointed representatives. If our Bid is accepted, we will obtain a performance bank guarantee in the format given in the Bid Document issued by a nationalized bank in <State Name>, acceptable to Agriculture department, for a sum of INR <_____>

(Rupees
____Only), for the due performance of the contract.

We agree for unconditional acceptance of all the terms and conditions in the Bid document and also agree to abide by this Bid Response for a period of SIX MONTHS from the date fixed for Bid opening and it shall remain binding upon us. Until within this period a formal contract is prepared and executed, this Bid Response, together with your written acceptance thereof in your notification of

award, shall constitute a binding contract between us.

We agree that you are not bound to accept the lowest or any Bid Response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the services specified in the Bid Response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company /firm/organization and empowered to sign this document as well as such other documents which may be required in this connection.

Dated this Day of2015

(Signature)
capacity of)

(In the

Duly authorized to sign the Bid Response for and on behalf of:

.....
.....
.....
.....
.....
.....

(Name and address of Tendering
Company) Seal/Stamp of Tenderer

Witness signature:

Witness name.....

Witness address:.....

Attachments: Board resolution delegating signing powers to authorized signatures

Bid Technical Response

Form-III: Financial Bid format

Following table shall be used submission of financial bid from the bidders:

Sr. No.	Type of Resource	Number of Resources (A)	*Man Month Charges (B)	Total Man Months (C)	Total Cost of hiring for 03 Years (A x B x C)
1	Senior Consultant-ICT				
2	Consultant- ICT				
3	Consultant – Functional/Change management				
4.	Total				
5.	Service Charges of the Agency for 36 months in INR (also mention in %age basis of the cost of hiring as Ser. No. 4 above)				
6	Employer contribution towards EPF (As per the prevailing rate fixed by the Government)				
7	Employers contribution towards ESI (As per the prevailing rate fixed by the Government)				
8.	Service Tax etc.				

*** Man Month Charge to be filled by State Govt. as per SPMU guidelines.**

Bid evaluation will be done based on Ser. No. 5 i.e. Service Charges of the Agency, filled by the bidder.

Form -IV:

Award of Order

The final score used for calculating the most responsive bid shall be calculated based on a Quality Cum Cost based system (QCBS). Following table shows the weightage to be used for calculating the total overall score of the bidder:

S. No.	Description	Weightage
1	Technical Evaluation Marks	40%
2	Normalised Financial Bid	60%

Breakup of the marks for presentation during Technical evaluation shall be as under:-

Criteria	Marks
A. Organizational Strength	30
1. *IT consultancy experience (Number of similar assignments)	10
2. Project Implementation & SLA monitoring experience (number of assignments)	10
3. Consultancy Projects in the concerned State/UT	10
B. \$Quality of Proposed Resource	70
Total (Max) Score	100

Note:

1. Marks to be awarded on %tile bases with bidder with highest numbers getting the maximum points.
2. \$ Marks for qualifications & experience criteria will be based on “Institutions studied, Total experience, Experience in implementation of ICT projects, Experience in Agriculture related projects, Any other exceptional quality mentioned in CVs like any Publications, Thought Leadership, Public speaking engagements, deep technical expertise, Professional Certifications, Trainings Attended, Certifications such as PMP, ITIL, CISA, Six Sigma black belt etc. **For these personal/skype Interviews, States may devise suitable matrices for awarding these marks (out of 70) as per their specific requirements.**

3. The bidder needs to score at least 70 marks out of 100 to qualify technically.
4. Bidder has to submit the Certificates from the Clients for Project experience

Financial Scores

The lowest financial quote (Fm) among technically qualified bids would be given the maximum financial score (i.e. 100). Financial scores of the other financial bids shall be scored as per the formula below

$$F_n = (F_m / F_b) \times 100$$

Where F_n = Financial score of the bid under consideration

F_m = Lowest quote of **Service Charges (Sr. No. 5, Form III)**

F_b = **Service Charges (Sr. No. 5, Form III)** quote of the bid under consideration.

Final Selection of SPMU Agency

Final Selection shall be based on the QCBS method where the Technical score (T_b) is given a weight of 0.4 i.e. (40%) and financial score is given a weight of 0.6 i.e. (60 %).

$$\text{Final Score of the bid} = (0.4 \times T_b) + (0.6 \times F_n)$$

The bid with the highest final score calculated in this fashion shall be considered as the best value bid. In case of a tie, the bid that scored a higher Technical score (T_b) will be considered the best value bid and invited for further negotiations/ discussions and award of the contract. The bidder having the highest overall score 'S' shall only be invited for negotiations, if felt necessary.

Form V: CV format

1. **Proposed Position** [only one candidate shall be nominated for each position]:

2. **Name of Firm** [Insert name of firm proposing the staff]: ____

3. **Name of Resource** [Insert full name]: ____

4. **Date of Birth:** ____ **Nationality:**

5. **Education** [Indicate college/university and other relevant specialized education, giving names of institutions, degrees obtained, and dates of obtainment]: _____

6. **Membership of Professional Associations:** ____

7. **Other Training** [Indicate significant training since degrees under “5 – Education” were obtained]: ____

8. **Countries of Work Experience (if any):** [List countries where offered resource has worked]:__

9. **Languages** [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]: ____

10. **Employment Record** [Starting with present position, list in reverse order every employment held by resource since graduation, giving for each employment (see format here below): dates of employment, name of employing organization, positions held, Project handled.]:

From [Year]: __To [Year]: _____

Employer: _

Positions held: ____

11. Detailed Tasks Assigned

12. Work Undertaken that Best Illustrates Capability to Handle the Tasks

Assigned

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any wilful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date: .

[Signature of staff member or authorized representative of the
resource]

Day/Month/Year

Full name of authorized representative: __

Form VI: List of clusters of Services under NeGP-A

S.No.	Service	Service Description
1	Information on Pesticides, Fertilisers and Seeds	<p>This service aims at providing information on good agricultural practices, prevalent prices and availability in an area closest to the farmer, information on dealer network, quality control and assurance mechanism for Pesticides (including insecticides), Fertilisers and Seeds. The service will also automate registration and licensing for manufacturing and marketing of pesticides and fertilisers and process of license to retail seeds, log sale transaction records for different seed varieties down to the district level, process registration of seed growers and certification of seeds, publicly display quality testing of the samples drawn for pesticides, fertilizers and seeds. It will also provide expert advice and grievance management related to pesticides, fertilisers and seeds through multiple service delivery channels to the farmers.</p>
2	Providing information on soil health	<p>This service aims at providing information on soil health conditions, Package of Practices suitable to the soil type, balanced use of fertilizers, automation of soil testing labs for quick dissemination of results, soil surveys, organic farming, details of soil testing labs, expert advice and grievance management through multiple service delivery channels to the farmers. Farmers would be able to get information on recommended doses based on the recommendations of University or IISS formulae. Results of the front line demonstrations conducted on different crops for proving efficacy of soil health management would be listed for different agro climatic zones. Farmers will also be advised about right kind of seeds of the</p>

S.No.	Service	Service Description
		same crop or an alternative crop depending on expected yield and maturity period after considering soil condition and other agro-climatic parameters.
3	Information on crops, farm machinery, training and Good Agricultural Practices (GAPs)	This service aims at providing information on agronomic practices for different crops as per the recommendations of the Scientific Institutions. Such practices would inform about the week by week calendar of activities from pre-sowing to harvesting stage of crop cycle. Best practices for each crop stage for management of plant population, crop stand and monitoring of pests and diseases. Service would be provided through automation of dissemination of information of pest roving survey, expert advice on different aspects of crop management and grievance management through multiple service delivery channels to the farmers. It will also provide information services addressing farm machinery availability, quality and guidance to farmers. It also aims to provide digital tool-kits to trainers and progressive farmers using ICT, and SMS based alerts on training calendar. In addition, the service aims at collecting, storing, indexing and disseminating information on Good Agricultural Practices generated by farmers, research institutions.
4	Information on forecasted weather	This service aims at providing disaggregated district/block level information in each agro-ecological sub-region on forecasted weather, agro-met advisory, SMS alerts for weather forecast and crop impact and grievance management through multiple service delivery channels to the farmers.

S.No.	Service	Service Description
5	Information on prices, arrivals, procurement points, and providing interaction platform	<p>This service aims at providing information on prices, including minimum support prices (MSPs), SMS based information on MSPs, crop quality associated with MSP and historic prices. It will also provide information on arrivals of different standardized commodities at the market yards, SMS alerts for prices, arrivals and commodity indices, SMS alerts and expert advice on issues related to future prices and arrivals trends and mechanism for grievance management.</p> <p>It will also provide an e-platform for marketing of agricultural produce, SMS based alerts for buyers and sellers and details of transporters.</p>
6	Electronic certification for exports & imports	<p>This service aims at providing information on certification procedure, fees, competent authorities; automation of certification process on a work flow basis, SMS based status alerts and mechanism for grievance management.</p>
7	Information on marketing infrastructure	<p>This service aims at providing information on Marketing infrastructure at the Regulated Market Yards, Post Harvest facilities available at the yards.</p> <p>This service also aims at providing information on storage infrastructure like availability, capacity and fees for storages / warehouses of both the private and public sector. This service will also address the information needs of the farmers on credit linkages.</p>
8	Monitoring implementation / Evaluation of schemes & programs	<p>This service aims at providing information on schemes and programs implemented at the state with respect to physical progress and fund utilization, automation of issue and submission of utilization certificate and mechanism for grievance management. It will also provide information on list /</p>

S.No.	Service	Service Description
		<p>categories of beneficiaries and will help remove duplication by codifying and linking them with Land Records database. This service will also provide the facility to common public and government officials to search for relevant information using customizable queries.</p> <p>Monitoring mechanism for each scheme would be defined and the reports of the monitoring teams would be posted at the end of the scheduled work.</p> <p>Evaluation reports would be listed for different schemes for the past five evaluations. There would be calendar of activities listed for approaching and ongoing evaluation work.</p>
9	Information on fishery inputs	<p>This service aims at providing information on good practices for fish farming, efficient use of feed material etc, dealer network, quality control, fishermen safety, fish diseases, schemes for fishermen and fish production statistics, automation of fish seed grower registration, vessel registration, expert advice and mechanism for grievance management.</p>
10	Information on irrigation infrastructure	<p>This service aims at providing information on water release schedule, best practices on irrigation, web based interface for selection of beneficiaries under amended NREGA clause, information on ground water, availability and viability of tubewells etc in an area, water level in reservoirs and likely area of different crop mixes that can be irrigated from it, irrigation equipment, expert advice and mechanism for grievance management.</p> <p>The service would list the command area created planned and actually serviced at the end of each crop season under different projects including the Government Tube wells, Lift irrigation and Canal irrigation</p>

S.No.	Service	Service Description
		(including information on distribution network in a command area).
11	Drought Relief and Management	<p>This service will provide information on past / present trends and management by linking with inputs from the States and expert bodies such as Space Application Centre, National Remote Sensing Centre, Indian Meteorological Department etc. Drought Management Information System will also be upgraded to make it Tehsil centric and, if possible, convert the information to GIS.</p> <p>The service will provide a template for online submission of memorandum on drought relief under NCCF based on the manual of drought management published by the Department.</p> <p>A template for the report of the Central Team would also be prepared for online submission of the report. Decision making tools would be backing the report for making recommendations.</p> <p>It will also provide relevant information through up-gradation of Drought Management Information System and linkages with efforts of Department of Space.</p>
12	Livestock Management	<p>This service will provide information on livestock management related activities at the state level; It also aims to provide information and expert advisory on livestock during normal circumstances and also during drought; it will also provide information on availability of fodder in the nearest region of the farmer.</p>