



सत्यमेव जयते

સંઘ પ્રદેશ દાદરા અને નગર હવેલી અને દમણ અને દીવ

UT of Dadra and Nagar Haveli and Daman and Diu

Request For Proposal (RFP)
for
Selection of Agency for Digitization of MSMEs under
RAMP Scheme

E-Procurement Portal Tender ID No.: **2025_UTDNH_7718_1**

Website:

Issued by
Department of Industries
UT of Dadra and Nagar Haveli & Daman and Diu



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a. Notice Inviting Tender

Department of Industries, DNH&DD

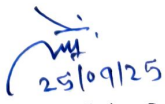
The Department of Industries, Dadra and Nagar Haveli and Daman & Diu, invites proposals from Company/Firms/Parties for execution of work "Selection of Agency for Digitization of MSMEs under the RAMP Scheme".

Sr. No.	Name of Work	Earnest Money Deposit (In Rupees)	Period of Execution of contract
1	Request for Proposal (RFP) for Selection of agency Digitization of MSMEs under RAMP Scheme	Rs. 6,97,000/-	18 months from the date of Award of Contract or till Mar 2027 whichever is earlier.

Key Dates

S. No.	Description	Date and Time
1	Issuance of RFP/Bid Submission Start Date	25/09/2025 @ 17:00 hrs.
2	Last date for submitting pre-bid queries.	29/09/2025 @ 17:00 hrs.
3	Pre-bid meeting	30/09/2025 @ 15:00 hrs.
4	Bid Submission Closing Date	15/10/2025 @ 17:00 hrs.
5	Bid Opening Date	16/10/2025 @ 15:00 hrs.

1. Bid Document(s) can be viewed and downloaded from website <https://dnhtenders.gov.in> in free of cost. There is no extra fee applicable for submission of bid.
2. Reply to pre bid queries (if any) and Corrigendum relating to tender (if any) will be published on website <https://dnhtenders.gov.in> only.


Director-cum-Joint Secretary
Department of Industries
DNH&DD

b. Proposal Instruction Sheet (PIS)

S. No.	Instructions to Applicants	Specific Requirements
1	Proposal submission starting date	25/09/2025 For details of Key Dates & Deadline for Submission of Proposals refer to <i>Section a. Notice Inviting Tender</i>
2	Language of the Proposal:	English
3	Proposal Currencies	Indian Rupees
4	Proposal Validity Period	120 Days
5	Contact address for requesting clarifications on documents	Clarifications should be addressed to General Manager, Department of Industries, DNH&DD, Udyog Bhavan, Amli, Silvassa and requests for clarifications should be sent to e-mail address: dic-dnh@ddd.gov.in
6	Proposal or Bid Security/ Earnest Money Deposit -EMD	Rs.6,97,000/- (Rupees Six Lakh Ninety Seven Thousand only) in the form of Demand Draft in favor of General Manager. DIC, DNH or in the form of Bank Guarantee, as per the format provided in Appendix G
7	Performance Security / Performance Bank Guarantee	The Performance Security shall be equivalent to five percent (5%) of the total bid price and shall be submitted in the form of a Bank Guarantee, as per the format provided in Appendix G

1. The Bidder will be selected based on the Evaluation Methodology and Criteria indicated in the RFP.
2. The Department of Industries, DNH&DD reserves all the rights to reject or accept any/all applications, without assigning any reason whatsoever. The Department of Industries, DNH&DD takes no responsibility for the delay, loss or non-receipt of any submission or letter sent by post, within the prescribed time period.
3. The Department of Industries, DNH&DD also reserves the right to terminate the tendering process at its discretion without assigning any reason.
4. Interested bidder must submit their proposal through online portal <https://dnhtenders.gov.in> before the end date for submission of proposals as mentioned in key date sheet.
5. For submission of the bids, the bidder is required to have Digital Signature Certificate (DSC) from one of the authorized Certifying Authorities. For further details, aspiring bidders may go through the detailed instructions given in RFP.
6. Proposals are to be submitted online only at UT online portal <https://dnhtenders.gov.in>
Proposals Submitted manually, or any other means will not be accepted. The bidder

would be responsible for ensuring that any Addendum/Corrigendum available on the website is also downloaded and incorporated. Any proposal or modifications to proposal (including discount) received outside the given UT portal will not be considered.

7. The bidders are not required to submit any original documents as a part of proposal unless otherwise specified. The complete proposal needs to be uploaded on UT online portal as per instruction in this document.
8. A pre-bid meeting will be held on date and time as specified in Notice Inviting Tender (Bid) under Key Dates at Department of Industries, DNH&DD, Udyog Bhavan, Amli, Silvassa to clarify the queries/ issues raised by the prospective bidders.
9. Other details can be seen in the RFP. The Client shall not be held liable for any delays due to system failure beyond its control. Even though the system will attempt to notify the bidders of any updates, the Client shall not be liable for any information not received by the bidder. It is the bidders' responsibility to verify the UT online portal for the latest information related to this Notice Inviting Tender.
10. The address for communication is as under:

Director cum Joint Secretary,
Department of Industries, District Industries Centre
Udyog Bhavan, Ground Floor,
Amli, Silvassa DNH&DD
0260263122


Director-cum-Joint Secretary
Department of Industries
DNH&DD

c. Disclaimer

The information contained in this Request for Proposal document [hereinafter referred to as "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the Department of Industries, DNH&DD (hereinafter referred to as "DoI"), (the "Client ") or any of their employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers pursuant to this RFP (the "Bid" or "Proposal"). This RFP includes statements, which reflect various assumptions and assessments arrived at by the DoI in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the DoI, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Director cum Joint Secretary (DoI) accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Client and its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the information.

RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Bid Stage.

The Client also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP.

The Client may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP.

The issue of this RFP does not imply that the Client is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for " Digitization of MSMEs" under RAMP Scheme and the Client reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the DoI or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the Client shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

The Bidder shall be located in UT of Dadra & Nagar Haveli and Daman & Diu during execution of the assignment.

1. Introduction

1.1 General

Department of Industries ("the Client"), head office at DIC Udyog Bhavan, Amli, Silvassa- 396230 U.T. of Dadra & Nagar Haveli and Daman & Diu, India intends to invite proposal for “Selection of agency for Digitization of MSMEs under RAMP Scheme”

1.2 Background

Raising and Accelerating MSME Performance (RAMP) is a World Bank supported Programme, implemented by the Ministry of Micro, Small and Medium Enterprises (MoMSME) which aims at strengthening schemes that focus on improving market access, access to credit, strengthening institutions and governance at the Centre and State, improving Centre- State linkages and partnerships, addressing issues of delayed payments, and greening of MSMEs. RAMP focuses primarily on building capacity of National and State level agencies, build platforms for provision of critical services to MSMEs and enhancing outcomes from competitiveness related schemes.

For implementation of RAMP Program in UT of Dadra and Nagar Haveli & Daman and Diu, The Department of Industries, UT of DNH&DD (hereinafter referred to as “the Department”) has submitted its Strategic Investment Plan – Implementation Plan (SIP-IP) under RAMP Program, which has been duly approved by the UT RAMP Program Committee (UTRPC) and further approved by MoMSME, Government of India.

The SIP-IP includes a range of targeted interventions designed to strengthen the competitiveness and resilience of MSMEs in the Union Territory. One of the key approved interventions focuses on enabling the **digitization of MSMEs** across the UT’s key industrial sectors. This intervention aims to assist MSMEs in identifying digital gaps, adopting affordable and scalable digital solutions, and enhancing operational efficiency through the use of Industry 4.0 technologies. Through sector-specific mentoring, digital gap assessments, product matchmaking, and capacity-building sessions, the initiative seeks to equip MSMEs with the tools and knowledge required to transition toward smarter, technology-driven business practices.

Under the World Bank-supported **Raising and Accelerating MSME Performance (RAMP) Scheme**, implemented by the **Ministry of Micro, Small and Medium Enterprises (MoMSME), Government of India**, the Department of Industries, UT of Dadra & Nagar

Haveli and Daman & Diu, proposes to implement a comprehensive digitization initiative targeting 90 MSMEs across **six key sectors—Textiles, Plastics & Packaging, Pharmaceuticals, Wire & Cable, Chemicals, and Engineering Goods**. This structured intervention aims to enhance the digital maturity, operational efficiency, and competitiveness of MSMEs through a process-driven framework integrating sector-specific mentoring, digital gap assessments, product matchmaking, training, and dissemination of customized toolkits.

The selected agency will be responsible for deploying a Project Mentor and six Sectoral Mentors to facilitate the end-to-end implementation of the program. Key responsibilities include conducting enterprise-level diagnostics, preparing individualized digital gap reports, recommending affordable digital solutions, facilitating solution-provider linkages, and delivering targeted capacity-building interventions. A total of 450 MSME personnel (five per MSME) will be trained through **hands-on training sessions and workshops**, complemented by post-adoption support to ensure effective tool usage and long-term sustainability.

From an operational standpoint, the intervention is anchored in standardized procedures such as enterprise mobilization, classification into digital maturity tiers (Starters, Aspirants, Champions), training content customization, and structured documentation protocols. Tools such as digital maturity heatmaps, project planning templates, and vendor evaluation formats will be employed to ensure consistency and comparability across sectors. The agency is also expected to monitor ESG compliance, maintain disaggregated data on SC/ST and Women participation, and submit detailed progress and impact reports on a quarterly basis.

The initiative is designed to optimize resource utilization and ensure uniformity in execution across all six industry clusters. The assignment will be implemented until March 2027, with performance-based payments linked to man-month deployment and milestone-based deliverables. Selection of the agency shall follow a Quality-cum-Cost Based Selection (QCBS) methodology.

1.3 Invitation to Agency

By means of this Request for proposal ("RFP"), Department of Industries is pleased to invite Agencies/Firms/Parties (Hereinafter refer as "Agency") for implementation of "Selection of agency for Digitization of MSMEs under RAMP Scheme". Agency is required to assemble a team of specialists to cover the Requirements detailed in the RFP. The RFP submission will include Pre-Qualification, Technical & Financial Proposal as detailed in this RFP document.

1.4 Guidance for Online Proposal Submission

The bidders are required to submit soft copies of their proposals electronically on the UT tender portal <https://dnhtenders.gov.in> , using valid Digital Signature Certificates. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of proposal opening. The confidentiality of the proposals is maintained and responsibility of Client. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

The Bidder shall directly approach the UT online portal in case of any queries or issues faced during the process of registration, search, or uploading of the bid. The Client shall not be responsible, in any manner whatsoever, for any technical or operational issues encountered by the Bidder on the UT online portal

The instructions given below are meant to assist the bidders in registering on the UT tender portal <https://dnhtenders.gov.in> , prepare their proposals in accordance with the requirements and submitting their proposals online.

1.5 Registration

- Bidders are required to enrol on the page of UT Tender portal (website: <https://dnhtenders.gov.in>) by clicking on the link “**Online bidder Enrolment**” on the portal which is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the Client/UT Portal.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

- Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

1.6 Searching For Tender Documents

- There are various search options built in the portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the portal.
- Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the O/o Director-cum-Joint Secretary, District Industries Centre, Udyog Bhavan, Amli, Silvassa, DNH and DD.

1.7 Assistance To Bidders

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to Ut online portal in general may be directed to the O/o Director-cum-Joint Secretary, District Industries Centre, Udyog Bhavan, Amli Silvassa, DNH and DD.
- More information useful for submitting online proposals may be obtained from the UT e-procurement portal website: <https://dnhtenders.gov.in>

2. Instructions to the Bidder

2.1 General Terms of Bidding

- 2.1.1 Detailed description of the objectives, scope of services, Deliverables and other requirements relating to this work is provided in this RFP. The term applicant/ bidder (the "bidder") means the Sole Firm. The procedure for submission, evaluation, and acceptance of the Proposal is outlined in this RFP.
- 2.1.2 The Bidders are advised that the selection of Agencies shall be on the basis of an evaluation by the Client through the Selection Process specified in this RFP. Bidder shall be deemed to have understood and agreed that no explanation or justification for any aspect of the Selection Process will be given and that the Client's decisions are without any right of appeal whatsoever. A Bidder is eligible to submit only one Bid for entire assignment.
- 2.1.3 Notwithstanding anything to the contrary contained in this RFP, the detailed terms specified in the draft Contract Agreement shall have overriding effect; provided, however, that any conditions or obligations imposed on the Bidder hereunder shall continue to have effect in addition to its obligations under the Contract Agreement.
- 2.1.4 The Financial Bid should be furnished as mentioned in RFP, clearly indicating the bid amount (as per requirement of RFP document) in both figures and words, in Indian Rupees, and signed by the Bidder's authorized signatory. In the event of any difference between figures and words, the amount indicated in words shall be taken into account.
- 2.1.5 Bids submitted with any condition or additional stipulation shall render the liable to rejection as a non-responsive Bid.
- 2.1.6 The Bid and all communications in relation to Documents and the Bid shall be in English language.
- 2.1.7 The Bidding Documents including this RFP and all attached documents are and shall remain the property of the DoI and are transmitted to the Bidders solely for the purpose of preparation and the submission of a Bid in accordance herewith. Bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their Bid. The Client will not return any Bid, or any information provided along therewith.
- 2.1.8 Bidder shall not have a conflict of interest (the "Conflict of interest") that affects the Bidding Process. Any Bidder found to have a Conflict of Interest shall be disqualified. In the event of disqualification, the Client shall forfeit and appropriate the Bid Security or

Performance Security, as the case may be. Without limiting the generality of the above, a Bidder shall be considered to have a Conflict of Interest that affects the Bidding Process, if:

- i. such Bidder (or any constituent thereof) and any other Bidder (or any constituent thereof) have common controlling shareholders or other ownership interest; provided that this qualification shall not apply in cases where the direct or indirect shareholding in a Bidder or a constituent thereof in the other Bidder(s) (or any of its constituents) is less than 1% of its paid up and subscribed capital; or
- ii. a constituent of such Bidder is also a constituent of another Bidder; or
- iii. such Bidder receives or has received any direct or indirect subsidy other Bidder, or has provided any such subsidy to any other Bidder; or
- iv. such Bidder has the same legal representative for purposes of this other Bidder; or
- v. such Bidder has a relationship with another Bidder, directly or through common third parties, that puts them in a position to have access to each other's' information about, or to influence the Bid of either or each of the other Bidder. Agency (including any of its constituents) that has a business or family relationship with a member of the Client's staff who is directly or indirectly involved in any part of (i) preparation of the Terms of Reference of the assignment (ii) selection process for such assignment or (iii) supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to the DoI throughout the selection process and the execution of the Contract.

2.1.9 Bidder shall be liable for disqualification and forfeiture of Bid Security if any legal, financial or technical advisor of the DoI in relation to the Project is engaged by the Bidder in any manner for matters related to or incidental to such Project during the Bidding Process or subsequent to the (i) issue of the LOA or (ii) execution of the Contract Agreement. In the event any such advisor is engaged by the Selected Bidder, after issue of the LOA or execution of the Contract Agreement, then notwithstanding anything to the contrary contained herein or in the LOA or the Contract Agreement and without prejudice to any other right or remedy of the DoI including the forfeiture and appropriation of the Bid Security or Performance Security, as the case may be, the LOA or the Contract Agreement, as the case may be, shall be liable to be terminated without the DoI being liable in any manner whatsoever to the Selected Bidder for the same.

2.1.10 No Subletting of Contract will be allowed without prior consent of DoI. This RFPs is not transferrable.

2.1.11 If a Bidder could derive a competitive advantage from having provided services related to the assignment in question, the client shall make available to all other Bidders together with this RFP all information that would in that respect give such Bidder any competitive advantage over competing Bidders.

2.1.12 All correspondence exchanged by the Bidders and the client, shall be in English

2.2 Consortium

Consortium or Joint Venture is not allowed. However, bidder may engage professional agencies to associate and work on the Project, without any dilution to bidder's obligations. The bidder shall remain solely accountable for deliverables.

2.3 Cost of Bidding

The Bidders shall be responsible for all of the costs associated with the preparation of their Bids and their participation in the Bidding Process. The DoI will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process. In the event of any contradiction between the details furnished in this RFP and the same obtained through Bidders' own means, the data provided in RFP will prevail.

2.4 Right to accept and to reject any or all Bids

2.4.1 Notwithstanding anything contained in this RFP, DoI reserves the right to accept or reject any Bid and to annul the Bidding Process and reject all Bids at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.

2.4.2 The Client reserves the right not to proceed with the Bidding Process at any time, without notice or liability, and to reject any Bid without assigning any reasons.

2.4.3 In case it is found during the evaluation or at any time before signing of the Contract Agreement or after its execution and during the period of subsistence thereof, that one or more of the pre-qualification conditions have not been met by the Bidder or the Bidder has made material misrepresentation or has given any materially incorrect or false information, the Bidder shall be disqualified forthwith; if the Bidder has already been issued the LOA or has entered into the Contract Agreement, as the case may be, the same shall, notwithstanding anything to the contrary contained

therein or in this RFP, be liable to be terminated, by a communication in writing by the DoI to the Bidder, without the DoI being liable in any manner whatsoever to the Bidder. In such an event, the DoI shall forfeit and appropriate the Bid Security or Performance Security, as the case may be without prejudice to any other right or remedy that may be available to the DoI.

2.4.4 DoI reserves the right to reject any Proposal, if:

- i. At any time, a material misrepresentation is made or discovered during verification of all statements, information and documents submitted by the Bidder; or
- ii. The Bidder does not respond promptly and diligently to requests supplemental information required for the evaluation of the Proposal

2.5 Pre-Bid Meeting

2.5.1 Pre-Bid Meeting with bidders will be held on 30/09/2025 at 15:00PM or at a suitable time which will be conveyed beforehand, at venue to be informed by DoI. A maximum of one representative of each Applicant will be allowed to participate. Queries may also be sent by e-mail on dic-dnh@ddd.gov.in.

2.5.2 During the course of Pre-Bid Meeting, the bidders will be free to seek clarifications and make suggestions for consideration of the Client. The Client will endeavour to provide clarifications and such further information as it may, in its sole discretion, consider appropriate for facilitating a fair, transparent and competitive selection process.

2.6 Clarifications and Amendment of RFP

2.6.1 The DoI reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this Clause shall be taken or read as compelling or requiring the DoI to respond to any question or to provide any clarification.

2.6.2 The DoI may also on its own motion, if deemed necessary, issue interpretations and clarifications to all Bidders. All clarifications and interpretations issued by the DoI in written shall be deemed to be part of the Bidding Documents.

2.6.3 At any time prior to the deadline for submission of Bids, the DoI may, for any reason, whether at its own initiative or in response to clarifications requested by a Bidder, modify this RFP by the issuance of Addendum.

2.6.4 Any Addendum/Corrigendum would be posted only on the website <https://dnhtenders.gov.in> only.

2.6.5 In order to afford the Bidders a reasonable time for taking an Addendum into account, or for any other reason, the DoI may, at its own discretion, extend the Bid Due Date after considering the time required by Bidders to address such amendment.

2.7 Bid Due Date

The RFP document will be visible on the portal, from/...../2025. The client may, in exceptional circumstances, and at its sole discretion, extend the Application Due Date by issuing Addendum, uniformly for all Bidders, and the same shall be notified online only on website <https://dnhtenders.gov.in> .

2.8 Validity of Bids

The Bids shall be valid for a period of not less than 120 (one hundred and twenty) days from the Bid Due Date. The validity of Bids may be extended by mutual consent of the respective Bidders and the Client.

2.9 Confidentiality

Information relating to the examination, clarification, evaluation and recommendation for the Bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the Client in relation to or matters arising out of or concerning the Bidding Process. The Client will treat all information, submitted as part of the Bid, in confidence and will require all those who have access to such material to treat the same in confidence. The Client may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/ or the Client.

2.10 Correspondence with the Bidder

The Client shall not entertain any correspondence with any Bidder in relation to acceptance or rejection of any Bid.

2.11 Bid Security (EMD)

2.11.1 The Bidder shall deposit as part of its bid, a Bid Security of Rs 6,97,000 /- (Rupees Six Lacs Ninety Seven Thousand Only) in the form of DD in favour of General Manager, DIC, DNH payable in Silvassa or in the form of Bank Guarantee from any nationalized or scheduled bank of India.

- 2.11.2 The EMD must be submitted in original either by Registered Post or Speed Post, or deposited in person at the specified office address before the proposal submission deadline. The Tender Inviting Authority shall not be held responsible for any postal delays.
- 2.11.3 Proposals not accompanied by EMD/Bid security shall be rejected outright as incomplete bid.
- 2.11.4 The Bid Security must be kept valid throughout for 45 days beyond the final bid validity period.
- 2.11.5 No interest shall be payable by DoI for the sum deposited as Bid Security
- 2.11.6 The EMD/Bid Security of the unsuccessful bidders would be returned back after issuance of LOA to the successful bidder.
- 2.11.7 The Bid Security of the successful bidder would be returned after submission of Performance Bank Guarantee and signing of agreement.
- 2.11.8 EMD/Bid Security shall be forfeited by DoI in the following circumstances:
- i. If any information or document furnished by the bidder turns out to be misleading or untrue in any material respect, or
 - ii. If the bid is withdrawn during the bid validity period or any extension thereof.
 - iii. If the offer is modified or varied in a manner not acceptable to DoI after opening of the proposals during the bid validity period or any extension thereof.
 - iv. If the success full bidder, after the award of work order, fails to submit the performance security within the stipulated time.

2.12 Preparation, Submission and Opening of Proposals

- 2.12.1 The Proposals must be submitted online through e-procurement portal of UT by the Proposal Submission End Date and Time as mentioned under Key dates mentioned in Notice Inviting Tender.
- 2.12.2 Any document submitted through any other means will not be considered
- 2.12.3 The bids shall consists of two parts, Part I (Pre-Qualification Proposal and Technical Proposal) and Part II (Financial Bid), has to be submitted.
- 2.12.4 All the bidders responding to this tender would need to meet the eligibility criteria for Pre-Qualification Proposal set in this RFP as per details provided under Section 3.2 with all relevant certificates.

- 2.12.5 The Technical Proposal should contain all the required documents mentioned in Technical Criteria under Section 3.3 as supporting and all the documents should be uploaded in Technical Proposal folder through UT e-procurement portal.
- 2.12.6 From the time the Proposals are opened to the time the Contract is awarded, the Bidders should not contact the client on any matter related to its Technical and/or Financial Proposal. Any effort by Bidders to influence the client in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the Bidders' Proposal.
- 2.12.7 The Client will evaluate only those Bids that are received in the required formats and complete in all respects.
- 2.12.8 The financial proposal submitted by the bidder shall be the total of the component-wise quoted prices, ensuring none exceed the specified ceiling limits. This total lump sum amount represents the bidder's proposed charge for executing the assignment. The quoted price should be inclusive of all out-of-pocket expenses such as travel, documentation, and communication. It must also include applicable GST, as per current norms (to be borne by the service recipient).
- 2.12.9 DoI reserves the right to reject any Proposal not submitted on time and which does not contain the information/ documents as set out in this RFP document.
- 2.12.10 To facilitate evaluation of Proposals, DoI may, at its sole discretion, seek clarifications in writing from any Bidder regarding its Proposal . Such clarification(s) shall be provided within the time specified by the Authority for this purpose. Any request for clarification(s) and all clarification(s) in response thereto shall be in writing. If a Bidder does not provide clarifications sought above within the prescribed time, its Proposal shall be liable to be rejected. In case the Proposal is not rejected, the Authority may proceed to evaluate the Proposal by construing the particulars requiring clarification to the best of its understanding, and the Bidder shall be barred from subsequently questioning such interpretation of the authority.
- 2.12.11 The Proposals received from eligible Agency shall be evaluated on the basis of the criteria set out in this RFP document. Each Bidder shall submit a maximum of one (1) Proposal for the Assignment, in response to this RFP document. Any Bidder who submits more than one Proposal for the Assignment shall be disqualified

3. Evaluation of Bids

3.1 Evaluation Methodology and Process

The proposals shall be evaluated as per the parameters set below and ranked accordingly. The mode of evaluation will be through Quality-cum-Cost Bases (QCBS) as defined below.

- At the beginning of Evaluation process, the client will nominate the committee which will carry out the entire evaluation process (“Committee”).
- Nominated Committee will evaluate the submitted proposals on the day of bid opening. Financial proposal shall be considered post technical evaluation.
- The Committee shall first evaluate the Eligibility Criteria on the basis of information provided and the supporting documents as per requirements of RFP and the Criteria detailed in section 3.2. The proposals not meeting the Eligibility requirement shall be rejected from further consideration.
- The Client shall then evaluate the Technical Proposal of bids meeting the Eligibility requirements, on the basis of information provided and the supporting documents as per requirements of RFP and the Criteria detailed in Section 3.3. The client while evaluating the Proposals shall have no access to the Financial Proposals until the Technical Proposal evaluation is concluded.
- Technical evaluation of qualified bidders shall be done, and marks shall be allotted, bidders securing minimum qualifying marks, i.e. at least 50 marks in Technical Proposal Evaluation shall be declared qualified and will be shortlisted for opening of financial bids. The total score of technical proposal is of 100 marks.
- Along with the evaluation of Technical Proposal, a Technical Presentation will be conducted to help understand the Bidder’s overall understanding of the assignment and approach and methodology towards the completion of the project.
- The Part II – i.e. Financial bid shall be opened only for those bidders who qualify Technical Evaluation. The Financial bid shall be opened online on UT e-procurement portal website on the designated date and time as communicated by the client, in the presence of the Bidders' representatives who may choose to attend.
- The Financial Proposals of the Bidders who qualify in Technical Evaluation shall be opened. The Bid Evaluation will be carried out as QCBS System.
- The Successful Bidder is required to enter into a Work Agreement/Contract with DoI and the draft of the same is set out in Appendix I..

3.2 Pre-Qualification Criteria (Eligibility Criteria)

As part of the evaluation, the Pre-Qualification Proposals submitted should fulfil the Minimum Pre-Qualification Criteria as set out in this clause. In case a Bidder does not fulfil the Minimum Pre-Qualification Criteria, the Technical Proposal of such a Bidder will not be evaluated further. In such cases, the Bid Security will be returned after issue of Letter of Award to the selected Applicant.

Sr No.	Particular	Documents Required
1	EMD	Copy of Rs. 6,97,000/- in Demand Draft in favour of GM, DIC, DNH or in the form of Bank Guarantee from any any nationalized bank of India (As per Appendix G)
2	Cover Letter	The bidder must submit the cover letter as given in Appendix A1
3	Details of Bidder	As per Appendix A2
4	Legal Capacity	The Bidder must be a company registered in India under the Companies Act 1956 / 2013, or a partnership firm registered under Limited Liability Partnership Act of 2008, a society registered under the Societies Act or a Trust in India or a government-recognised institution. Certificate of incorporation/registration is to be attached
5	Bidder Profile	The bidder must be a Government or Government-affiliated institution, Centre of Excellence (CoE), or not-for-profit entity (e.g., Section 8 company, Trust, or Society) engaged in MSME digitization, Industry 4.0 interventions, or digital technology adoption. (Proof of domain expertise (brochure, MoU, client certificate, etc. required.). Certificate of incorporation / registration is to be attached.
6	Registration	Valid PAN, GST, and registration certificate with appropriate statutory bodies.
7	Financial Capacity – I	The bidder must have average annual turnover of ₹50 Lacs or more in the last 3 financial years, i.e. FY2022-23, FY2023-24, FY2024-25 as given in Appendix B2 (Certification from Statutory Auditory / Certified CA) The turnover should arise primarily from MSME-related technology or advisory services.
8	Declaration regarding non-Blacklisting	As given in Appendix F (self-certification)
9	Prior Experience – I	The bidder must have minimum 3 years of experience in Digitization of MSMEs/Identifying Gaps and execute trainings for Government/PSUs as given in Appendix B1
10	Prior Experience – II	The bidder must have proven track record of handling at least 2 similar assignments in the last 5 years as given in Appendix B1
11	Authorized Signatory	Board Resolution/ Power of Attorney authorizing the signatory to sign on behalf of the Agency as per Appendix C
12	ESG Compliance	As per Appendix H

**Kindly attach relevant, LOAs, certificates from clients along with the details mentioned in the Appendices*

3.3 Technical Evaluation Criteria

The evaluation committee ("Evaluation Committee") appointed by the Client will carry out the technical evaluation of Proposals on the basis of the following evaluation criteria and points system. Each evaluated Proposal will be given a technical score (St) as detailed below in two parts i.e Part 1- 85 marks and Part 2 – 15 marks. The maximum points/ marks to be given under each of the evaluation criteria are:

Part 1 – 85 Marks

S. No.	Evaluation Head	Sub-Criteria Description	Max Marks
1	Relevant Project Experience	Agency's experience in MSME Digitization/Digital Transformation Projects (Format as per Appendix D): Up to 10 marks per project , with a minimum project value of ₹50 lakhs Maximum of 3 projects may be submitted for evaluation Preference will be given to government-funded projects and international donor agencies/financial institutions like World Bank, Asian Development Bank, UN Agencies especially those implemented in collaboration with Industry Bodies, MSME Departments, or State/Central Agencies Private projects relevant to the MSME sector will be considered for up to 7 marks per project Types of eligible projects include Digital gap assessments, Industry 4.0 roadmaps, and cluster-level digitization interventions	30
2	Financial Competence	Average Annual Turnover for the last three financial years (Format as per Appendix B2): - Above ₹1.5 Crore – 15 marks - >₹1.0 Cr.–₹1.5 Crore – 10 marks - ₹50.0 Lacs–₹1.0 Crore – 5 marks	15

3	Approach, Methodology & Resource Deployment Plan	<p>Evaluation of written submission and strategy for implementation:</p> <ul style="list-style-type: none"> - Deployment plan for Project Mentor and Sectoral Mentors - Digital assessment framework and tools - Vendor matchmaking and product recommendation strategy - Training and toolkit roll-out plan - Sectoral alignment and adequacy of proposed team structure 	15
4	Presentation 15/10/2025 at 15:00hrs. other details of Presentation will be shared later by e- mail)	<p>Presentation by agency</p> <ul style="list-style-type: none"> - Understanding of MSME digital challenges of the UT - Sector-specific implementation roadmap - Monitoring mechanism and team readiness 	25

Part 2 – 15 Marks

CV of the Team should be required as per Appendix J.

Role	Minimum Qualification	Minimum Experience	Marks
Project Mentor / Team Coordinator	Postgraduate degree MBA, MTech, or equivalent in Engineering, IT, or Technology Management	Minimum 08 years of professional experience with at least 5 years in MSME digitization, Industry 4.0, or digital advisory in industrial clusters – 03 Marks	15
Sector Mentor – Textile	Bachelor's degree in Textiles	Minimum 5 years of experience in the textile sector with working knowledge of digital systems or automation tools – 02 Marks	
Sector Mentor – Plastic & Packaging	Bachelor's degree in mechanical, Polymer, or Production Engineering	Minimum 5 years of experience in plastic or packaging sector with exposure to ERP, QA systems, or digitized manufacturing – 02 Marks	
Sector Mentor – Pharmaceuticals	Bachelor's degree in pharmacy, Biotech, or related life sciences discipline	Minimum 5 years of experience in pharma or life sciences manufacturing with understanding of digital inventory, quality, or compliance tools – 02 Marks	
Sector Mentor – Wire & Cable	Bachelor's degree in electrical or mechanical engineering	Minimum 5 years of experience in wire & cable or allied manufacturing with familiarity in	

		SCADA, automation, or monitoring systems – 02 Marks	
Sector Mentor – Chemicals	Bachelor’s degree in chemical engineering or allied discipline	Minimum 5 years of experience in chemical or process industries with exposure to ERP, process control, or safety digitization – 02 Marks	
Sector Mentor – Engineering	Bachelor’s degree in mechanical, production, or allied engineering disciplines.	Minimum 5 years of experience in engineering or allied manufacturing sectors with exposure to Production & Process Digitization, Supply Chain & Inventory Digitization or Automation & Robotics – 02 Marks	

**All projects submitted under the categories should be mutually exclusive.*

The minimum technical score required to qualify technical evaluation is 50 out of 100. A proposal will be considered unsuitable and will be rejected at this stage if it does not respond to important aspects of RFP Document or if it fails to achieve the minimum technical score. The Client will notify Bidder who fail to score the minimum technical score about the same and shall leave the financial bid unopened.

3.4 Financial Bid Evaluation

- 3.4.1 The Bidder shall be selected on the basis of QCBS. The price bids of only technically qualified bidders would be opened for further consideration. The Bidder shall be selected on the basis of Quality cum Cost Based System (QCBS), whereby Technical Proposal will be allotted weightage of 70% and Financial Proposal will be allotted weightage of 30%.
- 3.4.2 The proposal with the lowest total financial quote shall be awarded a financial score of 100. All other proposals shall be assigned financial scores in inverse proportion to the lowest evaluated Financial Proposal, as per the formula provided below. For clarity, the evaluation will be based on the *total* quoted amount, which is the sum of all component-wise prices. As specified in **Appendix E**, each component has a defined upper ceiling, which the bidder must strictly adhere to. While the bidder is required to quote within the ceiling limits for each individual component, the final financial evaluation shall be conducted solely on the *cumulative total* of all components.
- 3.4.3 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

scores at least 50 marks in Technical Proposal evaluation shall be opened and evaluated as per financial evaluation criteria.

- 3.4.4 To ensure uniformity, accountability, and cost control, bidders are required to submit a component-wise financial breakup that adheres strictly to the maximum permissible ceiling for each intervention component, as detailed below. Any quote exceeding the defined ceiling in any single component shall lead to disqualification. The financial bid must include detailed cost estimates for each major deliverable, including mentor deployment, sector mentor deployment, and capacity building.
- 3.4.5 From an operational standpoint, the digitization interventions—such as sector-specific assessments, mentor-led engagements, training programs, and toolkit rollouts—share strong structural commonalities. Each activity involves systematic identification of MSMEs, deployment of domain experts, development of sector-relevant content, and on-site or virtual facilitation. Common logistical requirements include enterprise outreach, session planning, digital maturity tracking, and standard documentation (attendance, feedback, and geo-tagged records). Furthermore, each component emphasizes post-intervention support and impact reporting, ensuring alignment in execution timelines, resource deployment, and monitoring protocols. These operational synergies allow for efficient scaling and cohesive delivery across sectors while maintaining transparency and measurable outcomes.
- 3.4.6 The Financial Proposals shall be given scores as follows:

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

F_m : Lowest Financial Proposal

S_f : Financial Score

For selection of Agency, final ranking will be determined based on the combined total score for each Bidder separately. This will be done by applying a weight of 0.70 (or 70%) and 0.30 (or 30%) 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:

$\text{Total Score} = (T_m \times 0.70) + (S_f \times 0.30)$

T_m : Technical Marks

S_f : Financial Score

a. The quoted price shall be in Indian Rupees.

b. All quoted prices shall be inclusive of all taxes/GST.

c. Any conditional financial bid would be summarily rejected.

3.4.7 Correction of Arithmetic Errors

Provided that the bid is substantially responsive, the competent Proposal Evaluation Committee shall correct arithmetical errors on the following basis:

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the tendering authority (DoI) there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected;
- If there is an error in a grand-total, corresponding to the addition or subtraction of sub-total, the sub-total shall prevail and the grand-total shall be corrected.

3.4.8 The Bidder shall mention clearly the team members to be committed to the assignment.

3.4.9 The score for Technical Proposal would be the arithmetic sum assigned to the Bidders under each of the parameters listed in the RFP.

3.4.10 The Bidders shall submit Project Data Sheets as set out in Appendix D. The Project Data Sheets shall need to be accompanied with copies of work orders/advisory and/or consultancy services agreements/service certificates/completion certificate from clients, as applicable, as proof of experience. Projects without proof of experience shall not be considered for evaluation.

3.4.6 Negotiations

- Negotiations may include a discussion of the Technical Proposal, the proposed technical approach and methodology and any suggestions to improve/modify the Scope of Work in terms of number of workshops to be conducted. The client and the Bidder will finalize the Scope of Work. These documents will then be incorporated in the Contract as “Description of Work”. Special attention will be paid to clearly defining the inputs and facilities required from the client to ensure satisfactory implementation of the assignment.
- After the technical negotiations are over, financial negotiations may be carried out in order to reflect any change in financials due to change in scope of work or due to clarification on any aspect of the technical proposal during the technical negotiations.

Under no circumstances, the financial negotiation shall result in an increase in the price originally quoted by the Bidder.

3.5 Award of Contract

- 3.5.1 The Authority may award the contract to the highest QCBS Scorer Bidder.
- 3.5.2 The client shall issue a Letter to the selected Bidder, and promptly notify all Bidders who have submitted proposals about the decision taken.
- 3.5.3 The Bidder will sign the contract after fulfilling all the formalities/ pre-conditions mentioned in the standard form of contract in Appendix I, within 14 days of issuance of the Letter to a selected bidder.
- 3.5.4 DoI shall issue Letter of Award (LoA) for carrying out the assignment. No information on the evaluation of Agency's proposal will be disclosed to any person other than those directly concerned with the selection process. Any Agency, who tries to influence the evaluation, will be liable to be rejected.

3.6 Performance Bank Guarantee (PBG)

- 3.6.1 The Successful Bidder shall furnish a Performance Security / Performance Bank Guarantee equivalent to 5% of the amount agreed by the bidder for the providing the services as per format outlined in Appendix G.
- 3.6.2 The Bank Guarantee must be submitted after award of contract but before signing of contract.
- 3.6.3 The successful bidder has to renew the Performance Bank Guarantee on same terms and conditions for the period up to contract including extension period, if any.
- 3.6.4 Performance Bank Guarantee would be returned after successful completion of assignment and after adjusting/ recovering/damages/Loss or any dues recoverable/payable from/by the successful bidder on any account under the contract
- 3.6.5 The above Performance Bank Guarantee can be liquidated by the authority i.e., DoI, stating that the amount claim is due by any of loss or damage cost to or suffered the authority by reason of any breach of any terms or conditions confined in the said agreement or by reasons of agency's failure to perform the said agreement. The decision of DoI shall be final and binding in this regard.
- 3.6.6 The Performance Bank Guarantee amount shall remain valid for a period of 90 days from the end of contract period, or beyond any period of extension subsequently as determined by DoI.

4. Fraud and Corrupt Practices

The Bidder and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Client shall reject an Bid 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 in the Bidding Process and such Bidder shall not be eligible to participate in any tender or RFP issued by the Client during a period of 2 (two) years from the date so determined.

For the purposes of this paragraph, the following terms shall have the meaning hereinafter respectively assigned to them:

- a. "Corrupt practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process.
- b. "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process.
- c. "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process.
- d. "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Client with the objective of lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of interest; and
- e. "Restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

The Bidders shall be aware of the provisions on fraud and corruption stated in the specific clauses in the General Conditions of Contract (Agreement).

5. Role and Scope of work for the Agency

5.1 Introduction and Scope of Work -

To ensure effective implementation of MSME digitization and capability-building under the RAMP program in the Union Territory of Dadra & Nagar Haveli and Daman & Diu, the Department of Industries (DoI) seeks to engage a qualified agency with demonstrable experience in MSME-centric digital transformation, mentoring, and training facilitation. The selected agency will be responsible for coordinating with industry stakeholders, implementing structured interventions, and ensuring timely execution of capacity-building activities across sectors.

The selected agency will be responsible for the following:

i. Deployment of Project Mentor –

To steer the digitization initiative effectively, the agency shall deploy a dedicated Project Mentor from the date of award of the contract until the end of the project, tentatively for a period of 20 man-months. The Project Mentor will be responsible for conceptualizing the intervention framework, defining sector-specific milestones and KPIs, and guiding the overall implementation across six identified sectors. This role will involve close coordination with sectoral mentors, industry associations, and government stakeholders to ensure alignment with industry needs and strategic objectives. The Project Mentor will also oversee the development of the digitization roadmap, ensure effective mentoring and monitoring mechanisms, and periodically review progress to deliver measurable outcomes across targeted MSME clusters

Minimum Onsite Presence Requirement:

The Project Mentor must be physically present within the UT of Dadra & Nagar Haveli and Daman & Diu for a minimum of **7 working days per calendar month** throughout the contract period.

The agency shall maintain and submit monthly deployment logs with activity summaries and departmental verification.

In addition to the above, the Project Mentor shall also be required to attend review meetings, coordination sessions, or site visits as may be scheduled by the Department. Such days, if exceeding the 7 working days minimum, shall be adjusted against the

overall man-month allocation of 20 man-months for this role and shall not attract any additional payment.

ii. Deployment of Sectoral Mentor –

In addition to the Project Mentor, the agency shall deploy six Sectoral Mentors, each responsible for one of the key sectors identified under the initiative: *Textiles, Plastics, Engineering Goods, Chemicals, Wire & Cable, and Pharmaceuticals*. These Sectoral Mentors shall be engaged from the date of award of the contract until the end of the project, tentatively for a period of 15 man-months each. Their core responsibilities will include conducting digital gap assessments, identifying maturity levels, diagnosing process inefficiencies, and recommending technology interventions. They will support MSMEs in adopting relevant digital solutions, facilitate solution-provider matchmaking, and guide enterprises in sustaining these interventions. The Sectoral Mentors will also assist in capacity building through training coordination and continuous handholding support.

iii. Conduct of Sector-specific Digital Gap Assessment –

Building upon the groundwork of the mentors, the agency shall conduct comprehensive digital gap assessments across the six identified sectors. These assessments will evaluate current digital maturity levels within MSMEs, map inefficiencies, and identify barriers such as outdated systems, cost constraints, skill gaps or any other challenges as studied. Each sector-specific report shall include visual heatmaps representing digital readiness and classify MSMEs into segments (Starters, Aspirants, Champions). These insights will guide tailored digital adoption strategies and sector-specific roadmaps recommending appropriate technologies (ERP, MES, IoT, AI/ML-based tools) suitable to MSME scale and readiness.

iv. Training and Capacity Building of MSME Workforce –

Following the assessments, the agency shall conduct targeted training for MSMEs to equip them with necessary digital skills. A minimum of five personnel per MSME shall be trained, covering 450 individuals across **90 MSMEs**, which must be **mobilized across 6 sectors, with 15 MSMEs per sector forming industry clusters**. Training will include hands-on sessions, tool familiarization, and troubleshooting. The agency will also design and execute Training of Trainers (ToT) models, update content based on

feedback, and provide post-training mentoring to ensure practical implementation and sustainability of digital practices within enterprises.

v. Development and Dissemination of Digital Adoption Toolkits –

To ensure long-term impact, the agency will develop and distribute a **Digital Adoption Toolkit**, offering MSMEs a structured, easy-to-use resource for independently managing their digital transition. The toolkit shall include –

- Self-Assessment Template - Digital maturity checklists across business functions.
- Solution Selection Guide - Tool comparison charts by function, enterprise size, and cost.
- Vendor Mapping Formats - Templates for evaluating digital solution providers.
- Project Planning Templates - Gantt charts, budgeting tools, and milestone trackers.
- Sector-Specific Inserts - Customised modules addressing digital needs unique to each sector (e.g., Plastics, Chemicals).
- Language and Format Accessibility - Available in print and online, in English, Hindi, and local languages as needed.

The toolkit will be distributed to all participating MSMEs and used in training workshops. It will also serve as a reference document for scaling the program to additional sectors and geographies in the future. **Kindly note:** The Number of Workshops per Activity mentioned in the below tables are in indicative nature. The actual number of workshops shall be communicated and finalised at the time of awarding of contract.

The cost ceiling per workshop to be considered by the Bidder during the financial bid submission is given below:

Component	Description	Total Deliverables	UOM	Cost Ceiling per UOM including Taxes (In Rs.)	Remark
Component 1	Deployment of 01 Project Mentor	20 Man months	Per Manmonth	2,25,000	Inclusive all Taxes
Component 2	Deployment of 06 Sectoral Mentor	15 Man months	Per Manmonth Per Sector	2,25,000	Inclusive all Taxes
Component 3	Training of manpower of 15 industry/Sector of 06 Sectors	90 MSME @ 5 Member/MSME for 10 Days	Per Day Per MSME	2,250	Inclusive all Taxes

The agency shall ensure provision of decent refreshments during each training/workshop. Where the session coincides with lunch hours, suitable lunch arrangements must be made. In case of morning or evening sessions, appropriate tea and snacks should be provided to ensure participant comfort and engagement.

5.2 Reporting

The agency must ensure to adhere below given reporting mechanism during execution of assignment –

i. Sector and Cluster Identification

- The agency shall map key industrial sectors across the UT (e.g., Textile, Plastics, Pharma, Chemicals, Wire & Cable).
- Clusters will be identified geographically and sectorally, prioritizing areas with high MSME density and readiness for digitization.

ii. MSME Shortlisting within Clusters

- MSMEs will be shortlisted from each cluster through Expression of Interest (EoI) by the selected agencies. Here EoI is purely indicative term and use only for an outreach and shortlisting of MSMEs who are interested in adopting Digitization.
- Criteria such as production volume, willingness to adopt technology, and operational maturity will guide selection. The agency must ensure equitable participation and engagement with MSMEs from all regions, turnover / production brackets and for industries with the need for digitization. The MSMEs shortlisted/ selected for the same shall be duly informed to the client and the client shall finalise the same.

iii. Digital Gap Assessment (Cluster + MSME Level)

- Sector Mentors, supported by Digital Experts, will conduct detailed diagnostics of each cluster and MSME.
- Assessments will cover current digital maturity, existing systems (if any), operational challenges, and opportunities for improvement.

iv. Individualized Digital Gap Reports

- Each MSME will receive a tailored Digital Gap Report summarizing findings, readiness status, and digital adoption recommendations.

- Reports will include suggested tools (e.g., ERP, CRM, production tracking), cost considerations, and adoption timelines.

v. Product Matchmaking and Vendor Linkages

- Based on the reports, MSMEs will be guided toward suitable technology providers.
- The agency will facilitate vendor interactions, demos, and onboarding support where required.

vi. Digital Tool Adoption and Onboarding

- MSMEs opting to implement tools will receive handholding support from the agency and assigned mentors.
- Adoption support includes configuration guidance, SOP alignment, and integration into existing operations.

vii. Post-Adoption Training and Support

- MSME staff will be trained on the newly adopted digital tools, ensuring operational continuity.
- Training will be sector-specific and conducted through physical or hybrid workshops.

viii. Impact Monitoring and Feedback Collection

- The agency will track key impact metrics post-adoption, such as efficiency improvement, cost savings, or productivity gains.
- Feedback will be collected to assess satisfaction and inform further refinement of intervention models.

ix. Mandatory Reporting on SC/ST/Women Participation:

- The agency shall ensure that all participation data collected during the workshops and programs is disaggregated to include the social and gender composition of participants. Specifically, the data must capture the number of Scheduled Caste (SC), Scheduled Tribe (ST), and Women participants for each session. This disaggregated data shall be included in the Post Workshop Reports and Quarterly Progress Reports (QPRs) and shall be maintained in a verifiable format to support audit and evaluation requirements.

x. ESG Compliance:

- As part of the quarterly reporting process, the agency shall also compile basic Environmental, Social, and Governance (ESG) information from participating MSMEs using the prescribed format (refer Appendix H). This will support broader impact assessment and promote awareness of responsible business practices within the MSME ecosystem.

6. Schedule of Deliverables

6.1 Deliverable –

The following implementation framework outlines the minimum parameters and expected deliverables under the digitization intervention of the RAMP scheme. This structured approach spans five key components: (i) onboarding of Project and Sectoral Mentors, (ii) execution of sector-specific digital gap assessments, (iii) preparation of actionable digital transformation roadmaps, (iv) capacity building for MSME personnel, and (v) distribution of Digital Adoption Toolkits to support sustained technology integration. The agency must detail its strategy for each of these components in the Technical Proposal, clearly outlining methodologies for enterprise engagement, training deployment, post-training support, and sectoral alignment. Frameworks such as digital maturity classification (e.g., Starters, Aspirants, Champions), readiness diagnostics, and Industry 4.0 pathways should be utilized to drive outcome-focused implementation.

Table 6.1			
S. No.	Activity	Project Milestones	Key Performance Metrics
1	Deployment of Project Mentor	1 Project Mentor (20 man-months)	Overall project conceptualization, milestone setting, coordination with Sectoral Mentors, roadmap development, and performance monitoring.
2	Deployment of Sectoral Mentors	6 Sectoral Mentors (15 man-months each)	Sector-specific gap assessments, digital maturity classification, identification of pain points, handholding MSMEs in digital adoption.
3	Digital Gap Assessments	6 sector reports covering 90 MSMEs	Evaluate digital maturity, map inefficiencies, highlight technology gaps, categorize MSMEs (Starters, Aspirants, Champions), prepare heatmaps and sectoral diagnostics.

4	Individualized Digital Gap Reports	90 MSMEs to be provided with Individual digital Gap report	Prepare and share MSME-specific gap assessment reports with recommendations.
5	Product Matchmaking & Handholding Support	90 MSMEs supported with solution recommendations	Facilitate vendor identification and product matchmaking based on MSME readiness, recommend sector-relevant digital tools, support MSMEs in selecting and adopting appropriate technologies.
6	Training & Capacity Building	90 MSMEs × 5 personnel = 450 MSME staff trained	Hands-on training on digital tools, ERP, inventory systems, CRM, basic automation, troubleshooting, ToT sessions and post-training support.
7	Digital Adoption Toolkit	1 toolkit for each participating MSME	Self-assessment templates, vendor mapping formats, planning templates, solution checklists, sector-specific inserts; in both print and digital formats.

6.2 Timeline of Deliverables –

The selected Agency shall be responsible for implementing the Project over a period from Date of Award of Contract till Mar 2027 by adhering to the following quarterly timeline.

Table 6.2			
S. No.	Deliverable	Timeline	Description
1	Submission of Action Plan	Within 15 days from LoA/Contract signing	Detailed roadmap with Gantt chart, MSME mobilization strategy, sector/district-wise activity plan
2	Deployment of Project Mentor	From contract signing to project end (~20 man-months)	Overall project coordination, milestone tracking, performance monitoring
3	Deployment of Sectoral Mentors	From contract signing to project end (~15 man-months each)	Sectoral gap assessments, mentoring, cluster-level engagement
4	Submission of Sectoral Digital Gap Assessment Reports	By end of Quarter 1	6 reports covering digital maturity, classification (Starter/Aspirant/Champion), heatmaps, and technology recommendations
5	Product Matchmaking and Handholding Support	Quarter 2 onward, ongoing through project	Vendor identification, MSME-wise solution recommendation and adoption support
6	Conduct of Training and Capacity Building Sessions	Quarter 2 to Quarter 6	450 MSME personnel trained across 90 MSMEs on digital tools and platforms

7	Distribution of Digital Adoption Toolkits	Quarter 3 to Quarter 6	Customized toolkits distributed to all participating MSMEs (print and digital formats)
8	Quarterly Progress Reports (QPR)	End of each quarter	Summary of activities, photos, geo-tags, attendance, feedback, deliverable status
9	Post-Session Reports (per training/handholding)	Within 7 days of each session	Attendance, session summary, photos, MSME categorization, feedback
10	Final Completion Report	End of project	Cumulative impact, sectoral analysis, success stories, lessons learned

6.3 Clarification on Man-Month Based Payment Structure

While the remuneration for Project Mentor and Sectoral Mentors is structured on a man-month basis, it is explicitly conditional upon the achievement and timely submission of defined deliverables corresponding to each role. The agency shall not be entitled to payments for man-months in isolation; rather, the payment shall be released only upon validation of progress against associated deliverables such as digital gap assessments, mentoring logs, solution implementation support, and reporting. This structure ensures that the man-month engagement is effectively aligned with milestone-based outputs, thereby maintaining a performance-driven compensation model. Additionally, man-month payments for the Project Mentor shall be contingent upon a minimum of 7 working days of physical presence in the UT each month.

If the Department requires participation in meetings or field visits exceeding the 7 working days threshold in any given month, such additional days shall be treated as part of the overall 20 man-month deployment and shall not attract separate remuneration. Payments will only be made after verification of deliverable-linked outputs against man-months deployed.

7. Payment Schedule with Terms and Conditions

- Payment shall be based on Schedule of Deliverables and Man-month structure.
- The selected agency shall raise invoices at the end of each quarter, supported by submission of the Quarterly Progress Report (QPR), activity-specific reports, and proof of deliverables achieved under the digitization intervention schedule.
- Payment to the agency shall primarily be based on approved man-month deployment and batch-based training deliverables, in line with the schedule of deliverables outlined in Table 6.2.
- The following structure shall apply:

Project Mentor – The agency shall be paid monthly for one Project Mentor over a period of 18 man-months. Payments will be made quarterly, based on verification of milestone planning, coordination logs, mentor activity reports, and submission of progress documentation as per Deliverable 2 in Table 6.2.

Sectoral Mentors – Payments for six Sectoral Mentors will be made on a monthly basis, covering up to 15 man-months each. Payment shall be subject to verification of work done including MSME diagnostics, cluster-level mentoring records, and submission of sectoral gap assessment reports (Deliverables 3 and 4).

Training and Capacity Building– The agency will be paid based on the number of batches successfully trained post tool adoption. Each batch shall consist of 05 MSME personnel/MSME, and a total of 90 MSMEs are to be covered and each Member must get training of 10 Days. Payment shall be processed per batch delivered, subject to post-training reports, attendance logs, and tool adoption evidence (Deliverable 6).

Toolkits, Reports, and Support– No separate payment shall be made for toolkits, session reports, or final completion reports. However, their timely submission is mandatory for release of quarterly payments. This includes Deliverables 7 to 10 such as toolkits distribution, QPRs, post-session reports, and the final impact report.

- Payments shall be made in Indian Rupees and subject to applicable deductions of tax(s) cess leviable by any Government as per rules.
- The agency must ensure that the same MSME is not repeated within the same training or handholding intervention for payment purposes. MSME uniqueness shall be verified through Udyam Registration Numbers.
- To ensure clarity in computation, percentage achievements shall be calculated based on rounded-off values.
- Payment to the selected agency shall be made, based on the actual number of deliverables completed against each component by meeting minimum number of deliverables criteria (i.e. Workshop/ Training Program/ Days/ MSME/ Participants/ Member etc) under each respective completed deliverable as specified in schedule 7 A table; failing which the agency shall be required to re-conduct the respective activity belongs to respective component.

- The per-unit cost for each component under the respective component (referred to as QA) shall be calculated by dividing the total amount quoted by the selected bidder for that component by the total number of deliverables proposed against that component.
- Quarterly payment shall be computed by multiplying the number deliverables completed under the respective component during the quarter with the per-unit cost (QA) of that component.
- Payments for each quarter shall be released only upon review and approval of deliverables by a duly constituted committee. The deliverables shall be assessed based on the number of deliverables achieved, in line with the quarterly schedule as agreed in monthly plan of each component, submitted by selected bidder.
- Any deliverable that fails to meet quality benchmarks or minimum participation thresholds must be redone by the agency at its own cost .
- To ensure clarity in computation, percentage achievements shall be calculated based on rounded-off values.

Table 7 A			
Component	Description	Total Minimum Deliverables	Minimum Criteria of meeting each deliverable
Component 1	Deployment of 01 Project Mentor	20 Man months	01 Resource in each man-month
Component 2	Deployment of 06 Sectoral Mentor	15 Man months	06 Resource in each man-month
Component 3	Training of manpower of 15 industry/Sector of 06 Sectors	90 MSME/450 Member (05 Member/ MSME)	90 MSME@5 Member
		10 Days of Training	

8. Damages

To ensure timely and effective implementation of the Digitization Intervention under the RAMP Scheme, the following penalties shall apply for delays or shortfalls attributable to the agency:

i. Delays in Deliverables -

- If any scheduled deliverable (as per Table 6.2) is delayed by more than 15 days without prior written approval, a 2% deduction from the payment linked to that deliverable shall be imposed for each week of delay, up to a maximum of 10% for that item.

ii. Shortfall in Post-Adoption Training -

- If less than 80% of the targeted MSMEs receiving digital solutions complete the scheduled training sessions in a given quarter, 10% of the invoice amount linked to the training component shall be deducted. If the achievement falls below 60%, the deduction shall increase to 15%.
- However, if shortfall in participation is anticipated due to valid reasons such as cluster-level disruptions, natural calamities, or administrative delays, the agency may seek prior written approval from the Client at least 7 working days before the end of the quarter. If such approval is granted, the applicable deduction may be waived or revised at the discretion of the Client.

iii. Mentor Deployment and Availability -

- The Project Mentor and Sectoral Mentors may be deployed in hybrid mode (combination of onsite and remote engagement), based on mutual agreement with the Client.
- For any unauthorized absence exceeding 5 working days in a month, a pro-rata deduction will apply to the man-month payment for that mentor.

iv. Non-Compliance with Reporting Requirements

- If required documentation (e.g., Action Plans, Assessment Reports, Session Reports, QPRs) is incomplete or not submitted on time, a flat 5% deduction from the related payment shall be imposed.
- This may be waived if the issue is corrected within 10 working days of written notice.

v. Overall Cap on Damages

- Total damages under this clause shall not exceed 10% of the total contract value over the full project duration
- To avoid any confusion in calculation the numbers shall be considered after rounding off.

9. Miscellaneous

The Bidding Process shall be governed by, and construed in accordance with, the laws of India and the Courts at UT of DNH&DD/Bombay High Court shall have exclusive jurisdiction over all disputes arising under, pursuant to and/ or in connection with the Bidding Process.

Appendix A1

Covering Letter (On the Letterhead of the Bidder)

Date:

To:

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

Ref: DoI invites Proposal for “Selection of agency Digitization of MSMEs under RAMP Scheme”

Dear Sir,

Being duly Authorized to represent and act on behalf of (hereinafter referred to as "the Bidder"), and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of(Name of Bidder) for the captioned Project, with the details as per the requirements of the RFP, for your evaluation. We confirm that our Proposal is valid for a period of 120 days from (insert Proposal Due Date).

We also hereby agree and undertake as under:

Notwithstanding any qualifications or conditions, whether implied or otherwise, contained in our Proposal we hereby represent and confirm that our Proposal is unqualified and unconditional in all respects and we agree to the terms of the proposed Agreement, a draft of which also forms a part of the RFP document provided to us.

We hereby certify and confirm that in the preparation and submission of our Proposal, we have not acted in concert or in collusion with any other Bidder or other persons and also not done any act, deed or thing which is or could be regarded as anti-competitive.

Yours faithfully,

For and on behalf of [Name of Bidder)

Duly signed by the Authorized Signatory of the Bidder

(Name, Title and Address of the Authorized Signatory)

Appendix A2

Details of Bidder (On the Letter Head of the Bidder)

1.
 - a) Name of Bidder:
 - b) Address of the office(s):
 - c) Date of incorporation and/or commencement of business:

2. Details of individual(s) who will serve as the point of contact / communication for DoI with the Bidder:
 - a) Name
 - b) Designation
 - c) Company/Firm
 - d) Address
 - e) Telephone number
 - f) E-mail address
 - g) Mobile number

Appendix B1

Format for Pre-Qualification Proposal (Projects)

Project Specific Experience

Provide information of the number of projects, required towards fulfilling prequalification criteria and for technical evaluation.

Note:

- Separate Table for Each Project. Limit the total pages per project to 2 pages of A4 size printed one side only.
- Attach proofs to substantiate the Details provided (Letter of Award, relevant Completion Certificate etc.). Projects without the proof of experience will not be considered for evaluation.

Client reserves the right to verify the details and ask to furnish necessary proofs in that regard.

S. No.	Particulars	Details
1	Project Name	
2	Project area	
3	Name &. Address of Client	
4	Project Cost (in INR in Lakhs)	
5	In case of JV, Name of Lead Partner	
6	Approx, value of the contract (in INR in Lakhs)	
7	Approx, value of the services provided by your firm under the contract (in INR in Lakhs)	
8	Project Duration as per Contract (in Months)	
9	Project Commencement (Month, Year)	
10	Project Completion (Month, Year)	
11	Total No. of staff-months of the project	
12	Name of senior professional staff of your company/firm involved and functions performed, (indicate only the most significant profiles such as Project Director/Coordinator, Team Leader)	
13	Narrative Description of Project	
14	Description of actual services provided by your staff within the assignment	

Authorized Signatory:

Full Name:

Designation:

Name of the Firm:

Address:

Seal of the firm:

Appendix B2

Format for Pre-Qualification Criteria (Financial Capacity I) Proposal (Average Annual Turnover of Agency)

S No.	Financial years	Average Annual turnover (INR)
1	2022-2023	
2	2023-2024	
3	2024-2025	
	Average for three years	

Certificate from the Statutory Auditor

This is to certify that [name of company] [registered address] has received the payments shown above against the respective years from consultancy services.

Name of Authorized Signatory:

Designation:

Name of firm:

Signature of Authorized Signatory:

Seal of Audit firm:

Note:

- In case the Agency does not have a statutory auditor, it may provide certificate from Chartered Accountant.

Appendix C

POWER OF ATTORNEY

(On Stamp paper of relevant value)

Know all men by these presents, we(name and address of the registered office) do hereby constitute, appoint and authorize Mr./Ms (name and residential address) who is presently employed with us and holding the position of 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 “Selection of agency for Digitization of MSMEs under RAMP Scheme” including signing and submission of all documents and providing information/responses to General Manager, DoI in all matters in connection with our Proposal for the said Assignment.

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.

Dated this the Day of 2025

For

(Name and designation of the person(s) signing on behalf of the Bidder)

Accepted

..... Signature)

(Name, Title and Address of the Attorney)

Date:

Note:

1. To executed only if the Bidder is a Company firm.
2. 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 executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure. Copy of such document should be submitted along with the power of Attorney.
3. Also, wherever required, the Bidder 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 hereunder on behalf of the Bidder.

Appendix D

Format for Project Data Sheet (For Technical Evaluation)

Attach details of Project to be consider for technical Evaluation

Name of the Agency:

Project Name	
Project Location (within Country/ International)	
Name of Client	
Start Date (Month/Year)	
Completion Date (Month/Year)	
Total Cost of Project (Rs Lakhs)	
Name of Associated Firm(s) if any	
Name of Senior Staff (Project Director/Co- coordinator, Team Leader) involved, and functions performed	
Detailed Narrative Description of Project	
Detailed Description of Actual Services provided	
Training / Workshop Material Prepared	

Note:

- Attach related proof of work such as, completion certificates, work orders
- Keep the Project Data sheet in not more than 1 Page.
- Please do not attach irrelevant unnecessary documents.

Appendix F

Declaration regarding non-blacklisting

(To be submitted on letterhead of the Bidder)

To,

Dated -----2025

General Manager,

DoI,

Udyog Bhavan, Amli,

Silvassa (U.T. of Dadra & Nagar Haveli and Daman & Diu)-396230.

Ref: "Selection of agency for Digitization of MSMEs under RAMP Scheme" against tender No

Dear Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document regarding "Selection of agency for Digitization of MSMEs under RAMP Scheme"

I hereby declare that my company is not debarred/blacklisted by any Government/Semi Government organizations in India/ Internationally as on the date offering this tender. I further certify that I am competent officer in my company to make this declaration.

In accordance with the above we would like to declare that:

1. We are not involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
2. We are not blacklisted by any Central/State Government/Public Sector Undertaking in India.
3. We hereby undertake and confirm that in the last three (3) years preceding the Bid submission date We have not (a) paid liquidated damages amounting to more than five percent (5%) of the contract value in any contract due to delay; or (b) have been penalised for any other reason in relation to the execution of a contract.
4. The information provided in the tender document is true and no false representation has been made.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation Seal

Date:

Business Address:

Bidder's signature

Place:

with seal

Date

Appendix G

Sample form of bank guarantee for Performance Security (Bank Guarantee)

To,
General Manager,
DoI,
Udyog Bhavan, Amli,
Silvassa (U.T. of Dadra & Nagar Haveli and Daman & Diu]-396230.

THIS DEED OF GUARANTEE executed on this the day of at by (Name of the Bank) having its Head / Registered office at hereinafter referred to as "the Guarantor" which expression shall unless it be repugnant to the subject or context thereof include successors and assigns;

in favor of, General Manager, DIC, Udyog Bhavan, Amli, Silvassa (U.T. of Dadra & Nagar Haveli and Daman & Diu]-396230 hereinafter referred! © as "DoI", which expression shall, unless repugnant to the context or meaning thereof include its administrators, successors or assigns.

WHEREAS

- A. By the Agreement being entered into between DoI and a company incorporated under the provisions of the Companies Act, 1956, having its registered office/ permanent address at hereinafter called the Agency. "The Agency has been granted the rights to implement "Selection of agency for Digitization of MSMEs under RAMP Scheme" (herein referred to as "the Assignment"]].
- B. The Agency is required to furnish to DoI, an unconditional and irrevocable bank guarantee for an amount of Rs. /- (Rupees Only] as security for due and punctual performance/discharge of its obligations under the Agreement.

At the request of the Agency, the Guarantor has agreed to provide guarantee, being these presents guaranteeing the due and punctual performance/discharge by the Agency of its obligations under the Agreement.

NOW THEREFORE THIS DEED WITNESSETH AS FOLLOWS:

Capitalized terms used herein but not defined shall have the meaning assigned to them respectively in the Agreement.

1. The Guarantor hereby irrevocably guarantees the due and punctual performance by the Agency of all its obligations relating to the Assignment during the Agreement Period.
2. The Guarantor shall, without demur, pay to DoI sums not exceeding in aggregate Rs. /- (Rupees Only], within five (5) calendar days of receipt of a written demand therefore from DoI stating that the DoI has failed to meet its performance obligations under the Agreement. The Guarantor shall not go the veracity of any breach or failure on the part of the Agency or validity of demand so made by DoI and shall pay the amount specified in the demand notwithstanding any direction to the contrary given or any dispute whatsoever raised by the Agency or any other Person. The Guarantor's obligations hereunder shall subsist until all such demands are duly met and discharged in accordance with the provisions hereof.
3. In order to give effect to this Guarantee, DoI shall be entitled to treat the Guarantor as the principal debtor. The obligations of the Guarantor shall not be affected by any variations in the terms and conditions of the Agreement or other documents or by the extension of time for performance granted to the Agency or postponement/non exercise/ delayed exercise of any of its rights by DoI or any indulgence shown by DoI to the Second Party and the Guarantor shall not be relieved from its obligations under this Guarantee on account of any such variation, extension, postponement, non-exercise, delayed exercise of any of its rights by DoI or any indulgence shown by DoI provided nothing contained herein shall enlarge the Guarantor's obligation hereunder.
4. This Guarantee shall be irrevocable and shall remain in full force and effect until unless discharged/released earlier by DoI in accordance with the provisions of the Agreement. The Guarantor's liability in aggregate be limited to a sum of Rs. /- (Rupees..... Only).
5. This Guarantee shall not be affected by any change in the constitution or winding up of the Agency/ the Guarantor or any absorption, merger or amalgamation of the Agency /the Guarantor with any other Person.
6. The Guarantor has power to issue this guarantee and discharge the obligations contemplated herein, and the undersigned is duly authorized to execute this Guarantee pursuant to the power granted under.....

IN WITNESS WHEREOF THE GUARANTOR HAS SET ITS HANDS HEREUNTO ON THE DAY, MONTH AND YEAR FIRST HEREINABOVE WRITTEN.

SIGNED AND DELIVERED

By Bank

By the hand of Shri

Its and authorized official.

(Signature of the Authorized Signatory)

(Official Seal)

Appendix H

(ESG Format)

ESG compliance format consist of Part A, Part B and Part C checklist and is mandatory for Agency during submission of bid.

It must be filled by MSMEs/Participants also after completion of each workshop/program

Part A – E&S Compliance

Name of the Project/State/UT: Dadra & Nagar Haveli, Daman and Diu.
Name of the Agency
Address of Agency/MSME

S No.	Particulars	Yes/No/NA	Remark
1	Has the Checklist used for screening ?		
2	How many units have filled in the checklist (in numbers and as % of total applications/beneficiaries)		
3	Have the site visits undertaken for verification (on sample basis) ?		
4	Details of awareness, Training and Capacity Building initiatives-		
	i) Training module/content developed.		
	ii) Calendar prepared.		
	iii) Training provided to deputed personnel.		
5	Has Grievance Redressal Mechanism put in place ?		
6	Number of Grievance received ?		

7	Number of Grievance resolved ?		
---	--------------------------------	--	--

Part B – E&S Compliance (Social)

S No.	Social Assessment	Y/N/NA	If Yes, pls specify details	If not, Social Mangement Measures
1	Do you comply with the State's Minimum Wage regulation ?			
2	Do you abide by Child Labour (Prohibition & Regulation) Act ?			
3	Do you have safe drinking water Arrangements ?		if No, the reasons	
4	Do you have First Aid Kits ?			
5	Is there a separate toilet for women workers ?			
6	Are there any arrangements for disposal of sanitary pads ?			
7	As workers in units are registered with ESI hospitals, get their medical checkup and treatments from hospitals ?			
8	Asny system in place at unit level to document accident or incident history and report to the authorities ?			
9	Any other measure taken by industry operator for health and safety workers.			

Part C – E&S Compliance (Environment)

S No.	Environmental Assessment	Y/N/NA	If Yes, pls specify details	If not, Environmental Management Measures
1	Are you registered under the Factories Act, 1948?			
2	Is Consent to Establish (CTE) and Consent to Operate (CTO) applicable to you ?		If yes, have you acquired the Certificate ?	
3	Does the unit generate solid waste? (e.g. sludge, oils, waste chemicals)		If yes, have you applied for Solid Waste Management Authorization?	
4	Does the unit operations involve handling of hazardous/dangerous chemicals ?		If Yes, have you applied for Hazardous Waste Management Authorization ?	
5	Does the unit operations produce E-waste ?		If yes, do you have Authorised agency for E-waste management and handling?	
6	Does the unit operations produce Plastic waste ?		If yes, do you have any EPR authorization agency for waste management /recycle ?	
7	Does the unit/Project has caused or will cause any health hazard to employees ?		If yes, specify likely occupational hazards.	
8	Does the unit/Project comply with Fire Safety rules & Regulations ?		If Yes, specify potential source of fire hazard and mitigation measures.	

Name of Agency/MSME Representative

Date -

Contact of Agency/MSME Representative

Appendix I
Conditions of Contract (Agreement)

Contract (Agreement) for Selection of Agency for Digitization of MSMEs under RAMP Scheme

Contract No. _____

Between

Director cum Joint Secretary,
Department of Industries, DIC,
UT of Dadra & Nagar Haveli, Daman & Diu

And

<<<<<Name of Selected Agency>>>>>

Dated :- _____

i. Form of Contract

Contract Agreement

(To Be Used at the Time of Signing of Agreement with Selected Agency)

This agreement is made and entered into ----day of -----2025, between Department of Industries, Silvassa, UT of Dadra & Nagar Haveli and Daman & Diu (hereinafter called “client” which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the First Part.

And

M/s. _____, a Company incorporated under the Companies Act 1956 having Head Office at _____, (hereinafter called the “Agency” which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the Second Part.

WHEREAS:

- The Employer intends to engage the Agency for the execution of work titled “Selection of Agency for Digitization of MSMEs under RAMP Scheme” in accordance with the terms and conditions set forth in the Request for Proposal (RFP)/Tender No. __ dated ##.##.2025 (hereinafter referred to as the "Works/Services").
- The Agency has submitted its bid and has been selected based on the QCBS method, in accordance with the evaluation criteria specified in the RFP.
- The tenure of empanelment shall from the date of execution of this Agreement till Mar 2027, subject to satisfactory performance and compliance with the RFP terms.

The following documents attached hereto shall be deemed to form an integral part of this Contract:

- (a) The General Conditions of Contract
- (b) The Special Conditions of Contract.
- (c) Appendices:

Appendix AA: Description of Work

Annexure 1- Work Schedule and Planning for Completion of Project

Appendix BB: Reporting Requirement

Appendix CC: Financial bid submitted by the bidder

Appendix DD: All the correspondence till award of this contract i.e. amendments, pre bid query

replies and any other document necessary to make the part of agreement.

The Agency shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same.

IN WITNESS OF WEREOF the parties hereto have caused their respective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year first above written.

General Manager, District Industry Centre,
Udyog Bhavan, Amli, Silvassa, UT of
DNH&DD

Signed for and on behalf of the registered
company/firm in the presence of:

Signed for and on behalf of the Client in the
presence of:

Witnesses:

Witnesses:

II. General Conditions of Contract

A. GENERAL PROVISIONS

1	Definitions	<p>1.1. Unless the context otherwise requires, the following terms whenever used in this Contract have the following meanings:</p> <ul style="list-style-type: none"> (a) “Applicable Law” means the laws and any other instruments having the force of law in the Client’s country (b) “Client” means the Director cum Joint Secretary of Department of Industries that sign the contract for the work with Selected Bidder. (c) “Agency” means a bidder selected by the Client to provide the Services under the signed Contract. (d) “Contract” means the legally binding written agreement signed between the Client and the Agency and which includes all the attached documents listed in Contract agreement, the General Conditions (GCC), the Special Conditions (SCC), and the Appendices. (e) “Day” means a working day unless indicated otherwise. (f) “Effective Date” means the date on which this Contract comes into force and effect pursuant to Clause GCC10. (g) “Experts” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract. (h) “GCC” means these General Conditions of Contract. (i) “Key Expert(s)” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract (j) “Local Currency” means the currency of the Client’s country. (k) “Party” means the Client or the Agency, as the case may be, and “Parties” means both of them. (l) “SCC” means the Special Conditions of Contract by which the GCC may be amended or supplemented but not over-written. (m) “Services” means the work to be performed by the Agency pursuant to this Contract, as described in Appendix-A hereto. (n) “Sub-consultants” means an entity to whom/which the Agency subcontracts any part of the Services while remaining solely liable for the execution of the Contract. (o) “Third Party” means any person or entity other than the Government, the Client, the Agency or a Sub-consultant.
2	Relationship between the Parties	<p>2.1. Nothing contained herein shall be construed as establishing a relationship of master and servant or of principal and agent as between the Client and the Agency. The Agency, subject to this Contract, has complete charge of the Experts and Sub-consultants,</p>

		if any, performing the Services and shall be fully responsible for the Services performed by them or on their behalf hereunder.
3	Law Governing Contract	3.1. This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Applicable Law of Union of India.
4	Language	4.1. This Contract has been executed in the language specified in the SCC , which shall be the binding and controlling language for all matters relating to the meaning or interpretation of this Contract.
5	Headings	5.1. The headings shall not limit, alter or affect the meaning of this Contract.
6	Communications	<p>6.1 Any communication required or permitted to be given or made pursuant to this Contract shall be in writing in the language specified in Clause GCC 4. Any such notice, request or consent shall be deemed to have been given or made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent to such Party at the address specified in the SCC.</p> <p>6.2 A Party may change its address for notice hereunder by giving the other Party any communication of such change to the address specified in the SCC.</p>
7	Location	7.1. The Services shall be performed at any of the location under UT of Dadra & Nagar Haveli and Daman & Diu.
8	Authorized Representatives	8.1 Any action required or permitted to be taken, and any document required or permitted to be executed under this Contract by the Client or the Agency may be taken or executed by the officials specified in the SCC .
9	Corrupt and Fraudulent Practices a. Commissions and Fraudulent Practices	<p>9.1 Compliance to corrupt and fraudulent practices as applicable in client's county to be adhered to by the Agency.</p> <p>9.2 The Client requires the Agency to disclose any commissions, gratuities or fees that may have been paid or are to be paid to agents or any other party with respect to the selection process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee</p>

	B. Commencement, Completion, Modification and Termination of Contract	
10	Effectiveness of Contractiveness of Contract	10.1 This Contract shall come into force and effect on the date (the “Effective Date”) of the Client’s notice to the Agency instructing the Agency to begin carrying out the Services. This notice shall confirm that the effectiveness conditions, if any, listed in the SCC have been met.
11	Termination of Contract for Failure to Become Effective	11.1 If this Contract has not become effective within such time period after the date of Contract signature as specified in the SCC , either Party may, by not less than twenty two (22) days written notice to the other Party, declare this Contract to be null and void, and in the event of such a declaration by either Party, neither Party shall have any claim against the other Party with respect hereto.
12	Commencement of Services	12.1. The Agency shall begin carrying out the work not later than the number of days after the Effective Date specified in the SCC .
13	Expiration Contract	13.1. Unless terminated earlier pursuant to Clause GCC 18 hereof, this Contract shall expire at the end of such time period after the Effective Date as specified in the SCC .
14	Entire Agreement	14.1. This Contract contains all covenants, stipulations and provisions agreed by the Parties. No agent or representative of either Party has authority to make, and the Parties shall not be bound by or be liable for, any statement, representation, promise or agreement not set forth herein.
15	Modification for Variations	15.1. Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope of the Services, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.
16	Force Majeure	
a	Definition	16.1. For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable, and makes a Party’s performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible under the circumstances, and subject to those requirements, includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other adverse weather conditions, strikes, lockouts or other industrial action confiscation or any other action by Government agencies.

		<p>16.2. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party nor (ii) any event which a diligent Party could reasonably have been expected to both take into account at the time of the conclusion of this Contract and avoid or overcome in the carrying out of its obligations hereunder.</p> <p>16.3. Force Majeure shall not include insufficiency of funds or failure to make any payment required hereunder.</p>
b	No breach of Contract	<p>16.4 The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract</p>
c	Measures to Be taken	<p>16.5 A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.</p> <p>16.6 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than fourteen (14) calendar days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.</p> <p>16.7 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.</p> <p>16.8 During the period of their inability to perform the Work/Service as a result of an event of Force Majeure, the Agency, upon instructions by the Client, shall either:</p> <ul style="list-style-type: none"> (a) demobilize, in which case the Agency shall be reimbursed for additional costs they reasonably and necessarily incurred, and, if required by the Client, in reactivating the Services; or (b) continue with the Services to the extent reasonably possible, in which case the Agency shall continue to be paid under the terms of this Contract and be reimbursed for additional costs reasonably and necessarily incurred. <p>16.9 In the case of disagreement between the Parties as to the</p>

		existence or extent of Force Majeure, the matter shall be settled in front of Secretary Industries. To avoid any further escalation, both parties need to adhere the decision which is taken by Secretary Industries.
17	Suspension	<p>17.1 The Client may, by written notice of suspension to the Agency, suspend all payments to the Agency hereunder if the Agency fails to perform any of its obligations under this Contract, including the carrying out of the Services, provided that such notice of suspension</p> <ul style="list-style-type: none"> (i) shall specify the nature of the failure, and (ii) shall request the Agency to remedy such failure with in a period not exceeding thirty (30) calendar days after receipt by the Agency of such notice of suspension.
18	Termination	18.1 This Contract may be terminated by either Party as per provisions set up below:
a	By the client	<p>18.1.1 The Client may terminate this Contract in case of the occurrence of any of the events specified in paragraphs (a) through (e) of this Clause. In such an occurrence the Client shall give at least thirty (30) calendar days' written notice of termination to the Agency in case of the events referred to in (a) through (d); at least sixty (60) calendar days' written notice in case of the event referred to in (e); and at least five (5) calendar days' written notice in case of the event referred to in (e):</p> <ul style="list-style-type: none"> (a) If the Agency fails to remedy a failure in the performance of its obligations hereunder, as specified in a notice of suspension pursuant to Clause GCC17; (b) If the Agency becomes insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsory or voluntary; (c) If the Agency fails to comply with any final decision reached as a result of arbitration proceedings. (d) If, as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days; (e) If the Client, in its sole discretion and for any reason whatsoever, decides to terminate this Contract; <p>18.1.2. Furthermore, if the Client determines that the Agency has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices, in competing for or in executing the Contract, then the Client may, after giving fourteen (14) calendar days written notice to the Agency, terminate the Agency 's employment under the Contract.</p>

b	By the Agency	<p>18.1.3. The Agency may terminate this Contract, by not less than thirty (30) calendar days' written notice to the Client, in case of the occurrence of any of the events specified in paragraphs (a) through (d) of this Clause.</p> <ul style="list-style-type: none"> a. If the Client fails to pay any money due to the Agency pursuant to this Contract and not subject to dispute within forty-five (45) calendar days after receiving written notice from the Agency that such payment is overdue. b. If, as the result of Force Majeure, the Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) calendar days. c. If the Client fails to comply with any final decision reached as a result of arbitration pursuant d. If the Client is in material breach of its obligations pursuant to this Contract and has not remedied the same within forty-five (45) days (or such longer period as the Agency may have subsequently approved in writing) following the receipt by the Client of the Agency's notice specifying such breach.
c	Cessation of Rights and Obligations	<p>18.1.4. Upon termination of this Contract pursuant to Clauses GCC 11 or GCC 18 hereof, or upon expiration of this Contract pursuant to Clause GCC 13, all rights and obligations of the Parties hereunder shall cease, except (i) such rights and obligations as may have accrued on the date of termination or expiration, (ii) the Agency's obligation to permit inspection, copying and auditing of their accounts and records set forth in Clause GCC 23, and (iv) any right which a Party may have under the Applicable Law.</p>
d	Cessation of Services	<p>18.1.5 Upon termination of this Contract by notice of either Party to the other pursuant to Clauses GCC 18a or GCC 18b, the Agency shall, immediately upon dispatch or receipt of such notice, take all necessary steps to bring the Services to a close in a prompt and orderly manner and shall make every reasonable effort to keep expenditures for this purpose to a minimum. With respect to documents prepared by the Agency and equipment and materials furnished by the Client, the Agency shall proceed as provided, respectively, by Clauses GCC25.</p>
e	Payment upon Termination	<p>18.1.6 Upon termination of this Contract, the Client shall make the following payments to the Agency:</p> <ul style="list-style-type: none"> (a) payment for Services satisfactorily performed prior to the effective date of termination; and (b) in the case of termination pursuant to paragraphs(d)and (e) of Clause GCC 18.1.1, reimbursement of any reasonable cost incidental to the prompt and orderly termination of this Contract
	C Obligation of the Agency	

19	General	
	a. Standard of Performance	<p>19.1 The Agency shall perform the Work/Services and carry out the work/services with all due diligence, efficiency and economy, in accordance with generally accepted professional standards and practices, and shall observe sound management practices, and employ appropriate technology and safe and effective equipment, machinery, materials and methods. The Agency shall always act, in respect of any matter relating to this Contract or to the Services, as a faithful adviser to the Client, and shall at all times support and safeguard the Client's legitimate interests in any dealings with the third parties.</p> <p>19.2 The Agency shall deploy such qualified and experienced professionals and agency as are required to carry out the Services</p> <p>19.3 The Agency may subcontract part of the Work/Services, however the Agency shall retain full responsibility for the Work/Services.</p>
	b. Law Applicable to Services	<p>19.4 The Agency shall perform the Services in accordance with the Contract and the Applicable Law and shall take all practicable steps to ensure that it comply with the Applicable Law.</p>
20	Conflict of Interests	<p>20.1 Agency shall hold the Client's interests paramount, without any consideration for future work, and strictly avoid conflict with other assignments or their own corporate interests.</p>
a	Agency Not to Benefit from Commissions, Discounts, etc.	<p>20.1.1 The payment of the Agency pursuant to GCC (Clauses GCC 30 through 34) shall constitute the Agency's only payment in connection with this Contract and Agency shall not accept for its own benefit any trade commission, discount or similar payment in connection with activities pursuant to this Contract or in the discharge of its obligations here under</p> <p>20.1.2 Furthermore, if the Agency, as part of the Services, has the responsibility of advising the Client on the procurement of goods, works or services, the Agency shall comply with such responsibility in the best interest of the Client. Any discounts obtained by the Agency in the exercise of such procurement responsibility shall be for the account of the Client.</p>

	Prohibition of Conflicting Activities	<p>20.1.3 The Agency shall not engage either directly or indirectly, in any business or professional activities that would conflict with the activities assigned to them under this Contract.</p> <p>20.1.4 Agency or its subsidiaries shall not participate in other tenders related to this project.</p>
21	Liability of the Agency	21.1 Subject to additional provisions, if any, set forth in the SCC , the Agency's liability under this Contract shall be provided by the Applicable Law.
22	Insurance to be Taken out by the Agency	22.1 If applicable, The Agency (i) shall take out and maintain, at its own cost but on terms and conditions approved by the Client, insurance against the risks, and for the coverage specified in the SCC , and (ii) at the Client's request, shall provide evidence to the Client showing that such insurance has been taken out and maintained and that the current premium therefore have been paid
23	Accounting, Inspection and Auditing	<p>23.1 The Agency shall keep, and shall make all reasonable efforts to keep, accurate and systematic accounts and records in respect of the Services and in such form and detail as will clearly identify relevant time changes and costs.</p> <p>23.2 The Agency shall permit, the client auditors/ other statutory auditors to inspect the Site and/or all accounts and records relating to the performance of the Contract and the submission of the Proposal to provide the Services, and to have such accounts and records audited by auditors appointed of the client.</p>
24	Reporting Obligations	24.1 The Agency shall submit to the Client the reports and documents specified in Appendix AA , in the form, in the numbers and within the time periods set forth in the said Appendix.
25	Proprietary Rights of the Client in Reports and Records	25.1 All reports and relevant data and information such as maps, diagrams, plans, databases, other documents and software, supporting records or material compiled or prepared by the Agency for the Client in the course of the Services shall remain the absolute property of the Client. The Agency shall, not later than upon termination or expiration of this Contract, deliver all such documents to the Client, together with a detailed inventory thereof. The Agency may retain a copy of such documents, data and/or software but shall not use the same for purposes unrelated to this Contract.
	D. Obligations of the Client	

26	Assistance and Exemptions	26.1 Unless otherwise specified in the SCC , the Client shall use its best efforts to: (a) Assist the Agency with obtaining work permits for its officials and any other similar documents as shall be necessary to enable the personnel of agency to perform the Services. (b) Provide to the agency any such other assistance as may be specified in the SCC .
27	Access to Project Site	27.1 The Client warrants that the agency shall have, free of charge, unimpeded access to the project site in respect of which access is required for the performance of the Services.
28	Change in the Applicable Law Related to Taxes and Duties	28.1 If, after the date of this Contract, there is any change in the applicable law in the Client's country with respect to taxes and duties which increases or decreases the cost incurred by the Agency in performing the Services, then the fee payable to the Agency under this Contract shall not be increased or decreased accordingly by agreement between the Parties hereto, and corresponding adjustments shall be made to the Contract price.
29	Payment Obligation	29.1 In consideration of the Services performed by the Agency under this Contract, the Client shall make such payments to the Agency for the deliverables specified in the contract if it has been approved by Client as per guidelines.
	E. Payments to the Agency	
30	Contract Price	30.1 The Contract price is percentage of the total cost set forth in the SCC .
31	Taxes and Duties	31.1 The Agency is responsible for meeting any and all tax liabilities arising out of the Contract unless it is stated otherwise in the SCC .
32	Currency of Payment	32.1 Any payment under this Contract shall be made in the INR only.
33	Mode of Billing and Payment	33.1 Payment under this contract will be made as stated in the SCC .
34	Interest on Delayed Payments	34.1 <i>If the Client had delayed payments beyond thirty (30) days after the due date interest shall be paid to the Agency on any amount due by, not paid on, such due date for each day of delay at the annual rate of 8% per annum for each day of delay.</i>
	F. Fairness and Good Faith	

35	Good Faith	35.1 The Parties undertake to act in good faith with respect to each other's rights under this Contract and to adopt all reasonable measures to ensure the realization of the objectives of this Contract.
	G Settlement of Disputes	
36	Amicable Settlement	36.1 The Parties shall seek to resolve any dispute amicably by mutual consultation. 36.2 If either Party objects to any action or inaction of the other Party, the objecting Party may file a written Notice of Dispute to the other Party providing in detail the basis of the dispute. The Party receiving the Notice of Dispute will consider it and respond in writing within fourteen (14) days after receipt. If that Party fails to respond within fourteen (14) days, or the dispute cannot be amicably settled within fourteen (14) days following the response of that Party.
37	Dispute Resolution	37.1 In the event of any dispute or difference relating to the interpretation and application of the provisions of this contract, such dispute or difference shall be taken up by either party for resolution in front of Secretary Industries, Vidyut Bhavan, Daman. The decision given by him should be the final decision and both parties have to own. But in any case still the disputes shall not resolved either party can raise concerns in Courts at UT of DNH&DD/Bombay High Court.
38	H. Liquidated Damages	
	Liquidated Damages for Delay in Performance	38.1 The liquidated damages shall be payable to the client at the rate stated in the SCC for delay in the completion date beyond the contractual completion date. The total amount of liquidated damages shall not exceed the amount defined in the SCC. The Client may deduct liquidated damages from payments due to the agency. Payment of liquidated damages shall not affect the agency obligations under the contract.

III. Special Conditions of Contract

Number of GCC Clause	Amendments of, and Supplements to, Clauses in the General Conditions of Contract
GCC 4.1	The language is: English
GCC 6.1 and 6.2	<p>The addresses are:</p> <p>Client:</p> <p>Director cum Joint Secretary, Department of Industries, DIC, Udyog Bhawan, Amli, Silvassa UT of Dadra & Nagar Haveli and Daman & Diu</p> <p>Agency</p> <p>_____</p>
GCC 8.1	<p>The Authorized Representatives are:</p> <p>For the Client: _____</p> <p>For the Agency: _____</p>
GCC 10.1	The effectiveness condition of the contract is: the date of signing of the contract.
GCC 11.1	<p>Termination of Contract for Failure to Become Effective:</p> <p>The time period shall be one month.</p>
GCC 12.1	<p>Commencement of Services:</p> <p>Agency shall commence the services within 10 (ten) days from date of signing of the contract</p>
GCC 13.1	<p>Expiration of Contract:</p> <p>The contract shall expire on 31st Mar 2027 unless otherwise extended by an amendment. The contract shall however be available for modification as per GCC 15.1</p>
GCC 15.1	<p>Following is added:</p> <p>The client, however, reserves the right to modify the contract on its existing terms and conditions, allowing for reasonable timeline for completion subject to approval of competent authority for project completion timeline and funds etc. Such modifications can be more than once as per requirement of the project and shall be carried out by the client at the earliest.</p>
GCC 19	Add the following:

	19.4 The Completed Work/Services shall be approved by Department of Industries after submission of relevant documents. The Client has the ultimate right for rejection of completed work/services, if the work/services are not meeting the guidelines.
GCC 21.1	<p>“Limitation of the Agency’s Liability towards the Client:</p> <p>(a) Except in the case of gross negligence or willful misconduct on the part of the Agency in carrying out the Services, the agency, with respect to damage caused by the agency to the Client’s property, shall not be liable to the Client:</p> <p style="padding-left: 40px;">(i) for any indirect or consequential loss or damage; and</p> <p style="padding-left: 40px;">(ii) for any direct loss or damage that exceeds two times the total value of the Contract;</p> <p>(b) This limitation of liability shall not</p> <p style="padding-left: 40px;">(i) affect the agency’s liability, if any, for damage to Third Parties caused by the Agency;</p> <p style="padding-left: 40px;">(ii) be construed as providing the agency with any limitation or exclusion from liability which is prohibited by the “Applicable Law”.</p>
GCC 22.1	<p>None of the payment regarding insurance of anything shall be incurred by Client. The insurance coverage against the risks shall be as follows if applicable.:</p> <p>(a) Professional liability insurance, with a minimum coverage of an amount equivalent to twice the value of the contract in relevant currencies</p> <p>b) Third Party liability insurance, with a minimum coverage of <i>as per applicable law</i>.</p>
GCC 26.1	<p>Add the following:</p> <p>c) The Agency shall be responsible for coordination with MSMEs, and make sure for their presence in workshop/training</p>
GCC 30.1	The Contract price basis is including of all taxes and all expenses incurred for conducting workshop/training
GCC 31.1	Income Tax will be deducted at source as per the prevailing Income Tax Rules.
GCC 33.1	<p>Payment for Agency Services:</p> <p>As mentioned in RFP under Clause 5.1.</p>
GCC 38.1	<p>Rate per week for liquidated damages shall be 0.5% per week or part thereof of the proportionate value of work deemed incomplete.</p> <p>The total amount of liquidated damages shall not exceed the 10% of contract value.</p>

IV Appendices

APPENDIX – AA

DESCRIPTION OF SERVICES

[Give Note: This Appendix will include the final Terms of Reference (ToR) worked out by the "Client" and the Agency during technical negotiations, dates for completion of various tasks, place of performance for different tasks/activities, specific tasks/activities/outcome to be reviewed, tested and approved by "Client", etc.]

Annexure – 1

Work Schedule and Planning for completion of project

Appendix BB

REPORTING REQUIREMENTS

In addition of document and process mentioned in RFP under Clause 4.b the following copies of documents to be submitted by Agency to the Client

- a. Letter of Acceptance
- b. Signed contract agreement
- c. Re-conciliation of Bills paid to the supplier contract wise, monthly summary
- d. Monthly progress report
- e. Monthly Statement of fund utilization

Appendix CC

TOTAL COST OF SERVICES

(Include here the rates quoted in the financial proposal)

Appendix DD

All the correspondence till award of this contract i.e. amendments, pre-bid query replies and any other document necessary to make the part of agreement.

Appendix J

CV for proposal personnel

Curriculum Vitae (CV) for Proposed Personnel

1.	Proposed position	[whether Key Personnel, Core Management Personnel or Other Professional Personnel]		
2.	Name of firm			
3.	Name of staff	[First] [Middle] [Surname]		
4.	Date of birth	[Day / Month / Year]		
5.	Nationality			
6.	Education	[Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and year of obtainment starting from the latest degree]		
7.	Membership of Professional			
8.	Training & Publications	[Indicate significant training since education degrees (under 5) were obtained]		
9.	Countries of Work Experience			
10	Languages	Language	Proficiency (good/ fair/ poor)	
			Speaking	Reading Writing
		English		
11	Employment record [Starting with present position, list in reverse order]	Name of Organization	Position held	Duration
				YYYY to present

	every employment			
	held by staff			
	member since			
	graduation]			
12	<p>Details of tasks assigned</p> <p>Work Undertaken that Best Illustrates Capability to Assigned Handle the Tasks Assigned</p>	<p>[Among the assignments in which the Staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks assigned] Name of assignment or project:</p> <p>Duration of project (provide month & year of start date and end date of project):</p> <p>Number of months worked on project:</p> <p>Location:</p> <p>Client:</p> <p>Project Cost:</p> <p>Main project features:</p> <p>Positions held:</p> <p>Activities performed:</p>		
13	Certification	<p>I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and My experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.</p>		
Signature		Signature		
Date: [dd/mm/yyyy]		Date: [dd/mm/yyyy]		
Name of staff member:		Name of Authorized Signatory:		

