



**INVITATION FOR
EXPRESSION OF INTEREST (EOI)
FOR THE EMPANELMENT OF
TECHNOLOGY PROVIDERS (IT FIRMS)
FOR THE SCHEME
“PROMOTION OF INFORMATION AND COMMUNICATION
TECHNOLOGY (ICT) IN MSME SECTOR”**

**A COMPONENT OF NATIONAL MANUFACTURING
COMPETITIVENESS PROGRAMME (NMCP)**



**Office of the
Development Commissioner
Micro, Small and Medium Enterprises,
Government of India,
Ministry of Micro, Small and Medium Enterprises,
Nirman Bhawan, New Delhi - 108**

Table of Contents

	Page No.
List of abbreviations	3
1.0 Invitation of EOI (Expression of Interest) for ICT scheme	
1.1 EOI Notice	4
1.2 Critical Information	4
1.3 Scheme Background	5
1.4 Terms of References	5
1.5 Pre-Qualification Criteria	8
1.6 Documents to be submitted by the Applicants firm	10
2.0 General Conditions	
2.1 Submission of applications	10
2.2 Clarification on applications submitted	11
2.3 Amendments to EOI Document	11
2.4 Disqualification	11
2.5 Period of Empanelment	11
2.6 Confidentiality	12
2.7 Disclaimer	12
3.0 Forms	
3.1 Form 1: Notice of Intent to submit application in response to EOI Notice	13

List of abbreviations

Abbreviation	Description
AS&DC(MSME)	Additional Secretary & Development Commissioner (MSME), Govt. of India
C - DAC	Centre for Development of Advanced Computing
DPR	Detailed Project Report
EOI	Expression of Interest
e-RC	Electronic Readiness Centre
ERP	Enterprise Resource Planning
HRD	Human Resource Development
ICT	Information and Communication Technology
IT	Information Technology
MIS	Management Information System
MSME	Micro, Small and Medium Enterprises
NGO	Non Government Organization
NIC	National Informatics Centre
NMCC	National Manufacturing Competitiveness Council
NMCP	National Manufacturing Competitiveness Programme
O/o DC (MSME)	Office of the Development Commissioner (Micro, Small and Medium Enterprises), Govt. of India
PMAC	Project Monitoring and Advisory Committee
SPV	Special Purpose Vehicle

1.0 Invitation for EOI (Expression of Interest) for ICT scheme

The Central Government has approved a scheme titled “Promotion of Information and Communication Technology (ICT) in MSME sector” under the National Manufacturing Competitiveness Programme (NMCP) with a total budget of ₹105.00 crore (including Government of India contribution of ₹ 47.70 crore) to be implemented during the 11th Plan period. The main objective of the scheme is to encourage and assist the potential MSME clusters to adopt ICT tools and applications in their production & business processes, with a view to improve their productivity and competitiveness in national and international markets.

The details of the scheme and guidelines are available on the official website of the office of DC (MSME) i.e. www.dcmsme.gov.in

1.1 EOI Notice

This EOI Document is for short listing suitable competent Technology Providers (TPs) from prominent IT firms and empanel them to bring the technology expertise and inputs for the ICT scheme. The TPs will sensitize the MSMEs on the need for ICT adoption including its benefits, assist in diagnostic mapping of clusters and formation of SPV etc.

Interested agencies may go through the EOI document available on the website <http://www.dcmsme.gov.in> or may obtain the same (free of cost) from the Office of Development Commissioner (MSME), 7th Floor, Nirman Bhawan, Maulana Azad Road, New Delhi – 110108.

1.2 Critical Information

- a. **Advertisement Date & No.:**
- b. **Last Date of submission of application / EOI :**
27.12.2010 up to 4.00 PM
- c. **Address for submission of application:**

Joint Development Commissioner (NMCP),
Office of the Development Commissioner (MSME),
Room No. 718, 7th Floor, Nirman Bhawan,
Maulana Azad Road, New Delhi – 110108
- d. **Contact person : i) Abhay Bakre, JDC/NMCP: Ph. 23061091**
ii) Vijay Kumar, Director (NMCP): Ph.23061932

1.3 Scheme Background

The MSME sector is the backbone of the Indian Economy and one of the prime drivers of employment. Despite its apparent success in the last couple of years, Indian MSMEs are facing many challenges. Apart from the traditional problems, they are also increasingly exposed to international competition. Therefore, MSMEs in India – as elsewhere also - need to improve their competitiveness by taking a variety of measures. The use of Information and Communication Technologies (ICT) is one of the important measures, which can greatly help MSMEs in almost every facet of their business.

Over the last few decades, ICT has facilitated business activities in many ways. It has become a key enabler for competitiveness, improved product and service delivery, lowered process costs and has supported Management Information systems (MIS). In some cases, ICT has been at the heart of the business model, offering new ways of doing business. In general, ICT applications have become essential for any enterprise that has to sustain or grow in a global environment.

The Scheme for “Promotion of Information and Communication Technology in MSME Sector” [ICT Scheme for short] is one of the 10 components of National Manufacturing competitiveness Programme (NMCP) with objective to encourage and assist about 100 potential MSME clusters to adopt ICT tools and applications in their production & business processes, with a view to improving their productivity and competitiveness in national and international markets. The Scheme envisages for a planned model of IT adoption in potential MSME clusters based on need analysis of stake holders.

To kick start the above scheme, the Office of the Development Commissioner (MSME) will empanel the Technology Providers (TPs) by inviting the EOI from various IT firms / companies etc.

The empanelled Technology Provider will sign a MoU / Agreement with O/o Development Commissioner (MSME) which will include their roles and responsibilities for the implementation of the scheme.

1.4 Terms of References

Objective:

The overall objective of this shortlisting process is to empanel competent and experienced IT firms engaged in providing IT services and solutions (including IT consultancy, soft ware solution, hardware & networking) in business domain of managing IT projects / IT programme, as Technology Providers (TPs), who will be responsible for the following deliverables under the scheme,

1.4.1 Conducting Awareness Programme and Preparation of feasibility report:

Objective:

- (i) To sensitize the MSMEs in the identified cluster towards the benefits from the adoption of ICT tools in their production chain and business process and also assessing the existing IT level among the MSME units.
- (ii) Preparation of feasibility report on existing IT penetration in the selected MSME cluster.

Implementation:

The Technology Provider (TP) either on their own or through a local IT partner (working under the guidance and supervision of the TP) will conduct the awareness programme in the selected MSME cluster(s).

The programme duration may be of one or two days with participation of at least 30 potential units from an identified cluster. The content of the programme will be decided by programme organizer (TP) covering need for ICT adoption, its benefits for the cluster, including presentation of successful ICT models in the relevant industries / sectors .

The detailed information of participant units, their IT status in terms of hardware, software and skill level will be obtained during the awareness programme or through sample survey for the preparation of feasibility report.

After the Awareness programme, the TP in association with the local IT partner will prepare a Feasibility Report on the basis of inputs received from the participating units. The feasibility report will contain the existing IT status among the MSMEs (status of hardware / software / IT skill level) of the respective cluster with possible ICT interventions and likely benefits to MSMEs.

The awareness programme will be conducted within 45 days of allocation of cluster(s) and the feasibility report will be submitted in another 15 days. The feasibility report will be examined by the Office of DC (MSME) who will submit the observations to PMAC.

Implementation Schedule:

As part of the scheme, about 70 Nos awareness programme in selected clusters will be conducted during the year 2010-11 and 30 programmes during the year 2011-12.

1.4.2 Preparation of Detailed Project Report (DPR) and providing support for the formation of SPV.

Objective:

- i) Diagnostic mapping of selected MSME clusters in terms of hardware and software interventions with a roadmap of activities including ICT infrastructure, time line and budget estimates etc.,

- ii) To prepare cluster specific DPR for the selected cluster as per the scheme guidelines.
- iii) Providing support for formation of SPVs in identified clusters so that the cluster members can undertake the responsibility of operation & maintenance of respective e-RC after the intervention period.

Implementation :

The designated Technology Provider along with local IT partner will prepare the cluster specific Detailed Project Report (DPR) which will contain detailed information on following points:

- (i) Existing IT level and possible up-gradation approach, in the selected cluster(s),
- (ii) Suggested hard interventions including setting up of e-readiness Centre (e-RC) in the cluster, if necessary.
- (iii) Requirement of networking and connectivity in the cluster for ICT adoption,
- (iv) Specifications for the hardware procurement for e-RC including cost estimates and list of likely vendors.
- (v) Suggested software solutions for deployment in the cluster which may be either in the form of commercial software, or customized solution, or locally developed cluster/sector based software solutions.
- (vi) Suggested solutions for e-commerce and e-catalogues for the MSMEs in the clusters.
- (vii) Construction of Web-portal for the cluster and its provision for linkage with National Portal.
- (viii) Requirement of Skill Development on IT among the employees of MSME units including proposal to use e-RC for this purpose.
- (ix) Specification and cost estimates for the items (v) to (viii) above, including likely suppliers/vendors.
- (x) Programme Schedule / time line of above activities,
- (xi) Spelling-out clearly the roles and responsibilities of different agencies involved in the implementation (like nodal agency, IT vendors) and a proposal for the formation of Special Purpose Vehicle (SPV).
- (xii) Proposal for the operation and maintenance (O&M) of e-RC for initial one year. Thereafter, it will be handed over to designated SPV for future O &M.
- (xiii) Defining milestones, deliverables and outcomes expected during / after the implementation of DPR.

The report will also suggest suitable nodal agencies e.g. State Govt. department or its agencies / Autonomous Bodies / Govt. Institute (for delivering the scheme) as well as the likely panel of IT vendors. The information related to proposed SPV and the cost estimate for each activity including time schedule will also become part of the DPR. The Nodal agency will select suitable IT vendor(s) for executing the various activities as stated in DPR, after the DPR is sanctioned by the PMAC.

The designated Technology Provider would submit the cluster specific DPR to Office of DC (MSME) within 90 days from the date of approval of feasibility Report by the PMAC. Initially, a draft DPR may be submitted within 60 days followed by a presentation on the proposal to the office of DC (MSME).

The draft DPR will be forwarded by the Office of DC (MSME) to the designated appraising agency like C- DAC etc. for review, who may seek clarifications in respect of DPR from the Technology Provider. The final DPR will be submitted to the office of DC (MSME) within stipulated period duly incorporating the suggestions / comments from appraising agency to avoid delay in implementation of programme activities.

The Appraising Agency will submit its recommendation / comments in the form of an Appraisal Report to the PMAC for consideration. The PMAC will take decision on implementation of DPR proposals, (fully or partially) including the fund allocation against each activity. The DPR will also reflect the need to set up e-RC for the individual cluster.

The designated Technology Provider will encourage prominent Industry Associations, technical institutes located nearby and potential MSME units in the cluster to form SPV either as trust / society and would extend necessary support till the registration of SPV.

Implementation Schedule:

The preparation of DPR and formation of SPV will be parallel activity. It is expected that SPV formation process may commence before acceptance of cluster-specific DPR by the Office of DC (MSME,) to avoid delay in implementation of activities.

1.5 Pre – Qualification Criteria for Technology Provider / Consultant IT firm

The Agency (s) meeting the following pre – qualification criteria will be short listed.

S.No.	Pre-Qualification Criteria	Reference Details
1.	The applicant should be a Company registered under the Indian companies Act, 1956 and should have its registered offices in India. It should also be registered with the Service Tax authorities, and should be registered with the appropriate authorities for all applicable statutory taxes/duties, and should have been in operation for the last seven years.	Certificate of Incorporation/ Any other relevant document.
2.	The applicant shall not be under a declaration of ineligibility for corrupt or fraudulent practices.	A self-certified letter by the designated official of the applicant firm.
3.	The applicant Firm/Company should have been in the IT Consulting business for at least 7 years as on date of submission / closing date for the application.	Work Orders / undertaking confirming year and Area of activity.

4.	The applicant firm must have on its rolls at least 200 technically qualified personnel in the area of IT related projects including IT infrastructure, IT security, IT procurement, e-business & e- catalogue, Program/ Project Management and shall possess adequate experience in providing the above services as on date of submission of application.	Certificate from Head (HR) or Company Secretary for number of technically qualified professionals employed by the company and appropriate supporting undertakings.
5.	The applicant Firm/Company should have been profitable in at least two (2) of the last three (3) Financial Years (FY) 09 – 10, 08-09, 08 - 07), as revealed by Audited Accounts/ certified balance sheet.	Copy of the audited profit and loss account/ balance sheet/ annual report of the last three financial years. In absence of audited statements for the last year, provisional statements may be considered.
6.	The applicant Firms/Company should have a total turnover of at least Rs. 100 crore in India and average annual turnover of at least Rs.4 crore from IT consulting in the last 3 financial years, as revealed in Annual Financial Statements reported in India in each of the last 3 financial years mentioned above.	Copy of the audited profit and loss account/ balance sheet/ annual report of the last three financial years. In the absence of audited statements for the last year, provisional statements may be considered.
7.	The applicant Firm/Company should have undertaken at least three projects involving project management and implementation support for IT project preferably activities like preparation of feasibility report and / or Detailed Project Report (DPR).	Attach work orders/ client certificates specifying “completion” OR “satisfactory work in progress”.
8.	<p>The applicant Firm /Company also need to fulfill the following criteria</p> <p>(a) The agency should have a comprehensive set of technology platform, which should preferably include:</p> <p>i. Multiple solutions that cover operating systems, productivity softwares, business solutions and web technologies.</p> <p>ii Specific editions designed for MSMEs,</p> <p>iii. A mix of self hosted, partner hosted and on-premise versions to provide flexibility to MSMEs.</p> <p>(b) The agency has worked on clusters to demonstrate commitment and experience, and</p> <p>(c) The agency has an MSME focus area in its organization.</p>	Work Orders / undertaking, confirming year and Area of activity OR any other documentary evidence.

The applicant firms meeting the above pre-qualification criteria will be shortlisted and considered for empanelment. Office of DC (MSME) / PMAC decision in this regard shall be final & binding and no further discussion /interface will be held with the applicants whose bids are considered technically not suitable/acceptable.

Agencies / firms will clearly indicate their capabilities, giving supporting documentary evidence with respect to the above. In the absence of adequate information their application(s) is liable to be rejected.

1.6 Documents to be submitted by the Applicant Firms

The applicant firm has to submit the required documents and supporting information as regards to the pre-qualification criteria listed at clause 1.5.

Further the applicant firm is also required to provide the following:

- i.** Notice of Intent to submit application in response to EOI Notice as per Form-1 of Annexure.
- ii.** Each page of the EOI must be signed and stamped by the authorized signatory of the applicant firm who has the Power of Attorney to commit the applicant firm to contractual obligations.
- iii.** The applicant firm shall furnish an affirmative statement as to the existence of, absence of, or potential for conflict of interest on the part of the applicant firm or any prospective consortium member due to prior, current, or proposed contracts, engagements, or affiliations with Central / State Govt. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the applicant firm to complete the requirements as given in the EOI.
- iv.** The applications will include a “Power of Attorney” or letter for “Authorized Signatory”.

2.0 General Conditions

2.1 Submission of Applications

The instructions for submitting applications in response to the EOI are mentioned below:

The applications submitted in response to this EOI, and all associated correspondence shall be written in English. Any interlineations, erasures or over writing shall be valid only if they are initialed by the authorized person signing the application.

Only detailed complete applications received prior to the closing time and date for receipt of applications shall be taken as valid.

Two hard copies of the application in a sealed envelope prepared in accordance with the procedures enumerated in the EOI document should be submitted to the Office of the Development Commissioner (MSME) no later than the date and time laid down.

The envelopes should be superscribed with “**APPLICATION FOR - EOI for the Empanelment of Technology Provider (TPs) for the NMCP scheme “Promotion of Information and Communication Technology (ICT) in MSME sector”**”. All applications should be addressed to the Addressee specified at Section 1.2 and bear the name and address of the applicant firm/agency submitting the application.

The Applications submitted should be concise and contain only relevant information as required under this EOI document.

The firms/agencies submitting their applications would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their applications, attending any pre-application meeting and visiting the site or any other location in connection therewith, O/o DC (MSME) shall, in no case, be responsible or liable for such costs whatsoever, regardless of the outcome of the process.

2.2 Clarification on applications submitted

During evaluation, O/o DC (MSME) may, at its discretion, ask the applicants for clarifications on their applications. The firms/agencies are required to respond within the time frame prescribed by O/o DC (MSME).

2.3 Amendments to EOI Document

At any time prior to deadline for submission of applications, O/o DC (MSME) may for any reason, modify the EOI document. The prospective applicants having received the EOI document shall be notified of the amendment through website and such amendments shall be binding on them.

2.4 Disqualification

Office of DC (MSME) may at its sole discretion and at any time during the evaluation of application, disqualify any respondent, if the firm:

- Submitted the application after the response deadline;
- Made misleading or false representations in the forms, statements and attachments submitted proof of the eligibility requirements;
- Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc., in any project in the preceding three years;
- Submitted a application that is not accompanied by required documentation or is non-responsive;
- Failed to provide clarifications related thereto, when sought;
- Submitted more than one application;
- Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.

2.5 Period of Empanelment

The empanelment of TPs under the scheme would be for the remaining period of 11th Plan, unless otherwise decided contrary by the PMAC.

2.6 Confidentiality

Information relating to the examination, clarification, comparison and evaluation of the applications submitted shall not be disclosed to any of the applicant firms or their representatives or to any other persons not officially concerned with such process until the pre-qualification process is over. The undue use by any applicant firm of confidential information related to the process may result in rejection of its application.

2.7 Disclaimer

Applications received late will not be considered and will be returned unopened to the applicants. O/o DC (MSME) reserves the right to

- (a) reject any/ all applications without assigning any reasons thereof,
- (b) relax or waive any of the conditions stipulated in this EOI document as deemed necessary in the best interest of the Ministry and the objective of the scheme without assigning any reasons thereof and
- (c) include any other item in the scope of work at any time after due consultation in the pre-application meeting or otherwise.

3.0 Forms

3.1 Form 1: Notice of Intent to submit application in response to EOI Notice

(To be submitted on the Letterhead of the applicant firm)

(Place)

(Date)

To

The Joint Development Commissioner (NMCP),
Office of the Development Commissioner
(Micro, Small and Medium Enterprises)
Nirman Bhawan, 7th Floor, Maulana Azad Road,
New Delhi - 110108

Ref: EOI Notification No. <01> dated < dd/mm/yy>

Subject: Submission of application in response to the EOI for Empanelment of Technology Providers / Firms for the scheme “**Promotion of Information and Communication Technology (ICT) in MSME sector**”.

Dear Sir,

1. Having examined the EOI document, we, the undersigned, herewith submit our application in response to your EOI Notice No <xxxxxxx> dated <dd/mm/yy> for Empanelment of Technology Providers / Firms for the scheme “ **Promotion of Information and Communication Technology (ICT) in MSME sector**” , in full conformity with the said EOI document.
2. We have read the provisions of the EOI document and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our application shall not be given effect to.
3. We agree to abide by this application, consisting of this letter, the detailed response to the EOI and all attachments, for a period of 90 days from the closing date fixed for submission of applications as stipulated in the EOI document.
4. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices.

5. We hereby declare that all the information and statements made in this application are true and accept that any misrepresentation contained in it may lead to our disqualification.

7. We understand you are not bound to shortlist/accept any application you receive.

Our correspondence details with regards to this application are:

Sl.No.	Information	Details
1.	Name of the applicant firm:	
2.	Address of applicant firm:	
3.	Name, Designation and Address of the contact person to whom all references shall be made regarding this EOI:	
4.	Telephone No. of contact person:	
5.	Mobile No. of contact person:	
6.	Fax No. of Contact Person:	
7.	E-mail address of contact person:	

We hereby declare that our application submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Yours Sincerely,

Signature
Name
(FIRM'S NAME)

Date

Encl:Documents
