

**REQUEST FOR EXPRESSION OF INTEREST
for
SELECTION OF MSME NATIONAL PORTAL SERVICE PROVIDER**

Country - India

**PROJECT TITLE – TECHNOLOGY CENTER SYSTEMS PROGRAM (TSCP) –
*Enhancing the Global Competitiveness of MSMEs***

World Bank Loan No. 83300-001-IN

**Assignment Title: MSME National Portal - An enabler to enhance MSME
competitiveness**

**REQUEST FOR EXPRESSIONS OF INTEREST
(CONSULTING SERVICES – FIRMS SELECTION)**

INDIA

TECHNOLOGY CENTER SYSTEMS PROGRAM (TSCP)

Loan No./Credit No./ Grant No.: 83300-001-IN

Assignment Title: MSME National Portal - An enabler to enhance MSME competitiveness

The Ministry of MSME, Government of India, through the Office of the Development Commissioner, Ministry of Micro, Small and Medium Enterprises has received financing from the World Bank toward the cost of the Technology Centre Systems Program (TCSP), and intends to apply part of the proceeds for consulting services.

The Technology Centre Systems Programme will support in upgrading the existing Technology Centres (TCs) - also referred to as Tool Rooms and Technology Development Centres - and establishing up to 15 new TCs. The TCs are to be located in various parts of the Country and cater to the needs of small and medium firms in the field of training, component designing, tooling and manufacturing. For full details please visit http://www.dcmsme.gov.in/Toolroom_tdcs.htm.

In addition the program will support a National Portal (NP) for MSMEs, with the vision of “creating a vibrant, interactive, self-sustainable technology platform for the needs of stakeholders of MSME for collaboration, information dissemination, and transactions”. The platform will act as a common platform for information dissemination, services and support across many aspects of business that will be required by an MSME from the start of their business, to successful operations and growth e.g. access to regulatory services for entrepreneurs, assistance for financing, access to list of suppliers etc. Through the National Portal, users will also be able to access (virtually) to most of the technical information and training services provided by the TCs. This platform will extend the reach of the program to beneficiaries well beyond the TCs’ physical location through access to e-learning solutions, B2B service & product market place, e-recruitment portal and e-governance services (including grievance redressal forum). In addition the National Platform will also include the Monitoring and Evaluation Platform for the TCSP program.

The recently published Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 states that the Central Government Ministries, Departments and PSUs shall procure minimum of 20 per cent of their annual value of goods or services from MSEs. The portal has the potential to aid this procurement by acting as a collaboration and transaction platform between MSEs and PSUs.

The National Portal shall leverage existing investments of the Ministry and TCs and also leverage the capabilities existing in the market for delivery of various services rather than ‘re-inventing the wheel’. This means that the portal will integrate services of various existing service providers with established presence in the market for delivery of their services through the portal.

This request for EoI is intended at hiring a National Portal Service Provider (NP-SP). The consulting services (“the Services”) include designing, developing and operationalizing the National Portal and provisioning for services across the various service categories of the portal. The NP-SP will need to engage with various service providers to integrate their existing solutions with the National Portal. In addition the NP-SP will need to promote the usage of the portal amongst MSMEs and other stakeholders in the MSME ecosystem to ensure effective uptake of services and revenue generation to help attain self-sustainability and profitability.

The detailed draft Terms of Reference can be obtained from <http://dcmsme.gov.in/tcsp.html>

The Office of DC-MSME now invites eligible firms (“Consultants”) to indicate their interest in providing the services as NP-SP. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

Consultants may associate with other firms in the form of a joint venture or a sub consultancy to enhance their qualifications, in which case the Consultant has to indicate in their EOI whether the nature of association would be that of a Joint Venture or as a Sub-Consultant

The shortlisting criteria are:

| S.No. | Shortlisting Criterion | Applicability for (in case of Joint Venture/ Sub consultancy) |
|-------|---|---|
| 1. | The consultants must be a registered legal entity in India. | Lead Partner |
| 2. | The consultants must have minimum average annual turnover of USD 50 million from its IT business (which includes system integration services, software development services, hardware supply, installation, commissioning, and facilities management services), over the last 3 years. | Lead Partner |
| 3. | The consultants must have valid SEI CMM Level 5 certificate | Lead Partner |
| 4. | The consultants must have demonstrated experience of creating market linkages using technology, promoting services and on boarding ecosystem players onto a multi-service technology platform over a large geographical region | Lead Partner or any other member of Joint Venture/ sub consultancy |
| 5. | The consultants must have prior relevant experience of IT services in the area of e-governance with minimum average annual revenue or contract value from said services of USD 2 Million in the last 3 years. | Lead Partner |
| 6. | The consultants must have prior relevant experience of IT or managed services in each of the following areas, with minimum average annual revenue or contract value from each of these services of USD 2 Million over last 3 years. <ul style="list-style-type: none"> a. e-Recruitment b. e-Learning c. B2B/B2C Marketplace | Lead Partner or any other member of Joint Venture/ sub consultancy |

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's *Guidelines: Selection and Employment of Consultants [under IBRD Loans and IDA Credits & Grants] by World Bank Borrowers* (January 2011) ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest. The time period of the assignment under TCSP shall be 4 years. An extension of 2 years may be provided as stated in Section 9 (Business Model) of the ToR.

Consultants will be selected in accordance with the Quality Cost Based Selection (QCBS) method set out in the Consultant Guidelines.

Further information can be obtained at the address below during office hours: 0900 to 1700 hours.

Expressions of interest must be delivered in a written form as per the formats attached in Annexure 1 to the address below by 1600 hrs on 23rd January 2015. The responses should consist of the following:

- a. Two hard copies of the responses, one marked as "ORIGINAL" and other as "COPY". In case of any discrepancy between the two copies, the copy marked as ORIGINAL shall prevail and be considered as final.
- b. Soft copy of the response in a CD format. The soft copy (CD) should be submitted along with the envelope containing the physical hard copies of the proposal. CDs shall not be submitted separately.
- c. The response shall be submitted in a sealed envelope marked as "Response to REOI for Selection of MSME National Portal Service Provider" with name and contact details of the consultant.

Any response received after the submission deadline will not be accepted and shall be returned unopened to the respective consultants.

At Office of Development Commissioner,
Micro, Small & Medium Enterprise (MSME),

Attn: Director (Tool Room), O/o DC, MSME
Room No 723 (A), A Wing,
7th Floor, Nirman Bhawan,
Maulana Azad Road, New Delhi – 110108
Tel: +91 11 23062561
Fax: +91 11 23061068
e mail: tcsp@dcmsme.gov.in

Annexure 1: Format for Expression of Interest

The expression of interest must be submitted along with the following documents:

- a) FORM 1: Compliance to Eligibility Criterion
- b) FORM 2: Organization Details
- c) FORM 3: Format for citation of past experience cited under eligibility criterion 4
- d) FORM 4: Format for citation of past experience cited under eligibility criterion 5 and 6
- e) FORM 5: Joint Venture Details, if any
- f) FORM 6: Details of sub-consultancy, if any
- g) FORM 7: Comments and Suggestion on the draft Terms of Reference

FORM 1: Compliance to Eligibility Criterion

| | Eligibility Criterion | Compliance (Yes/No) | Documentary Evidence Provided | Page number as part of Annexure |
|---|---|---------------------|--|---------------------------------|
| 1 | <p>The consultants must be a registered legal entity in India.</p> <p>Note: This criteria has to be fulfilled by the lead partner, in case of joint venture</p> | | Copy of Certificate of Incorporation issued by relevant authority in India | |
| 2 | <p>The consultants must have minimum average annual turnover of USD 50 million from its IT business (which includes system integration services, software development services, hardware supply, installation, commissioning, and facilities management services), over the last 3 years.</p> <p>Note: This criteria has to be fulfilled by the lead partner, in case of joint venture</p> | | <p>Statutory Auditor's certificate (i.e. FY 2011, FY 2012, FY 2013) that provides the information explicitly as per the specific requirement of the criterion.</p> <p>Please note:</p> <ol style="list-style-type: none"> a) The annual turnover quoted must be the annual turnover of the respondent and not its parent/child company b) Statutory auditor's certificate is mandatory. Providing Balance sheet or financial statements is not sufficient for this requirement | |
| 3 | <p>The consultants must have valid SEI CMM Level 5 certificate</p> <p>Note: This criteria has to be fulfilled by the Lead Partner in case of a Joint venture</p> | | Copy of Certificate issued by SEI | |
| 4 | The consultants must have demonstrated experience of creating market linkages using technology, promoting services and on boarding ecosystem players onto a multi-service technology | | <p>Copy of the Work Order and Completion Certificate from the client/Self-certification for ongoing projects stating that 50% of the contract value has been received.</p> <p>OR</p> | |

| | Eligibility Criterion | Compliance (Yes/No) | Documentary Evidence Provided | Page number as part of Annexure |
|---|--|---------------------|---|---------------------------------|
| | <p>platform over a large geographical region</p> <p>Note:</p> <ul style="list-style-type: none"> a) This criteria has to be fulfilled by the lead partner or any other partner in the Joint venture/sub-consultancy b) The experience sighted under this criterion must have been executed by the respondent and not its parent/child company c) Consultants may showcase completed experience or on-going experience where 50% of the contract value has been received. | | <p>Copy of the letter from authorised client representative on company letter head and under company seal with explicit information to meet the specific requirement of the criteria</p> <p>(whichever applicable)</p> | |
| 5 | <p>The consultants must have prior relevant experience of IT services in the area of e-governance with minimum average annual revenue or contract value from said services of USD 2 Million in the last 3 years.</p> <p>Note:</p> <ul style="list-style-type: none"> a) This criteria has to be fulfilled by the lead partner in case of a Joint venture b) The experience sighted under this criterion must have been executed by the respondent and not its parent/child company c) Consultants may showcase completed experience or on-going experience where 50% of the contract value has been received. | | <p>Copy of the Work Order and Completion Certificate from the client/Self-certification for ongoing projects stating that 50% of the contract value has been received.</p> <p>OR</p> <p>Copy of the letter from authorised client representative on company letter head and under company seal with explicit information to meet the specific requirement of the criteria</p> <p>OR</p> <p>CA/CS certificate that provides the information explicitly as per the specific requirement of the criterion.</p> <p>(whichever applicable)</p> | |
| 6 | <p>The consultants must have prior relevant experience of IT or managed services in each of the following areas, with minimum average annual revenue or contract value from each of these services of USD 2 Million over last 3 years.</p> <ul style="list-style-type: none"> a) e-Recruitment b) e-Learning c) B2B/B2C Marketplace | | <p>Copy of the Work Order and Completion Certificate from the client/Self-certification for ongoing projects stating that 50% of the contract value has been received.</p> <p>OR</p> <p>Copy of the letter from authorised client representative on company letter head and under company seal with explicit information to</p> | |

| Eligibility Criterion | | Compliance (Yes/No) | Documentary Evidence Provided | Page number as part of Annexure |
|-----------------------|---|---------------------|---|---------------------------------|
| | <p>NOTE:</p> <p>a) This criteria has to be fulfilled by the lead partner or any other partner in the Joint venture/sub-consultancy</p> <p>b) The experience sighted under this criterion must have been executed by the respondent and not its parent/child company</p> <p>c) Consultants may showcase completed experience or on-going experience where 50% of the contract value has been received.</p> | | <p>meet the specific requirement of the criteria</p> <p>OR</p> <p>CA/CS certificate that provides the information explicitly as per the specific requirement of the criterion.</p> <p>(whichever applicable)</p> | |
| 7 | Other relevant documents | | <p>Declaration that the firm is not black-listed by any Government agencies in India or the World Bank</p> <p>Declaration that the firm does not have any conflict of interest in terms of taking any assistance / support from individual / firm / consultants who have been part of the TCSP program consultancy or the bid publication process</p> | |

FORM 2: Organization Details

In case of Joint Venture/Sub-consultancy, this form needs to be filled by each partner of the joint venture/sub-consultancy.

Section 1: About the EOI Respondent (Maximum 2 pages)

| | | | |
|------|--|--|-------------------------------|
| I. | Name of the Organization | | |
| II. | Details of the Organization | <ul style="list-style-type: none"> • Address of the Registered Office: • Telephone: • Facsimile: • Website: | |
| III. | Information about Organization | <ul style="list-style-type: none"> • Year of Establishment: • Status of the Organization: Public Ltd./ Private Ltd./LLP: • Locations of all registered Offices (within India) | |
| IV. | Name and designation of the person authorized to make commitments to the O/o DC-MSME | <ul style="list-style-type: none"> • Name • Designation • E-mail • Contact Number | |
| V. | Annual Turnover for the last three Financial Years | Financial Year | Annual Turnover (Million USD) |
| | | 2011 | |
| | | 2012 | |
| | | 2013 | |
| VI. | Number of Personnel | <ul style="list-style-type: none"> • Number of professionally qualified technical personnel on its permanent payroll working in the area of software development & IT integration as on 31.12.2013 • Total employee strengths on the payroll of the company as on 31.12.2013 | |

Section 2 EOI Respondent firm needs to mention its core business areas and any other relevant details / experience of the EOI Respondent firm in a descriptive format. EOI Respondent firm needs to mention its Technical and managerial capability for executing each component of the indicative scope of services including components.

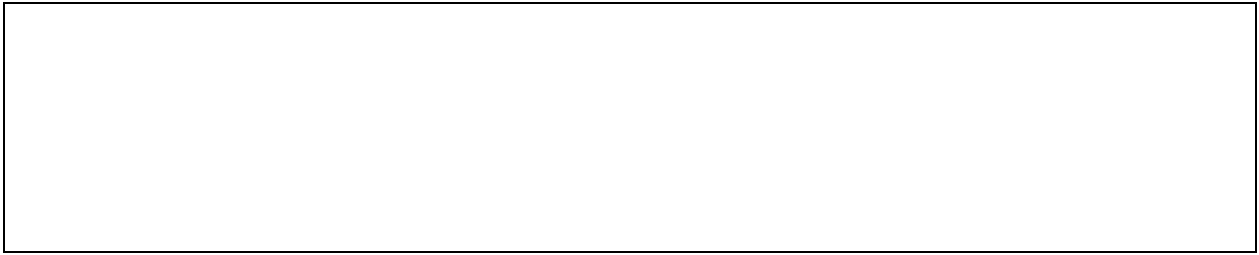
Please provide a response with details in not more than 2 pages

FORM 3: Format for citation of past experience cited under eligibility criterion 4 (Maximum 2 pages per citation)

| | |
|---|---|
| Assignment/Project name: | Country: Location within the country |
| Name of Client: | Address: |
| Name of the Legal Entity in whose name the contract is: | |
| Duration of assignment (months): | Start date (Month/year): Completion date (Month/year): |
| No of users on-boarded on technology platform | No of active users of technology service |
| Name of associated organizations, if any: | Role of associated organizations: |
| Narrative description of the Project: | |
| Detailed Scope of services, coverage and relevance to this project: Please do specify various project components in detail | |

FORM 4: Format for citation of past experience for services cited under eligibility criterion 5 and 6
(Maximum 2 pages per citation)

| Assignment/Service name: | Country: Location within the country | | | | | | | | |
|--|---|----------------|---|------|--|------|--|------|--|
| Name of Client: | Address: | | | | | | | | |
| Name of the Legal Entity in whose name the contract is: | Nature of services rendered <input type="checkbox"/> E-Governance <input type="checkbox"/> E-Recruitment <input type="checkbox"/> E-Learning <input type="checkbox"/> B2B/B2C Marketplace | | | | | | | | |
| Duration of (months): | Start date (Month/year): Completion date (Month/year): | | | | | | | | |
| Approx. value of the revenue or contract value from service rendered over last 3 years: | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Financial Year</th> <th>Revenue from services/contracts (Million USD)</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td></td> </tr> <tr> <td>2012</td> <td></td> </tr> <tr> <td>2013</td> <td></td> </tr> </tbody> </table> | | Financial Year | Revenue from services/contracts (Million USD) | 2011 | | 2012 | | 2013 | |
| Financial Year | Revenue from services/contracts (Million USD) | | | | | | | | |
| 2011 | | | | | | | | | |
| 2012 | | | | | | | | | |
| 2013 | | | | | | | | | |
| Name of associated organizations, if any: | Role of associated organizations: | | | | | | | | |
| Narrative description of the Services offered: | | | | | | | | | |
| Detailed Scope of services, coverage and relevance to this project: Please do specify various project components in detail | | | | | | | | | |



FORM 5: Joint Venture Details, if any (not exceeding more than 2 pages)

| | Legal Entity name and registered office address | Roles and Responsibilities | Key contact person and contact details |
|-------------------------------|---|----------------------------|--|
| Lead Partner | | | Name Designation Email Contact number |
| Joint Venture Partner 2 | | | Name Designation Email Contact number |
| Joint Venture Partner 3 | | | Name Designation Email Contact number |
| Joint Venture Partner 4 | | | Name Designation Email Contact number |

FORM 6: Details of sub-consultancies, if any (not exceeding more than 2 pages)

| | Legal Entity name and registered office address | Roles and Responsibilities | Key contact person and contact details |
|------------------|--|-----------------------------------|---|
| Sub-consultant 1 | | | Name Designation Email Contact number |
| Sub-consultant 2 | | | Name Designation Email Contact number |
| Sub-consultant 3 | | | Name Designation Email Contact number |
| Sub-consultant 4 | | | Name Designation Email Contact number |

FORM 7: Suggestions and Comments on the draft Terms of Reference, with special considerations on the business model, service offerings, and implementation timelines (not exceeding more than 4 pages)

| No. | Page Number, Clause Reference | Existing Clause | Query / Suggestion |
|-----|-------------------------------------|--------------------|--------------------|
| | | | |
| | | | |
| | | | |