

Appointment of Independent Verification Agency (IVA) For Raising and Accelerating MSME Performance Programme (RAMP)

REQUEST FOR PROPOSAL (RFP)

FOR

**APPOINTMENT OF INDEPENDENT
VERIFICATION AGENCY(IVA) FOR
RAISING AND ACCELERATING MSME
PERFORMANCE PROGRAMME (RAMP)**

MINISTRY OF MICRO, SMALL AND MEDIUM ENTERPRISES

(MoMSME)

NEW DELHI

March, 2023



GOVERNMENT OF INDIA
MINISTRY OF MICRO, SMALL & MEDIUM
ENTERPRISES (MICRO, SMALL &
MEDIUM ENTERPRISES)

NOTICE INVITING e- TENDER

1. Background

, Ministry of MSME (MoMSME), Government of India, invites online bids under two bid system (i.e. Technical Bid and Financial Bid) for “**Appointment of Independent Verification Agency (Iva) For Raising and Accelerating MSME Performance Programme (RAMP)**”. The e-bid shall be submitted online on www.eprocure.gov.in. The tender is available on www.msme.gov.in. No hard copy of e-bids shall be accepted in the office. All prospective bidders may visit www.eprocure.gov.in (bidder’s manual kit) before online submission of e-bid. May contact help desk no. 0120-4001002 0120-4001005 & 0120-6277787 for technical queries.

2. TERMS AND CONDITIONS:

2.1 GENERAL

On behalf of Ministry of Micro, Small & Medium Enterprises, invites e-bids under two bid system (Technical and Financial Bid) regarding “**Appointment of Independent Verification Agency (Iva) For Raising and Accelerating MSME Performance Programme (RAMP)**”.

2.2 (A) Schedule of e-BID: -

Sl. No.	Particulars	Details
a.	Bid Reference	e-Tender No.: L/AFI/RAMP/2022/IVA
b.	Tender document publishing date	23 rd March 2023,
c.	Last day of receiving pre-bid queries (Pre-bid queries to be emailed to: rajeshwari.kr@gov.in , Contact No.: 011-23061284)	07 th April 2023

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d.	Response to the pre-bid queries/ amendments/corrigendum to the RFP (if any)	17 th April 2023,
e.	Last date and time of receipt of bid	24 th April 2023, by 15:00 hrs.
f.	Date and time for opening of Technical Bid	To be intimated later
g.	Date and time for opening of Financial Bid	To be intimated later
h.	Place of receiving the bid/ communication (For EMD)	Room No. 728, RAMP Division, MSME, Nirman Bhawan New Delhi- 110011.
i.	EMD	Rs. 1,00,000/- (One Lakh only/-) (DD/Bankers Cheque) in favour of DDO, Mo MSME payable at New Delhi.

2.3 SUBMISSION OF e-BIDS:-

- E-Bids are invited in two bid system, (1) Technical bid and (2) Financial bid and shall be submitted electronically (online) on www.eprocure.gov.in. for **Appointment of Independent Verification Agency (IVA) For Raising and Accelerating MSME Performance Programme (RAMP)**.
- E- Bids shall be submitted on or before last date as mentioned in para 2.2 above (Schedule of e-Bid). No **hard copy of e-Bids will be accepted**. This office will not be responsible for any reasons beyond the control of this office.
- EMD in form of a Bank Draft/ Banker's Cheque only issued by any commercial Bank payable at New Delhi shall be submitted in the office before the last date and time of submission. The e-bids will be opened only for bidders those who have submitted EMDs on or before the scheduled date and time. Technical Bids of all the received tender will be opened on pre scheduled date, time & venue. **The benefits as per the provision of Public Procurement Policy -2012 of MoMSME will be applicable to the desired bidder as per norms.**
- The Bidder must submit an undertaking on its letter head that they have not been blacklisted by any Government Department (Central/ State/ Autonomous/PSU) in India. Self-declaration is required as per Form-11.
- MoMSME reserves the right to accept or reject any or all the bids received in response to the above referred invitation, without assigning any reason.
- Consortium of Bidders is not allowed.
- This RFP document is not transferrable.
- MoMSME may issue addendum(s)/corrigendum(s) to the Tender documents. In such case, the addendum(s)/corrigendum(s) shall be issued and placed on website www.eprocure.gov.in at any time before the closing time of tender. The bidders who have downloaded the Tender documents from website must visit the website and ensure that such addendum(s)/corrigendum(s) (if any) is also downloaded by them. This shall be the responsibility of the prospective registered bidders to check the web

site for any such corrigendum/addendum till the time of closing of tender and ensure that bid submitted by them are in accordance with all the corrigendum/addendums.

3.0 General Instructions:

- (i) The Scope of Work, Bid procedures and Contract terms are prescribed in the RFP Document.
- (ii) The Bidders are expected to examine all instructions, forms, terms and conditions, and specifications in the RFP and furnish all information as stipulated therein. This RFP together with all its attachments thereto, shall be considered as read, understood and accepted by the Bidders. Failure to furnish all Information required by the RFP or submission of a Proposal not substantially responsive to the RFP in every respect will be at Bidder's risk and may result in the rejection of his Proposal. Bidders must submit all documents listed in the RFP.
- (iii) It may be noted that the costs of preparing the proposal are not reimbursable and MoMSME is not bound to accept any of the proposals submitted.
- (iv) The bidders are required to provide professional, objective, and impartial service and at all times will hold the MoMSME's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own corporate interests.
- (v) Bidder must observe the highest standards of ethics during the selection and execution of the contract. MoMSME may reject a proposal at any stage if it is found that the bidder recommended for award has indulged in corrupt or fraudulent activities in competing for or in executing the contract in question and may also declare the bidder ineligible or blacklist the firm, either indefinitely or for a stated period of time.
- (vi) Prices should not be indicated in the proposal section addressing "Technical" and should only be indicated in the "Financial" proposal. MoMSME will select successful bidder, in accordance with the method of selection specified in RFP.
- (vii) **Earnest Money Deposit (EMD)/ Bid Security in the form of Demand Draft from a Nationalized Bank for drawn in favor of DDO, Mo MSME payable at New Delhi.** Proposals not accompanied by EMD/ Bid Security, unless exempted shall be rejected as non-responsive. No interest shall be payable by the MoMSME on the sum deposited as EMD/ Bid Security. The EMD/ Bid Security of unsuccessful bidders **would be returned back within one month of issue of the work order / contract to the successful bidder. EMD / Bid Security will be**

returned to the successful bidder on issue of work order and on receipt of performance bank guarantee.

- (viii) An undertaking on the letter head of the bidder and signed by the authorized person, that the bidder will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the bidder in the financial proposal (the cost is not to be indicated in the undertaking). The above undertaking submitted by the bidder would be binding on them.
- (ix) For Clarification on bid document, a prospective Bidder requiring any clarification on the Bid Document may submit his queries as per Form 1.
- (x) MoMSME will respond to any request for clarification to queries on the RFP, through email or by uploading on e-tendering portal www.eprocure.gov.in.
- (xi) Based on discussions held during the pre-bid meeting, amendments / clarifications in the RFP Document (if any) will be hosted on the websites of www.msme.gov.in and e-tendering portal www.eprocure.gov.in.
- (xii) The Bidders shall bear all costs associated with the preparation and submission of the Proposal, including cost of presentation and site visits for the purposes of clarification of the bids, if so desired by MoMSME, and MoMSME will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- (xiii) The Proposals prepared by the Bidder and all correspondence and documents relating to the Proposal exchanged between the Bidder and MoMSME, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long as the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
- (xiv) **Amendment of Bid Document**
 - (a) At any time prior to the Bid Due Date, MoMSME may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP by an amendment/ corrigendum/ addendum.
 - (b) **The amendment will be notified on the e-tendering portal and will be binding on the Prospective Bidders.**
 - (c) In order to provide prospective Bidders reasonable time in which to take the amendment/ corrigendum/ addendum into account in preparing their bids,

MoMSME may, at its discretion, extend the Bid Due Date.

- (d) MoMSME may at any time during the bidding process request the Bidder(s) to submit revised Technical / Financial proposals and/or supplementary financial proposals without thereby incurring any liability to the affected Bidder or Bidders.
- (xv) Period of validity of the Tender is 90 days from the closing date of the proposals
- (xvi) Performance Guarantee: The successful bidder will execute a Performance Bank Guarantee of 3% of the estimated contract value during contract term in the form of a Bank Guarantee in the format provided from a Nationalized Bank. Performance Bank Guarantee shall be submitted by the successful bidder within 7 days of award of contract. The Performance Bank Guarantee should remain valid for a period of additional 60 days beyond the completion of the period of contract.
- (xvii) MoMSME is however not bound to accept any tender or to assign any reason for non-acceptance. MoMSME reserves its right to accept the tender either in full or in part. Conditional, erroneous and incomplete Bids will be rejected outright.
- (xviii) MoMSME reserves the right to place an order for the full or part quantities under any items of work under scope of work.
- (xix) Bidders submitting proposals will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
- (xx) MoMSME reserves its right not to accept bids from bidders resorting to unethical practices or on whom investigation/enquiry proceedings has been initiated by Government Investigating Agencies / Vigilance Cell.
- (xxi) **Termination:** MoMSME may terminate the Contract/Agreement executed with successful bidder in case of the occurrence of any of the events specified below:
 - a. If the successful bidder becomes insolvent or goes into compulsory liquidation.
 - b. If the successful bidder, in the judgment of MoMSME, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.
 - c. If the successful bidder submits to MoMSME false statement which has a material effect on the rights, obligations or interests of MoMSME.
 - d. If the successful bidder places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to MoMSME.
 - e. If the successful bidder fails to provide the quality services as envisaged under this Contract. Reasons for the same would be recorded in writing.

- f. In such an occurrence MoMSME shall give a written advance notice of 07(seven) days before terminating the Contract of the successful bidder.

(xxii) Jurisdiction: The court at New Delhi shall alone have exclusive jurisdiction.

4. Bid Evaluation Process:

The objective of the bid evaluation process is to evaluate the bids to select an effective and best fit Service provider at a competitive price. The bid evaluation will be undertaken by MoMSME. The decision of MoMSME shall be final.

The competitive bids shall be evaluated in the following stages:

- ☐ Stage 1 – Technical Proposal
- ☐ Stage 2 – Financial Proposal

4.1 Composite bid evaluation methodology:

The evaluation committee (“Evaluation Committee”) appointed by the MoMSME will carry out the technical evaluation of proposals on the basis of the following evaluation criteria and points system. Evaluators of Technical Proposals shall have no access to the Financial Proposals until technical evaluation is concluded. Each evaluated proposal will be given a technical score as detailed below.

The minimum technical score required to qualify for financial bid evaluation is 70 points 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 and the Terms of Reference or if it fails to achieve the minimum technical score. The Tendering Authority will notify applicants who fail to score the minimum technical score about the same and return their Financial Proposals unopened after completing the selection process. The Tendering Authority will notify the applicants who secure the minimum qualifying technical score, indicating the date and time set for opening the Financial Proposals. The notification may be sent by registered letter and / or electronic mail.

Financial Bids will be opened only for Evaluating firms who obtain a minimum score of 70 marks out of 100 in the Technical Evaluation. Following are to be noted for financial bids:

- The financial bid shall be a lump sum bid inclusive of all expenses and taxes
- The financial proposals shall be evaluated on the basis of total lump sum charges offered by the bidder. Any monetary figure in decimal shall be rounded off to the nearest INR.
- In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered/ for any other prices quoted in words and in figures,

lower of the two shall be considered. For any calculation/ summation error etc., the bid may be rejected.

- The technically qualified bidder whose price bid will be the lowest will be given a financial score of 100.
- The financial scores of other bidders shall be computed as follows:

The lowest evaluated Financial Proposal (Fm) is given the maximum financial score of 100.

The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

$Sf = 100 \times Fm / F$, in which “Sf” is the Normalized Financial Score, “Fm” is the lowest quoted price, and “F” the price of the proposal under consideration.

Bids will be evaluated as per Combined Quality Cum Cost-based System (QCBS). The Technical bids will be allotted a weight of 70% while financial bids will be allotted a weight of 30%.

A combined score for a bidder will be arrived at according to the following formula:

Combined score of A = $70\% \times [\text{Technical score of A out of 100}] + 30\% \times [\text{Normalized Financial score of A}]$

The bidder obtaining the highest total combined score in evaluation of technical and financial as per para above will be ranked H-1 followed by proposal securing lesser marks as H-2, H-3 etc. Bidder securing highest combined marks and ranked H-1 shall be recommended for award of contract. MoMSME Ministry will follow the internal procedure for necessary approvals and thereafter proceed with notification of award of contract.

4.2 Eligibility Criteria

The evaluation will involve validating the documents submitted in the prescribed format. Documents without valid proof will be invalid and will not be considered for eligibility. MoMSME reserves the right to accept or reject proof of credentials at its sole discretion without having to give reasons to the bidders thereof. Only those bidders meeting the eligibility criteria will be considered for further stages of evaluation.

Only those bidders who fulfil the criteria mentioned in the table below are eligible for technical evaluation. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

#	Eligibility Criteria	Supporting Document required
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1	The Bidder should be a Government Organization/PSU/Public/Partnership/Private limited company or subsidiary thereof.	Certificate of Incorporation (in case of Pvt. Ltd./ LLP/ Ltd. company), Partnership Deedin case of Partnership Firm
2	The Bidder should have been in operation for at least 5 years as on date of RFP. In case the current Bidder Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of RFP.	Certificate of Incorporation
3	The Bidder should have a minimum average annual turnover of Rs.5 Crore per annum in last five financial years (FY 2021-2022, FY 2020-21, FY 2019-20, FY 2018-19, FY 2017-18)	Certificate from the chartered accountant
4	The bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of the RFP	Self-Declaration certified by authorized signatory of the bidder as per Form - 11
5	The Bidder should have completed at least 2 similar* projects in India in last 5 years or 2 similar ongoing projects in India in last 5 years along with necessary proof. Ongoing projects shall be considered as experience subject to receipt of 80% of the project fee by the applicant or completion of 80% of work assigned in Govt. Depts., Autonomous bodies etc. *Similar Projects include: Verification/ Impact Assessment/ Appraisal /Review/ Evaluation of government scheme/program	certificate from the client/minutes of meeting issued by client as proof for completion of 80% of the work assigned to the Applicant or certificate from its Statutory Auditor certifying the percentage of fee received for such assignment
6	Any bidder or its subsidiary or company resulting out of the merger/acquisition of such agency or its subsidiary, associated with RAMP Scheme, directly or indirectly, since the implementation of the scheme till the day of submission of bid is not eligible to	Self-Declaration certified by authorized signatory of the bidder as per Form – 11A

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	bid.	
	The bidder agency/company must have its representative office in NCR Region. In case bidder does not have office in NCR; bidder need to provide an undertaking that in case the bidder is selected for the project, it will establish its registered office in NCR region within 30 days of award of work	Self-Declaration certified by authorized signatory of the bidder as per Form – 11B
	Confirm details registration furnished Of GST	Relevant paper may be submitted

*Note: Bidders need to ensure compliance to all the eligibility criteriapioints.

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The Bidders need to comply with all the eligibility criteria mentioned above. Non-compliance to any of these criteria would result in outright rejection of the bidder's proposal. The Bidder is required to provide proof for each of the points for eligibility evaluation. Technical bid not accompanied by relevantproof documents from the clients will not be considered for evaluation.

Any assumptions made by the bidders in response of this RFP will be at their own risk and costs. MoMSME will not be liable for any such assumptions / representations made by the bidder's. MoMSME's decision will be final. MoMSME reserves the right to disqualify the bidder whodoes not submit sufficient proof of their credentials as prescribed in eligibility criteria.

4.3 Technical Bid Evaluation.

Bidders shall have to enclose documentary evidence in support of following mentioned parameter. In the absence of such supporting documents as detailed in relevant Forms and annexures of the RFP, the bid will be rejected summarily.

Technical bids will be opened as per the schedule stipulated by MoMSME in the RFP and will be evaluated as per the following matrix:

#	Specification	Max Marks
A	Applicant Qualification	20

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1.	Similar project experience* of the Applicant (as a firm) relevant to the Task during the last 5 years	20
	<ul style="list-style-type: none"> • Each Assignment - 4 Marks (upto maximum of 4 Assignments) • Additional 1 mark for the Assignment if it is funded by multilateral funding agencies (World Bank/ ADB/ AfDB/ NDB etc) <p>*Similar Projects include: Verification/ Impact Assessment/ Appraisal /Review/ Evaluation of government scheme/program</p>	
B	Approach and Methodology	30
	<p>Description of approach and methodology proposed to be adopted for the nation-wide study.</p> <ul style="list-style-type: none"> • Understanding of the scope of work (05) • Approach to assignment & Methodology (10) • Value proposition (05) • Organization & staffing (05) • Work Plan & Timelines (05) <p>The proposed Approach & Methodology in the form of power point presentation also need to be prepared by the bidder and to be enclosed as an Attachment along with the Technical Proposal (not to exceed 20 MB)</p>	
C	Proposed Team Expertise	50
	<ul style="list-style-type: none"> a) Team Leader – 10 Marks b) Companies and Financial Institutions Assessor – 5 Marks c) Monitoring & Evaluation Specialist (1)- 5 Marks d) Monitoring & Evaluation Specialist (2)– 5 Marks e) IT Specialist – 5 Marks f) Statistician (1)– 5 Marks g) Statistician (2) - 5 Marks h) Report Writer – 5 Marks i) Central Field Coordinator– 5 Marks <p><i>Guideline:</i> (Educational Qualifications– 30% Weightage Professional Experience – 70% Weightage)</p>	50
	Total Marks	100

4.4 Financial Bid Evaluation

The bidders who are technically compliant i.e. passing the overall 70 marks in the Technical evaluation, shall be eligible for Financial Bid Evaluation. MoMSME seeks the bidder to quote “Total cost for the assignment”.

5.0 Preliminary Examination of Proposals

MoMSME will examine the proposals to determine whether they are complete, whether the documents have been properly signed and whether the offers are generally in order. Any proposals found to be non-responsive for any reason or not meeting any criteria specified in the RFP, will be rejected by MoMSME and shall not be included for further consideration.

Initial Proposal scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:

- ☐ Are not submitted as specified in the RFP document and as per the required format along with valid proofs
- ☐ Received without the Letter of Authorization (Power of Attorney)
- ☐ Are found with suppression of details
- ☐ With incomplete information, subjective, conditional offers and partial offers submitted
- ☐ Have non-compliance of any of the clauses stipulated in the RFP
- ☐ With lesser validity period, however if requested, grace period of 15 days may be allowed.

6.0 Right to vary scope of contract at the time of award

MoMSME may at any time, by a written order given to the bidder, make changes within the general scope of the contract.

7.0 Right to accept any offer and reject any or all offer

MoMSME reserves the right to accept any offer, and to annul the Tender process and reject any or all offers at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for MoMSME's action.

8.0 Canvassing/Contracting

Any effort by a Bidder to influence MoMSME in its decisions on offer evaluation, offer comparison or Award of Contract may result in the rejection of the Bidder's Offer. No Bidder shall contact MoMSME on any matter relating to its offer, from the time of opening of Technical bid to the time the Contract is awarded.

9.0 Duration of the assignment

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The assignment is of 5 years duration from the date of award subjected to completion of all the deliverables.

10.0 Time Frame and deliverables

The Bidder is expected to adhere to these timelines stipulated below. Non-compliance to these timelines by the Bidder would lead to Liquidated Damages as stated in this RFP:

No	Deliverable	Deadline (T0 is the date of signing of contract)
1.	Inception report (inclusive of approved verification plan)	T0 + 1month
2.	DLI Verification Final Report for Year-1	Report to be prepared and submitted to MoMSME within 45 days of verification of each DLI each year.
3.	DLI Verification Final Report for Year-2	
4.	DLI Verification Final Report for Year-3	
	DLI Verification Final Report for Year 4	
	DLI Verification Final Report for Year 5	
5.	Assignment completion Final Report	Within 45 days of T0+5 years

On the basis of comments of MSME on the draft report the final report is to be prepared and submitted. A Power Point Presentation also needs to be submitted / made to MoMSME as part of the deliverable.

11.0 Payment Terms

The payments to the awarded agency will be made basis following milestones:

Deliverable	Action Description	Payment (%)	Timeline
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1	Signing of Contract between the IVA and MoMSME	15 percent	On Contract Signing
2	Submission and acceptance of an inception report including acceptance of proposed methodology	25 percent	3 months from contract signing
3	Submission and acceptance of Semi - Annual Verification Reports	5 percent every 6 months for years 1-5	Semi-Annually
4	Submission and acceptance of final Annual Verification Report	10 percent for final year of project	Final year of project

The Draft/Final reports and the contents thereof would be the intellectual property of MoMSME and would not be published by the awarded agency without prior approval of MoMSME.

The raw data/processed data/findings should not be disclosed by the agency to any third party without prior approval of MoMSME.

12.0 Penalties:

. Duration of this assignment is 5 years from the date of signing of contract agreement with the Authority, Delay in submission of the report beyond the stipulated time will attract penalty. For factors beyond the control of the agency, suitable extension in time may, however, be granted at the request of the agency. MoMSME shall not pay any extra amount for any escalation in the cost of the assignment beyond the time period stipulated in the award letter.

Any delay in meeting timelines as mentioned in para 10 above by the agency (unless a written permission is accorded by MoMSME, will attract a penalty of 0.5% of the contract value per week subject to a maximum of 10% of the amount of the contract.

If the performance of the awarded agency during the currency of the study is not found to be satisfactory, the award of the assignment can be terminated and the amount already paid to the agency (if any) will be recovered.

13.0 Force Majeure

The Term "Force Majeure" shall include, without limitation, acts of nature, fire, explosion, storm, or other similar occurrence; order or acts of military or civil authority; national emergencies, insurrections, riots, wars, strikes, work stoppages, or other labour disputes, supplier failures, shortages, breach, delays or raw water resource not being available/ getting defunct / altered/ non-usable or any act beyond the control of human being.

14.0 Arbitration

- i. If any dispute or differences arises between MoMSME and the bidder with regard to construction, meaning, interpretation, difference, disputes and termination of this Tender Document, the same shall be referred to the sole arbitrator appointed by MoMSME. There shall be no objection by any party for appointment of such person as Arbitrator. The award of the Arbitrator so appointed shall be final and binding on the parties to this Tender Document/ Agreement.
- ii. The Venue of Arbitration shall be at Delhi.

15.0 Rejection Clause

- 15.1.1 Any condition put forth by the bidder non-conforming to the Proposal requirements shall not be entertained at all and such Proposal shall be rejected.
- 15.1.2 If a Proposal is not responsive and not fulfilling the conditions it will be rejected by MoMSME and shall not subsequently be accepted even if it is made responsive by the bidder by correction of the non-conformity. No further communication will be made in the regards.

Terms of Reference for Independent Verification Agency

Terms of Reference

For
Independent Verification Agency (IVA)
for
WBG supported MSME Operation
“Raising and Accelerating MSME Performance” (RAMP)

I. Background

The MSME sector comprises an estimated 63 million MSMEs, contributes about 45% to manufacturing output, more than 40% of exports, over 28% of the GDP and employs about 111 million people, spread across manufacturing, trade and service sectors.

Notwithstanding the contribution of MSMEs to the GDP and employment, the sector faces major challenges relating to physical infrastructural bottlenecks, absence of formalization, technology adoption, firm competencies, backward and forward linkages, lack of access to credit, risk capital, delayed payments, etc. These challenges were highlighted and addressed in the RBI committee Report of the Expert Committee on Micro, Small and Medium Enterprises, in June 2019. The Committee also recommended various regulatory, financial and implementation reforms as well as initiatives for improving firm level access to provide targeted interventions to MSMEs across recognized challenge areas, which becomes even more pertinent in the current post COVID-19 recovery efforts of the Government of India.

As a step to take forward the implementation of these recommendations, the Government of India (GoI) is focusing on strengthening the existing Programmes of Ministry of MSME, through an enhanced collaboration with States, to address the challenges of the last mile enterprises across institutional, financial and technological areas, increase outreach, increased leverage of existing schemes of Government of India, thus improving the competitiveness of MSMEs in India.

This initiative called as the ‘MSME competitiveness – A Post Covid Resilience and Recovery Programme’ will particularly focus on supporting the MSMEs in their efforts to strengthen resilience in the face of economic impacts of the pandemic and foster recovery through the, provision of faster, low cost and greater business services, credit, easier redressals, greater inclusiveness, greener practices, while also strengthening the monitoring, evaluation and institutional capacities at the National and State level.

II. “Raising and Accelerating MSME Performance” (RAMP)

The Cabinet approved a World Bank supported Central Sector Scheme “Raising and Accelerating MSME Performance (RAMP)”. The total outlay of this scheme is Rs. 6062.45Cr over a period of five years (FY 2022-23 to FY 2026-27). Of this, Rs.3750Cr (USD 500 Mn) is a World Bank loan, and Rs.2312.45 Cr (USD 308 Mn) is the counterpart funding by the Govt of India.

RAMP is designed as an outcome of the above findings and is designed to support selected ongoing MoMSME support Programmes, particularly focusing on the competitiveness aspects. RAMP would be a Programme for Results (PforR R) and the fund through RAMP would flow into the Ministry’s budget against mutually agreed Disbursement Linked Indicators (DLIs). This will be combined with a Technical Assistance component for strengthening implementation and monitoring capacity of MoMSME and of States.

In addition to building the MoMSME’s capacity at the national level, the RAMP Programme will seek to scale up implementation capacity and firm coverage in select States, based on a set of readiness criteria (**placed in annexure 1**).

The Programme has identified two results areas after the preliminary missions and studies viz: (1) Strengthening Institutions and Governance of the MSME Programme, and (2) Support to Market Access, Firm Capabilities and Access to Finance.

a) The specific objectives of RAMP are as follows:

- Elevate the overall capacity and institutional mechanisms within the MoMSME to

deliver on its mandate

- Strengthen capacity and institutions in States to deliver on the MSME agenda
- Demonstrate results in the key areas of firm capabilities and access to finance and markets, while innovating and effectively utilizing the systems and procedures of MoMSME and the States
- The PforR also provides the most suitable instrument to mainstream the four key thematic areas of change targeted by the operation. This includes: (i) greater inclusiveness of women-headed businesses; (ii) facilitation of “green” investments; (iii) scale up of technology solutions; and (iv) increase in use of private sector service providers.

The outputs under RAMP will be monitored annually through the Results Framework and the Disbursement Linked Indicators (DLIs). Overall Programme monitoring will be led by the Ministry of MSME through the Programme Management Unit (PMU) of RAMP to be set up within the Ministry. An Independent Verification Agency (IVA) will be selected and engaged to independently verify the achievement of project indicators (DLIs) and targets on a periodical basis.

a) Disbursement Linked Indicators (DLIs)

The Disbursement Linked Indicators have been formulated under Key results areas, against which the disbursements would be made which is detailed in Annex 1. Each DLI target has a specific timeline and achievement level linked to it.

III. Independent Verification Agency:

An Independent Verification Agency (IVA) will be hired to carry out independent verification of the achievements under the DLIs. The primary task of the IVA will be to carry out transparent and impartial verification of the achievements of DLIs under various components of the project and produce independent verification reports to MoMSME. For verification of the results, the IVA will be expected to include in its design, both quantitative and qualitative verification/ evaluation methods that verify the achievement of specific DLI targets and the quality of interventions implemented. This will require a team of members with expertise in verification/evaluation in development sector (preferably with exposure to MSMEs and livelihood sector), and hands-on experience in ICT infrastructure and relevant software. The IVA is expected to sub-contract appropriate expertise as needed, to meet the technical requirements of the

verification process, where this expertise is not available in-house.

IV. Terms of Reference of the Assignment of IVA

(i) Objectives of the Assignment

The objective of this assignment is to carry out an independent verification of achievement of the DLIs reported by Mo MSME for each disbursement claim under the RAMP Programme, based on the Verification Protocol agreed between MoMSME and the World Bank; and prepare and submit independent and comprehensive verification reports to MoMSME in a timely manner, for DLIs achievement reports for each disbursement claim prepared by MoMSME in the form and substance acceptable to MoMSME and the World Bank.

(ii) Scope of Services, Tasks (Components) and Expected Deliverables

The IVA will verify the DLIs as per the agreed terms, through remote and physical inspection to confirm the accuracy and quality of results and eligible disbursement amounts claimed by the MoMSME in its supporting documentation with each disbursement claim. Verification will take place as described in detail in the Verification Protocol.

The IVA will verify the achievement of each Disbursement Linked Result (DLR) for all Disbursement Linked Indicator (DLIs) based on the verification protocol provided in the Project Appraisal Document (PAD). Additionally, the IVA will also survey a representative sample of final beneficiaries to corroborate the information provided by the MoMSME. The survey of final beneficiary MSMEs will be conducted on a periodic basis (annual/ or twice a year based on the submission of claims for disbursement against DLIs and verification of achievement of DLIs by the IVA). The IVA will follow standard statistical sampling methods each time to ensure representative samples from the States.

(iii) Approach and Methodology Suggested

The basis for the verification by the IVA would include, but not be limited to the following:

- a) The Programme Results Framework
- b) The Programme DLI Matrix DLI Verification protocol table as given below at point.

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- c) The Verification Protocol agreed between MoMSME and the World Bank and the verification plan that will be prepared by IVA for each DLI under each disbursement claim.
- d) The Programme Implementation Manual (PIM) manuals
Annual Workplans and Semi-Annual Workplan updates; and
DLI monitoring reports (as per the Programme Implementation Manual (PIM)).
- e) Any contracts entered between any of the project implementing agents and partners and third parties.
- f) Physical on-site verification, interviews and discussions with beneficiaries and other stakeholders.
- g) Other relevant documents provided by MoMSME from time to time.

The methods and tools used in the assessment may include a combination of the following:

- a) Document review: The IVA team will find it useful to consult a broad range of background documents related to the documents /literature available for the design of various studies conducted during the verification process.
- b) Review of M&E data of Ministry and States: including verification of a representative sample to check accuracy.
- c) Key Informant Interviews (KIIs): KIIs are suggested to be conducted with key stakeholders, including MoMSME, World Bank, Implementing Agencies and Partners, State counterparts, MSME Associations and project beneficiaries etc.
- d) Focus Group Discussion: Focus group discussions with stakeholder representatives to ensure even participation and design of the assessment tools.
- e) Survey: The team would be required to carry out a survey of MSMEs and other stakeholders such as employers, training providers etc to collect the required data for the project. The team will detail its sampling plan, reaching out plan, data analysis approach in approach and methodology with supporting reasons.

The IVA will provide to the Ministry; the methodology it proposes to use for the verification process. It shall use standard statistical tools for statistical analysis. For assessment of reforms, digital platform and other processes, verification would be done against accepted standards.

- (iv) DLI wise description of deliverables

Please refer to Annex 1 for the DLI wise description of activities for the IVA.

- (v) Team Composition & Qualification Requirements for the Key Experts

The IVA will be expected to report and deploy sufficient amount of manpower required to successfully deliver the tasks. The manpower

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requirement for the project must include Key Experts of suitable qualifications and experience for the Key positions tabulated below:

S.No	Position	Nos	Essential Qualifications/Experience
K1	Team leader	1	Seasoned professional with experience of at least 15 years, and with strong background in project management, independent verification, monitoring, and evaluation. Exceptional leadership skills to manage diverse stakeholders and lead clients in public sector
			About 10 years of demonstrated experience in assessment, evaluation of development sectors Programmes (required).
			Experience in managing projects involving quantitative data collection, questionnaire design and large-scale surveys. Exposure to randomized control trials, propensity score matching, regression, design effects preferred,
			Masters in Economics, Finance or Statistics (or a similar qualification) from a reputed University, Experience of working on externally aided projects required.
			Professional Public Institutions Audit or Accountancy qualification desirable. (if not, a separate position is required to assess institutional and regulatory dimensions aspect of the Programme)
K2	Companies and Financial Institutions Assessor	1	Seasoned professional with experience of at least 10 years, demonstrated experience in the assessment and auditing of financial and portfolio accounts of companies (specifically technology and platform companies) and financial institutions.
			Professional Audit or Accountancy qualification required.

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K3	Monitoring & Evaluation Specialist	2	<p>Two senior M&E experts will be engaged. They will (each) preferably have Masters in Economics or Statistics from a reputed University, and more than 10 years of relevant experience in private and financial sector and government MSME support operations, and M&E. They should have the experience of designing and conducting rigorous surveys of development / MSME projects.</p> <p>7 years of experience in monitoring & evaluation of development Programmes in public/private sector. Proficiency in using statistical analysis software, such as SPSS, STATA, Excel and in different impact evaluation methodologies (including randomized control trials) Qualitative data analysis software (such as QSR) will be an asset.</p>
K4	IT specialist	1	B.E / B.Tech / MCA with 6-10 years of experience in MIS development, especially for large-scale monitoring and evaluation projects.
K5	Statisticians	2	Two Statisticians with Master's degree in Statistics having at least 5 years of relevant experience in designing and conducting evaluation studies, large scale surveys and doing empirical research are required. Preference will be given to candidates with Doctorate in Statistics
K6	Report Writer	1	An experienced professional report writer with a Master's degree in English, Journalism, or Mass Communication from a reputed University with more than 5 years of relevant work experience in report writing. He/she will edit drafts of reports prepared by the IVA. All reports should be professionally formatted and edited as per the Bank's template, provided by the Bank's team.
K7	Central Field Coordinator	1	<p>Must have a Master's degree in Economics and/or Public Administration; Governance or other relevant discipline, and more than 6 years' experience of working as an Independent Verification expert. Should have experience of conducting surveys or the equivalent and be proficient in undertaking relevant surveys (design and methodologies, staff recruitment and training, field supervision and data analysis/write up).</p> <p>Should be fluent in English and Hindi with excellent English writing and presentation skills.</p> <p>In case surveys are conducted using smart phones/Tablets, should be proficient in IT and should be able to adapt to new</p>

			technologies with ease. Should be able to gather available information on the context and survey planning, selecting team members, Training team members, take necessary actions to enhance the accuracy of data collected.
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Additional non-key staff/ consultants on specific aspects of MSME support that are part of the DLIs to be hired or put in place through partnerships with the relevant technical institutions can be mentioned here. This should include consultants able to assess (i) scheme and firm performance measures against criteria set out in DLI matrix and Results Framework; and (ii) ODR outcomes.

(vi) Reporting Requirements and Time Schedule for Deliverables

a. The IVA will carry out the verification in close coordination with Ministry of MSME and State nodal offices and officers in charge of RAMP and with the nodal institutions in the States.

b. The MoMSME shall provide the IVA with relevant data and documents necessary to verify DLI achievements and shall ensure that consultant has access to all project sites and locations.

c. The IVA shall timely submit following reports to MoMSME:

1. Develop and furnish to MoMSME an Inception report (for DLI verification) in 2 Parts within onemonth of award of contract and prior to commencement of verification process.

(i) Part 1 will cover templates in which it seeks input data from MoMSME that is to be verified by the IVA .

(ii) Part 2 will contain its own verification plan for each DLI. Verification plan will include detailed work plan and verification arrangements proposed by IVA for each Disbursement Linked Indicator that would be claimed by MoMSME with each disbursement claim for verification. This will cover IVA's team composition, names of sites and offices that would be visited, agreed days and dates for each visit, what field survey will be carried out by the IVA, what coordination and logistics arrangements are needed and most importantly output formats for each site visit that will go in the IVA's verification report. IVA will seek MoMSME approval of such verification plan included in the Inception Report. [11]
SEP

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2. Develop and furnish to Mo MSME annual verification reports for DLIs (single report covering all 6 DLIs)
3. Submit an assignment completion report containing summary of work done and suggestions for strengthening the verification protocol and process for future use by MoMSME.

vii) . Responsibility of MoMSME: MoMSME's Input Services and facilities will be made available to the IVA: It shall give access to all the required documents, correspondence and any other information associated with the project as deemed necessary.

viii) IVA: Deliverables and Deadlines

No	Deliverable	Description	Deadline
1.	Inception report (inclusive of approved verification plan)	Refer para (vi).c. 1 of ToR	T0 + 1 month
2.	DLI Verification Report for Year-1	The IVA is required to do DLI verification during 01 st April- 31 st September of each year. Each report would cover the verification of all DLI's for that particular year.	Report to be prepared and submitted to MoMSME within 45 days of verification of each DLI each year.
3.	DLI Verification Report for Year-2		
4.	DLI Verification Report for Year-3		
	DLI Verification Report for Year 4		
	DLI Verification Report for Year 5		
5.	Assignment completion report	Refer para (vi).c.3 of ToR	Within 45 days of T0+5 years

ANNEXURE 1: DLI MATRIX, INDICATORS AND TARGETS²

(pl refer paras 2.6,4.6, and 11.5)

	Result Area	DLI	FY 22-23	FY23/24	FY24/25	FY25/26	FY 26/27	Total	
RENGTHENING INSTITUTIONS AND GOVERNANCE	DLI 1: Implementing Central Government MSME Institutional Reform Agenda	DLR 1.1: Institutional changes enacted: (i) MSME Council established and concludes its first semi-annual meeting; (ii) MoMSME approval of development action plan for Dig. Tech., M&E & Policy capacity-building.	DLR 1.2: Integrated National MSME Digital Portal (INMDP) three- phased implementation completed including operationalization of dashboards and data analytics function						
			DLR 1.3: “Annual State of the MSME Sector report approved/published by Council and published on-line						
			DLR 1.4: Evidenced-based policymaking operationalized: (i) three Policy Reports prepared by the MoMSME Policy department and approved and (ii) three IE studies launched						
			DLR 1.2: 112.5						

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Result Area	DLI	FY21/22	FY22/23	FY23/24	FY24/25	FY25/26	Total
	DLI 2: Accelerating MSME Sector Centre-State collaboration	DLR 2.1: MSME Strategic Investment Plans (SIP) from Stateswith attention to cross-cutting gender, greening, technology, and private sectorthemes approved	DLR 2.2: Completion of targeted SIP Implementation Plan actions				
			DLR 2.3: Increase in number of MSMEs (i) in entry level MSME Champions Scheme completing bronze level ZED; (ii) registered on TReDS; (iii) initiated a case on Samadhaan for ODR; (iv) guarantees for women owned MSEs; (v) green guarantees				
	Allocation (INR crore)	225.00	DLR 2.2 187.5				1125
			DLR 2.3: 750				
Tot RAI-I		337.5	239.25	361.5	446.25	490.5	1875
SUPPORT TO FIRM CAPABILITIES AND ACCESS TO MARKETS AND FINANCE	DLI 3: Enhancing theeffectiveness of Firm Capabilities Schemes	DLR 3.1: MSME Champions schemes improvement and scale-up implementation plan approved including establishment of an integrated Programme management system	DLR 3.2: Measurable Improvements in MSME Champions Schemeperformance and results indicators				
	Allocation (INR crore)	DLR 3.1: 37.5	DLR 3.2: 525				562.5

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	DLI 4: Strengthening thereceivable financing market for MSMEs	DLR 4.1: Regulation(s) issued tofacilitate: (i) NBFCs participation as	DLR 4.2: Mechanism operationalized to allow buyer submission of invoices to GSTN for input tax credit to be	DLR 4.3: Increase in number of newNBFCs on TReDS	
		factors; (ii) TReDS to register transaction with CERSAI; (iii) priority against third parties on a first-to-file basis	treated as buyer confirmation on TReDS.	DLR 4.4: Increase in volume of invoices discounted on TReDS	
	Allocation (INR crore)	DLR 4.1: 37.5	DLR 4.2: 37.5	DLR 4.3: 75	487.5
				DLR 4.4: 337.5	
	DLI 5: Enhancing Effectiveness of CGTMSE and “GG” delivery	DLR 5.1 CGTMSE operationalizes GG guarantees innovations by following actions: (i) defining tag to trackgreening investments; (ii) issues revised guarantee guidelines for: (a) women headed MSEs and (b) green investments		DLR 5.2: Increase in the value of guarantees to women-headed businesses	
				DLR 5.3: Increase in the value of guarantees for green investments	

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	Allocation (INR crore)	DLR 5.1: 112.50	DLR 5.2: 262.50			412.50	
			DLR 5.3: 37.50				
	DLI 6: Reducing the incidence of delayed payments	DLR 6.1: Samadhaan portal adapted to play the role of platform to link ODR private service providers to MSMEs	DLR 6.2: Increase in cases resolved by ODR filed through the Samadhaan portal				
	Allocation (INR crore)	DLR 6.1: 37.5	DLR 6.2: 375			412.50	
Tot RA II		150.00	202.50	354.00	510.00	658.5	1875
TOTAL BY YEAR (RA I + RA II)		487.50	441.75	715.50	956.25	1149	3750

Verification Protocol Table: Disbursement Linked Indicators	
DLI 1	Implementing Central Government MSME Institutional Reform Agenda
Description	
Data source/ Agency	
Verification Entity	
Procedure	
DLI 1.1	Institutional changes enacted: (i) MSME Council established and concludes its first semi-annual meeting; (ii) MoMSME approval of development action plan for Dig. Tech., M&E & Policy capacity-building
Description	Establishment of Council and its operational launch; MoMSME strengthens its digital (portal); policy making and M&E capacities
Data source/ Agency	Council Secretariat (MoMSME)
Verification Entity	Independent Verification Agency (IVA)
Procedure	<p>(i) - (a) Central Government publishes notification of Council mandate, membership, roles and responsibilities and operational procedures; (b) MSME Council prepares minutes of the first semi-annual meeting. States membership at minimum of Secretary level.</p> <p>(ii) Implementation Plan for the strengthening of Digital Technology, Policy and M&E functions notified. The plan will cover Policy, M&E Impact Evaluation and Digital blueprint and strategic roadmap for integrated MSME database and portal, including Dashboard, Data Analytics on performance indicators. The blueprint and strategic roadmap will cover -</p> <p>(1) report on functional requirements and technical solution architecture and strategy for integration of databases, as per the recommended framework established by the National e-Governance Division (NEGD);</p> <p>(2) Policy and M&E capacity strengthening including (a) processes to be followed for M&E; (b) staffing, qualifications and training; (c) data to be tracked; (d) IT and MIS systems requirements and gaps;</p> <p>(3) Dashboard to incorporate: (a) firm level indicators, (b) program level indicators (c) MSME ecosystem improvement indicators; (d) rating/feedback system for service providers linked through platforms;</p> <p>(4) Implementation Plan (IP) (costed, phased, timebound);</p>

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	(5) procurement RfPs for equipment and service contracts prepared and issued.
DLI 1.2	Integrated National MSME Digital Portal (INMDP) three-phased implementation completed including operationalization of dashboards and data analytics function
Description	INMDP Phase I and II implementation and Phase III (dashboards) completed by MoMSME.
Data source/ Agency	MoMSME
Verification Entity	IVA
Procedure	Notification by MoMSME that the INMDP Phases I, II and III are commissioned and operational per the approved INMDP Digital Blueprint and Strategy Roadmap. This will comprise, in accordance with approved INMDP Implementation Plan, the following: (i) Phase 1 - (i) service/ consultant contract(s) completed on integrating MoMSME portals and services; (ii) Phase II - integration with Center Government portals outside MoMSME IDP. (iii) Phase III - Dashboard and data analytics function will comprise performance data: (a) firm level indicators, (b) program level indicators (c) MSME ecosystem improvement indicators) for evidence based decision-making and enhanced user experience (d) rating/feedback system for service providers linked through platforms
DLI 1.3	Annual State of the MSME Sector report approved/published by Council and published on-line
Description	Annual MSME State of Sector Report approved and published by the MSME Council
Data source/ Agency	Council Secretariat/MoMSME
Verification Entity	IVA
Procedure	Annual report approved by Council chair for publication; Report published online on portal/website.
DLI 1.4	Evidence-based policy-making operationalized.
Description	Evidenced-based policymaking operationalized through: (i) three Policy Reports prepared by the MoMSME Policy department approved by the Council, addressing Council-approved priority areas; and (ii) three IE studies launched.

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Data source/ Agency	Council Secretariat/MoMSME
Verification Entity	Public Sector Entity
Procedure	<p>Policy reports as authorized and approved by the MSME Council as indicated in relevant Minutes of Meeting. The Reports, together with an implementation plan, to be determined by the Council - will entail policy reviews/proposals on priority areas, (such as Center-State convergence).</p> <p>Impact Evaluation Concept Notes (evaluation proposals) approved by Council as noted in Meeting Minutes and implementing parties contracted per the guidelines/methodology approved in the Concept Note. These IE will focus on (i) Enhancing Firm Capabilities and Market Access (productivity growth achievements); (ii) Enhancing Guarantee Products (Gender and Greening outcomes); (iii) SIP Outcomes.</p>
DLI 2	Accelerating MSME Sector Center-State collaboration
Description	
Data source/ Agency	
Verification Entity	
Procedure	
DLI 2.1	MSME Strategic Investment Plans (SIP) from participating states with attention to cross-cutting GGTP themes approved
Description	SIP prepared and approved in line with agreed TORs.
Data source/ Agency	MoMSME/NPIU
Verification Entity	IVA
Procedure	<p>The SIPs will follow a standardized format approved by the RAMP Programme Committee (RPC) and include a 4 year implementation plan, including actions related to institutional capacity building, scaling up MSME graduation rates, establishment of platform interoperability enhancing proportion of women entering and graduating support programs, and other state-specific critical actions based on state context and a Results Framework. SIP once completed by the State will be submitted for the approval of the chair of the. RPC</p>

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DLI 2.2	Completion of targeted SIP Implementation Plan actions
Description	SIP implementation actions as defined in SIP completed
Data source/ Agency	MoMSME/NPIU
Verification Entity	MoMSME/NPIU
Procedure	<p>This includes the following eligible activities: (i) implementation of M&E system; (ii) integration of state portals with unified national online portal – integration needs to include automatic scheme referrals across national and state schemes and data reporting to national platform as per national data protocols and standards; (iii) implementation of RAMP program communication and outreach strategy with focus on the GGTP agenda; (iv) Public-Private Partnerships (PPP) signed supporting: (a) FI-BDS agreements established for enhanced financial services; (b) anchor company supplier development programs signed; (v) capacity building of nodal technical support institutions completed</p> <p>Further criteria for eligibility include, in case of:</p> <ul style="list-style-type: none"> - (iv) PPP: (a) up to 3 FI-BDS partnerships can count as separate actions supplier development programs covering at least 150 MSMEs; (b) up to 3 supplier development agreements can count as separate actions. Also to note guidelines for FI partnerships and anchor firm agreements to be notified by MoMSME. - (v) Technical support institutions: up to 2 Technical Institutions per state, where nodal institutions include both public and private sector institutions selected for support based on competitively bid market eligibility and performance requirements, as defined in the SIP.
DLI 2.3	Increase in MSMEs (i) entry level CLCSTUS completing bronze level ZED; (ii) registered on TReDS; (iii) initiated a case on Samadhaan for ODR; (iv) guarantees for women owned MSEs; (v) green guarantees
Description	Measures number of MSMEs accessing basic services in competitiveness schemes (CLCSTUS), ODR through Samadhaan portal; registered on TReDS; accessing women guarantees and green guarantees in the five focus states.
Data source/ Agency	MoMSME/NPIU and SPIU
Verification Entity	IVA
Procedure	<p>As reported through the automated M&E system, the following additional number of MSMEs: (i) accessing entry level services of competitiveness schemes; (ii) registered on TReDS; (iii) initiated a case Samadhaan for Online Dispute Resolution for delayed payments (iv) guarantees to women enterprises over defined threshold (v) guarantees for greening investments. NPIU to verify from the MoMSME M&E systems, Samadhaan portals, TreDS platform and CGTMSE.</p> <p>The minimum threshold for total of five states for the guarantees to women MSEs as follows - 70,000 in year 3; 80,000 in</p>

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	year 4; 90,000 in year 5,
DLI 3	Enhancing the effectiveness of Firm Capabilities Schemes
Description	
Data source/ Agency	
Verification Entity	
Procedure	
DLI 3.1	CLCS-TU schemes improvement and scale-up implementation plan approved by the PSC, including establishment of integrated management system
Description	The plan will cover: (i) increase synergies across CLCS-TU schemes; (ii) increase delivery capacity via private sector providers (national and in priority states); (iii) broaden offerings to selected service sectors; (iv) enhance marketing and branding of schemes; (v) strengthen access to women owned MSMEs; (vi) promote supplier linkage initiatives as part of integrating firm capabilities with market access interventions; (vii) improve implementation and delivery model; and (viii) list specifications for integrated program management system.
Data source/ Agency	MoMSME/NPIU
Verification Entity	IVA
Procedure	The plan will be prepared in line with above description and as detailed in the RAMP Program Implementation Manual and as approved by the RPC chair. The integrated management system established by MoMSME notification.
DLI 3.2	Measurable Improvements in CLCS-TSU performance and results indicators
Description	Measurable Improvements in CLCS-TU performance and results indicators in respect of (i) ZED silver graduation; (ii) Lean or ZED gold graduation (iii) MSMEs accessing credit
Data source/ Agency	MoMSME/NPIU CLCS-TU Integrated program management system
Verification Entity	IVA
Procedure	NPIU will report from integrated management system those firms that have: (i) been assessed to have graduated at ZED silver level; (ii) been assessed to have graduated ZED gold level or graduated from the Lean program ;(iii) firms registered

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	with MoMSME which have obtained silver level and, based on subsequent referrals for financing to Financial Institutions, been able to obtain finance.
DLI 4	Strengthening the receivable financing market for MSMEs
Description	
Data source/ Agency	
Verification Entity	
Procedure	
DLI 4.1	Regulation issued to facilitate: (i) NBFCs participation as factors; (ii) TReDS to register transaction with CERSAI; (iii) priority against third parties on a first-to-file basis
Description	Issue of regulations further to passage of factoring act amendment.
Data source/ Agency	RBI and NPIU.
Verification Entity	IVA
Procedure	RBI to share copy of regulation passed, addressing the three key features set out in the DLR.
DLI 4.2	Mechanism operationalized to allow buyer submission of invoices to GSTN for input tax credit to be treated as buyer confirmation on TReDS
Description	Inter-operability mechanism in place and operational between GSTN and TReDS
Data source/ Agency	DFS/MOF and NPIU
Verification Entity	IVA
Procedure	Copy of notification issued by DFS/DEA that the mechanism is in place and operational. Confirmation from the TReDS platform that inter-operability is operational.
DLI 4.3	increase in number of new NBFCs on TReDS
Description	Increase in number of NBFC factors operating on TReDS platform and volume of invoices discounted on the platforms

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Data source/ Agency	TReDS and NPIU
Verification Entity	IVA
Procedure	Data from TReDS confirming the newly participating NBFCs
DLI 4.4	Increase in the volume of invoices discounted on TReDS
Description	Value of invoices discounted on TReDS platforms
Data source/ Agency	MoMSME/DFS and TReDS platform operators
Verification Entity	IVA
Procedure	Annual review of flow data from TReDS.
DLI 5	Enhancing Effectiveness of CGTMSE and “GG” delivery
Description	
Data source/ Agency	
Verification Entity	
Procedure	
DLI 5.1	CGTMSE operationalizes GG guarantee innovations by following: (i) defining tag to track greening investments; (ii) issues revised guarantee guidelines for (a) women headed MSEs; (b) green investments
Description	CGTMSE operationalizes GG guarantees innovations by following actions: (i) defining tag to track greening investments; (ii) issues; revised guidelines guarantees for: (a) women headed MSEs; (b) green investments
Data source/ Agency	CGTMSE and NPIU.
Verification Entity	IVA
Procedure	CGTMSE defines the greening tag as approved by its board and operationalizes in its guarantee data base. This is confirmed as completed by CGTMSE notification. Greening to be defined as “resource efficiency and cleaner production (RECP - energy efficiency, renewables, waste and water management)” Guidelines to be issued by CGTMSE be based on assessment of impediments, incorporating product adjustments/ new

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	product offerings/outreach to increase access and uptake of guarantees issued : (i) to women-headed businesses; (ii) for greening investments. Revised guidelines/ new guidelines issued for guarantee products for women headed MSEs and green investments confirmed as completed by CGTMSE notification of guidelines.
DLI 5.2	Increase in the value of guarantees to women-headed businesses
Description	CGTMSE guidelines for new/amended guarantees products for the two targeted groups of women-headed businesses and green investments
Data source/ Agency	CGTMSE and NPIU
Verification Entity	IVA
Procedure	Value refer to yearly values and not cumulative values. Guidelines to be issued by CGTMSE be based on assessment of impediments, incorporating product adjustments/ new product offerings/outreach to increase access and uptake of guarantees issued : (i) to women-headed businesses; (ii) for greening investments.
DLI 5.3	Increase in the value of guarantees for green investments
Description	USD volume of guarantees issued by CGTMSE for green investments.
Data source/ Agency	CGTMSE
Verification Entity	IVA
Procedure	Annual data sourced from the CGTMSE.
DLI 6	Reducing the incidence of delayed payments
Description	
Data source/ Agency	
Verification Entity	
Procedure	

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DLI 6.1	Samadhaan portal adapted to link ODR private service providers to MSMEs
Description	MoMSME Samadhan portal links to ODR platforms to increase access to this service
Data source/ Agency	MoMSME/NPIU
Verification Entity	Public Sector Entity TBC
Procedure	Linkage to Samadhan portal is notified by MoMSME and confirmed through portal data on the ODR transactions that have been routed via the Samadhan portal to the different ODR platforms.
DLI 6.2	Increase in cases resolved by ODR filed through the Samadhaan portal
Description	Firms with delayed payments resolved through access to ODR services accessed via the Samadhan portal.
Data source/ Agency	MoMSME Samadhan portal / NPIU
Verification Entity	IVA
Procedure	Data sourced from Samadhaan portal linkage to ODR platform providers

²The DLI composition and the verification protocols described in here is subject to change until the approval of the PforR by the World Bank based on the mutual agreement between the World Bank and MSME.

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Forms/ Annexures

A. Form 1: Pre-Bid Query Format

Reference: RFP no.

(Pre-bid queries to be emailed to: rajeshwari.kr@gov.in,
Contact No.: 011- 23061284)

S.No.	Page No.	Section and point No.	RFP Clause	Remarks/query

Place:

Date:

Seal and signature of the bidder

Appointment of Independent Verification Agency (IVA) For Raising and Accelerating MSME Performance Programme (RAMP)

B. Form 2: Cover Letter

(On the Letterhead of the bidder)

To,
Director,
RAMP Division, MoMSME,
Udyog Bhawan New Delhi- 110011

Sub: RFP no. for Appointment of Independent Verification Agency (IVA) for Raising and Accelerating MSME Performance Programme (RAMP)

Dear Sir / Madam,

Having examined the RFP documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to conduct Independent Verification for Raising and Accelerating MSME Performance Programme (RAMP) as mentioned in RFP document in conformity with the said RFP documents in accordance with the Financial Bid and made part of this RFP.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We have read, understood and accepted the Terms/ Conditions/ Rules mentioned in the RFP.

Until a formal contract is prepared and executed, this RFP offer, together with MoMSME's written acceptance thereof and MoMSME's notification of award, shall constitute a binding contract between us.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We have never been barred/black-listed by any regulatory / Statutory Authority/PSU/Government undertaking in India.

We also understand that the whole bidding exercise may be scrapped without assigning any reason and it is acceptable to us.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We certify that we have provided all the information requested by MoMSME in the

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format requested for. We also understand that MoMSME has the exclusive right to reject this offer in case MoMSME is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and MoMSME reserves the right to reject the offer if anything is found incorrect.

Place:

Date:

Seal and signature of the bidder
(Authorized Signatory)

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C. Form 3: Confirmation of Eligibility Criteria

(On the Letterhead of the bidder)

To,
Director,
RAMP Division, MoMSME,
Udyog Bhawan New Delhi- 110011

Reference: RFP No.

#	Eligibility Criteria	Supporting Document	Pg No.
1	The Bidder should be a Government Organization/PSU/Public/Partnership/Private limited company or subsidiary thereof.	Certificate of Incorporation (in case of Pvt. Ltd./ LLP/ Ltd. company), Partnership Deed in case of Partnership Firm	
2	The Bidder should have been in operation for at least 5 years as on date of RFP. In case the current Bidder Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of RFP.	Certificate of Incorporation	
3	The Bidder should have a minimum Average annual turnover of Rs.5 Crore per annum in last five financial years (FY 2021-2022, FY 2020-21, FY 2019-20, FY 2018-19, FY 2017-18)	Certificate from the Statutory Auditor/ chartered accountant	
4	The bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of the RFP	Self-Declaration certified by authorized signatory of the bidder as per Form - 11	
5	The Bidder should have completed at least 2 similar* projects in India in last 5 years or 2 similar ongoing projects in India in last 5 years along with necessary proof. Ongoing projects shall be considered as experience subject to receipt of 80% of the project fee by the applicant or completion of 80% of work assigned in Govt. Depts.,	certificate from the client/minutes of meeting issued by client as proof for completion of 80% of the work assigned to the Applicant or certificate from its Statutory Auditor certifying the percentage of fee received for such assignment	

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	Autonomous bodies etc. Similar Projects include: Impact Assessment/Appraisal/Review/Evaluation of scheme/program		
	Any bidder or its subsidiary or company resulting out of the merger/acquisition of such agency or its subsidiary, associated with RAMP Scheme, directly or indirectly, since the implementation of the scheme till the day of submission of bid is not eligible to bid.	Self-Declaration certified by authorized signatory of the bidder as per Form – 11A	
	The bidder agency/company must have its representative office in NCR Region. In case bidder does not have office in NCR; bidder need to provide an undertaking that in case the bidder is selected for the project, it will establish its registered office in NCR region within 30 days of award of work	Self-Declaration certified by authorized signatory of the bidder as per Form – 11B	
	Confirm details registration furnished Of GST	Relevant paper may be submitted	

Place:

Date:

Seal and signature of the bidder

*All documents should be on company's letter head and sealed & signed by authorized signatory.

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D. Form 4: Technical Bid format

To,

Director,
RAMP Division, MoMSME,
Udyog Bhawan New Delhi- 110011

Ref. : RFP no.

Dear Sir,

S.N.	Particulars	Details to be furnished by the bidder
1	Name of the bidder	
2	Location of Registered office /Corporate office and address	
3	Mailing address& Company website of the bidder	
4	Names and designations of the persons authorized to make commitments to MoMSME (copy of POA should be provided)	
5	Telephone and fax numbers of contact persons	
6	E-mail addresses of contact persons	
7	Description of business and business background Service Profile & client profile Domestic & International presence Alliance and joint ventures	

Declaration:

- 1 We confirm that we will abide by all the Terms and Conditions contained in the RFP. We hereby unconditionally accept that MoMSME can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
- 2 All the details mentioned by us are true and correct and if MoMSME observes any

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misrepresentation of facts on any matter at any stage, MoMSME has the absolute right to reject the proposal and disqualify us from the selection process.

3 We confirm that this response, for the purpose of short-listing, is valid for a period of **180 days**, from the date of expiry of the last date for submission of response to RFP.

4 We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that MoMSME will have the right to disqualify us in case of any such deviations.

Place:

Date:

Seal and Signature of the bidder

E. Form 5 - About the organization and relevant experience

About the organization

[Provide here a brief (two pages) description / profile of your organization for this assignment.]

Experience:

Using the format below, provide information on **each assignment** for which your consultancy firm/agency/company, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out research services similar to the ones requested under this assignment. [The format should be signed by authorized signatory for each assignment]

Assignment name:	Approx. value of the contract (in Rs.):
Country:	Duration of assignment (months):
Location within country: (Name of the Cities/States)	
Name of Client:	Total No. of staff-months of the assignment:
Address:	Approx. value of the services provided by your consultancy firm/agency/company under the contract (in Rs.):
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by associated Consultants (if any):
Name of associated Consultants, if any:	Name of senior professional staff of your consultancy firm/agency/company involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Note: Valid documentary proof should be enclosed as evidence to support the claimed experience.

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F. Form 6 : Approach and Methodology

- ☐ Understanding of the scope of work
- ☐ Approach to assignment & Methodology
- ☐ Value proposition
- ☐ Organization & staffing
- ☐ Work Plan (as per below format)

Work Plan														
Sr. No.	Activity	Months (upto 5 years)												
		1	2	3	4	5	6	7	8	9	10	11	12	

S. No	Deliverables	Timelines

G. Form 7: Team Deployment Structure and CVs

The project requires a well experienced and diversified team having competency in evaluation, project management, research coordination, enumerators, data consolidation and analysis and a sector expert. The composition of the project team should be reflective of the required skills and experience as per the scope and areas of the study. The team should have professionals who have experience of conducting impact assessment surveys/studies in related sectors at national level.

[illegible]

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CVs of proposed Team

1	Proposed Position	
2	Name of Company [Insert name of company proposing the staff]:	
3	Name of Staff [Insert full name]:	
4	Date of Birth: Nationality:	
5	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:	
6	Membership of Professional Associations:	
7	Other Training [Indicate significant training obtained]:	
8	Countries of Work Experience:	
9	Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:	
10	<p>Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below):</p> <p>From [Year]:_____To [Year]: ____</p> <p>Employer: _____</p> <p>Positions held: ____</p>	

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11	<p>Detailed Task Assigned</p> <p>[List all tasks to be performed under this assignment]</p>
12	<p>Work Undertaken that Best Illustrates Capability to 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.]</p> <p>Name of assignment or Project: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Client: _____</p> <p>Main project features: _____</p> <p>Positions held: _____</p> <p>Activities Performed: _____</p> <p>Name of assignment or Project: Year:</p> <p>_____</p> <p>Location: _____</p> <p>Client: _____</p> <p>Main project features: _____</p> <p>Positions held: _____</p> <p>Activities Performed: _____</p>

Place:

Date:

Seal and signature of the bidder

H. Form 8: Commercial Compliance Certificate

(On letterhead of the bidder)

To,
Director,
RAMP Division, MoMSME,
Udyog Bhawan New Delhi- 110011

Sub: RFP no.

Dear Sir,

Having examined the Bidding Documents the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services as bidder as mentioned in the RFP document & in conformity with the said bidding documents for the same.

I / We undertake that the prices are in conformity with the specifications prescribed.

I / We agree to abide by this bid for a period of 180 days after the date fixed for bid opening and it shall remain binding upon us and may be accepted by MoMSME, any time before the expiry of this period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive. I / We agree to the Terms & Conditions mentioned in the RFP document. Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.

Place:

Date:

Seal and Signature of the Bidder

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I. Form 9: Financial Proposal

(On letterhead of the bidder)

To,
Director,
RAMP Division, MoMSME,
Udyog Bhawan New Delhi- 110011

Sub: RFP no.

Dear Sir,

These costs indicated below are final and we, the Respondent, agree to provide services as detailed in the RFP

(A)	Cost of the assignment: (based on team and staff inputs and all necessary activities as per ToR)	Rs.
(B)	Taxes	Rs.
(C)	Total Cost (A+B)	Rs.

Total Cost (Rupees in words):

Note : No separate payment towards overheads, equipment, accommodation, procurement of primary and /or secondary data, necessary travel (if any), etc. shall be allowed

Yours faithfully,

Authorized Signatory

Name: Designation:

Company's stamp / seal

J. Form 10: Performance Bank Guarantee

(To be stamped in accordance with stamp act)

RFP Number :

Bank Guarantee number:

In consideration of MoMSME, acting through_____ (hereinafter referred to as MoMSME which expression shall include his successor and assignees) having awarded to <name> (hereinafter referred to as “the Agency” which expression , wherever the subject or context permits, includes its successors and assignees) a contract for <name of the project> in terms of inter-alia MoMSME ‘s letter No.---- Date---- (hereinafter called “the Contract.”) and other General Terms and Conditions and upon the condition of the Agency furnishing Security for the Agency liability under and in connection with the said contract up to a sum of Rs amounting to 10% of the total cost.

1. We _____ (hereinafter referred to as the Bank or the said bank) and having our registered office at _____ do hereby jointly and severally undertake to guarantee the payment to MoMSME in rupees forthwith on demand in writing and without any protest or demur any or all dues payable by the Agency to MoMSME in respect of or in connection with the said contract inclusive of all MoMSME losses and damages and costs. (inclusive between attorney and client) charges, and expenses and other moneys anywise payable in respect of the above as specified in the notice of demand made by MoMSME to the Bank with reference to this guarantee up to an aggregate limit of Rs.

_____.

2. We _____ further agree that MoMSME shall be the sole judge of and as to whether the said Agency has committed any breach or breaches of any of the terms and conditions of the said contract and the extent of loss, damages, charges and expenses caused to or suffered by or that may be caused to or suffered by MoMSME on account thereof and the decision of MoMSME that the Agency has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by MoMSME from time to time shall be final and binding on us.

3. MoMSME shall have the fullest liberty without reference to the bank and without effecting in any way the liability of the said Bank under this guarantee to take any other security in respect of the obligation and liabilities hereunder or to vary the contract/ work to be done there under vis-à-vis the Agency or to vary the prices of the total contract value or to release or forbear from enforcement of all or any other security or any other securities now or anytime held by MoMSME and such arrangements with the Agency or release or forbearance whatsoever shall absolve the bank of the full liability to MoMSME hereunder

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or prejudice the rights of MoMSME against the bank.

4. The guarantee shall not be determined or affected by the liquidation or winding up of, dissolution or change in constitution or insolvency of the bank and or Agency but shall in all respect and for all purposes be binding and operative until payment of all moneys payable to Agency in terms thereof.

5. The bank hereby waives all rights at any time inconsistent with the terms of this guarantee and the obligations of the bank in terms hereof shall not be in anywise affected or suspended by reasons of any dispute or disputes having been raised by the Agency (whether or not pending before any arbitrator, Tribunal or court) or purporting to stop or prevent any payment by the bank to MoMSME in terms thereof. The Bank's liability under these presents being absolute and unequivocal.

6. The amount stated in any notice of demand addressed by MoMSME to the bank as liable to be paid to MSME by the Agency or as suffered or incurred by MoMSME on account of any losses, damages, costs, charges and expenses shall be conclusive evidence of the amount so liable to be paid to MoMSME or suffered or incurred by Agency as the case may be and in terms hereof.

7. This guarantee / undertaking shall be in a continuing guarantee / undertaking and shall remain valid and irrevocable for all claims of MoMSME and liabilities of the Agency arising up to and until midnight of <date>

8. This guarantee/ undertaking shall be in addition to any other guarantee or security whatsoever that MoMSME may now or any time anywise may have in relation to the Agency obligations or liabilities under and/or in connection with the said contract, and MoMSME shall have full authority to have recourse to or enforce this security in preference to any other guarantee or security which MoMSME may have or obtain and not forbearance on the part of MoMSME in enforcing or requiring enforcement of any other security shall have the effect of releasing the bank from its full liability hereunder.

It shall not be necessary for MoMSME to proceed against the said Agency before proceeding against the Bank and the guarantee herein contained shall be enforceable against the bank notwithstanding that any security which MoMSME may have obtained or obtain from the Agency shall at the time when proceedings are taken against the said bank hereunder be outstanding or unreleased.

9. We the said bank undertake not to revoke this guarantee during this currency except with the consent of MoMSME in writing and agree that any change in the constitution of the said bank shall not discharge our liability hereunder.

10. Notwithstanding anything contained herein above, our liability under this guarantee shall be restricted to Rs.....and this guarantee shall remain in full force till.....and unless a claim is made on us within Months from the date i.e. before..... all the claims under this guarantee shall be forfeited and

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we shall be relieved of and discharged from our liabilities hereunder.

Dated..... Day of Name of Bank: -----

Address:

Date:

11. The bank guarantee shall be effective only when the bank guarantee message is transmitted by the issuing bank through Structured Financial Messaging System (SFMS) to_____ bank _____(address of MoMSME's bank) having IFSC _____Account No. _____ through SFMS and authenticated by the said MoMSME's bank.

12. Further, the amount of invocation of the BG shall be remitted to MoMSME's account no.____with_____ (name & address of MoMSME's bank, IFSC) under written intimation to MoMSME.

Signature of authorized bank official with bank seal

K. Form 11: Declaration for not being blacklisted

(To be submitted on the letter head of the
Bidder)

To,

Director,
RAMP Division, MoMSME,
Udyog Bhawan New Delhi- 110011

Sir,

With reference to the RFP No. _____,
We.....
hereby
declared and confirmed that we have not been blacklisted by any Government
Department (Central/State/Autonomous/PSU) in India.

Signature of the Bidder with

stampName :.....

Designation:.....

Date :

K1. Form 11A: Declaration for not being associated with implementation of the scheme

(To be submitted on the letter head of the
Bidder)

To,

Director,
RAMP Division, MoMSME,
Udyog Bhawan New Delhi- 110011

Sir,

With reference to the RFP No. _____,
We.....
. hereby
declared and confirmed that neither we nor our any subsidiary company resulting out
of the merger/acquisition of such agency or its subsidiary had ever been associated with
Raising and Accelerating MSME Performance Programme (RAMP) scheme,
directly or indirectly, since the implementation of the scheme till the day of submission
of our bid.

Signature of the Bidder with

stampName :.....

Designation:.....

Date :

K2. Form 11B: Declaration/Undertaking for having office in NCR

(To be submitted on the letter head of the Bidder)

To,

Director,
RAMP Division, MoMSME,
Udyog Bhawan New Delhi- 110011

[Declaration in case of already established office in NCR]

Sir,

With reference to the RFP No. _____,
We.....h
ereby declared and confirmed that we have our representative office in NCR whose address
is given below:

(Address)

[Undertaking in case of no office present in NCR]

Sir,

With reference to the RFP No. _____,
We..... hereby
undertake that we will set up our representative office in NCR region within 30 days of award
of work in case we are appointed as IVA for this assignment.

Signature of the Bidder with

stampName :.....

Designation:.....

Date :

L. Form 12: Documental evidence in favour of Authorized signatory

Documental evidence demonstrating that the representative is an Authorized signatory of the bidder and is duly authorized to sign.

The authorization shall be in the form of a written power of attorney or copy of board resolution or in any other form demonstrating that the representative has been duly authorized to sign.

(No specific format)