

**Appointment of an Agency for Product Standardization,
Price benchmarking, GSTN Compliant Category Mapping
and Supplier Performance Rating of registered vendors for
GeM (Government e-Market Place)**



Request for Proposal [RFP]

**Directorate General of Supplies & Disposals,
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SECTION 1: INSTRUCTIONS TO AGENCIES

1.1 Introduction

1.1.1. **Government e-Marketplace (GeM)** is to facilitate on line procurement of common use Goods & Services required by various Government Departments / Organizations / PSUs. GeM enhances transparency, efficiency and speed in public procurement. It also provides the tools of e-bidding and reverse e-auction as well as demand aggregation to facilitate the government users to achieve the best value for the money.

GeM is being developed for Directorate General of Supplies and Disposal with technical assistance from National e-Governance Division (NeGD).

1.1.2. Advantages of GeM:

- 1) Direct access to all Government departments for sellers/ service providers
- 2) One stop shop for procurement with minimal efforts
- 3) One stop shop for bids / reverse auction on products / services
- 4) New Product Suggestion facility available to Sellers
- 5) Dynamic pricing: Price can be changed based on market conditions
- 6) Seller friendly dashboard for selling and monitoring of supplies and payments
- 7) Consistent and uniform purchase procedures

1.1.3. NeGD proposes to appoint an **Agency for product standardization, price benchmarking and category tree mapping/Coding, and supplier credential verification/ vendor rating for vendors registered in GeM (Government e-Market place)**

1.1.4. The Agency should have the capability to work on all the categories of Products/services on GeM entire product list and suppliers registered in GeM.

1.1.5 Interested Agencies are invited to submit their proposals for the assignment, which must include the following, as detailed subsequently in this document:

- (i) A Technical Proposal explaining the approach and methodology to cover the SOW mentioned in the RFP
- (ii) A Financial Proposal including all cost and payment terms.
- (iii) Agencies should submit complete project plan along with milestones and timelines for tasks to be performed as per the scope of work sections of RFP

1.1.7. It may be noted that

- (i) The costs of preparing the proposal are not reimbursable and,
- (ii) NeGD is not bound to accept any of the proposals submitted.

1.1.8. The Agencies are required to provide professional, objective, and impartial service and at all times hold the DGS&D's interests paramount, without any consideration or future work, and strictly avoid conflicts with other assignments or their own corporate interests.

1.1.8. Agencies have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of NeGD and DGS&D, or that may be reasonably perceived as having this effect. Failure to disclose such situations by the Agency may lead to disqualification of the Agency or termination of the contract.

1.1.9. Agencies must observe the highest standards of ethics during the selection and execution of the contract. DGS&D may reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question, and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time, if at any time it is found that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing, the contract.

1.2 Minimum Eligibility Criteria

1.2.1. The Agency should be able to provide a qualified expert team for undertaking the project. This team would work closely with NeGD and DGS&D at their office premises. The team should comprise of technical and costing experts with the following qualifications:

The qualification of the technical team should be:

- Detailed knowledge of related field,
- Minimum 2 years of experience in the related field.

The qualifications for operational activities should be:

1.2.2. The Agency should have experience of working with government and should have sufficient level of understanding of government procurement procedures, requirements, governments, Government financial rules, taxation structure etc.

1.2.3. The agency must have minimum 06 years' experience in the business.

1.3 Scope of Work

1.3.1 **Product Standardization & Benchmarking:** The scope of work is as follows:

- i. **Data Collection:** The company/organization will be responsible for collecting information regarding various government procurement over a period of last 5 years till date and based on the collected data, will project tentative list of products that various government organizations need to procure.
- ii. **Data Analysis:** After the data is collected, the agency has to analyze the products listed on GEM and products which might/will get listed in future, will then formulate a procedure to conduct an exercise for bringing in the uniformity & global best practices in products listed on GeM. DG S&D has conducted POC and will be part of RFP as an annexure.
- iii. **Category-wise sanitization & criteria:** The agency will also be responsible for reviewing already uploaded products on GeM, hence bringing uniformity and global best practices in terms of pricing, nomenclature, OEM authenticity, product image, technical specifications, and cross-matching with the actual product.
This sanitization of already existing list will be a continuous work for over the period of engagement. All this data will be maintained in neatly prepared documents and to be time-to-time submitted to DG S&D.
- iv. **Vendor data upload:** The agency will decide a procedure to correct/modify the data uploaded by vendors as per the global best procedure.
- v. **Cost analysis of products/services:** The cost analysis for the new as well as existing products to be worked by the assigned agency. The basis of analysis can be decided mutually between the agency and DG S&D. **The agency needs to ensure that prices quoted by various vendors for their products on GeM are never higher than DGS&D Rate Contract prices(as and when applicable) and present a report on this every week to DGS&D.**

Though Cost breakdown benchmarking would not be a part of scope of work, few examples of the cost analysis could be:

- E-market research/Physical market research and surveys
- Analyzing previous sales data & interpreting price trend
- From historic price/ last procured price
- Existing or past DG S&D rate contracts

- Government purchase policies and historical purchases
- vi. **Collaboration:** The analysis and correction done for all the products/services will be done by the agency in close collaboration with DG S&D. Intended result is to have standard method of product listing in terms of pricing, technical specifications, OEM, images, videos, availability, naming convention.

1.3.2. **GSTN Compliant Category Mapping & Taxonomy:**

Scope of work is as follows:

- i. **Developing GSTN compliant Taxonomy for products and services in GeM**
- ii. **Normalize Commodity Tree:** Map from multiple trees to one uniform commodity hierarchy;
- iii. Agency would be responsible for understanding the current coding/taxonomy structure for GeM and convert it into **GSTN** compliant category tree-mapping for both products as well as services;
- iv. Assess taxonomic content classification, and information retrieval needs on GeM, to extend and tailor the existing **enterprise taxonomy** for use. This will be used as input to the allied partner of NeGD/ DGS&D to provide price comparison with products available on e-commerce portals like Amazon, Flipkart etc as well as various government procurement portals.
- v. Review, validate (with relevant stakeholders), and update the data standards and framework, including the current taxonomy, content type and content type hub structure, as well as authority lists to make these suitable for content classification and retrieval in GeM. The review of business-specific content types must be developed and validated with NeGD/DG S&D.

The characteristics of success could be defined as follows:

a) Data collection:

- Annual aggregation of high value commodities and/or top suppliers
- Supplier based classification
- High level assessment

b) Data classification:

- Supplier based spend categorization
- Focus on top-leverage commodity categories

c) Collaboration:

- Consolidated view of spend
- Data classified at the item level
- Deep visibility into purchases
- Actionable analysis

Agency must reconcile such disparities and classify data according to a consistent taxonomy and to a level of detail that is meaningful for analysis.

1.3.3. Vendor Performance Rating:

Vendor assessment is not a part of scope of this RFP. Only vendor rating for his/her performance in terms of pre-decided parameters is intended to be done as part of this RFP.

The scope of work for vendor rating is as follows:

Supplier performance is an important criteria and need to be taken care of for having a clear perspective on his performance over a period of time.

Suggested metrics for vendor rating is detailed below, whereas all of them may or may not be applicable in every situation. Also agencies are encouraged to support more parameters along with method to measure them on a continuous basis for more comprehensive understanding of vendor performance and hence, indicative ranking/rating.

Therefore, below mentioned should be the common basis of performance evaluation with respect to the product/services requirement:

a) In terms of Capacity:

- Responsiveness to changes and business needs.
- Degree to which supplier is easy to do business with and has a productive, problem solving orientation
- Degree to which supplier's scheduled deliverables meets established requirements; providing proactive forecast of potential issues
- Degree to which supplier is able to adapt to changes in requirements seamlessly without significant delays
- Supplier engages in the practice of soliciting additional services that is not part of the initial SOW.
- Degree to which supplier's resources adhere to off-boarding policies with timely reconciling and reporting to buyer.

b) Costing:

- Credits issued during period of performance
- Degree to which viable savings opportunities were proactively presented to buyer during the previous performance period
- Effectively managed and controlled the total cost of procurement.
- Identified and implemented cost savings/efficiencies.
- Supplier proposed a competitive price that does not impact quality.

c) For Delivery:

- Met milestones/due dates throughout the procurement life cycle, including amendments.
- Completed procurement life cycle on time with quality deliverable.
- Degree to which supplier adheres to scheduled milestone deliverables
- Effectively completed procurement life cycle within budget, including all amendments.
- Degree to which supplier provides a report on deliverables that were added, changed or deleted through the life cycle of the procurement.

d) Expertise (team and experts expertise):

- Degree to which supplier well understood buyer's need.
- Degree to which the supplier manages turnover rates, learning and development

- Degree to which supplier shares industry best practices and proactively transfers knowledge to the staff

e) Quality

- Deliverable(s) met or exceeded procurement objectives.
- Degree to which supplier adheres to SLAs per the agreement
- Degree to which supplier provides accurate, detailed, and error free invoices in accordance with contractual terms
- Penalties issued during period of performance
- Degree to which supplier complies with all contractual obligations and regulatory requirements (excluding SLAs)

f) Responsiveness

- Degree to which supplier complies with our Diversity requirements
- Communication was timely and effective throughout procurement life cycle
- Degree to which supplier responds to inquiries in a timely manner

1.4 Deliverables

The deliverables are as follows:

1.4.1 Product Standardization – All the products/services should be standardized within the timeline of the project. This would include existing as well as new product/services on GeM.

1.4.2 GSTN compliant Category tree and taxonomy – The current taxonomy is to be carefully studied and then, as per the requirement should be converted to GSTN for both products and services.

1.4.3 Vendor Performance ratings – This assignment is to be completed for the suppliers on GeM (existing and new) with the help of available best practices.

The milestones will be finalized at the time of submitting the proposal. The milestones with their respective timelines need to be prepared by the agency and submit it to NeGD, which would therefore, be taken in consideration for improvements.

1.5 Preparation of Proposals:

1.5.1 Agencies are required to submit a Technical proposal and a Financial Proposal as specified below.

(a) Technical proposal

1.5.2 The Agencies are expected to provide the Technical Proposal as inline with the scope specified in the RFP Document. Material deficiencies in providing the information requested may result in rejection of a proposal.

1.5.3 The Technical Proposal shall contain the following documents:

(i) Letter of Technical Proposal Submission.

(ii) Profile and Track Record of the Agency.

(iv) Samples of similar projects handled in the past.

(v) An undertaking on the letterhead of the Agency and signed by an authorized signatory, that the Agency will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the Agency in the financial proposal **(the cost is not to be indicated in the undertaking)**. The above undertaking submitted by the agencies would be binding on the Agency.

1.5.4 The Technical Proposal shall not include any financial information.

(b) Financial Proposal

1.5.5 In preparing the Financial Proposal, Agencies are expected to take into account the requirements and conditions outlined in the RFP document.

1.5.6 Letter of Financial Proposal should include:

(i) Complete cost of the project with break-up of costs for each of the items of work listed in the Scope of Work (Para 1.3 of this RFP Document) are to be submitted along with timeline.

(ii) The duration of the campaign will be 12 months, with an option to renew the contract for 2 year, based on quarterly evaluations.

1.5.7. Taxes as applicable in India should be quoted separately.

1.5.8. The cost quoted will be firm and fixed for the duration of performance of the contract. At no point of time will any deviation from the quoted rate be entertained by DGS&D.

1.5.9. Payment term will be 30 days credit after submission of correct and certified invoice.

1.5.10. The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be rejected summarily.

1.6 Opening of Proposals and Selection Process

1.7.1. The two bid system will be followed; the technical bids will be opened at first instance. It

is clarified that prospective bidders with more than 60% in Technical Proposal will deem to qualify for the second stage. At the second stage, the financial bids of only technically qualifying bidding parties will be opened and the L1 bid from among the technically qualifying bidder will be accepted.

1.7.2:

CRITICAL DATE SHEET

Published Date	13th April 2017 (15:00pm)
Bid Submission Start Date	13th April 2017 (04:00pm)
Bid Submission End Date	19th April 2017 (5:00pm)
Bid Opening Date	20th April (03:30pm)

*This RFP is not an agreement and is neither an offer nor invitation by NeGD or DGS&D to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in preparing their proposal pursuant to this RFP (the "**Bid**"). This RFP includes statements, which reflect various assumptions and assessments arrived at by NeGD or DGS&D in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for NeGD or DGS&D, its employees to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.*

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

The issue of this RFP does not imply that NeGD or DGS&D is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the Project and DGS&D reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

Further, all information/data/reports/pitches/data or other material submitted to DGS&D under this Tender/RFP/RFQ by the Applicant shall become the property of DGS&D. The Applicant hereby agrees that they shall not have any right claim, authority whatsoever over the submitted information/reports/pitches/data or other material to NeGD or DGS&D. The Applicant further agrees and undertakes that DGS&D may use the aforesaid information/data/reports/pitches/data or other material at its sole discretion and the Applicant shall not have any objection whatsoever in NeGD or DGS&D using the same.

**Shri Vishal Singh, Additional Director
NATIONAL E-GOVERNANCE DIVISION
Ministry of Electronics & Information Technology**

4th Floor , Electronic Niketan, 6 CGO Complex, Lodhi Road New Delhi – 110003

Annexure –I

s.no	Particulars	Details to be filled by the Agency
1	Name of the Firm / Agency	
2	Registered office/business address of the agency	
3	Name of Contact Person(s)	
4	Address with telephone, Fax numbers, Email and name(s) of the contact person (s)	
5	Year of Incorporation/Constitution of the Firm/Agency	
6	Income Tax - PAN No. (Attach copy of PAN)	
7	Service Tax/ VAT No. (Attach copy of Service tax registration No./VAT No.)	
8	Whether registered with Registrar of Firms/Companies.	
9	Date of Registration (Attach copy of Registration) Customer Profile (Attach copy of orders/proof) Infrastructure details	
10	institutional customers like Central Government/State Government/any PSU etc. Give names of institutions where the agency is empanelled/providing such services. (Attach copy of Orders / proof) Names, address & telephone numbers of three big corporate clients may be provided for obtaining necessary confirmation regarding the standard	
11	Whether the agency has achieved annual sales turnover of Rs. in any of the last 2 financial year	YES/NO Turnover for :- FY 2014-15 Rs FY 2015-16 Rs

12. Format for giving details of key personnel of the agency

Sl. No.	Name of personnel	Designation	Years with Agency	Contact number	Any information

13. Any other relevant information:

14. **Verification** – The application for empanelment should be signed by the authorized signatory verifying that all the details furnished in the application are true and correct to the best of his/her knowledge and that in case of furnishing any false information or suppression of any material information, the application shall be liable for rejection besides initiation of penal proceedings by NeGD if it deems fit.

signatory

Signature of authorized

Name
Seal
Date:
Place:

NATIONAL E-GOVERNANCE DIVISION
Ministry of Communication & Information Technology
 4Floor , Electronic Niketan, 6 CGO Complex, Lodhi Road New Delhi – 110003

Annexure - II

1. Name and address of tendering Service:
 Provider Company / Firm / Agency

2. **Financial Bid:**

Sl. No.	Particulars	Details to be filled by the Agency
1	Please indicate the percentage of discount that can be provided by the travel agent on air/rail tickets.	
2	Please indicate if the travel agent desires to levy any service charge/administrative charge/transaction charge or any other charge from NeGD	Percentage of charges to be levied from NeGD.....% a. _____ b. _____ c. : _____ d. : _____

signatory

Signature of authorized

Full Name:

Seal:

Annexure – III

DECLARATION (To be given on a stamp paper of Rs. 10/-)

I, Mr. / Ms. / Dr. _____ Son / Daughter /
Wife of
Shri _____ Proprietor / Partner / Director, a
authorized signatory of
the Company / Firm / Agency, namely M/s

_____ is competent to sign this
declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and
undertake to abide by them;

3. The information / documents furnished along with the above application are true and
authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact
that furnishing of any false information / fabricated document would lead to rejection of
my tender at any stage besides liabilities towards prosecution under appropriate law;

4. I do hereby undertake that the Company / Agency / Firm shall comply with all
statutory
provisions relating to Service tax and any other taxes / Acts / Rules relevant to the
matter and in case any liability arises on CERC on this account, the Company / Agency
/ Firm shall bear the same;

5. It is also certified that the Company / Firm / Agency namely
M/s _____

_____ having its registered office at

_____ has not been black-listed by any
Government.

Signature of authorized signatory

Full Name :

Seal :

Date:

Place: