



सत्यमेव जयते



**Request for Proposal (RFP) For Selection of
Knowledge Partner for Embassy of India, Berne's
"Momentum in India: Swiss SMEs program
(MISSP) 2019"**

MISSP January 2019-December 2019



MISSP

OCTOBER 25, 2018

EMBASSY OF INDIA

Berne

Contents

1.	Scope & objective of the Momentum in India: Swiss SMEs program (MISSP) 2018-19	4
1.0	Introduction	4
1.1	Main components of MISSP	4
1.3	MISSP Implementation and Monitoring	4
1.4	The Knowledge Partner.....	4
1.4.1	KP's Program Support to EOI Berne will consist of:	4
1.4.2	Selection of KP	5
1.5	Selection of Program Partners	6
1.6	KP's Liaison with MISSP Partners.....	6
1.7	Phase wise Implementation by KP	6
1.8	Period of Engagement.....	9
1.9	Terms and conditions.....	9
1.9.1	Cost of the Services.....	9
1.9.2	Program Duration & Terms of Payment	9
2.	Bid submission Process	9
2.1	General Terms for Bid Submission.....	9
2.2	Two stage Bidding Process.....	11
2.3	Right to accept / reject any applications	11
2.4	Amendment of RFP document.....	11
2.5	Conflict of Interest	12
2.6	Preparation of Proposal	12
2.6.1	Instructions related to the Technical Proposal	12
2.6.2	Instruction related to Financial Bid.....	12
2.7	Submission, Receipt and Opening of Proposals.....	13
2.8	Proposal Submissions.....	13
2.9	Schedule for Submission of the Proposals.....	13
2.10	Submission Address/ Address for communication	14
2.11	Withdrawal of Proposals.....	14
2.12	Evaluation of Proposal	14
2.12.1	General.....	14
2.12.2	Evaluation of Technical Proposals.....	14
2.12.3	Opening and Evaluation of Financial Bids	15
2.13	Negotiations.....	15

2.14 Award of Contract..... 15

2.15 Corrupt or Fraudulent Practices 16

2.16 Confidentiality..... 16

Abbreviations

MISSP: Momentum in India: Swiss SMEs Program

RFP: Request for Proposal

KP: Knowledge Partner

SME: Small & Medium Enterprises

EOI: Embassy of India

Program Partner / MISSP Partner: Agencies selected by EOI, Berne to support Program

GOI: Government of India

Onboarding: Written confirmation to join the program

Disclaimer

Embassy of India, Berne does not make any representation or give warranty as to the accuracy, reliability or completeness of the information in this RFP document, nor will have the liability for any loss, expense or damage, which may arise from anything contained in this RFP document or in any way from the selection process for the Program.

Embassy of India, Berne reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Request for Proposal Application.

Embassy of India, Berne reserves the right, without any obligation or liability, to accept or reject any or all the bids at any stage of the process, to cancel or modify the process or change/modify/amend any or all provisions of this RFP Document, at any time, without assigning any reason whatsoever.



1. Scope & objective of the Momentum in India: Swiss SMEs program (MISSP) - 2019

1.0 Introduction

The Embassy of India, Berne has been promoting India as an active economic partner and investment destination for Swiss SMEs, which make up 90% of the Swiss economy. Indo-Swiss relations are strengthening as witnessed by developments over the last few years culminating in three Summit-level meetings between the Indian Prime Minister and Swiss Presidents. Switzerland is an ideal partner for India as it is amongst the top ranks in innovation, competitiveness, etc. India too, with a tremendous jump of 30 places in the World Bank's Ease of Doing Business Index 2018 provides a great opportunity for the Swiss SMEs sector.

In this context, Embassy of India, Berne, launched the "Momentum in India: Swiss SMEs Program (MISSP)" in November 2017 to provide the required facilitation services for the Swiss SMEs to introduce, explore, and enter Indian market. The program answers the need for an organized platform dedicated to helping companies establish successful business models across the value chain in India. The program is being implemented with the support of Central and State governments and also key industry partners who facilitate Swiss SMEs.

1.1 Main components of MISSP

The MISSP identifies Swiss SMEs interested in setting up manufacturing facilities in India and provide them with business facilitation and hand-holding services. These would be the Tier I companies. Trading companies could also be considered on a case-by-case basis as Tier II companies, if these are planning on sourcing/ localization/manufacturing in India.

EOI Berne would be the main umbrella and supervising body for the program. EOI Berne will be the owner of the MISSP and shall implement the same with the support of a Knowledge Partner selected for the purpose.

1.3 MISSP Implementation and Monitoring

EOI Berne will set up an MISSP Steering Committee, for implementing, monitoring and reviewing the MISSP on a quarterly basis.

1.4 The Knowledge Partner

A Knowledge Partner shall be the lead Partner under MISSP for EOI Berne and thereby work closely with EOI Berne and all other Program Partners in ensuring timely delivery of services for the selected companies. All important steps the KP takes to implement, coordinate, monitor and review the MISSP would be done in consultation with and express approval of EOI Berne.

1.4.1 KP's Program Support to EOI Berne will consist of:

- Functioning as a lead Partner for EOI Berne for implementing and managing the MISSP.
- Setting up the MISSP Team with a dedicated team of persons for liaison with EOI Berne on a day-to-day basis in Berne, Switzerland. A KP representative, with focus on outreach, will have to physically report to the EOI Berne three days per Week and operate from the Embassy of India, Berne premises for outreach.
- Assisting EOI Berne in developing the criteria for selection of SMEs and identifying potential companies from the Swiss SMEs for inclusion in the Program. Factors for consideration could be the stage of decision for market entry to India, attractiveness/commitment to investments in India, intensity of support needed for implementation, relevance to industry and impact on India's

manufacturing ecosystem, Make in India/ other Government of India's national initiatives and dependency on GoI's investment incentives for investments etc.

- Prepare a database of the Swiss SMEs and update it on fortnightly basis.
- Working closely with EOI Berne for the successful design of the Program's components, identification of companies, planning, implementation, program management, performance review, monitoring, branding and publicity, etc.
- Holding substantive discussions with the identified company's concerned officials highlighting opportunities in India and benefits of onboarding.
- Subsequent to the identified company onboarding MISSP, to prepare a work plan based on the company's request and defining the services to be offered (either by KP itself or by other Program Partners) in consultation with EOI Berne.
- Planning, structuring, implementing, coordinating and monitoring the MISSP for EOI Berne with other Program Partners. The KP will offer to the companies selected under the MISSP, market entry support services from its portfolio of services under its commercial terms. It will initiate service delivery to the companies together with other Program Partners. The KP shall coordinate with all Program Partners for facilitating requests of companies and constantly follow up on pending requests and bring cases of delay to the attention of EOI Berne.
- Assisting EOI Berne in organizing the MISSP workshops, roundtables, etc. for the selected companies as defined jointly with EOI Berne.
- Setting up a Hot Line/Communication Channel for all the MISSP participating companies for servicing requests. Submitting Monthly Hotline / email fact sheet accessing the SMEs reached and feedback received.
- Setting up an online program monitoring platform for the Embassy to oversee the progress of MISSP. It shall regularly report to EOI, Berne on the progress of work with the selected companies as well as requests being attended to through the Hot Line.
- Setting up of any technical tool kit (mass email services etc.) required for reaching the Swiss SMEs etc.
- Defining Key Performance Indicators (KPIs) to assess the progress and success of the initiative and suggesting measures for performance enhancement.
- Assessing progress in securing actual investments and submit quarterly reports to the EOI, Berne.
- Participating in all the meetings called by EOI Berne in connection with the implementation of the MISSP including fortnightly/monthly meetings of the MISSP Program Team and Steering Committee quarterly meetings.
- Managing the Publicity of the MISSP on behalf of the Embassy through Newsletters, Audio Visual media, social media, online campaigns etc., as decided by the Embassy.
- Preparing the Program promotions material (softcopies) in the form of pamphlets, brochures, newsletters etc.
- Preparing Monthly & Quarterly sectoral analysis report for the Swiss SMEs (by end of 1st week of each Month) to be put on MISSP website.
- Weekly reporting on the progress of the MISSP to EOI Berne.
- Content management of MISSP website

1.4.2 Selection of KP

Selection of the KP shall be on a **Quality and Cost Based Selection (QCBS)** basis. The KP shall be a well-known Consulting firm with sound prior experience of providing market entry/ investment facilitation services to Swiss SMEs, strong networks, understanding of the Swiss SMEs, sound knowledge of Swiss and Indian market conditions, and strong language skills. **The KP shall preferably operate from Berne, Switzerland.** Additional criteria will be:

- Focus on investments by Swiss small & medium enterprises in India within the KP's entire service portfolio would be desirable, including prior references of facilitating Swiss SME investments in India.
- Number of years of experience in the field.
- Experience in holding Workshops/Round tables/Seminar/Panel discussions on Indian economy and its various sectors.
- Range of Market Entry Services portfolio.
- Size of the organization in Switzerland and India including number of employees, number of branches and established networks in Switzerland and India.
- Number of team members including senior level staff which the KP is willing to dedicate (both full time and part time) to the MISSP.
- Presence in other countries especially in emerging markets, Europe & U.S.
- Presence in Switzerland and the activities undertaken
- Financial credentials.
- Range of contacts.
- Language expertise.
- List of references.
- Affordability of KP's fee structure for its in-house service portfolio to Swiss SMEs including discount percentage in fee or free package of services offered by KP to MISSP companies. During the bidding process, the KP shall submit to the EOI Berne (under the Technical Bid), its detailed service portfolio and its broad fee structure which will be assessed as part of Technical bid while selecting the KP.
- Attractiveness of the proposal including innovative ideas presented to implement the Program.
- Overall quality and cost of the engagement.

1.5 Selection of Program Partners

EOI Berne is the sole authority for identifying, selecting and assigning the role to be performed by the KP and each Program Partner in providing Swiss companies with various services under the MISSP. EOI Berne may add or remove any of the Partner Agencies during the course of the Program under its sole discretion. Nothing shall prevent it from doing so, including any provision/s contained elsewhere in this RFP. Program Partners will provide dedicated personnel to coordinate with the Embassy and the KP.

1.6 KP's Liaison with MISSP Partners

The KP is expected to liaise with other Program Partners including GOI or State Government agencies for ensuring delivery of services to selected companies. The KP shall not levy any charges on the participating companies for the services provided by other Program Partners including the services rendered by GOI or State Government agencies.

The Program will be implemented with the support of the Central and State Governments in India and key Program Partners who can deliver various market entry services. The KP will thereafter service with the Program Partners all the requirements of the selected Swiss companies on a one-to-one basis by providing them with full spectrum market information, market entry support, and investor facilitation hand-holding services for a period of 1 year subsequent to the award of the contract, which can be renewed after review.

1.7 Phase wise Implementation by KP

Phase I [First Quarter from January to March 2019]

Key Deliverables for KP

- Finalize MISSP plan in consultation with EOI Berne.
- Immediately start managing MISSP Hot Line for MISSP.
- Immediately start managing content of MISSP website (www.missp.ch).
- Develop company selection criteria in the first 15 days of the award of contract.
- Develop Key Performance Indicators (KPIs) to assess the progress and success of MISSP in the first 15 days of the award of contract.
- Development of Database of Swiss SMEs and Swiss Industry Associations in the first 30 days of the award of contract.
- Identification of 200 companies from the database for approaching for onboarding on MISSP during the first quarter.
- Outreach to identified Swiss SMEs and Swiss Industry Associations for one-to-one meetings and other events organized under the banner of MISSP.
- Onboarding of at least 20 companies in first quarter and development of Work Plan for each company.

[The Work Plan shall contain the relevant information about the company, its plans for India, the services requested and KP's proposal for service delivery either by itself or by MISSP Partners. The same will be submitted to EOI Berne for approval, after which KP shall implement the service package and keep the EOI notified regularly of the progress. The costs either rendered by KP or other Program Partners shall be approved by EOI Berne before these services are delivered to the respective companies.]

- Start implementing service delivery based on work plan with approval of EOI Berne.
- Report progress to EOI Berne and participate in MISSP Team weekly/fortnightly/monthly review meetings and quarterly MISSP Steering Committee meetings.
- Organize at least two to three MISSP workshops/round tables/panel discussions etc. in the first quarter.
- Support EOI in publicizing the MISSP initiative among Swiss companies and Industry networks with a view to draw more companies to MISSP.
- Developing Work Plan and handholding the companies already onboarded in MISSP during its first year [November 2017-October 2018].

Phase II [Second Quarter from April to June 2019]

Key Deliverables for KP

- Identification of 200 companies from the database for approaching for onboarding on MISSP during the second quarter.
- Outreach to identified Swiss SMEs and Swiss Industry Associations for one-to-one meetings and other events organized under the banner of MISSP.
- Onboarding of at least 20 companies in second quarter and development of Work Plan for each company.
- Continue implementing service delivery based on the work plan with approval of EOI Berne
- Prepare and implement Work Plan for each new company selected.
- Report progress to EOI Berne and participate in MISSP Team weekly/fortnightly/monthly review meetings.
- Organize at least two to three MISSP workshops/round tables/panel discussions etc. in the second quarter.
- Support EOI in publicizing the MISSP initiative among Swiss companies and Industry networks with a view to draw more companies to MISSP.
- Developing Work Plan and handholding the companies already onboarded in MISSP during its first year [November 2017-October 2018].

- Report progress to EOI Berne and participate in MISSP Team weekly/fortnightly/monthly review meetings and quarterly MISSP Steering Committee meetings.

Phase III [Third Quarter from July to September 2019]

Key Deliverables for KP

- Identification of 200 companies from the database for approaching for onboarding on MISSP during the third quarter.
- Outreach to identified Swiss SMEs and Swiss Industry Associations for one-to-one meetings and other events organized under the banner of MISSP.
- Onboarding of at least 20 companies in third quarter and development of Work Plan for each company.
- Continue implementing service delivery based on the work plan with approval of EOI Berne
- Prepare and implement Work Plan for each new company selected.
- Report progress to EOI Berne and participate in MISSP Team weekly/fortnightly/monthly review meetings.
- Organize at least two to three MISSP workshops/round tables/panel discussions etc. in the third quarter.
- Support EOI in publicizing the MISSP initiative among Swiss companies and Industry networks with a view to draw more companies to MISSP.
- Developing Work Plan and handholding the companies already onboarded in MISSP during its first year [November 2017-October 2018].
- Report progress to EOI Berne and attend MISSP Team fortnightly/monthly review meetings.
- Undertake mid-term evaluation/review with a view to improve the processes.
- Report progress to EOI Berne and participate in MISSP Team weekly/fortnightly/monthly review meetings and quarterly MISSP Steering Committee meetings.

Phase IV [Fourth Quarter from October to December 2019]

Key Deliverables for KP

- Identification of 200 companies from the database for approaching for onboarding on MISSP during the fourth quarter.
- Outreach to identified Swiss SMEs and Swiss Industry Associations for one-to-one meetings and other events organized under the banner of MISSP.
- Onboarding of at least 20 companies in fourth quarter and development of Work Plan for each company.
- Continue implementing service delivery based on the work plan with approval of EOI Berne
- Prepare and implement Work Plan for each new company selected.
- Report progress to EOI Berne and participate in MISSP Team weekly/fortnightly/monthly review meetings.
- Organize at least two to three MISSP workshops/round tables/panel discussions etc. in the fourth quarter.
- Support EOI in publicizing the MISSP initiative among Swiss companies and Industry networks with a view to draw more companies to MISSP.
- Developing Work Plan and handholding the companies already onboarded in MISSP during its first year [November 2017-October 2018].
- Report progress to EOI Berne and attend MISSP Team fortnightly/monthly review meetings.
- Report progress to EOI Berne and participate in MISSP Team weekly/fortnightly/monthly review meetings and quarterly MISSP Steering Committee meetings.
- Undertake Annual evaluation/review with a view to measure success of the Program.



- Prepare a Report on achievements and successes of the Program for EOI Berne and address shortcomings if any.

1.8 Period of Engagement

Initially up to one year from the date of signing of contract/agreement by KP with EOI Berne with a possibility for renewal beyond that period after review.

1.9 Terms and conditions

1.9.1 Cost of the Services

Fixed sum payable in instalments for the period of contract/agreement subject to a maximum ceiling of CHF 100,000/- per annum (Swiss Francs One Hundred Thousand Only) inclusive of all taxes. This is an indicative amount and will depend on the range and quality of services offered, results offered and competitive bidding.

In addition, EOI Berne desires and expects that the services offered by the KP from its portfolio is affordable to the Swiss SMEs. For this purpose, the KP is expected to offer any additional services over the free package at a discounted rate for the selected companies. During the bidding process, the KP shall submit to the EOI Berne (under the Technical Bid), its detailed service portfolio and its broad fee structure which will be assessed as part of Technical bid while selecting the KP. If EOI, Berne is not satisfied with the fee structure for the services being offered by the KP, it shall consider negotiation of the same during the bidding process only after which the KP shall be considered for the final bidding process.

1.9.2 Program Duration & Terms of Payment

The remuneration consists of a lump sum fee disbursed by EOI Berne in quarterly instalments on achieving the specific quarterly targets agreed with the KP. The program would begin from the date of award of the work and would function initially for one year with a possibility for renewal beyond that period after review. Payment of the agreed lump-sum fees as agreed in the contract with the KP will be done in phases after completion of different stages in work. There will be the possibility to renew the Contract/Agreement subject to results achieved and extension of the MISSP by GOI.

Duration	Payment
After satisfactory completion of activities of Phase I	25% of the fee
After satisfactory completion of activities of Phase II	25% of the fee
After satisfactory completion of activities of Phase - III	25% of the fee
On successful completion of Phase IV	25% of the fee

EOI Berne reserves the right to prematurely terminate the Engagement Agreement in the event of the KP not delivering as per the terms of the Contract/ Agreement of the MISSP or any other unexpected reason beyond the control of the EOI Berne.

All the content, database, information etc. produced and collected under the MISSP will be the sole property of the Embassy of India, Berne.

2. Bid submission Process

2.1 General Terms for Bid Submission

- The KP should bear all costs associated with the preparation and submission of his/her bid and EOI Berne will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- The bids are to be submitted in English.
- Two copies of the Technical bid are to be submitted, one in original duly signed by the competent authority and the other a copy thereof. The KP is also required to submit a soft copy of the Technical Bid-documents (in Microsoft Office Word formats) and ensure consistency between the hard and soft copies. One hard copy of the Financial Bid would suffice and no soft copy of the Financial Bid is necessary.
- The bids in English should be signed by the company of the KP or any person duly authorized to bind the company to the contract. The signatory should give a declaration and through authenticated documentary evidence establish that the person is empowered to sign the tender documents and bind the company. All pages of the tender documents except printed brochures, if any, are to be signed by the authorized signatory.
- Failure to furnish information required by the RFP or submission of a bid not substantially responsive to the RFP in every respect will be at the KP's risk and may result in rejection of the bid.
- Any or all the offers may be accepted or rejected, in full or in part, without assigning any reason whatsoever.
- The financial bid will be opened by the Evaluation Committee and authorized representatives of the company of the KP shall have the option to be present at the time of opening of the financial bid. Only one representative will be allowed to represent any company.
- Responses must clearly state the validity period of the bids (at least 6 Months).
- All responses including Technical Proposals and Financial Bids would be deemed to be irrevocable offers / bids from the KP and may, if accepted by EOI Berne, form the basis for the final contract between EOI Berne and KP.
- KP companies are advised to attach a letter from an authorized signatory attesting the veracity of the information provided in the response.
- Any Technical or Financial Bid submitted cannot be modified after the closing date. However, the KP may modify or withdraw its offer after submission but prior to the closing date and time.
- EOI Berne reserves the right to accept or reject any and all bids, to revise the RFP, to request one or more re-submissions or clarifications from one or more KPs, or to cancel the process in part or whole. Each party shall be entirely responsible for its own costs and expenses that are incurred while participating in the RFP and subsequent presentations and contract negotiation processes.
- The KPs submitting the responses should note that they should abide (in true intent and spirit) by all the terms and conditions contained in the RFP. If the responses contain any extraneous conditions put in by the KPs, such bids may be disqualified and may not be considered for the selection process.
- The RFP and all supporting documentation/templates are the sole property of EOI Berne.

By submitting a signed bid, the KP certifies that

- The KP has arrived at the prices in its bid without agreement with any other KPs of this RFP for the purpose of restricting competition.
- The prices in the bid have not been disclosed and shall not be disclosed to any other KP of this RFP.
- No attempt by the KP to induce any other KP to submit or not to submit a bid for restricting competition has occurred.



Each KP must indicate whether or not they have any actual or potential conflict of interest related to contracting services with EOI Berne. In case such conflicts of interest do arise, the KP must indicate the manner in which such conflicts can be resolved.

EOI Berne is not responsible for any assumptions or judgments made by the KPs for arriving at any type of sizing, costing etc. EOI Berne at all times will benchmark the performance of the KP to the RFP documents and the expected service levels as mentioned in these documents. In the event of any deviations from the requirements of these documents, the KP must make good the same at no extra cost to EOI Berne, in order to achieve the desired service levels as well as meeting the requirements of these documents.

The KP represents and acknowledges to EOI Berne that it possesses necessary experience, expertise and ability to undertake and fulfil its obligations, under all phases involved in the performance of the provisions of this RFP.

EOI Berne shall be under no obligation to accept the lowest or any other offer received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete offers without assigning any reason whatsoever. EOI Berne reserves the right to make any changes in the terms and conditions of this RFP. EOI Berne will not be obliged to meet and have discussions with any KP, and / or to listen to any representations.

The KP is responsible for managing the activities of its personnel and will be accountable for both its own activities and those of its personnel.

EOI Berne shall inform the KP of all breaches and claims of indemnification and shall grant the KP sole authority to defend, manage, negotiate or settle such claims; and make available all reasonable assistance in defending the claims (at the expense of the KP). The written demand by EOI Berne as to the loss / damages mentioned above shall be final, conclusive and binding on the KP and KP shall be liable to pay on demand the actual amount of such loss / damages caused to EOI Berne.

2.2 Two stage Bidding Process

For the purpose of selection of the successful KP, a two-stage bidding process will be followed. The response to the present tender is to be submitted in two parts, i.e. **the Technical Proposal and the Financial Bid** in separate sealed covers. The KP will have to submit the 'Technical Proposal' separately from the 'Financial Bid'.

- The 'Technical Proposal' will contain the exhaustive and comprehensive details of approach, methodologies to be followed, assertions, documents and any other collateral the KP would want to submit to EOI Berne.
- The 'Financial Bid' will contain the pricing information alone.

2.3 Right to accept / reject any applications

EOI Berne reserves the right to accept or reject any or all applications and to annul the qualification process at any time without any liability or any obligation for such acceptance, rejection or annulment, without assigning any reasons.

2.4 Amendment of RFP document

At any time, EOI Berne either on its own or on request of the KP may amend the RFP documents by issuing addendum or addenda. These addenda shall be posted at the website of EOI



Berne and shall be treated as a part of the RFP Documents. EOI Berne may, at its discretion, extend the deadline for the submission of applications.

2.5 Conflict of Interest

The KP shall not receive any remuneration in connection with the assignment except as provided in the contract. The KP and its affiliates shall not engage in consulting activities that conflict with the interest of EOI Berne.

2.6 Preparation of Proposal

2.6.1 Instructions related to the Technical Proposal

The Technical Proposal should furnish the following information,

- Brief profile of the organization/firm Relevant experience of providing effective investor hand-holding services to Swiss SMEs in India, including field experience in program management. Summary of case examples to be furnished. It is expected that KPs would integrate their team deployment plan along with the overall approach and work plan and propose suitable number of resources required to successfully deliver the program over a period defined in the RFP.
- Documents supporting the size of the company, presence in Switzerland and India and other countries; service portfolio, fee structure, discounted fee structures or free service package and reference companies should be presented with the Technical Bid.
- Brief CVs of the Key Personnel who will be engaged for the investment facilitation support. The key personnel whose CVs are provided will continue to be engaged and available for the program throughout the duration of the program. Substitution, will, however be permitted with prior written approval of EOI Berne if the Key Personnel is not available for reasons of any incapacity or due to health, subject to equally or better qualified and experienced personnel being provided to the satisfaction of EOI Berne.
- Detailed technical approach notes towards the execution of the program, team deployment plan, methodology of work plan for performing the program. It should also highlight the problems to be addressed along with their importance and explain the technical approach the KP will adopt to address them.

Para 1.4.1, Para 1.4.2 and para 1.7 of this RFP should also be thoroughly considered while preparing the technical proposal.

The suitability of organization/KP for undertaking the job will be decided on the basis of overall capacity of the organization and relevant experience in similar field and capabilities and experience of professionals selected for taking up the task.

Failure to comply with the prescribed requirements for evaluation of the proposals shall make the proposal liable to be rejected and the evaluation of Financial Bid shall not be undertaken.

2.6.2 Instruction related to Financial Bid

In preparing the financial proposal, KPs are expected to take into account the various requirements and conditions stipulated in this RFP document. The Financial Bid should be in the form of a lump-sum quote as professional fees which the KP would charge EOI Berne for the entire Program inclusive of all the costs including taxes, applicable service tax, travel costs, if any, associated with the Program etc. for the entire Program duration for up to one year.

EOI Berne will not reimburse any other expenses other than what is quoted as lump-sum in the Financial Bid.

The Financial Bid shall be only in Swiss Francs (CHF). The total amount indicated in the financial proposal shall be without any condition attached or subject to any assumption and shall be final and binding. In case any assumption or condition is indicated in the Financial Bid, it shall be considered non-responsive and liable to be rejected.

For the purpose of clarification, it is clarified that the KP will mention the net cost and the VAT thereof. The EOI Berne will only be responsible for reimbursing the net cost-plus VAT quoted in the financial proposal. KPs must do their due diligence about the tax implications and the EOI Berne will not be liable for any tax incident other than the applicable VAT.

If EOI Berne wishes to extend the validity period of the financial proposals, it may ask the KPs to extend the validity of their proposals for a stated period. KPs, who do not agree, have the right not to extend the validity of their proposals.

2.7 Submission, Receipt and Opening of Proposals

The Proposal (Technical Proposal and Financial Bid) shall be prepared in indelible ink. It shall contain no inter-lineation or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be initialled by the person or persons who sign(s) the Proposal.

An authorized representative of the firm should initial all pages of both Technical and Financial Bid.

The Technical Proposal shall be placed in a sealed envelope clearly marked "Technical Proposal – Momentum in India: Swiss SMEs Program". The Financial Proposal should be placed in a sealed envelope clearly marked "Financial Bid- Momentum in India: Swiss SMEs Program". All envelopes shall be placed in an outer sealed envelope bearing the submission address and marked "Technical Proposal + Financial Bid" - "Do not open except in presence of the Evaluation Committee."

2.8 Proposal Submissions

Outer Envelope	Technical Proposal + Financial Bid
Technical Proposal	Technical Proposal (separately sealed envelope)
Financial Bid	Financial Bid (Separately sealed envelope)

2.9 Schedule for Submission of the Proposals

Thursday, Oct 25, 2018	Despatch of RFP Document / Availability on EOI Berne website
Friday, Nov 23, 2018 (1700 hrs)	Final Proposal Submission Deadline & opening of Technical Bids
Monday, Dec 3, 2018 (1430hrs)	Opening of Financial Bids
Friday, Dec 7, 2018	Decision on Selection of the KP
Monday, Dec 10, 2018	Negotiations with the selected KP & Award of the Contract
Tuesday, Jan 1, 2019	Commencement of Work

The completed Technical and Financial Proposal must be delivered at the submission address on or before the Bid Submission Date of 23 Nov 2018 (till 5.00 PM). Any Proposal received after the closing time for submission of proposals shall be returned unopened.

2.10 Submission Address/ Address for communication

All communications related to this RFP including the submission of the Proposal shall be addressed to,

Smt Roshni Thomson
HOC
Embassy of India,
Kirchenfeldstrasse 28,
CH-3005, Berne
Email hoc.berne@mea.gov.in
Phone 0041 31 3511559
Fax 0041 31 3511557

2.11 Withdrawal of Proposals

No modification or substitution of the submitted Proposal shall be allowed after the closing date for submission of proposals. A KP may withdraw its Proposal after submission, provided that the written notice of the withdrawal is received by EOI Berne before the due date of submission of Proposals. In case a KP wants to re-submit their Proposal, the KP shall submit a fresh Proposal, following all the applicable terms and conditions prescribed in this RFP.

2.12 Evaluation of Proposal

2.12.1 General

The proposal shall be first evaluated on the basis of its response to the information documents sought in the RFP document. In case of any material deficiencies in providing the information/ documents in technical proposal and in case any assumption or condition is indicated in the financial bid, it shall be considered non-responsive and liable to be rejected.

After the submission of proposal till the contract is awarded, if any KP wishes to contact the EOI Berne on any matter related to its proposal, it should do so in writing at the proposal submission address mentioned above. Any effort by the firm to influence the EOI Berne during the proposal evaluation, proposal comparison or contract award decisions may result in the rejection of the KP's proposal.

Evaluators of Technical Proposals shall have no access to the Financial Proposals until technical evaluation, is concluded.

2.12.2 Opening and Evaluation of Technical Proposals

After the deadline for submission of proposals, the Technical Proposal shall be opened by the Evaluation Committee set up by EOI Berne to carry out the technical evaluation. A representative of the KP Company shall have the option to be present at the time of opening of Technical Proposal at EOI Berne on 23 November 2018 at 1700 hrs. The financial bids shall remain sealed.

The Evaluation Committee appointed by EOI Berne will carry out the evaluation of proposals on the basis of their responsiveness to the RFP, applying the following evaluation criteria and point system. Each responsive proposal will be given a technical score. Technical Proposals will be evaluated first in terms of responsiveness to the RFP and it will be based on the following criteria



Heading	Description	Points Allotted
Firm size and experience	Proven and demonstrable experience as required for the Program including references	30
Key Personnel in core team	Experience of Experts	20
Program Methodology, approach, and work plan	Technical Approach & Methodology for executing the Program	30
Affordability of KP's in-house services to Swiss SMEs	The attractiveness of KP's in-house services to the companies shall be assessed on the quantum of discount in service fees and/or the free service package being offered to the MISM companies.	20
	Grand Total	100

- If required by EOI Berne, the KPs will be required to make presentations to the Evaluation Committee on their overall approach and Program delivery plan during the evaluation of Technical Proposal.
- The Minimum Technical Score required to qualify is 75 Points out of 100.
- A proposal will be considered unresponsive and shall be rejected at this stage if it does not contain the details as required in this RFP document or if it fails to achieve the Minimum Technical Score.

2.12.3 Opening and Evaluation of Financial Bids

After Evaluation of Technical Bids by the Evaluation Committee, the EOI Berne shall open the Financial Bids of only the qualified KPs on 3 Dec 2018 at 1430 hrs. A representative of the KP Company shall have the option to be present at the time of opening of financial bids at EOI Berne on 3 Dec 2018 at 1430 hrs.

The Evaluation Committee of EOI Berne will determine whether the financial bids are complete, unqualified and unconditional. The Financial Proposals shall be opened publicly in the presence of KPs' representatives who have opted to attend. The name of the KPs, their technical scores and the proposed prices shall be read aloud and recorded when the Financial Bids are opened.

Proposals will be ranked according to their combined technical and financial scores. The firm achieving the highest combined technical and financial score will be invited for negotiations. As mentioned earlier, the selection of the KP shall be on Quality and Cost Based Selection (QCBS) basis.

2.13 Negotiations

Negotiations will be held with the selected KP at EOI Berne. The aim is to reach agreement on all points of the draft Contract with the KP. If negotiations fail, EOI Berne will invite the firm that received the second highest score to contract negotiations.

2.14 Award of Contract

The contract will be awarded to the selected KP following negotiations. After negotiations are complete, EOI Berne will promptly notify other KPs on the shortlist that they were unsuccessful and return the Financial Bids of those KPs who did not qualify the technical evaluation.

2.15 Corrupt or Fraudulent Practices

EOI Berne requires that KPs under this contract observe the highest standard of ethics. EOI Berne will reject a bid for award of consultancy work, if it has determined that the KP recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

2.16 Confidentiality

The selected KP for the consultancy services may have access to some confidential information for the purpose of implementation. The KP shall take all precautions necessary to keep the information totally confidential and under no circumstances will disclose such information to any third party or competitors, which shall otherwise render himself liable for disqualification/premature termination of contract apart from other legal action as may be warranted for any laxity on his part. EOI Berne is entitled to be indemnified by the selected KP for any loss/damage to reputation and / or for any breach of confidentiality.



Dr. Piyush Singh
First Secretary
Embassy of India
Berne, Switzerland

