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**NEHDC**

**North Eastern  
Handicrafts and Handlooms  
Development Corporation**

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**“EMPANELMENT OF AGENCY(IES) FOR**

**BUSINESS DEVELOPMENT ACTIVITIES**

**FOR NEHHDC”**



## Request For Proposal (RFP) Notice

**RFP No: HHDC/BD/SM/Sales Agents/2025/142 / 6518**

NEHHDC (North Eastern Handicrafts and Handlooms Development Corporation Limited) is inviting a RFP for **EMPANELMENT OF AGENCY(IES) FOR BUSINESS DEVELOPMENT ACTIVITIES FOR NEHHDC** and has uploaded the following Bid documents on <https://www.nehhdc.com> and <https://etenders.gov.in/eprocure/app> to be used for submission of the Bid.

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Your offer complete in all respects must be submitted through CPP portal only (<https://etenders.gov.in/eprocure/app>).

The RFP shall be opened at 15:30 Hrs. on 11/09/2025. The representatives of the Bidders who wish to be present during Bid opening may kindly make it convenient to attend the same through VC, the link of which will be provided in our official website ([www.nehhdc.com](http://www.nehhdc.com)) before opening of the bid.



**Managing Director**

**North Eastern Handicrafts and Handlooms Corporation Ltd**



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## GLOSSARY/DEFINITIONS/ABBREVIATIONS

The words and expressions beginning with capital letters and defined in this document shall, unless repugnant to the context, have the meaning ascribed thereto herein.

ABBREVIATIONS	DETAILS
NEHHDC	North Eastern Handicrafts and Handlooms Development Corporation Limited
Addendum /Corrigendum	Any changes in Bid document in response to pre-Bid meeting duly approved by the Competent Authority of NEHHDC
Assignment	Assignment/ Job means the work to be performed by the channel partners pursuant to the Contract.
Bidder	Bidder means the Individual firm or the Consortium members who participate in this RFP and submits its Bid and their subagents / representatives who help in delivery of obligations under this RFP and related agreements etc. for purposes of submitting declarations related to this RFP, they could be lead member of the Consortium.
Commissioning	“Commissioning” means successful completion of all deliverables related to the scope of work as defined in the RFP documents.
Competent Authority	MD, NEHHDC
Terms of Reference (TOR)	Terms of Reference (TOR) means the document included in the RFP which explains the objectives, scope of work, activities, tasks to be performed, respective responsibilities of the Project Authority and the agencies, and expected results and deliverables of the Assignment/Job.



## DISCLAIMER

1. The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether in documentary or any other form by or on behalf of NEHHDC, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information provided.
2. Information provided in this RFP to the participating agencies is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. NEHHDC accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.
3. NEHHDC makes no representation or warranty and shall have no liability to any person, including any applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this BID Stage.
4. NEHHDC accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any bidder upon the statements contained in this RFP. NEHHDC 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.
5. Issuance of this RFP does not imply that NEHHDC is bound to select a bidder or to appoint the selected agency or bidder, as the case may be, for the Project and it reserves the right any stage to stop/scrap the RFP process, at its sole discretion, without assigning any reason. Furthermore, this RFP confers neither the right nor an expectation on any company to participate in the proposed Project. NEHHDC may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP Document.
6. The Bidder shall bear all its costs associated with or relating to the preparation and submission of its bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by NEHHDC or any other costs incurred in connection with or relating to its BID. All such costs and expenses will remain with the bidder and NEHHDC shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation for submission of the bids, regardless of the conduct or outcome of the Bidding Process.



7. This RFP Document may not be appropriate for all persons, and it is not possible for NEHHDC to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP Document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP Document and where necessary obtain independent advice from appropriate sources. NEHHDC makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document. It must be noted that while all the information and data regarding this project, to the best of NEHHDC's knowledge, accurate within the considerations of scoping the proposed contract, has been provided in this document and NEHHDC holds no responsibility for the accuracy of this information and it is the responsibility of the Bidders to check the validity of data included in this document. Each Bidder must make independent evaluations of the scope of work. No Bidder can hold the Competent Authority responsible for non-understanding of the scope of work. The process is fully in public domain and no separate information shall be given to any Bidder by the Competent Authority on this account.
8. The prospective Bidders are advised to acquaint themselves and are presumed to be fully aware of the local conditions of NEHHDC in general. No dispute regarding the local and surrounding conditions, geographical or political shall be entertained by the Competent Authority. The Competent Authority shall only endeavor to make the conditions as congenial and favorable for carrying out the Project as possible within its power and day to day affairs shall be managed by the selected Bidder at their own cost and risk.
9. It is incumbent upon the bidder to visit at his own cost, and examine it and its surroundings to himself collect all information that is considered necessary for proper assessment. It is expected that while bidding, the Agency will take utmost care and diligence by visiting the sites and collecting the required parameters. In case of any discrepancies later, NEHHDC will not be held responsible.
10. It would be deemed that prior to the submission of Proposal, the Bidder has:
- 10.1 Made a detailed examination of the terms and conditions of the RFP documents;
- 10.2 Received all related information as NEHHDC deems fit to provide;
- 10.3 Satisfied itself about all matters, things and information including matters hereinabove necessary and required for submitting the proposal and execution of the project in accordance with the Bid documents and performance of all its obligations there under;
- 10.4 All other matters that might affect the Bidder's performance under the terms of this RFP Document;
- 10.5 NEHHDC shall not be liable for any mistake/error/neglect by Bidder in respect of the above.



## SECTION – I

### DATA SHEET FOR RFP

**RFP No: HHDC/BD/SM/Sales Agents/2025/142**

North Eastern Handicrafts and Handlooms Development Corporation Limited (NEHHDC) invites sealed offers of **EMPANELMENT OF AGENCY (IES) FOR BUSINESS DEVELOPMENT ACTIVITIES FOR NEHHDC**, details of which are elaborated as below:

Sl. No.	Particulars	Details
1.	Name of Work	<b>EMPANELMENT OF AGENCY(IES) FOR BUSINESS DEVELOPMENT ACTIVITIES FOR NEHHDC</b>
2.	RFP Document	Can be Downloaded from the website  1. <a href="http://www.nehhdc.com">www.nehhdc.com</a>  2. <a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a>
3.	Office of issue:	<b>The Managing Director, NEHHDC, Craft Promotion Center, Gorchuk, Pamohi Road, Guwahati, Assam-781035</b>
4.	RFP Document available from	10:00 Hrs : 12/08/2025
5.	Feedback/suggestions in written from Bidders up to	16:00 Hrs : 14/08/2025
6.	Pre-Bid Conference	The pre-bid meeting shall be held in virtual mode only on 19.08.2025 (Link will be available on <a href="http://www.nehhdc.com">www.nehhdc.com</a> ) or queries will be responded through email.
7.	Bid submission start date	10:00 Hrs from 21/08/2025
8.	Last Date & Time of Submission of RFP	12:00 Hrs : 10/09/2025
9.	Date & Time of opening of RFP	15:30 Hrs: 11/09/2025
10.	Period of validity of bids	90 (ninety) days from the date of opening of technical bids.
11.	Empanelment Period	24 Months (2 Years)
12.	Queries	In case of any query, the bidders should send such queries through email on <a href="mailto:md.nehhdc@gmail.com">md.nehhdc@gmail.com</a> , <a href="mailto:mgr.hradmin@nehhdc.com">mgr.hradmin@nehhdc.com</a> and <a href="mailto:hr@nehhdc.com">hr@nehhdc.com</a>

**NEHHDC reserves the right to change the above dates at its discretion.**



## SECTION – II

### GENERAL INSTRUCTIONS TO BIDDERS

#### 1. INSTRUCTION TO BIDDERS

##### 1.1 Bid Submission:

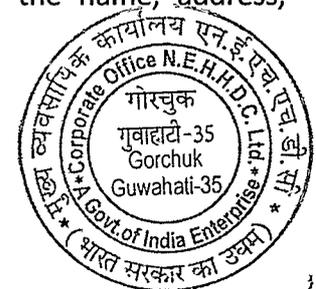
1.1.1 Procedure for Bid Submission: RFP Documents along with the Response to Pre-Qualification Criterion on CPP portal <https://etenders.gov.in/eprocure/app>

##### 1.1.2 Instruction for online submission:

- i. RFP bid document shall be submitted online on <https://etenders.gov.in/eprocure/app> as detailed below.
- ii. The participating bidders in the RFP should register themselves on e-procurement portal in the website <https://etenders.gov.in/eprocure/app>
- iii. Bidders can log-in to e-procurement platform in secure mode only by signing with the Digital certificates.
- iv. The bidders should scan and upload the respective documentation as specified in the CPP portal.
- v. Please note that all the formats given has to be duly filled up and submitted in the bid failing which the bid submitted shall be summarily rejected.

##### 1.1.3 Instruction for Soft Copy Submission:

- i. The bidders should submit the soft copies of the following only in CPP portal:
  - ii. Signed copy (all pages) of bid document as a token of acceptance of the clauses and terms & conditions of the RFP as well as applicable Tender Document Fees / EMD.
  - iii. Board Resolution for the authorized signatory. This is only for Private Bidders. This is not applicable to Academic Institution be it a State / Central University or Centrally Funded Technical Institution or Autonomous Institution or an Institute of National Importance where any person can sign the bid documents.
  - iv. All the required Annexures as indicated in the Cover Letter as per format in **Annexure II**.
  - v. Printed, Signed & Sealed supporting documents as mentioned in the bid documents.
  - vi. The bid cover prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder
- i. Only soft copy is required to be submitted.



1.1.4 **Other Conditions of bid submission:**

- i. NEHHDC will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents. If documents are not visible, the same may not be evaluated at the risk of the bidder.
- ii. The Documents that are uploaded online on CPP portal will only be considered for Bid Evaluation.
- iii. The Bidder shall bear all costs associated with the preparation and submission of its bid including cost of presentation for the purposes of clarification of the bid. NEHHDC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the RFP process.
- iv. The Bids prepared by the Bidder and all correspondence and documents relating to the bids exchanged by the Bidder and NEHHDC, shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language so long the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
- v. It shall be deemed that the bidders have done careful study and examination of the RFP document and has fully understood the implications.
- vi. The response to the RFP should be full and complete in all respects. Failure to furnish the requisite information or submission of a proposal not substantially responsive to the RFP document in every respect will be at the bidder's risk and may result in rejection of the proposal and forfeiture of the Bid Security.
- vii. All materials submitted by the bidder will become the property of NEHHDC and may be returned at its sole discretion.
- viii. Failure to furnish any of the uploaded documents, certificates, will entail rejection of the bid. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.
- ix. The copies submitted should be properly indexed / flagged / tagged and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- x. The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be signed by the person or persons signing the bid.
- xi. The RFP should be signed on all the pages by the Bidder or his authorized representative and should be affixed with the bidder's Seal.
- xii. In all the annexures submitted with Technical Bid, please mention the RFP no. and date.



## 1.2 Supporting Documents for eligibility criteria:

1.2.1 Documentary evidence for the fulfillment of minimum levels of criteria and strength claimed in respect of the criteria & pre-conditions as are mentioned in **Clauses 1.7. to 1.9** must be submitted by the bidder along with the technical bid, otherwise the bid is liable to be rejected. The bidder must highlight the relevant sections and flag the pages in certified copies of the documents and should necessarily mention, in reference, in the relevant document/ page/ paragraph/ section/ part thereof etc. of the original bid document, the Page(s) no. /annexure(s) no. of the page(s) wherein the necessary information pertaining to the particular document/ page/ paragraph/ section/part thereof etc. is provided.

1.2.2 Information provided in the bid and the documents submitted as evidence towards fulfillment of criteria, strength in respect of criteria, terms and conditions of the RFP must provide for clear interpretation of the required information. In this regard, the bidder may provide appropriate notes in the documents so as to ensure such clarity and fair interpretation of the documents/information. However, the decision of NEHHDC in matters of interpretation of documents will be final and no disputes will be entertained in this regard.

## 1.3 Amendment or Supplementation of RFP Document:

At any time before the deadline for submission of bids, NEHHDC may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document by issuing an addendum or corrigendum. All the amendments/ Corrigendum made in the document would be published in the CPP portal. All such amendments shall be binding on the bidders. The bidders are also advised to visit the aforementioned portal on regular basis for checking necessary updates. NEHHDC reserves the rights to amend the dates mentioned in Notice Inviting RFP.

## 1.4 Termination of bidding process:

NEHHDC may terminate the RFP process at any time and without assigning any reason. NEHHDC makes no commitments; either express or implied that this process will result in a business transaction with any bidder.

## 1.5 RFP Documents:

Signed copy of Cover Letter with RFP and all relevant annexures as asked in Bid Document. .

## 1.6 Eligibility Conditions for Bidders:

The following criterion shall be met by the Bidders who intend to participate in this RFP and only those Bidders who qualify for the following conditions can participate in the proposal:



- 1.6.1 **General Eligibility:** This RFP is open for participation to either **Single Entity/consortium** which can be **Proprietorship, Partnership/LLP, Companies registered under Companies Act, Societies Act or the Indian Trusts Act** under applicable laws of India.
- 1.6.2 **Registration Documents:** The entity must be registered under the same name and produce a copy of any one registration document be it RoC Registration Certificate / PAN Card / GST Registration. For purposes of bidding, an entity with a particular PAN Number shall be treated as one entity and Entities with different PAN Number shall be treated as different entities.
- 1.6.3 **Consortium Bids:** Consortium Bids are allowed with a maximum of 3 members in a consortium. The RFP documents need to be submitted on the letterhead of the Lead Partner only.
- 1.6.3.1 The consortium bids shall be submitted by the Lead Bidder on the letterhead of the Lead bidder of that consortium.
- 1.6.3.2 The consortium undertaking has to be signed by all the consortium partners as per the format given in the RFP documents.
- 1.7 **Startup Company:** A Startup company can participate in the bid only with the certificate of recognition as startup India issued by Department for promotion of Industry and Internal Trade (DPIIT), Govt of India.
- 1.8 **Non-Blacklisting:** Either of the bidders or any one of the consortium partners should not have been blacklisted by any State/UT Government or Central Government/Department/ Government Agency in India. Such entities shall not be eligible to submit proposals, either individually or as member of a Consortium, if such a bar subsists as on the submission due date.
- 1.9 **Authority letter To Sign RFP Documents:**  
In case of the Single Bidder or Lead Bidder of a consortium is a private entity, then the authorization letter must be accompanied by a Board Resolution authorizing the bidder to sign or execute the proposal as a binding document. This shall not be needed for an Academic Institution be it a State / Central University or Centrally Funded Technical Institution or Autonomous Institution or an Institute of National Importance wherein the documents can be signed by any representative of the institution. The authority letter may be placed behind the cover letter as per the RFP Documents.
- 1.10 **Requisite Documents**—The bidders shall submit the following requisite documents under different category. This can be met either by the Single Member or jointly by all members of the consortium:



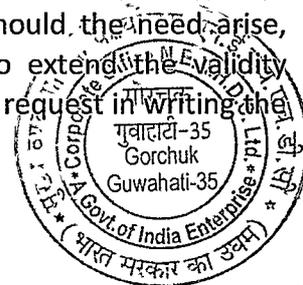
- 1.10.1 Any Firm / Company Registration Document issued by Competent Authority.
- 1.10.2 Certificate issued by DPIIT indicating the Start Up Registration.
- 1.10.3 All start-ups need a letter of support from an Academic Institution be it a State / Central University or Centrally Funded Technical Institution or Autonomous Institution or an Institute of National Importance to support the start up in mentoring and/or solution deployment. One Academic partner can support a maximum of 3 start-ups.
- 1.10.4 A Concept Paper on the business idea such as new infrastructure projects, Bulk supply of orders from Govt or private bodies, strategic partnership, etc. in the sector of Handicrafts and Handloom proposed for deployment with NEHHDC. NEHHDC will facilitate deployment of Pilots on revenue sharing model if the proposal is commercially viable. In case the model is successful, the project shall be scaled up for deployment using NEHHDC Infra and in case it does not become a commercially successful project, the project idea can be dropped post Pilot Deployment without any liability on either of the PARTIES.
- 1.10.5 **Concept Paper on Use Case Deployment:** As per the scope of work, all bidders are free to apply in any specific / all categories. For each use case, they shall have to give an executive summary of projects planned with NEHHDC. They can propose any project which they have already executed previously or any new innovative solution which they propose to deploy using NEHHDC infra.
- 1.10.6 Non-fulfillment of all the above-mentioned criteria shall result in rejection of technical Bids. Any rejected offer shall not be eligible for execution of project as defined in this RFP.

## 2 **COST OF BIDDING:**

The Bidder shall be responsible for all the costs associated with the preparation of its Proposal and its participation in the Bidding process. NEHHDC will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of Bidding. NEHHDC shall have no liability in any manner in this regard if it decides to terminate the RFP for any reason whatsoever.

## 3 **PERIOD OF VALIDITY OF BIDS:**

- 3.1 The Proposal shall indicate that it will remain valid for a period for 90 (ninety) days from the date of opening of the RFP. A Bid valid for a shorter period shall be rejected by the NEHHDC as non-responsive.
- 3.2 NEHHDC shall make its best effort to complete within a period of 90(ninety) days from the date of submission of opening of technical bid. Should the need arise, however, NEHHDC may request the participating bidders to extend the validity period of their proposals. In such circumstances, NEHHDC may request in writing the



Bidder's unqualified/unequivocal consent for extension(s) to the period of Bid validity.

3.3 A Bidder may refuse the request without forfeiting its Bid Security.

3.4 A Bidder agreeing to the request will not be allowed to modify its Proposal but would be required to extend the validity of its RFP Deposit for the period of extension.

**4 RFP DOCUMENT FEE:**

RFP document can be downloaded from the <https://www.nehfdc.com/> <https://etenders.gov.in/eprocure/app> and a non-refundable fee of **Rs. 5,000/- (Rupees Five Thousand only)** payable in the form of Demand Draft / Pay Order in favour of **Managing Director, NEHDC Guwahati**. Scanned copy of the document in lieu of depositing the RFP document fee must be accompanied with RFP documents.

**5 EARNEST MONEY DEPOSIT(EMD):**

5.1 **EMD Exemption:** No EMD for Start Ups and MSME Registered Units.

**EMD for others:** Other bidders have to submit an **EMD of Rs 10,00,000/- (Ten Lakhs Only)**. The EMD has to be submitted by way of Demand Draft / Pay Order/BG in favour of the Managing Director, NEHDC payable at Guwahati. Scanned copy of the document in lieu of depositing the RFP document fee must be accompanied with RFP documents.

5.2 **Refund of EMD:** The EMD of empaneled agent/firm/company shall be refunded after 60 days from date of expiry of the empanelment period of engagement period. However, the EMD of the disqualified/rejected/unsuccessful bidder shall be returned within 15 days of opening of the RFP.

**6 UNCONDITIONAL BIDS:**

Bidders may note that NEHDC will not entertain any deviations to the RFP Document at the time of submission of the Proposal or thereafter. The Proposal to be submitted by the Bidders will be unconditional and the Bidders would be deemed to have accepted the terms and conditions of the RFP Document in all aspects with all its contents. Any conditional Proposal shall be regarded as non-responsive and would be liable for rejection.

**7 CLARIFICATION OF BID DOCUMENTS:**

7.1 The bidders are free to send any bid related queries to NEHDC by email or post. The queries will be responded through a pre-bid virtual meeting or via email.

7.2 A prospective Bidder, requiring any clarification on the Bid Documents shall notify the NEHDC in writing on the letterhead or by email (in excel file) as mentioned in **point No. 5 under Section I**. The format of submission should be as under:



Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

7.3 NEHHDC shall give replies only to those questions raised which were submitted by interested Bidders in writing on letterhead and then email to NEHHDC in the email ID provided in the RFP and raised before the date prescribed as the last date of pre-bid queries in the RFP.

7.4 All correspondence/ enquiries should be submitted via e-mail: [md.nehhdcl@gmail.com](mailto:md.nehhdcl@gmail.com), [mgr.hradmin@nehhdcl.com](mailto:mgr.hradmin@nehhdcl.com) and [hr@nehhdcl.com](mailto:hr@nehhdcl.com)

7.5 Replies to the pre bid questions shall be made in the pre-bid meeting or published as clarification/corrigendum on the website [www.nehhdcl.com](http://www.nehhdcl.com) and <https://etenders.gov.in/e procure/app> and interested Bidders must keep track of the same. NEHHDC will endeavor to provide timely response to all queries. However, NEHHDC makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does NEHHDC undertake to answer all the queries that have been posed by the Bidders.

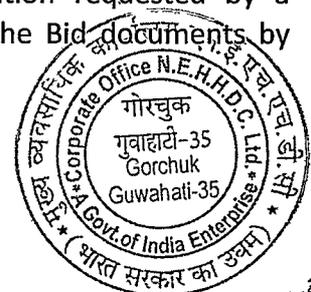
7.6 NEHHDC may amend the RFP Document based on inputs provided by Bidders that may be considered acceptable in its sole discretion and such changes shall be notified to the Bidders who have participated in the pre-Bid meeting through update on the <https://www.nehhdcl.com> and <https://etenders.gov.in/e procure/app> by issuing Addendum/Corrigendum.

7.7 No interpretation, revision or other communication from NEHHDC regarding this solicitation is valid unless in writing and is signed by the Competent Authority of NEHHDC.

7.8 Any clarification issued by NEHHDC in response to query raised by prospective Bidder shall form an integral part of Bid documents and it may amount to an amendment of relevant clauses of the Bid documents. NEHHDC reserves the right for rejection of Bids if the Bids are submitted without taking into account these amendments/clarifications. Further, the Bidder will be fully responsible for downloading of the RFP document and amendments for their completeness.

## 8 AMENDMENT TO BID DOCUMENTS:

8.1 At any time, prior to the date of submission of Bids, NEHHDC may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify/alter any terms & conditions of the Bid documents by amendments and they are uniformly applied to all.



8.2 The amendments shall be posted on NEHHDCs official website, and these amendments will be binding on all Bidders.

**9 CONFLICT OF INTEREST:**

9.1 The Vendor shall disclose to NEHHDC in writing all actual and potential conflicts of interest that exist, arise or may arise in the course of performing the Service(s) as soon as practical after it becomes aware of that conflict.

9.2 For purposes of this RFP, the conflict of interest would be reflected as under:

9.2.1 The Bidder that has a business or family relationship with any staff of NEHHDC who is directly or indirectly involved in any part with NEHHDC:

- a. Preparation of the Terms of Reference of the Assignment/Job,
- b. The selection process for such Assignment/Job, or
- c. Supervision of the Contract may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to NEHHDC throughout the selection process and the execution of the Contract.

9.2.2 The Bidders have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve in the best interest of NEHHDC, or that may reasonably be perceived as having this effect. If the Bidder fails to disclose said situations and if NEHHDC comes to know about any such situation at any time, it may lead to the disqualification of the Agency during bidding process or the termination of its Contract/Agreement during execution of assignment.

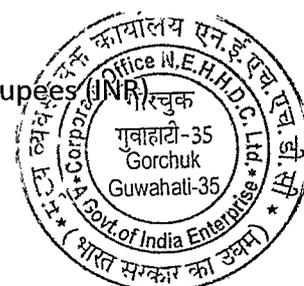
9.3 NEHHDC assumes the Bidders to provide professional, objective, and impartial advice and at all times hold NEHHDC's interest's paramount, strictly avoid conflicts with other Assignment/Jobs or their own corporate interests and act without any consideration for future work.

**10 PREPARATION OF BIDS:**

**10.1 Language and Currency of Bid:**

10.1.1 The Bid prepared by the Bidder and all correspondence and documents relating to the Bid exchanged by the Bidder and the NEHHDC shall be written in English language, provided that any printed literature furnished by the Bidder may be written in another language but it is to be accompanied by an English translation of its pertinent passage(s) duly signed and verified as true English translation. The responsibility for the correctness of the translation will be solely and completely on the Bidder and NEHHDC shall not be responsible for any loss/likely loss due to error in translation what so ever. In such cases, for the purpose of interpretation of the Bid, the English translation shall only govern.

10.1.2 The currency for the purpose of the Proposal shall be the Indian Rupees (INR)



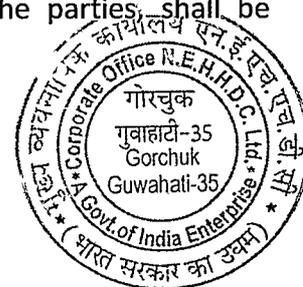
10.2 **Documents comprising the Bid:** The Bid prepared by the Bidder shall comprise the following components:

10.2.1 Cover Letter (**ANNEXURE -II**) along with all the supporting documents as specified hereunder:

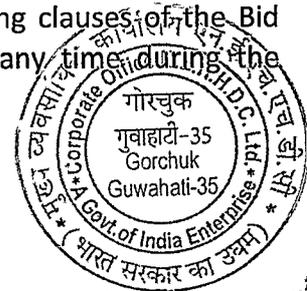
Sl. No.	COMPONENT	Evaluation System
01	Copy of bid security declaration in lieu of EMD as per <b>ANNEXURE -I</b>	Yes / No
02	Company Registration Document (This has to be given for all participating bidders)	Yes / No
03	Authorization to sign RFP document as per <b>ANNEXURE - III</b>	Yes / No
04	Non-blacklisting undertaking as per <b>ANNEXURE – IV</b>	Yes / No
05	Consortium Undertaking as per <b>ANNEXURE – V</b>	Yes / No
06	<b>Start Up Category Documents:</b> ✓ Registration documents with DPIIT indicating the Start Up Registration. ✓ Firm / Company Certification Document issued by Competent Authority. ✓ Start Up Idea & Place Where Pilot Is Proposed. NEHHDC will facilitate deployment of Pilots with Start ups on revenue sharing model.	Yes / No
07	<b>Non-Start Up Category Document:</b> ✓ <b>MSME Certificate:</b> The firm or bidder claiming exemption from Bid Documents Cost and EMD shall submit Udyam Aadhar Certificate. ✓ <b>Concept Paper On Use Case Deployment:</b> As per the scope of work, all bidders are free to apply in any specific / all categories. For each use case, they shall have to give an executive summary of projects planned with NEHHDC. They can propose any project which they have already executed or any new innovative solution which they propose to deploy using NEHHDC infra.	Yes / No
08	Copy of signed RFP documents with addenda, if any	Yes / No

11 **FORMAT AND SIGNING OF BID:**

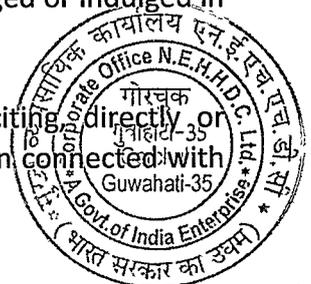
11.1 RFP form should be clearly filled in ink/duly typed giving full name and address of the party and in English Language only. All correspondences and other documents pertaining to the contract, which are exchanged between the parties, shall be written in the English.



- 11.2 Any interlineations, erasures, over-writing, alterations, additions, etc. will disqualify the RFP unless such interlineations, erasures, overwriting, alterations, additions, etc. are legibly attested and signed by the party. However, overwriting should be avoided to the extent possible.
- 11.3 All the pages of the proposal must be properly bound and must contain the list of contents properly flagged. If the Proposal consists of more than one volume, Bidder must clearly define the number of volumes. Any deficiency in the documentation may result in the rejection of the Bid. **Loose Bid or improperly bound Bid will be rejected.**
- 11.4 An index of various documents, where it is available, may be given.
- 11.5 That the document (all pages including reference) must be sealed and signed by an authorized signatory of the Bidder/ consortium.
- 11.6 **RFP- EMPANELMENT OF AGENCY (IES) FOR BUSINESS DEVELOPMENT ACTIVITIES FOR NEHHDC.** Completed proposal with annexure with proof of payment of RFP Documents fees / EMD should be enclosed.
- 11.7 Any material deviation/variation in the terms and conditions in the Bids submitted by the Bidders will make their Bid liable for rejection.
- 11.8 **Venue of RFP opening:** Bid will be opened online (CPP portal) at Office of the **MD NEHHDC, CPC, Gorchuk, Pamohi Road, Guwahati-781023** on the date and time as indicated in the Bid documents in the presence of Bidders or their representatives who wish to attend the Bid opening though VC, the link of which will be provided in NEHHDCs website.
- 12 **MODIFICATION AND WITHDRAWAL OF BIDS:**
- 12.1 Once the bid is uploaded and digitally signed by the bidder, no modification of any kind shall be allowed post that. Hence, the bidder must be careful and conduct all due diligence before uploading the bid documents.
- 12.2 No Bid can be withdrawn in the interval between the deadline for submission of the Bid and the expiry of period of Bid validity specified by the Bidder on the Bid form.
- 13 **REJECTION OF ANY OR ALL BIDS/ANNULMENT OF RFP PROCESS:**
- 13.1 NEHHDC reserves the right to reject any/all responses to RFP without assigning any reason thereof and without incurring any liability to the affected Bidder(s).
- 13.2 While all the conditions specified in the Bid documents are critical and are to be complied, special attention of Bidder is invited to the following clauses of the Bid documents and NEHHDC may at its sole discretion and at any time during the evaluation of Proposal, disqualify any Bidder, if the Bidder has:



- 13.2.1 Not submitted the response in the printable format.
- 13.2.2 If the eligibility / mandatory criteria condition is not met and/or documents prescribed to establish the eligibility are not enclosed.
- 13.2.3 Failed to provide clarifications related thereto, when sought;
- 13.2.4 Any conditional Bid, other than what has been specified in the RFP.
- 13.2.5 Any Bidder found indulging in malicious campaign or disinformation campaign against any official of the NEHHDC or any other Bidders either directly or through third parties, at any time during the post RFP publishing date, shall be liable for rejection of Bids and other legal actions as per law. Such Bidders may also be blacklisted by NEHHDC.
- 13.2.6 During the RFP process, sudden appearance of complaints/media reports against any Official / Participating Bidders shall result in rejection of Bid if any entity or any person or outside associate of a Bidder is prima facie found to be involved in such activities to hamper prospects of other competing Bidders.
- 13.3 Canvassing by the Participating Agency in any form, unsolicited letter and post-RFP correction may invoke summarily rejection of bid.
- 13.4 NEHHDC's right to accept any Bid and to reject any or all Bids: NEHHDC reserves the right to accept or reject any Bid, and to annul the Bidding process and reject all Bids, at any time prior to award of contract without assigning any reasons whatsoever and without thereby incurring any liability to the affected Bidder or Bidders on the grounds of the NEHHDC's action.
- 14 FRAUD AND CORRUPT PRACTICE:**
- 14.1 The Bidders shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this RFP, the NEHHDC shall reject a Proposal without being liable in any manner whatsoever to the Bidder, if it determines that the Bidder has engaged in corrupt practice, fraudulent practice, coercive practice (collectively the "Prohibited Practices") in the Selection Process.
- 14.2 In such an event, NEHHDC shall:
- 14.2.1 Forfeit and appropriate the Bid Security or Performance Security.
- 14.2.2 Debar it from participating in any RFP issued by NEHHDC during a period of 5 years from the date, if such Bidder is found by the NEHHDC to have engaged or indulged in such practice.
- 14.3 **Corrupt Practice** – It implies offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of any person connected with



- the Selection Process. For avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any Official/Consultant of the NEHHDC who is or has been associated in any manner, directly or indirectly with the Selection Process or has dealt with matters concerning the Agreement;
- 14.4 **“Fraudulent Practice”** means a misrepresentation or omission of facts or disclosure of incomplete facts, in order to influence the Selection Process;
- 14.5 **“Coercive or property to influence any person’s participation or action in the Selection Process; practice”** means impairing or harming or threatening to impair or harm, directly or indirectly, any persons.
- 15 **BID OPENING BY NEHHDC:**
- 15.1 The date fixed for opening of Bids, if subsequently declared as holiday by NEHHDC, the Bids will be opened on next working day, time and venue remaining unaltered.
- 15.2 NEHHDC will open the RFP offers, in the presence of authorized Bidder’s representatives who choose to attend, at the date and time specified in RFP.
- 15.3 Authority letter to this effect shall be submitted by the Bidder/representative before they are allowed to participate in Bid opening and the representatives who choose to be present shall be required to sign and record their attendance.
- 15.4 A maximum of two representatives for any Bidder shall be authorized and permitted to attend the Bid opening.
- 15.5 The Bidder’s name, modifications, bid withdrawal and the presence or absence of the requisite RFP fee and such other details as NEHHDC, at its discretion, may consider appropriate will be announced and recorded at the time of Bid opening.
- 16 **CONTACTING NEHHDC:**
- 16.1 Information relating to the examination, clarification and comparison of the Proposals shall not be disclosed to any Bidder or any other persons not officially concerned with such process until the selection process is over. Disclosure to any such persons shall be made in confidence and shall extend only so far as it may be deemed necessary for the purposes of such a performance.
- 16.2 Any effort by a Bidder to modify his Bid or influence NEHHDC, in NEHHDC’s Bid evaluation, bid comparison or contract award decisions, may result in the rejection of the Bid.
- 16.3 Subject to NEHHDC calling for clarifications from the Bidders, no Bidder shall try to influence NEHHDC on any matter relating to its Bid, from the time of the Bid opening till the time, the contract is awarded, or at any other time and in the event of its being established by NEHHDC, the Bidder’s Bid may be cancelled.



**17 CLARIFICATION ON SUBMITTED BIDS:**

17.1 To assist in the examination, evaluation, and comparison of Bids, NEHHDC may, at its discretion ask the Bidder for any clarification(s). The request for clarification and the response shall be in writing and no change in the RFP offer shall be sought, offered or permitted.

17.2 However, no post Bid clarifications at the initiative of the Bidder shall be entertained.

**18 EVALUATION TO RESPONSIVENESS:**

18.1 NEHHDC will constitute a RFP Evaluation Committee to evaluate the responses of the Bidders.

18.2 Prior to the detailed evaluation, NEHHDC will determine the substantial responsiveness of each Bid to the RFP Document. A Proposal shall be considered responsive if it meets the eligibility and mandatory criteria.

18.2.1 It is received by the Proposal Due Date.

18.2.2 It is signed, sealed, and marked as stipulated in the RFP documents.

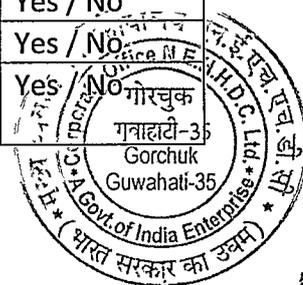
18.2.3 It contains the information and documents as requested in the RFP document.

18.2.4 There are no inconsistencies between the Proposal and the supporting documents.

18.3 The NEHHDC appointed Evaluation Committee reserves the right to reject any or all proposals based on any deviations. The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final.

**19 RFP EVALUATION CRITERIA:** Evaluation of Proposals shall be done as per the matrix below:

Sl. No.	COMPONENT	Evaluation System
20.1.1.	Copy of bid security declaration in lieu of EMD as per ANNEXURE -I	Yes / No
20.1.2.	Company Registration Document (This has to be given for all participating bidders)	Yes / No
20.1.3.	Authorization to sign RFP document as per ANNEXURE - III	Yes / No
20.1.4.	Non-blacklisting undertaking as per ANNEXURE – IV	Yes / No
20.1.5.	Consortium Undertaking as per ANNEXURE – V	Yes / No
20.1.6.	<b>Start Up Category Documents:</b> ✓ Registration documents with DPIIT indicating the	Yes / No



	<p>Start Up Registration.</p> <ul style="list-style-type: none"> <li>✓ Firm / Company Certification Document issued by Competent Authority.</li> <li>✓ Start Up Idea &amp; Place Where Pilot Is Proposed. NEHHDC will facilitate deployment of Pilots with Start-ups on revenue sharing model.</li> </ul>	
20.1.7.	<p><b>Non-Start Up Category Document:</b></p> <ul style="list-style-type: none"> <li>✓ <b>MSME Certificate:</b> The firm or bidder claiming exemption from Bid Documents Cost and EMD shall submit Udyam Aadhar Certificate.</li> <li>✓ <b>Concept Paper On Use Case Deployment:</b> As per the scope of work, all bidders are free to apply in any specific / all categories. For each use case, they shall have to give an executive summary of projects planned with NEHHDC. They can propose any project which they have already executed or any new innovative solution which they propose to deploy using NEHHDC infra.</li> </ul>	Yes / No
20.1.8.	Copy of signed RFP documents with addenda, if any	Yes / No

19.1.1 All bids which pass the matrix above, shall be issued a Letter of Empanelment.

19.1.2 The Empaneled bidders will source business for NEHHDC as per the terms and conditions in the Scope of Work of this RFP.

## 20 NOTIFICATION OF AWARD:

The Letter of Empanelment (LoE) would be duly signed by the Competent Officer of NEHHDC and sent to the selected Bidder through email. The selected Bidder is also eligible to collect a copy of the same by sending a duly authorized representative to NEHHDC office. Within a maximum of 7 days from the date of issue of the LoE, the selected Bidder shall acknowledge the receipt of LOA (Letter of Acceptance) through email followed by original letter of acceptance either sent by hand or India Post/Courier.

## 21 AGREEMENT:

21.1 Within 7 days of receipt of the LOA (Letter of Acceptance) as mentioned above, an agreement would be executed simultaneously to ensure successful working of the system between the NEHHDC and the Bidder/consortium selected to implement the system that would also define the terms and conditions for completion of the project in a time-bound manner. In the event that any provision of the agreement is rendered invalid or unenforceable by any law or regulation or declared null and void by any Court of Competent Jurisdiction, that shall be reformed, if possible, to conform to law and if reformation is not possible, that part of the Agreement shall be amended/deleted, the remainder of the provisions of the agreement shall remain in full force and effect. That this contract and the agreement shall endure irrespective of change of constitution of the implementing agency or any amendment to the



act/rule/regulations/bye laws hereafter made and shall have an arbitration clause in the agreement. That the RFP document and outcomes of all negotiations with the selected Bidder shall form a part of the agreement.

21.2 The Successful Bidder shall purchase Stamp Paper (related registration charges) for execution of the Contract Agreement and submit the same in two copies duly stamped and executed for countersignature by NEHHDC nominee. NEHHDC will return one copy duly signed and sealed as a token of acceptance of the Contract Agreement.

**22 LEGAL JURISDICTION:**

The agreement shall be subject to exclusive jurisdiction of courts at **Guwahati** only.

**23 GESTATION PERIOD & CONDITIONS PRECEDENT:**

23.1 Post execution of agreement, the bidder shall be given a gestation period of 30 days to depute a technical team to work out the modalities/ contours of channel partners execution with the Nodal Officer of NEHHDC. During the gestation period, the Nodal Officer has to sign off a Standard Operating Protocol for deployment of Business Development Activities or Channel Partners for procurement of Bulk Orders (Handloom and Handicrafts Products).

23.2 Each Empaneled bidder shall submit to Nodal Officer of NEHHDC a roadmap of implementation during the Gestation Period.

23.3 All bidders would have to deploy at least one project (Infra Project) and/or procure Bulk or institutional supply orders of Handicrafts and Handloom products for NEHHDC within 12 Months of the execution of the agreement with them. Failure to do the same shall result in cancellation of the empanelment agreement, without any liability on the bidder.

23.4 **Non-Compliance of Conditions Precedent:** it is agreed that, if the above preconditions are not met within 30 days from the date of execution of the agreement, then the NEHHDC shall, at the option of the selected agency, complete all such required approvals by extending the time limit by another suitable duration as both parties may decide collectively.

**24 TERM AND TENURE:**

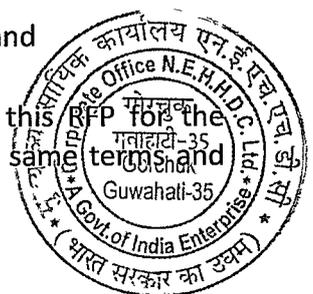
24.1 The Bidder shall be Empaneled For 2 Years, which excludes the gestation period.

24.2 This period may be extended to mutual discussions

24.3 For any active project under execution, if there is any default by the Executing Agency during the validity of the contract, NEHHDC reserves the right to:

24.3.1 Cancel the remainder work to be executed by the defaulting entity and

24.3.2 Engage with any other empanelled agency(ies) selected through this RFP for the completion of the work for the balance period of contract on the same terms and



conditions as the original execution agency.

**25 SALES COMMISSION PAYABLE BY NEHHDC TO THE EMPANELLED GETTING BUSINESS FOR NEHHDC:**

25.1 The sales commission payable by NEHHDC to the empanelled agency for getting Handicrafts and Handloom products (finished good)bulk orders for NEHHDC from Govt/Autonomous Bodies/Private shall be slab wise as under:

S. No.	Each Single Work Order Value in INR	Percentage of Revenue share with empaneled agency (Inclusive of All Taxes)
01	Upto 25,00,000/-	5%
02	25,00,001 To 50,00,000	6%
03	50,00,001 To 1,50,00,000	7%
04	1,50,00,001 To 2,00,00,000	8%
05	2,00,00,001 To 5,00,00,000	9%
06	Above 5,00,00,000	10%

**NB: Applicable for Bulk Supply Orders of Handicrafts and Handloom Products only. Percentage of revenue sharing will be on net amount after excluding GST from the total value of Work Order.**

25.1.1 NEHHDC will not provide any expenses towards liaison, marketing expenses, pre-operational expenses related to market development for NEHHDC. This shall be at the cost of the bidder with no commitment from NEHHDC in case such efforts don't lead to work order in favour of NEHHDC. However, NEHHDC should provide marketing materials such as product pamphlets, catalogues, videos in soft form only.

25.1.2 The Sales commission payable by NEHHDC as under **Sl. No.25.1 above** is not applicable for Infrastructure Projects (IT or IT enabled or non-IT) and Skill & Entrepreneurship Development Program for NEHHDC. Empaneled agency acquiring such projects for and on behalf of NEHHDC shall be eligible to receive 2% consultancy charge on the total project cost irrespective of the value of the project after the fund is transferred to NEHHDC by the client organization.

25.1.3 NEHHDC shall consider New Projects for implementation, if and only if the new project is related to Handicrafts and Handloom related infrastructure project and Skill & Entrepreneurship Development Program.

**25.2 Others:**

25.2.1 The statutory tax liabilities of the PARTIES shall be as per their respective income.

25.2.2 NEHHDC reserves the rights to fix monthly/annually target for the empaneled agent and have the monthly review meeting on the performances.

25.2.3 NEHHDC will make the payment to the empaneled sales agent within 7 working days of the payments being received by NEHHDC from the end client.



26 **PERFORMANCE GUARANTEE:**

As NEHHDC is getting the work order from end clients, any bank guarantee for the same shall be provided by NEHHDC, if required. However, such requirements must be asked or specified categorically by the client in its purchase order or supply order or Work order.

27 **FORCE MAJEURE:**

27.1 If at any time, during the continuance of this contract, the performance in whole or in part by either party or any obligations under this contract gets affected by an event which is beyond the reasonable control of a Party and is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances shall be prevented or delayed by reason of war, or hostility, acts of the public enemy, civil commotion, riots, civil disorder, sabotage, fires, earthquake/storm/flood or other extreme adverse weather conditions, explosions, epidemics, pandemics, quarantine restrictions, strikes, power blackout due to grid collapse, lockouts, confiscation or any other action by Government Agencies, Administrative Order, Court Order, Bankruptcy, espionage, cyber hacking, other industrial action, political unrest, civil unrest, or act of God (Hereinafter referred to as Force Majeure Events).

27.2 The affected Party shall provide to the other Party a notice of happenings, within 21 days from the date of occurrence thereof and in such event neither party shall by reason of such event be entitled to terminate this and performance shall be resumed as soon as practicable after such event may come to an end or cease to exist.

27.3 That no penalty shall be levied on the Bidder in case of force majeure event.

27.4 That if the performance as a whole or part of any obligation under this contract is prevented or delayed because of any such event, NEHHDC shall give extended time to execute the contract.

27.5 **Measures To Be Taken:**

27.5.1 A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

27.5.2 A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than 21 days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.



27.5.3 Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

27.5.4 During the period of their inability to perform the Services as a result of an event of Force Majeure, the Bidder, upon instructions by NEHHDC, shall either:

- a. Demobilize; or
- b. Continue with the Services to the extent possible, in which case they shall continue to be paid proportionately and on pro rata basis, under the terms of this Contract.
- c. In the case of disagreement between the Parties as to the existence or extent of Force Majeure, the matter shall be settled through Coordination Committee deliberations.

**28 NOTICES:**

Notice or other communications given or required to be given under the RFP shall be in writing by Speed Post and shall be e-mail scanned copy hand-delivery with acknowledgement thereof. Any notice or other communication shall be deemed to have been validly given on date of delivery if hand delivered & if sent by email scanned copy /Speed Post as per the data available.

**29 CO-ORDINATION:**

A Nodal Officer shall be appointed by NEHHDC to co-ordinate with the Empaneled Vendors for all aspects of Project Execution or fulfilment of Bulk orders from the client.

**30 DISPUTE REDRESSAL MECHANISM:**

30.1 All the disputes, differences, controversies / differences of opinions, breaches and violation ("Dispute") arising out of, or in relation to this project between parties shall be resolved by mutual discussions / reconciliations in good faith.

30.2 At the first instance, the matter should be resolved between the Project Manager of the empaneled agent and the Nodal Officer of the NEHHDC.

30.3 If the same is not resolved as per para 30.1. within 15 days, then the matter has to be taken to the Coordination Committee to resolve the matter within 15 days through reconciliation process.

30.4 If the dispute, difference, controversies / differences of opinion, breaches and violation arising from or related to the Agreement is not resolved through processes defined in para 30.1, 30.2 and para 30.3, then the matter shall be referred and resolved through the Arbitration as per the Arbitration and Conciliation Act 1996. MD NEHHDC shall be appointing authority of Arbitrator to resolve the Arbitration Case.



30.5 In case the disputes/differences controversies breaches or violation of contract agreement still not resolve through the arbitral process either of the PARTIES can approach Court of Law based out of Guwahati for seeking applicable remedies under Laws of India.

**31 TERMINATION:**

Any of the following events shall constitute an event of default by the Bidder entitling the Competent Authority to terminate the concessions granted to the Bidder:

31.1 NEHHDC may, at any time, terminate the Contract (in whole or in part) by giving 90 calendar days written notice to the empaneled agent, without any compensation to the Bidder, only under the following circumstances:

31.1.1 The Bidder becomes unwilling, bankrupt or otherwise insolvent.

31.1.2 The Bidder being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/shareholders or circumstances occur entitling the court or debenture/shareholders to appoint a receiver or a manager.

31.1.3 The Bidder fails to commence operations as per the RFP terms and conditions within the stipulated time frame except for Force Majeure reasons.

31.1.4 Upon occurrence of any of the defaults, NEHHDC would follow the procedures of issuing time bound Notice/Show Cause before deciding on termination of the agreement. The decision of the NEHHDC shall be final and binding on the Bidder and give the Bidder a time of 90 days (or extended period) to rectify the same. Failure to rectify the same shall result in termination of the contract.

31.1.5 The contract shall not be terminated for failure to discharge responsibilities due to force majeure situations or failure by NEHHDC to meet the obligations as mentioned in **para 37** of this RFP document.

31.2 **Consequences of Termination:** In the event of termination of the Contract due to the reasons specified above, NEHHDC reserves the right to engage services of some other agency (including those who participated in the bid) to take charge of operations on as is where is basis. Such party shall inherit the project with all liabilities incurred by the previous successful Bidder whose contract has been cancelled.

**32 CONFIDENTIALITY:**

32.1 Information relating to the examination, clarification, evaluation and recommendation for the short-listed Bidders shall not be disclosed to any person not officially concerned with the process. NEHHDC will treat all information submitted as



part of Proposal in confidence and will ensure that all who have access to such material treat it in confidence, until the publication of the award of Contract. NEHHDC will not divulge any such information unless it is ordered to do so by any Government authority that has the power under law to require its disclosure.

32.2 Except upon mutual written agreement, or as may be required by law, no party shall in any way or in any form disclose the existence, discussions or negotiation leading to or any matter covered during RFP process till the stage of execution of agreement.

32.3 The undue use by any Agencies of confidential information related to the process may result in the rejection of its Proposal and may be subject to the provisions of the Project Authority's antifraud and corruption policy.

33 **LIQUIDATED DAMAGES:**

This shall be as per the terms and condition of the work awarded to NEHHDC on back-to-back basis.



## SECTION – III

### SCOPE OF WORK

#### **34 About NEHHDC:**

The North East Handicrafts & Handlooms Development Corporation (NEHHDC), founded in 1977, is a Central Public Sector Enterprise under the Ministry of Development of North Eastern Region (DoNER). It aims to promote, preserve, and commercialize the rich cultural legacy of handicrafts and handlooms from the eight northeastern states of India. By supporting artisans and weavers with financial assistance, skill development programs, and market access—including emporia and online platforms, NEHHDC plays a crucial role in generating livelihood opportunities and enhancing product visibility across domestic and global markets. Recent initiatives include eco-friendly craft promotion, such as Eri Silk, which has received international certification for sustainable production. The corporation continues to be a vital force in empowering local communities while preserving traditional artistry. NEHHDC supports small and medium enterprises (SMEs) in the Northeast under Atmanirbhar Bharat, Vocal for Local, Make in India and overall objective of Viksit Bharat Mission by enhancing access to markets, finance, and skill development. It aligns with national schemes like the Self-Reliant India (SRI) Fund and Emergency Credit Line Guarantee Scheme (ECLGS) to help viable SMEs scale operations, adopt sustainable practices, and improve product competitiveness.

#### **35 As a part of financial turnaround, NEHHDC desire to empanel Business Development Associates for the following works:**

- 35.1 Promote Micro & Small Enterprises using NEHHDC Infra. Special focus shall be integration of Enterprises operated by SC-ST-Women-Weaker Sections/ War Widows/Ex Servicemen as well development of rural economy / removing digital divide in society.
- 35.2 Promote rural enterprises under Viksit Bharat Mission.
- 35.3 Align utilization of infra for any kind of services / consulting / promotion and awareness / training and capacity building purposes / logistics and allied services / Gati Shakti initiative.
- 35.4 Solution to promote sustainability, reduce, reuse and recycle using NEHHDC Infra.
- 35.5 Support infra for promoting start-ups / incubation hubs etc.
- 35.6 Acquire bulk customers for NEHHDC's products and services.
- 35.7 Any other solution which is going to address SDG Gaps of India in the area of handloom and handicrafts sector to support Viksit Bharat Mission.



**36 Support By NEHHDC:**

36.1 Any letter of support / representation / presentation/Product Catalogue to end clients needed to get work orders / successful completion of the project.

**37 Role of Empaneled Channel Partner:** The roles and responsibilities of the empaneled or channel Partner shall be but not limited to as given below:

**37.1 Business Development and Marketing Agent:**

37.1.1 Identifying new business opportunities and facilitating NEHHDC's registration or empanelment as an approved supplier/vendor.

37.1.2 Supporting in liaison with procurement departments of Ministries, State Governments, PSUs, CSR bodies, and multilateral institutions.

37.1.3 Promoting NEHHDC products and services in domestic and international trade fairs, buyer-seller meets, and exhibitions.

**37.2 Turnkey Solution Provider:**

37.2.1 Providing comprehensive turnkey solutions, including design, customization, fabrication, supply, and installation of handicrafts, textiles, or decor-based projects.

37.2.2 Supporting NEHHDC in executing thematic projects such as cultural parks, museums, handloom villages, and craft installations.

**37.3 Sales, Distribution & E-Commerce Partner:**

37.3.1 Promoting NEHHDC products through B2B/B2C channels, including online marketplaces, own platforms, or through digital marketing.

37.3.2 Operating physical retail points, shop-in-shop counters, or mobile vans for on-ground product distribution and awareness.

**37.4 Brand Promotion & Outreach Partner:**

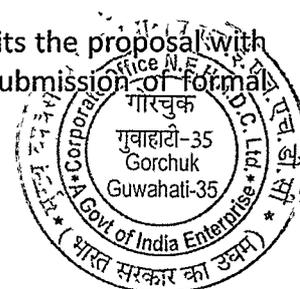
37.4.1 Assisting NEHHDC in brand building through PR campaigns, influencer outreach, packaging design, and audio-visual content creation.

37.4.2 Managing NEHHDC's outreach activities with measurable Key Performance Indicators (KPIs).

**38 Method Of Project Execution:**

38.1 The Empaneled bidder will engage with the customer to generate business / projects for NEHHDC.

38.2 Once the client gives concurrence, the Empaneled bidder submits the proposal with terms and conditions to the Nodal Officer of NEHHDC for submission of formal proposal to the end client.



- 38.3 NEHDC receives the work order or purchase order from the client and executes the project.
- 38.4 Once the payment is received from the end client, NEHDC will make the payment to the empaneled Agency as per **para 25** of the bid documents.



**SECTION - IV**

**FORMATS OF DOCUMENTS & OTHER SPECIFICATIONS RELATED TO THIS RFP**

ANNEXURE	SUBJECT	PAGE
ANNEXURE - I	BID SECURITY DECLARATION IN LIEU OF EMD	32
ANNEXURE - II	COVER LETTER WITH INFORMATION SHEET	33-36
ANNEXURE - III	AUTHORIZATION TO SIGN RFP DOCUMENT	37
ANNEXURE - IV	NON-BLACKLISTING UNDERTAKING	38
ANNEXURE - V	CONSORTIUM UNDERTAKING	39
ANNEXURE - VI	MODEL AGREEMENT	40-43



**ANNEXURE I**

Ref:  
Date:

To,  
The Managing Director,  
NEHHDC Craft Promotion Center,  
Garchuk, Pamohi Road,  
Guwahati-781035

**SUB: BID SECURITY DECLARATION IN LIEU OF EMD**

**REF: EMPANELMENT OF AGENCY (IES) FOR BUSINESS DEVELOPMENT ACTIVITIES FOR NEHHDC**

Sir,

1. I/We,..... irrevocably declare as under:
2. I/We understand that, as per Clause ..... Of RFP/bid conditions, bids must be supported by a Bid Security Declaration In lieu of Earnest Money Deposit.
3. I/We hereby accept that I/We may be disqualified from bidding for any contract with you for a period of 5 years from the date of disqualification as may be notified by you (without prejudice to NEHHDC's rights to claim damages or any other legal recourse) if,
  - a. I am /we are in a breach of any of the obligations under the bid conditions,
  - b. I/We have withdrawn or unilaterally modified/amended/revised, my/our Bid during the bid validity period specified in the form of Bid or extended period, if any.
  - c. On acceptance of our bid by NEHHDC, I/we fail to deposit the prescribed Security Deposit or fails to execute the agreement or fails to commence the execution of the work in accordance with the terms and conditions and within the specified time.

(Signature of the Authorized Signatory of the Bidding Organization)

Name :  
Designation :  
Seal :



**ANNEXURE – II**

**RFP COVER LETTER (ON THE LETTERHEAD OF THE BIDDER / LEAD MEMBER OF THE CONSORTIUM)**

Ref:

Date:

To,  
The Managing Director,  
NEHHDC, Craft Promotion Center,  
Garchuk, Pamohi Road,  
Guwahati-781035

**SUB: COVER LETTER**

**REF: EMPANELMENT OF AGENCY(IES) FOR BUSINESS DEVELOPMENT ACTIVITIES FOR NEHHDC**

Sir,

1. I/We, the undersigned, having carefully examined the referred RFP offer to participate in the same, in full conformity with the said RFP and all the terms and conditions thereof.
2. I/We agree to abide by this Proposal, consisting of this letter and our RFP response Proposal, for a period of 90 (ninety) days from the date fixed for submission of Bids as stipulated in the RFP (including addenda / pre-Bid clarifications to the RFP) and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
3. We agree that if any day during the entire project duration, our act breaches the contract terms and conditions or we express our inability to execute the project, NEHHDC reserves all the rights to terminate the contract and appropriate penalty will be borne on us.
4. I/We agree to execute a contract in the form to be communicated by NEHHDC, incorporating all terms and conditions with such alterations or additions thereto as may be necessary to adapt such contract to the circumstances of the standard and notice of the award within time prescribed after notification of the acceptance of this Bid.



5. Unless and until a formal contract is prepared and executed, this Bid together with your written acceptance thereof shall constitute a binding agreement.
6. We undertake, if our Bid is accepted, to deliver as per scope of work as specified in the RFP documents and agreement made thereafter.
7. That the undersigned is hereby authorized to sign all RFP documents.

(Signature of the Authorized Signatory of the Bidding Organization)

Name :  
Designation :  
Seal :

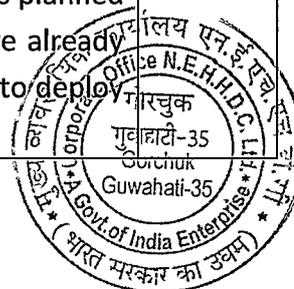


## INFORMATION SHEET

S No.	PART A - GENERAL INFORMATION	
1.	Name of the Company/Agency/Consortium	
2.	Type of Incorporation	
3.	Address for communication	
4.	Name of Contact Person	
5.	Designation	
6.	Phone No./ Mobile No	
7.	Email address	

## PART B - LIST OF DOCUMENTS ATTACHED

S. No.	COMPONENT	Page No
1	Copy of bid security declaration in lieu of EMD as per ANNEXURE -I	
2	Company Registration Document (This has to be given for all participating bidders)	
3	Authorization to sign RFP document as per ANNEXURE -III	
4	Non-blacklisting undertaking as per ANNEXURE – IV	
5	Consortium Undertaking as per ANNEXURE – V	
6	<p><b>Start Up Category Documents:</b></p> <ul style="list-style-type: none"> <li>✓ Registration documents with DPIIT indicating the Start Up Registration.</li> <li>✓ Firm / Company Certification Document issued by Competent Authority.</li> <li>✓ Such start-ups need a letter of support from an Academic Institution be it a State / Central University or Centrally Funded Technical Institution to support the start up as an academia partner. One Academic partner can support maximum of 3 start-ups.</li> <li>✓ Start Up Idea &amp; Place Where Pilot Is Proposed. NEHHDC will facilitate deployment of Pilots with Start-ups on revenue sharing model.</li> </ul>	
7	<p><b>Non Start Up Category Document</b></p> <ul style="list-style-type: none"> <li>✓ <b>MSME Certificate:</b> The firm or bidder claiming exemption from Bid Documents Cost and EMD shall submit Udyam Aadhar Certificate.</li> <li>✓ <b>Concept Paper On Use Case Deployment:</b> As per the scope of work, all bidders are free to apply in any specific / all categories. For each use case, they shall have to give an executive summary of projects planned with NEHHDC. They can propose any project which they have already executed or any new innovative solution which they propose to deploy using NEHHDC infra.</li> </ul>	



	✓ <b>Use Case Deployment:</b> As per the scope of work, all bidders are free to apply in any specific / all categories. For each use case, they shall have to give an executive summary of projects planned and details of prior deployment anywhere in India.	
8	Copy of signed RFP documents with addendums, if any	

(Signature of the Authorized Signatory of the Bidding Organization)

Name :  
 Designation :  
 Seal :



**ANNEXURE - III**

**ON THE LETTERHEAD OF THE BIDDER**

Ref:

Date:

To,  
The Managing Director,  
NEHHDC Craft Promotion Center,  
Garchuk, Pamohi Road,  
Guwahati-781035

**SUB: AUTHORIZATION TO SIGN BID DOCUMENTS**

**REF: EMPANELMENT OF AGENCY(IES) FOR BUSINESS DEVELOPMENT ACTIVITIES FOR NEHHDC**

Sir,

This is to state that for the above said RFP, we have hereby authorized ..... working in capacity of ..... with M/s ..... to execute all documents on our behalf for the above said RFP.

(Signature of the Authorized Signatory of the Bidding Organization)

Name :  
Designation :  
Seal :



**ANNEXURE-IV**

**ON THE LETTER-HEAD OF THE BIDDER**

Ref:

Dated:

To,  
The Managing Director,  
NEHHDC Craft Promotion Center,  
Garchuk, Pamohi Road,  
Guwahati-781035

**SUB: NON-BLACKLISTING UNDERTAKING**

**REF: EMPANELMENT OF AGENCY(IES) FOR BUSINESS DEVELOPMENT ACTIVITIES FOR NEHHDC**

Sir,

We confirm that our company/all members of the consortium have never been blacklisted in any manner whatsoever by any of the State/UT and/or Central Government in India in last three years on any ground.

(Signature of the Authorized Signatory of the Bidding Organization)

Name :  
Designation :  
Seal :



**ANNEXURE - V**

**ON THE LETTER HEAD OF THE LEAD MEMBER OF CONSORTIUM (ONLY IN CASE OF CONSORTIUM BID)**

**TO WHOMSOEVER IT MAY CONCERN**

This is to state that for the purpose of the **EMPANELMENT OF AGENCY(IES) FOR BUSINESS DEVELOPMENT ACTIVITIES FOR NEHHDC** we have agreed to form a Consortium as under:

S. No.	Name of Agency	Name of Signing Authority Along with Designation	Role in Consortium
1			Lead Bidder
2			Supporting Bidder .
3			Supporting Bidder

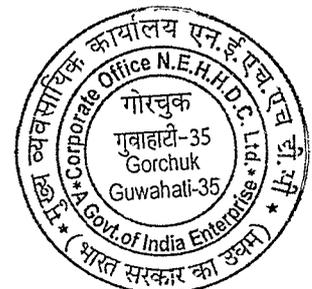
Signature Party 1:

Signature Party 2:

Signature Party 3:

NB:

1. NEHHDC leaves it to the Bidders to have separate operational agreement.
2. The Lead Bidder shall be responsible for all compliances to NEHHDC.



**ANNEXURE VI**

**Format for Agreement**

(To Be signed between NEHHDC and empaneled Agency or channel Partner).

**AGREEMENT**

This Agreement is made on ...../...../2025 between:

North Eastern Handloom & Handicrafts Development Corporation Limited (NEHHDC), a Central Public Sector Undertaking under the Ministry of Development of North Eastern Region, Government of India having office at ..... (hereinafter referred to as "NEHHDC" which expression shall unless repugnant to the context include its successors, administrators, liquidators and its permitted assigns or legal representatives) of the 'FIRST PARTY'.

**AND**

..... having its office at .....(hereinafter referred to as"XXXXXX" which expression shall unless repugnant to the context include its Successors, administrators, liquidators and its permitted assigns or legal representatives) of the 'SECOND PARTY.

Each of NEHHDC and XXXXXX being referred to individually as "PARTY", and jointly as "PARTIES".

**WHEREAS**

PART 1 - That the FIRST PARTY is an .....

PART 2 - That the SECOND PARTY has applied the RFP Number ..... Dated: ..... related to ..... (Annexure .....

PART 3 - The SECOND PARTY has been shortlisted for execution of project as per **Annexure I** vide letter of Intent issued by the FIRST PARTY No: ..... Dated:..... (**Annexure .....**).

PART 4 - The SECOND PARTY conveyed its acceptance to work with NEHHDC vide Letter of Consent no: ..... Dated: ..... (**Annexure .....**).

PART 5 - Based on the mutual discussions between the PARTIES, both the PARTIES are desirous of working together and are hereby recording their understanding, agreed terms and conditions by way of this Agreement.

NOW, THEREFORE, IN CONSIDERATION OF THE PREMISES AND MUTUAL PROMISES AND COVENANTS HEREINAFTER SET FORTH, "NEHHDC" AND "XXXXXX" INTENDING TO BE LEGALLY BOUND HEREBY AGREE AS FOLLOWS:



1. **PROJECT DETAILS:**

1.1. Execution of Scope of work placed at para ..... of the RFP placed at Annexure .....

2. **SALES COMMISSION:**

2.1. The sales commission shall be for each work order which is awarded to NEHHDC post empanelment of the SECOND PARTY through RFP placed at Annexure .....

2.2. **That the sales commission shall be slab wise as under:**

2.2.1. ....

2.2.2. ....

2.2.3. ....

2.3. That post award of work order, NEHHDC shall issue a written communication of percentage of sales commission given by it to the empaneled bidder.

2.4. The beneficiary will send an invoice to NEHHDC for release of applicable payments.

2.5. The sales commission payment to the SECOND PARTY shall be:

2.5.1. Released within 5 working days of receipt of payments from the end client.

2.5.2. The Payment released shall be on pro-rata basis.

2.5.3. All payments shall be done after deduction of statutory taxes.

3. **COORDINATION**

3.1. That a Nodal Officer of the FIRST PARTY shall be responsible for all coordination with stakeholders during the project execution phase.

4. **SEVERABILITY**

4.1. In the event that any provision of this MoU is rendered invalid or unenforceable by any law or regulation or declared null and void by any Court of Competent Jurisdiction, that provision shall be reformed, if possible, to conform to law and if reformation is not possible, then that part of the MoU shall be amended/deleted, the remainder of the provisions of this MoU shall subject to this paragraph remain in full force and effect. Each of the provisions contained in this MoU shall accordingly be severable, and the unenforceability of one shall not affect the enforceability of any others or of the remainder of this MoU.

4.2. Any such addendum shall form a part of this MOU.

5. **COMMUNICATIONS**

5.1. **Communications in Writing** - Any notice or other communication given or made under or in connection with the matters contemplated by this MoU shall be in writing and in English and served through either speed post or email or facsimile transmission.



5.2. **Address for Notices** - That it shall be sent at the addresses mentioned in the MOU.

5.3. **Change of Address** - A Party may notify the other Party of a change to its addressee provided that such notification shall only be effective on the date specified in the notification and its due intimation to the other PARTY.

6. **INDEMNITY CLAUSE:** That the both the PARTIES indemnify each other from any act of omission or commission due to their respective employees.

7. **SETTLEMENT OF DISPUTES:**

7.1. Save where expressly stated to the contrary in this MoU, any dispute, difference or controversy of whatever nature between the Parties, howsoever arising under, out of or in relation to this MoU (the "Dispute") shall in the first instance be attempted to be resolved amicably through mutual discussions.

7.2. **Courts of Law:** If the Dispute is not amicably settled within 15 days of such meeting between the two, either Party may refer the Dispute resolution through Courts of Law at **Guwahati**.

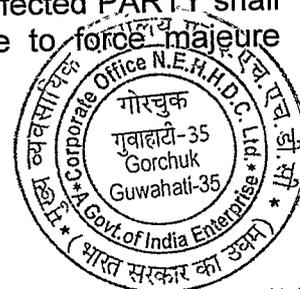
7.3. **English Language** – All documentations shall be in English and, if oral hearings take place, English shall be the language to be used in the hearings.

8. **FORCE MAJEURE:**

8.1. If at any time, during the continuance of this contract, the performance in whole or in part by either party or any obligations under this contract gets affected by an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations hereunder impossible or so impractical as reasonably to be considered impossible in the circumstances shall be prevented or delayed by reason of war, or hostility, acts of the public enemy, civil commotion, riots, civil disorder, sabotage, fires, earthquake/storm/flood or other extreme adverse weather conditions, explosions, epidemics, pandemics, quarantine restrictions, strikes, power blackout due to grid collapse, lockouts, confiscation or any other action by Government Agencies, Administrative Order, Court Order, Bankruptcy, espionage, cyber hacking, other industrial action, political unrest, civil unrest, or act of God (Hereinafter referred to as Force Majeure Events).

8.2. That no penalty shall be levied on any of the affected PARTIES in case of force majeure event.

8.3. That if the performance in whole or part of any obligation under this contract is prevented or delayed because of any such event, the affected PARTY shall give extended time to complete the work affected due to force majeure conditions.



9. **COUNTERPARTS:** This MoU shall be executed in English Language and may be executed in one or more counterparts each of which shall be deemed to be an original, but all such counterparts shall constitute one and the same instrument.
10. **GOVERNING LAW:** This MoU shall be governed by and interpreted in accordance with the laws of the India and the courts at **Guwahati** shall have exclusive jurisdiction.
11. **AMENDMENTS:** That the PARTIES can amend / substitute / add any clause through mutual consent.
12. **ENTIRE MOU:** This MoU constitutes the entire MoU between the Parties hereto.

**IN WITNESS WHERE OF THE PARTIES HERE TO HAVE THROUGH THEIR DULY AUTHORIZED REPRESENTATIVES PLACED THEIR RESPECTIVE HANDS AND SEALS HERE TO ON THE DAY AND YEAR FIRST HEREIN ABOVE MENTIONED:**

For and on behalf of NEHHDC

For and on behalf of XXXXXX

Name:  
Designation:

Name:  
Designation:

