GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

Meghalaya State Rural Livelihoods Society (MSRLS)
Government of Meghalaya
Montfort Building, 2nd Floor, Dhankheti,
Shillong-793001, Meghalaya
Web: msrls.nic.in

Request for Proposal (RFP)

for

Selection of Agency for

Self Help Group [SHG] Institutional Health Monitoring & Activation System

Purchaser: *Meghalaya State Rural Livelihoods Society (MSRLS)*
Contract Title: *SHG Institutional Health Monitoring & Activation System*

RFP No: MSRLS/SMMU/SHARE-P/2471/26-27/5777

S#	Description	Date & Time
1	Date of Issue of RFP	[27-11-2026]
2	Last Date and Time of Submission of Proposal	[18-12-2026] by [5:00 PM]
3	Opening of Technical Bid	[21-12-2026] at [2:30PM]
4	Opening of Financial Bid	To be intimated on a later date

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

Contents

I. Notice Inviting Tender (NIT) 4
II. Instructions to Bidders 5
Request for Proposal 9
1. Overview 9
2. Background and Rationale 9
3. Objectives 10
4. Scope of Work 11
Component 1: SHG-Level Digital Data Capture 11
Component 2: Institutional Health Classification 11
Component 3: Multi-Level Dashboards and Visibility 11
Component 4: Action, Escalation, and Field Communication 12
Component 5: Institutional Behaviour-Change Rollout, Capacity Building, and Control Tower Operations 12
Component 6: Technical Support and Continuous Refinement 13
Component 7: SHARE Feeder — Post-Meeting Digital Bookkeeping Support 13
4.1 Institutional Roles (for reference) 14
4.2 Exclusions 15
4.3 Integration Requirements 15
4.4 Hosting Architecture and Migration 15
5. Deliverables 15
6. Key Performance Indicators, Weightage, and Performance-Linked Payment 16
6.1 KPI Targets and Weightage 16
6.2 Worked Example: Quarterly Performance-Linked Payment 18
6.3 Reporting 19
6.4 Reachable SHG Base 19
7. Geographic Scope 19
8. Implementation Modality, Roles and Responsibilities 20
MSRLS shall be responsible for: 20
The selected agency shall be responsible for: 20
Data Ownership 20
Data Protection (Digital Personal Data Protection Act, 2023) 21
9. Contract Duration, Payment Terms, and Performance-Linked Disbursement 21
9.1 Contract Duration 21
9.2 Payment Structure 21
9.3 Performance-Linked Disbursement 22
9.4 Mobilisation Payment 22

10. Handover and Contingent Exit Management 22
11. Eligibility and Evaluation Criteria 23
11.1 Basic Eligibility 23
11.2 Evaluation Criteria (Technical) 24
12. Evaluation Weightage and Process 24
12.1 Weightage 24
12.2 Evaluation of Financial Bid 24
12.3 Overall Evaluation 25
12.4 Reservation of Rights 25
13. Submission Requirements 25
14. General Terms and Conditions 25
15. Contact Information 26
Annexure I: Covering Letter Format 27
Annexure II: Technical Proposal Format 28
Annexure III: Format of Financial Bid 29
Annexure IV: Parameters of Evaluation of Technical Proposal 30
Annexure V: Bidder's Authorisation Certificate 32
Annexure VI: Affidavit of Non-Blacklisting 33
Annexure VII: Format of Pre-Proposal Queries 34

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

I. Notice Inviting Tender (NIT)

Meghalaya State Rural Livelihoods Society
Under Community & Rural Development Department, Government of Meghalaya
Address: Montfort Building, 2nd Floor, Dhankheti, Shillong – 793001, Meghalaya
Web: msrls.nic.in

RFP No.: MSRLS/SMMU/SHARE-P/2471/26-27/5777 **Dated, Shillong the [27-11-2026]**

Subject: Request for Proposal for Selection of Agency for Self Help Group (SHG) Institutional Health Monitoring & Activation System under Meghalaya State Rural Livelihoods Society.

The Chief Executive Officer (CEO), Meghalaya State Rural Livelihoods Society (MSRLS) invites proposals under a two-bid system, i.e. a Technical Proposal and a Financial Proposal, from reputed and experienced agencies for the design, deployment and operation of an SHG Institutional Health Monitoring & Activation System, together with the associated training, behaviour-change and field-engagement support, as detailed in this Request for Proposal (RFP).

The RFP document is available on the MSRLS website, msrls.nic.in. Any addendum, corrigendum or clarification to this RFP shall be published only on the website and shall form part of the RFP document. Bidders are advised to check the website regularly.

Interested bidders should submit their proposals in sealed envelopes, as set out in this RFP, addressed to the Chief Executive Officer, Meghalaya State Rural Livelihoods Society, Montfort Building, 2nd Floor, Dhankheti, Shillong – 793001, on or before **[18-12-2026] by [5:00 PM]**. The Technical Proposals shall be opened on **[21-12-2026] at [2:30 PM]**.

The CEO, Meghalaya State Rural Livelihoods Society (MSRLS) reserves the right to cancel the bidding process at any time, or to amend or withdraw any of the terms and conditions contained in the RFP document, without assigning any reason thereof.

Yours faithfully,

-Sd-
Chief Executive Officer
Meghalaya State Rural Livelihoods Society

II. Instructions to Bidders

1. Cost of Bid

1.1 The bidder shall bear all costs associated with the preparation and submission of its bid, including attendance at the pre-proposal meeting and any presentation or demonstration, and MSRLS shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2. Examination of the RFP Document

2.1 The bidder is expected to examine all instructions, forms, terms and conditions in the RFP document. Failure to furnish all information required by the RFP document, or submission of a bid not substantially responsive to the RFP document in every respect, will be at the bidder's risk and may result in rejection of the bid.

2.2 The bidder shall not make, or cause to be made, any alteration, erasure or obliteration to the text of the RFP document.

3. Eligible Bidders

3.1 The bidder may be a single entity or a consortium, subject to the eligibility criteria and the lead-entity and joint-and-several-liability requirements at Section 11.1 of the Terms of Reference.

4. Preparation of Bids

4.1 **Language:** Bids and all accompanying documents shall be in English. Any accompanying document in another language shall be accompanied by an English translation, and the English version shall prevail in matters of interpretation.

4.2 **Form of Bid:** The bid shall be completed in all respects and duly signed and stamped by the authorised representative of the bidder. The Bidder's Authorisation Certificate (Annexure V), together with a valid power of attorney in favour of the person signing the bid, shall be attached.

4.3 **Currency of Bid and Payment:** The bidder shall quote in Indian Rupees, and all payments under the contract shall be made in Indian Rupees.

5. Clarifications by Bidders

5.1 Bidders requiring any clarification on the RFP document may write to MSRLS by e-mail at msrls2011@gmail.com within the date specified in Clause 15 (Schedule of Bidding Process), in the format at Annexure VII.

5.2 MSRLS shall endeavour to respond to the queries raised. However, MSRLS reserves the right not to respond to any query or provide any clarification, in its sole discretion, and nothing in this clause shall be construed as compelling MSRLS to respond to any query.

5.3 At any time prior to the last date for submission of bids, MSRLS may, for any reason, whether on its own initiative or in response to clarifications requested by bidders, modify the RFP document by issuing an addendum, corrigendum or clarification. Any such document shall be published on msrls.nic.in, shall be binding on bidders and shall form part of the RFP document.

6. Pre-Proposal Meeting

6.1 A pre-proposal meeting shall be held through video conference on the date specified in Clause 15, to clarify issues relating to the assignment and the RFP document. The link shall be shared by e-mail with bidders who send their queries, or request participation, at msrls2011@gmail.com.

6.2 Attendance at the pre-proposal meeting is not mandatory. MSRLS shall endeavour to respond to all queries received by the date specified in Clause 15, irrespective of attendance.

6.3 MSRLS will not entertain any deviation from the RFP document at the time of submission of the proposal or thereafter. Proposals shall be unconditional and unqualified, and bidders shall be deemed to have accepted all the terms and conditions of the RFP document. Any conditional proposal shall be treated as non-responsive and is liable to be rejected.

6.4 No interpretation, revision or other communication from MSRLS regarding this RFP is valid unless in writing.

7. Format and Signing of Bid

7.1 The documents comprising the bid shall be typed, page-numbered, and every page shall be signed by the person duly authorised to sign on behalf of the bidder.

7.2 The bid shall contain no alterations, omissions or additions, except those made to comply with instructions issued by MSRLS or necessary to correct errors made by the bidder, in which case such corrections shall be initialled by the person signing the bid. Any unclear or illegible pages or evidence shall not be considered or scored.

8. Submission of Bids

8.1 The bid shall be submitted under the two-bid system, in sealed envelopes (Envelope-I: Technical Proposal; Envelope-II: Financial Proposal; both placed in the outer Envelope-III), as set out at the opening of the Terms of Reference. Each envelope shall be superscribed with the RFP number, the name of the assignment and the name of the bidder.

8.2 The Technical Proposal (Envelope-I) shall comprise the Covering Letter (Annexure I), the Technical Proposal (Annexure II), the Bidder's Authorisation Certificate (Annexure V), the Affidavit of Non-Blacklisting (Annexure VI), and supporting documents for each eligibility criterion at Section 11.1. It shall not contain any financial information; if any financial information is found in the Technical Proposal, the bid shall be disqualified.

8.3 The Financial Proposal (Envelope-II) shall be submitted only in the format at Annexure III.

8.4 All envelopes shall be properly sealed. If any envelope is found unsealed, the proposal is liable to be rejected.

8.5 **Validity of Bid:** The bid shall remain valid for the period specified at Section 14.1.

9. Late and Delayed Bids

9.1 Bids must be received not later than the date and time stipulated in Clause 15. MSRLS may, at its discretion, extend the deadline for submission of bids, in which case all rights and obligations of MSRLS and the bidders shall remain the same.

9.2 Proposals not received by the deadline shall be rejected and shall not be considered for evaluation.

10. Opening and Evaluation of Technical Proposals

10.1 Technical Proposals shall be opened on the date and time specified in Clause 15, in the presence of bidders' representatives who choose to attend. Representatives attending shall carry an authorisation letter from the bidder.

10.2 Technical Proposals shall be evaluated in accordance with Sections 11 and 12 of the Terms of Reference and Annexure IV, including the demonstration referred to at Annexure II. MSRLS reserves the right to seek clarifications or documents from bidders where necessary for a proper assessment of the bid.

11. Opening of Financial Proposals and Final Evaluation

11.1 The Financial Proposals of only those bidders shortlisted under Section 12.1 shall be opened, on a date to be intimated to them, in the presence of the representatives of such bidders who choose to attend. The Financial Proposals of other bidders shall not be opened.

11.2 Financial evaluation, combined scoring and ranking shall be carried out as set out at Sections 12.2 and 12.3.

12. Right to Accept any Bid and to Reject any or all Bids

12.1 MSRLS is not bound to accept the lowest or any bid, and may at any time, by notice in writing, terminate the bidding process, as provided at Section 12.4.

12.2 MSRLS may cancel the Letter of Award if it is found that the bidder has been blacklisted or debarred by any Central or State Government ministry, department, institution, local body or PSU, or if the successful bidder fails to execute the contract.

13. Award of Contract

13.1 MSRLS shall inform the successful bidder by e-mail, confirmed by letter, that its bid has been accepted (the "Letter of Award").

13.2 The successful bidder shall execute the contract within fifteen (15) days of the date of issue of the Letter of Award, and shall commence the assignment as communicated by MSRLS, including submission of the Inception Report under Section 9.4.

14. Earnest Money Deposit and Performance Security

14.1 Not required.

15. Schedule of Bidding Process

MSRLS shall endeavour to adhere to the following schedule:

S#	Activity	Date and Time
1	Issue of RFP	[27-11-2026]
2	Last date for submission of queries	[04-12-2026] by [5:00 PM]
3	Pre-proposal meeting (through video conference)	[07-12-2026] at [11:00 AM]
4	MSRLS's response to queries	[10-12-2026]
5	Last date and time for submission of proposals	[18-12-2026] by [5:00 PM]
6	Opening of Technical Proposals	[21-12-2026] at [2:30 PM]
7	Opening of Financial Proposals	To be intimated later

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

III. TERMS OF REFERENCE AND CONDITIONS OF CONTRACT

Request for Proposal

Selection of Agency for SHG Institutional Health Monitoring & Activation System

Meghalaya State Rural Livelihoods Society (MSRLS) invites technical and financial proposals, separately sealed, from qualified agencies for the assignment described in this document. The Technical and Financial proposals shall be prepared in English and submitted in separate sealed covers clearly marked "Technical Proposal" (Envelope-I) and "Financial Proposal" (Envelope-II), which shall together be placed in one outer sealed Envelope-III marked "Proposal – SHG Institutional Health Monitoring & Activation System", addressed to MSRLS, Montfort Building, 2nd Floor, Dhankheti, Shillong – 793001, Meghalaya.

1. Overview

The Government of Meghalaya has constituted the Meghalaya State Rural Livelihoods Society (MSRLS) as the Nodal Agency for implementation of the National Rural Livelihoods Mission (NRLM) / Deendayal Antyodaya Yojana (DAY-NRLM) in the State. MSRLS's core strategy for poverty reduction rests on a multi-tier institutional architecture of the rural poor — Self-Help Groups (SHGs) federated into Village Organisations (VOs), which are in turn federated into Cluster Level Federations (CLFs) — supported by MSRLS's own field cadre of Cluster Coordinators (CCs) and Block- and District-level functionaries.

Meghalaya's SHG network is spread across all 12 Districts and 56 Blocks of the State. This institutional base is MSRLS's principal asset for last-mile delivery of DAY-NRLM's livelihood and financial-inclusion objectives, and its continued institutional health and functionality is foundational to every programme MSRLS implements through it.

2. Background and Rationale

DAY-NRLM's operating framework requires SHGs to practice the "Panchsutra" — regular meetings, regular savings, regular internal lending, regular repayments, and regularly updated books of accounts — as the foundation for institutional strength, financial discipline, and access to credit. This is the Mission's nationally-mandated theory of change: when SHGs sustain this discipline, meetings become a forum in which members identify and resolve problems collectively, group cohesion and financial discipline improve, and credit-worthiness follows. Healthy, well-functioning SHGs are, in this sense, foundational to the prosperity of the villages they serve.

Sustaining Panchsutra discipline across a network of this scale, spread over Meghalaya's dispersed habitations and difficult terrain, is however an ongoing institutional-management challenge. Without systematic, real-time visibility into which SHGs are functioning well and which are lapsing, VOs, CLFs, CCs, and Block/District/State functionaries cannot direct their limited time and resources to where they are most needed — institutional decline is typically discovered well after the fact, if at all. A digital system that provides real-time, multi-level visibility into SHG institutional health directly addresses this gap: it enables targeted, data-driven institutional strengthening, directing attention to underperforming

SHGs before they lapse into dormancy, and allowing MSRLS's own functionaries at every tier to manage the SHG base on the basis of evidence rather than periodic, manual field reporting.

Such visibility is not a supplementary reporting exercise, but a basic operating requirement of institutional management at this scale. NRLM's own tiered design — VOs, CLFs, CCs, and Block/District/State functionaries, each assigned a supervisory role over the tier below — presupposes that institutional health can be observed and acted upon at every level. In practice, this visibility is currently sustained substantially through manual means — direct familiarity, field visits, and periodic reporting. A systematic digital system extends and strengthens this existing supervisory capacity — enabling it to operate reliably at full statewide scale.

MSRLS has already piloted this approach in one Block. The pilot demonstrated that rapid onboarding of SHGs onto a digital reporting system is achievable, and confirmed a key learning that has shaped this RFP's Scope of Work: sustained institutional behaviour change requires active, ongoing engagement with VOs, CLFs, and field functionaries in their monitoring and follow-up roles, not merely a reporting tool in isolation. Based on these learnings, MSRLS now wishes to extend this approach statewide.

This RFP is accordingly for the selection of a qualified agency to design, deploy, and operate a statewide SHG institutional health Monitoring & Activation system, together with the associated training, behaviour-change, and field-engagement support required to make such a system function as intended across the State's full SHG network.

3. Objectives

The objectives of this assignment are to:

- Establish real-time, multi-level visibility (SHG – VO – CLF – CC – Block – District – State) into the institutional health of Meghalaya's SHG network;
- Equip VOs, CLFs, and MSRLS Cluster Coordinators with the skills, tools, and structured practices required to fulfil redefined institutional roles — shifting from passive oversight to active, data-driven performance management of the SHGs and VOs under their charge;
- Determine the bookkeeping transaction readiness of the SHGs for Cut-off process of LokOS and facilitate the process, and sustain regular transaction posting in LokOS after cut-off
- Provide ongoing advisory and oversight support to VOs, CLFs, and CCs as they adopt these redefined roles, and report periodically to MSRLS on the progress and depth of this institutional behaviour change;
- Enable systematic, data-driven identification and follow-up of underperforming SHGs by VOs, CLFs, and MSRLS field functionaries, consistent with each tier's defined institutional role;
- Strengthen adherence to Panchsutra discipline across the SHG network, as the foundation for improved institutional health and creditworthiness;
- Build a sustained, institutionalised digital reporting and follow-up practice among SHGs, VOs, CLFs, CCs, and MSRLS field cadres — not merely a one-time onboarding exercise; and
- Provide MSRLS leadership with reliable, aggregated, real-time data for planning, resource allocation, and programme reporting.

4. Scope of Work

MSRLS seeks to engage a qualified agency to design, deploy, and operate — statewide, across all Districts and Blocks of Meghalaya — a digital SHG institutional health Monitoring & Activation system, together with the training, behaviour-change, and field-engagement services necessary to embed it in MSRLS's institutional structure. The Scope of Work comprises the following components. The Scope of Work also includes continuous monitoring of SHG bookkeeping in LokOS: using the LokOS transaction reports provided by MSRLS (Section 8), the agency shall monitor the cut-off and regular transaction status of every SHG in the Districts in scope, identify SHGs that are not continuing regular transactions after cut-off, and support them to resume and sustain regular transaction posting (Component 7).

Component 1: SHG-Level Digital Data Capture

- A mobile/web-based application enabling SHGs (through their office-bearers) to digitally report meeting proceedings, including photographic evidence of the minutes of meeting;
- Capture of attendance and of the five Panchsutra-linked compliance parameters (regular meetings, regular savings, regular internal lending, regular repayments, and updated books of accounts), as self-reported by the SHG;
- A data-capture design suitable for direct use by SHG office-bearers (President, Secretary, or other designated official), with varying digital literacy and intermittent network connectivity, with facilitation support from field-level functionaries where required;
- Maintenance of a master registry of designated SHG, VO, CLF, and CC office-bearers/functionaries (name, role, and registered mobile number), used to authenticate data submissions — data shall be accepted only from registered numbers — and to enable direct communication under Components 4 and 5. The registry shall be kept current as functionaries change over time, and maintained as MSRLS's data in line with Section 8 (Data Ownership). This will be done in collaboration with MSRLS and API access will be provided.

Component 2: Institutional Health Classification

- A defined, transparent methodology for classifying each SHG's institutional health status based on Panchsutra compliance and reporting regularity, and for rolling up SHG-level classification into VO- and CLF-level institutional health scores;
- The specific classification parameters, scoring logic, and thresholds shall be proposed by the bidder in its Technical Proposal, and finalised in consultation with MSRLS prior to statewide deployment;
- The classification methodology shall be subject to periodic review, and may be revised by MSRLS in consultation with the agency in light of field experience and outcomes observed following initial roll-out; the agency shall implement MSRLS-approved revisions to the classification logic as part of Component 6 (Technical Support and Continuous Refinement).

Component 3: Multi-Level Dashboards and Visibility

- Dashboards providing institutional health visibility at SHG, VO, CLF, Cluster Coordinator (CC), Block, District, and State levels;

- Near-real-time refresh of institutional health data, with summary and detail views appropriate to each level of the user hierarchy;
- Training and capacity-building dashboards, providing visibility into onboarding progress, training completion/certification status, and role-adoption progress across SHG, VO, CLF, and CC levels, to complement the institutional health dashboards above.

Component 4: Action, Escalation, and Field Communication

- Flagging of SHGs requiring attention (e.g., lapsed status, non-reporting, follow-up overdue);
- A structured digital action-logging tool through which VOs record, for each SHG requiring attention with authentication process: the issue/problem identified, the action taken (e.g., visit, call, or other intervention), the outcome, and the planned follow-up date. This action data shall feed the dashboards at Component 3, providing visibility into VO-level remedial action at all hierarchy levels (VO, CLF, CC, Block, District, State);
- Support for structured, data-driven institutional review at CLF level (periodic review of VO performance, identification of underperforming VOs, and recording of follow-up commitments) and at CC level (periodic review, escalation, and enforcement of follow-through where VO-level action is not taken), consistent with the differentiated institutional roles described in Section 4.1 below;
- Proactive, automated or semi-automated communication with SHGs, VOs, and CLFs — including reminders for pending or overdue submissions, corrective notices for data-quality issues (e.g., illegible or incomplete photographic records, missing fields), and short-form micro-learning nudges — to support day-to-day data quality and programme progress. The system should enable integration of the communications MSRLS wants to send to the same target audience.

Component 5: Institutional Behaviour-Change Rollout, Capacity Building, and Control Tower Operations

This component is central to the assignment and shall not be treated as incidental to system deployment. Experience elsewhere in India confirms that a reporting tool alone, without sustained behaviour-change support, results in onboarding without durable institutional change. The agency shall accordingly:

- Design and deliver role-specific training and onboarding for SHG office-bearers on use of the data-capture application, with defined onboarding targets and timelines per Block;
- Design and deliver training and structured coaching for VOs on their institutional-monitoring role — reading and interpreting dashboards, contacting and following up with underperforming SHGs, and logging remedial action taken;
- Design and deliver training for CLFs on structured, data-based institutional accountability review of their constituent VOs;
- Design and deliver training for MSRLS Cluster Coordinators (CCs) and other relevant field functionaries on data-based review, escalation, and enforcement of follow-through at VO/CLF level;
- Operate an ongoing “control tower” function for the duration of the contract — comprising continuous verification of field-reported data against system records, rapid resolution of data-quality issues, and tiered, role-appropriate behavioural engagement (including recognition and motivational

mechanisms) calibrated to SHG, VO, CLF, and CC levels — to sustain reporting discipline and follow-up action beyond initial onboarding;

- Training and capacity-building shall be delivered through modalities appropriate to the audience and the programme's stage of maturity — including in-person training sessions, webinars, short-form training/micro-learning videos, and digital job-aids/infographics distributed via the application or other digital channels — in English and relevant local language(s). All training, certification, IEC, and reporting materials and records shall be digital; no printed or physical materials shall be used at any stage. The agency's training approach shall evolve as the programme matures: induction-stage training at initial roll-out differs materially from sustaining/refresher training in later years, and the agency's proposed training plan shall address both. Training and coaching should be designed to produce sustained on-the-job application of new roles, not merely completion of training sessions or immediate post-training knowledge (cf. Kirkpatrick's distinction between learning-level and behaviour-level training evaluation); development of user guides and standard operating procedures (SOPs), in digital form, in English and relevant local language(s). The capacity building structure and approach will be shared with and approved by MSRLS at inception.

Component 6: Technical Support and Continuous Refinement

- Ongoing technical support and troubleshooting for field users for the duration of the contract;
- Periodic data-insight and analytics reports to MSRLS leadership (see Section 6);
- Data validation, quality-assurance, and data-security protocols, and ongoing refinements/minor enhancements based on field feedback and MSRLS requirements;
- Maintenance and periodic updating of the functionary registry (Component 1) as office-bearers change over time, including verification of registered mobile numbers.

Component 7: SHARE Feeder — Post-Meeting Digital Bookkeeping Support

- A digital pipeline converting SHG meeting-minute photographs into a ready-to-key LokOS-format template, eliminating the need for SHG-level bookkeeping skill;
- Delivery of the resulting template to the designated eBookkeeper via WhatsApp/email, reducing the eBookkeeper's role to data entry from the template rather than manual compilation from SHG registers;
- Query resolution: the agency shall resolve data gaps with the SHG through WhatsApp, and escalate any unresolved query within 48 hours;
- Cut-off support: from the start of SHARE Feeder, for SHGs that have not yet completed LokOS cut-off, the agency shall check the SHG's records submitted through SHARE against LokOS requirements, flag any errors to the SHG and eBookkeeper for correction, and, once the records are in order, calculate the opening figures required for cut-off (members' savings, loans outstanding, and cash and bank balances), so that the eBookkeeper can complete the SHG's LokOS cut-off from the SHARE Feeder output;
- Meeting book maintenance: from the start of SHARE Feeder, for every meeting submitted through SHARE by an SHG that has completed LokOS cut-off (whether before or after the introduction of SHARE Feeder), the agency shall check the meeting's transactions against the SHG's previous closing balances as recorded in LokOS, flag any errors to the SHG and

eBookkeeper for correction, and deliver the corrected transactions in LokOS format, so that the eBookkeeper can post them in LokOS after each meeting and keep the SHG's books up to date, as required for SHG grading and Gram Nidhi fund proposals;

- LokOS book-status tracking: from the start of SHARE Feeder, the agency shall show each SHG's LokOS status — cut-off done or pending, the last meeting posted, and the number of meetings pending — rolled up to VO, CLF, Block and District level, with SHGs falling behind flagged to the eBookkeeper and VO for follow-up;
- Sustaining regular transactions: based on the LokOS transaction reports provided by MSRLS, either through API access or through periodic MSRLS reports (Section 8), the agency shall identify SHGs that have completed LokOS cut-off but are not continuing regular transactions, flag them on the SHARE platform for follow-up by the eBookkeeper, VO and CC, and support them through SHARE Feeder, including preparing their pending transactions in LokOS format where needed, so that regular transaction posting resumes and is sustained for the duration of the contract. This applies to every SHG in the Districts in scope that has completed cut-off, whether before or after the introduction of SHARE Feeder; cut-off support shall apply only to SHGs that have not completed cut-off when SHARE Feeder is introduced;
- This component depends on the continued engagement and availability of MSRLS's own eBookkeeper cadre; MSRLS shall ensure eBookkeepers assigned to Districts/Blocks in scope remain available and equipped to perform the data-entry step described above.

4.1 Institutional Roles (for reference)

The system and associated training under Component 5 are designed around the following institutional roles, which bidders should reflect in their proposed training and rollout approach:

Level	Role	Core Activity
SHG	Digital reporting	Report meetings and Panchsutra compliance data via the application
VO	Institutional monitoring & remediation	Read dashboards, contact/visit underperforming SHGs, log action taken
CLF	Accountability review	Periodic structured review of VO performance; identify weak VOs; extract time-bound commitments
CC (MSRLS)	Enforcement & escalation	Periodic structured review; verify action quality; set deadlines; escalate on inaction

4.2 Exclusions

This assignment does not include, and bidders should not propose: household-level income or livelihood profiling; credit-readiness scoring or livelihood pathway planning. These fall outside the scope of this RFP and, where relevant, are addressed through separate MSRLS initiatives.

4.3 Integration Requirements

The solution's architecture (data structures, APIs, or export mechanisms) shall be designed so as not to preclude future integration with LokOS or successor SHG bookkeeping/accounting platforms, MSRLS's own or the State's broader MIS, and other NRLM-linked digital systems as MSRLS may identify from time to time. Such integration is not required to be built or operational at contract commencement; bidders shall describe, in their Technical Proposal, their proposed approach to enabling such future interoperability (e.g., through documented APIs, structured data exports, or comparable mechanisms).

4.4 Hosting Architecture and Migration

The agency shall host the solution on cloud infrastructure of its own choosing, located within India, sufficient to meet the real-time, statewide performance requirements set out in this RFP.

MSRLS may, at its discretion and at any time during the contract term, direct migration of the hosted system to the Meghalaya State Data Centre (MSDC) or to such other government-designated hosting environment as it may specify.

Upon such direction, the feasibility, scope, and cost of migration shall be jointly assessed by MSRLS and the agency prior to commencement, and any resulting cost shall be borne by MSRLS.

The KPI targets at Section 6 and the payment terms at Section 9 shall be appropriately adjusted, for the duration of the transition window, to account for any temporary disruption to service arising from such migration.

5. Deliverables

The following deliverables shall be operational within two months of the contract start date (or of each phase's start date, for Districts/Blocks entering scope per Section 7), and shall remain operational and maintained for the duration of the contract:

- A digital data-capture application (Component 1), enabling SHG office-bearers to report meeting proceedings and Panchsutra compliance data;
- A master functionary registry (Component 1), covering SHG, VO, CLF, and CC office-bearers, kept current as functionaries change;
- A documented institutional health classification methodology (Component 2), finalised with MSRLS;
- A near real-time dashboard suite across all hierarchy levels — SHG to State — covering both institutional health and training/capacity-building progress (Component 3);

- A structured digital action-logging tool supporting VO workflows, together with proactive field communication for reminders and data-quality correction (Component 4);
- Training materials, user guides, and SOPs for SHG, VO, CLF, and CC levels, in digital form, in English and relevant local language(s), staged to programme maturity (Component 5);
- A continuously operating institutional behaviour-change and control-tower function for the duration of the contract (Component 5);
- Ongoing technical support, for the duration of the contract (Component 6).

Achievement of this readiness gate is a precondition for commencement of the performance-linked payment structure described in Section 9. The agency's substantive performance thereafter is measured through the Key Performance Indicators in Section 6, not through the mere existence of these deliverables. The agency shall submit a recurring quarterly performance report against the KPIs defined below, which shall also form the basis for performance-linked payment under Section 9.

SHARE Feeder (Component 7) shall be introduced — core pipeline (photo upload, automated processing, and generation of a ready-to-key LokOS-format template) available for use — within three (3) months of Award of Contract; and fully operational — all features at Component 7 tested and functioning, including the WhatsApp/email delivery mechanism and the 48-hour escalation protocol — within six (6) months of Award of Contract. From its introduction, SHARE Feeder shall include continuous monitoring of the LokOS cut-off and regular transaction status of SHGs in scope, as set out at Component 7.

6. Key Performance Indicators, Weightage, and Performance-Linked Payment

This assignment involves sustained institutional practices — regular meetings, savings, internal lending, and repayment — that unfold continuously over time, rather than discrete, one-off activities that can be completed and verified once. Given this, the agency's performance is measured against its own reach, activation, and engagement of the institutional hierarchy it is responsible for mobilising — not against whether SHGs, VOs, or CLFs ultimately sustain healthy financial behaviour, which depends on decisions and follow-through outside the agency's control. The agency is, for example, accountable for training a VO and confirming it has logged at least one action against an underperforming SHG; it is not accountable for whether that action resolves the SHG's underlying problem.

6.1 KPI Targets and Weightage

The agency's quarterly performance shall be assessed against the following seven Key Performance Indicators, each carrying a fixed weight (summing to 100) and year-wise targets. These targets are fixed by this RFP and are not left to bidder proposals, so as to ensure a consistent, comparable basis for technical and financial evaluation across all bidders.

#	KPI	Weight	Year 1	Year 2	Year 3–5	Basis
1	Blocks Activated	10	70%	100%	100%	Reach
2	CCs Trained & Active	10	70%	95%	95%	Engagement
3	CLFs Trained & Active	10	65%	90%	95%	Engagement
4	VOs Trained & Active	13	60%	85%	95%	Engagement

5	SHGs Onboarded	10	50%	80%	90%	Reach
6	SHG Submission Compliance Rate [% of Onboarded]	7	60%	70%	75%	Engagement
7	SHGs Generating LokOS Template [% of SHG Submission Compliance]	40	50%	70%	80%	Engagement
	Total	**100**				

Definitions:

- Blocks Activated — cumulative; a Block counts as Activated once rollout has commenced within it, per the geographic scope at Section 7;
- CCs/CLFs/VOs Trained & Active — trained on their respective redefined role (Section 4.1) and demonstrably using the system; for VOs, "Active" specifically requires training plus at least one logged action in the VO action-logging tool (Component 4) — engagement only, not whether the action resolved the underlying issue;
- SHGs Onboarded — % of SHGs in Activated Blocks with at least one data upload;
- SHG Submission Compliance Rate — % of onboarded SHGs submitting meeting proceedings within the defined reporting window, on an ongoing basis.
- SHGs Generating LokOS Template — % of SHGs (among those meeting SHG Submission Compliance) whose submitted meeting proceedings result in a LokOS-format template generated by SHARE Feeder and entered into LokOS by the eBookkeeper for the relevant month, as verified by MSRLS from LokOS records. This covers both the one-time cut-off and the monthly posting of transactions for SHGs that have completed cut-off.

Year 2 and Year 3–5 targets for the engagement-dependent KPIs (rows 2–6) are deliberately held below 100% in steady state, reflecting the ongoing reality of personnel transfers, VO/CLF office-bearer turnover, and re-elections, which mean some share of functionaries will always be newly-appointed and not yet fully active at any given time. Row 7 (SHARE Feeder adoption) follows a separate ramp reflecting rollout of a newly-introduced capability, rather than personnel turnover, and is addressed at Component 7 and Section 9.2.

6.2 Worked Example: Quarterly Performance-Linked Payment

The following illustrates how the performance-linked payment mechanism at Section 9.3 operates, using an illustrative quarter within Year 1 (targets per Section 6.1) and hypothetical actual achievement figures for that quarter:

#	KPI	Weight	Year 1 Target	Actual Achieved	Achievement Ratio	Weighted Score
1	Blocks Activated	10	70%	60%	85.7%	8.6
2	CCs Trained & Active	10	70%	65%	92.9%	9.3
3	CLFs Trained & Active	10	65%	55%	84.6%	8.5
4	VOs Trained & Active	13	60%	70%	116.7%	15.2
5	SHGs Onboarded	10	50%	40%	80.0%	8.0
6	SHG Submission Compliance Rate	7	60%	50%	83.3%	5.8
7	SHGs Generating LokOS Template	40	50%	40%	80%	32
	Total Weighted Score (/100)	100				**87.3**

Each KPI's Achievement Ratio is calculated as Actual Achieved ÷ Year Target, capped at 120% (i.e., over-achievement up to a maximum of 120% on one KPI compensates for shortfall on another). The Weighted Score for each KPI is its Weight × Achievement Ratio; these sum to a Total Weighted Score out of 100 — 87.3 in this illustration.

This Total Weighted Score then determines the variable payment release for the quarter, as follows:

Fixed component (per Section 9.3)	80.00%
Variable component earned = 20% × 87.3	17.46%
Total payment released (% of quarterly invoice)	**97.46%**

In this illustration, the agency would receive 97.46% of that quarter's invoice value — the full 80% fixed component (since the Section 5 deliverables were operational), plus 17.46% of the 20% variable component, reflecting a Total Weighted Score of 87.3 out of 100 for the quarter. Actual quarterly figures will of course vary; this example is provided solely to illustrate the calculation mechanism.

6.3 Reporting

The agency shall submit a quarterly performance report to MSRLS, setting out actual achievement against each KPI, the resulting Total Weighted Score, and the corresponding payment calculation as illustrated above. The measurement matrix will be provided in the performance reports. MSRLS shall review and communicate KPI achievement and payment release within 15 working days of receipt of this report.

6.4 Reachable SHG Base

Within 7 days of Award of Contract, MSRLS shall provide the agency with the population of SHGs within the assignment's geographic scope, including the WhatsApp-registered mobile numbers of at least two office-bearers per SHG. The agency shall confirm the number of these SHGs that are "reachable" — i.e., whose registered office-bearers are able to receive messages through the relevant channel. The number of reachable SHGs, rather than the total statewide or Block-wise SHG population, shall be used as: (i) the denominator for all KPI Achievement Ratio calculations under Sections 6.1–6.2; and (ii) the billing base for the ₹/SHG/year rate under Section 9.2. The reachable-SHG count may be revised on a quarterly basis; any such revision shall be communicated by MSRLS to the agency prior to the start of the quarter to which it applies, and shall take effect prospectively only.

7. Geographic Scope

The assignment shall, at the outset, cover two to three (2–3) whole Districts of Meghalaya, comprising approximately 4,000 reachable SHGs. The specific Districts (and the sequencing of Blocks within them) shall be identified jointly by MSRLS and the selected agency after Award of Contract, informed by field assessment and on-ground institutional readiness.

MSRLS may, at its discretion and at any time during the contract term, direct expansion of the assignment to cover additional whole Districts — up to and including full statewide coverage — on the same rate and terms set out in this RFP. Billing under Section 9, and the KPI and Feeder-introduction timelines under Section 6, shall apply to any such additional Districts from the date they are brought into scope, on the same basis as the initial Districts.

Following full coverage of the assignment's scope at any given time, the agency shall continue to operate and support the system, and to sustain the Component 5 behaviour-change and control-tower functions and the Component 7 regular transaction support, for the remainder of the contract term.

8. Implementation Modality, Roles and Responsibilities

This assignment shall be implemented through a collaborative arrangement between MSRLS and the selected agency.

MSRLS shall be responsible for:

- Overall coordination and field-level mobilisation of VOs, CLFs, and CRPs;
- Providing access to relevant institutional records and facilitating field-level introductions and orientation;
- Participating in finalisation of the institutional health classification methodology per Component 2;
- Issuing such internal and external orders, directives, or communications to Government departments, authorities, and MSRLS's own field structure as may be required to facilitate implementation of this assignment, as requested by the agency;
- Providing the agency with the population of SHGs within the assignment's geographic scope, including the WhatsApp-registered mobile numbers of at least two office-bearers per SHG, for the purpose of determining the reachable SHG base under Section 6.4;
- Providing the agency with a regular extract of LokOS records (at least monthly), or API access, for SHGs within the assignment's geographic scope, for the purpose of tracking cut-off and meeting-wise posting status (Component 7) and verifying KPI 7;
- Monitoring agency performance against the KPIs at Section 6 and processing performance-linked payments accordingly.

The selected agency shall be responsible for:

- Design, deployment, hosting, and operation of the digital platform described at Components 1–4;
- Delivery of all training, behaviour-change, and control-tower functions described at Component 5, for the duration of the contract;
- Technical support, data security, quality assurance, and periodic reporting described at Component 6;
- Delivery of SHARE Feeder (Component 7) from the fourth month after Award of Contract, as set out in Section 9.2. This includes continuous monitoring of the regular transactions of SHGs after LokOS cut-off, based on the LokOS transaction reports provided by MSRLS, and follow-up support to SHGs that fall behind.

Data Ownership

All data collected, generated, or processed under this assignment — including SHG-, VO-, and CLF-level institutional data — shall at all times be the exclusive property of MSRLS/Government of Meghalaya. The selected agency shall have no independent right to use, sell, license, or share such data with any third party, and shall provide MSRLS with full, unrestricted access to the underlying data at all times during and after the contract term, including in machine-readable form on request. The functionary registry at Component 1 contains personal data (names and mobile numbers of office-bearers) and shall be handled in accordance with applicable data-protection norms, in addition to the ownership provisions.

Data Protection (Digital Personal Data Protection Act, 2023)

This assignment involves the processing of personal data of SHG, VO, CLF, and CC office-bearers (names, mobile numbers) and may incidentally capture personal or financial information relating to individual SHG members through photographed minutes of meeting and Panchsutra compliance records (e.g., savings and loan amounts). For the purposes of the Digital Personal Data Protection Act, 2023 ("DPDP Act") and rules made thereunder, MSRLS shall be the Data Fiduciary and the selected agency shall act as a Data Processor. The agency shall:

- Process personal data solely for the purposes of this assignment and strictly in accordance with MSRLS's instructions, and not for any other purpose;
- Implement reasonable security safeguards, including encryption, access controls, and audit logging, to prevent unauthorised access, use, or disclosure of personal data;
- Not retain personal data beyond the period necessary for the purposes of this assignment and the contract term, and delete or return such data to MSRLS on completion or termination, save as required by law;
- Notify MSRLS without undue delay on becoming aware of any personal data breach, and cooperate with MSRLS in any resultant notification to the Data Protection Board of India or affected data principals as may be required under the DPDP Act;
- Support MSRLS in responding to any data principal requests (e.g., access, correction, or erasure) received in relation to data processed under this assignment;
- Ensure that any sub-contractors or personnel engaged by the agency are bound by data-protection obligations equivalent to those in this Section.

MSRLS shall be responsible for ensuring that appropriate notice, and consent where required, has been obtained from SHG members and other data principals for the collection and processing of their personal data under this assignment, in coordination with the agency's field rollout.

9. Contract Duration, Payment Terms, and Performance-Linked Disbursement

9.1 Contract Duration

The contract shall be for an initial period of one (1) year from the date of award, extendable annually thereafter on satisfactory performance against the KPIs at Section 6, subject to the approval of the competent authority of MSRLS and the availability of funds. The Year 2 and Year 3–5 KPI targets at Section 6.1 shall apply to such extension years.

9.2 Payment Structure

The agency shall be paid a single combined unit rate per SHG per year, as quoted by the selected Bidder in its Financial Bid (Annexure III), comprising 60% attributable to SHARE (Components 1–6) and 40% attributable to SHARE Feeder (Component 7), which covers the cut-off support, meeting book maintenance and LokOS book-status tracking described under Component 7. This rate shall be billed against the number of reachable SHGs (as determined under Section 6.4) within the Districts brought into scope at a given time, per Section 7, irrespective of individual SHG onboarding status.

For the first three (3) months from the date of Award of Contract, during which SHARE Feeder is not yet introduced, billing shall be at 60% of the combined rate on all SHGs then in scope. From the start of the fourth month from Award of Contract, the full combined rate shall apply to all SHGs in scope, including any Districts subsequently brought into scope thereafter.

The quoted rate shall remain fixed for the first year of the contract and may thereafter escalate annually, subject to a cap of 5% per annum or the increase in the Wholesale Price Index (WPI) for that year, whichever is lower. No escalation shall apply retrospectively or outside this cap.

9.3 Performance-Linked Disbursement

Billing shall be on a quarterly basis. Of each quarterly invoice:

- 80% shall be paid as a fixed component, on submission of the invoice and the quarterly performance report referred to in Section 6, provided the Section 5 deliverables remain operational;
- 20% shall be released in proportion to the agency's Total Weighted Score for that quarter, calculated as set out in Section 6.1–6.2 (i.e., Variable Payment = 20% × Total Weighted Score ÷ 100).

MSRLS shall review and communicate KPI achievement and payment release within 15 working days of receipt of the quarterly performance report. Should the Total Weighted Score fall below 60 for two consecutive quarters, MSRLS shall issue a written warning specifying required corrective measures and a cure period of 120 days; continued failure to meet this minimum threshold thereafter shall entitle MSRLS to terminate the contract under Section 14.2.

9.4 Mobilisation Payment

On acceptance by MSRLS of the Inception Report referred to below, the agency may raise a Mobilisation Invoice for fifteen percent (15%) of the estimated first-year contract value (calculated at the full combined rate under Section 9.2, applied to the estimated SHGs to be brought into scope during Year 1 per Section 7). No bank guarantee shall be required for this payment. The amount so paid shall be adjusted in equal instalments against the agency’s invoices for the second, third and fourth quarters of Year 1, and shall not be in addition to the amounts payable under Sections 9.2 and 9.3. In the event of termination before full adjustment, the unadjusted balance shall be refunded by the agency to MSRLS.

Within thirty (30) days of Award of Contract, the agency shall submit to MSRLS an Inception Report setting out its mobilisation and implementation plan, including proposed team deployment, a Year 1 rollout schedule aligned with Section 7, and its approach to onboarding and training in the Districts/Blocks selected for Year 1

10. Handover and Contingent Exit Management

Given the statewide, multi-year nature of this assignment and MSRLS's dependence on the system for institutional monitoring of its SHG network, the following provisions shall apply:

- Trigger: MSRLS may invoke handover under this Section in the event of (a) sustained failure to meet minimum agreed KPI thresholds over two consecutive quarters (consistent with Section 9.3), (b) termination of the contract for cause, or (c) non-renewal at the end of the contract term or any extension thereof;

- Data Handover: on invocation of handover, the agency shall export and transfer to MSRLS the entirety of the data described at Section 8 (Data Ownership), in a structured, non-proprietary, machine-readable format, together with all documentation necessary to interpret it (data dictionary, classification-methodology documentation per Component 2, and configuration records);
- Transition Assistance: the agency shall provide a mandatory transition-assistance period of ninety (90) days, during which it shall cooperate with MSRLS or MSRLS's nominated successor agency in relation to the transfer, verification, and interpretation of the data and documentation described under Data Handover above. This transition assistance is limited to data-related matters; it does not extend to the agency's training methodology, control-tower operating model, or other proprietary processes and know-how developed by the agency in delivering this assignment, which MSRLS has not commissioned as a bespoke deliverable and which shall remain the agency's own intellectual property, whether or not the agency continues to be engaged by MSRLS; Notwithstanding the above, MSRLS shall retain a perpetual, royalty-free right to use, adapt and reproduce, for its own programme purposes, all training materials, videos, user guides, SOPs and IEC content delivered under Section 5;
- Continuity of Service: the agency shall ensure no disruption to statewide system availability during the transition-assistance period.

This assignment does not contemplate the development of bespoke software for MSRLS, and the agency's underlying technology platform, tools, and any associated licensing arrangements remain the agency's own commercial and technical choice; they are not required to be transferred to MSRLS. What MSRLS is entitled to under this Section, and at all other times per Section 8, is the underlying data and the documentation necessary to operate or transition the monitoring function — not the specific software platform used to deliver it.

Detailed handover terms shall be set out in the contract executed with the selected agency. Transition assistance under this Section shall be provided at no additional cost to MSRLS.

11. Eligibility and Evaluation Criteria

11.1 Basic Eligibility

To be eligible to bid, an entity must:

- Be a legally registered entity in India (company, society, trust, or LLP) for a minimum of three (3) years;
- Not be blacklisted or debarred by any Government department, PSU, or statutory body in India;
- Have an average annual turnover of at least ₹200 lakh/annum over the last three financial years (this is a minimum eligibility threshold, not a graduated scoring criterion — turnover above this floor does not by itself indicate greater capability to deliver this assignment, and is accordingly not separately scored in Annexure IV);
- Consortium bids are permitted, provided the consortium designates a single lead entity that meets the eligibility criteria above, is the sole point of contractual accountability to MSRLS, and assumes joint and several liability with its consortium partner(s) for full performance of the assignment, including all KPI and payment obligations under Sections 6 and 9.

11.2 Evaluation Criteria (Technical)

MSRLS will evaluate technical proposals on the following criteria, weighted as detailed in Annexure IV:

- Demonstrated prior experience implementing institutional-level digital monitoring systems, with preference given to SHG/VO/CLF or comparable community-institution experience, though relevant experience with digital monitoring/implementation systems in other rural or community-institution contexts shall also carry weight — this is a heavily-weighted scoring criterion, though not a disqualifying eligibility gate: bidders without SHG/VO/CLF-specific experience remain eligible to bid and shall be scored accordingly;
- Specific experience with NRLM/SRLM or comparable rural livelihoods institutional structures;
- Experience operating in Meghalaya, the Northeast, or comparable hill/tribal/dispersed-habitation geographies;
- Proposed technical approach, classification methodology, and control-tower/behaviour-change operating model;
- Demonstrated scale and adoption results from prior deployment(s) — e.g., number of SHGs/institutions onboarded and compliance/submission rates achieved;
- Team composition and organisational capability to deliver at statewide scale;
- Proposed solution walkthrough/demonstration.

Financial proposals will be evaluated as described in Section 12.2 below.

12. Evaluation Weightage and Process

12.1 Weightage

Technical bids shall be allotted a weightage of 70%, and financial bids a weightage of 30%, of the overall evaluation score.

Only Bidders meeting the basic eligibility criteria (Section 11.1) shall be taken up for detailed technical evaluation. MSRLS may invite qualified Bidders to present their approach, methodology, and proposed solution to the Bid Evaluation and Selection Committee; Bidders who fail to attend a scheduled presentation shall be deemed not interested and their bid rejected. MSRLS may seek additional written or other clarification on any parameter of the Technical Bid.

The minimum qualifying technical score for a Bidder to be considered eligible for financial evaluation is 60 out of 100.Of the Bidders securing this minimum qualifying score, the top three (3) by technical score shall be considered for financial evaluation.

12.2 Evaluation of Financial Bid

The lowest quoted ₹/SHG/year rate shall be awarded 100% of the financial marks; other Bidders shall be awarded marks in inverse proportion to their quoted rate. For example, if Bidder X quotes the lowest rate and Bidder Y quotes a rate 2x higher, Bidder Y shall receive 50% of the financial marks.

12.3 Overall Evaluation

The overall score shall be calculated as 70% of the Technical Score plus 30% of the Financial Score. Bids shall be ranked in accordance with the overall score, and the contract awarded to the Bidder whose proposal is determined to be substantially responsive and represents the best overall value, subject to Section 12.4 below.

12.4 Reservation of Rights

MSRLS reserves the right to accept or reject any proposal, and to cancel the bidding process and reject all proposals, at any time prior to Award of Contract, without assigning any reason.

13. Submission Requirements

- Only Bidders meeting all eligibility criteria in Section 11.1 should submit a proposal;
- Consortium bids are permitted, subject to the lead-entity and joint-and-several-liability requirements at Section 11.1;
- Proposals must be received by MSRLS no later than [DATE];
- Proposals should be addressed to: The Chief Executive Officer, Meghalaya State Rural Livelihoods Society, Montfort Building, Dhankheti, Shillong – 793001.

14. General Terms and Conditions

14.1 Bid Validity: Proposals shall remain valid for one hundred and eighty (180) days from the last date of submission.

14.2 Termination: MSRLS may terminate the contract, in whole or in part, by thirty (30) days' written notice: (a) for default, including the circumstances described in Section 9.3, a breach of the data-protection obligations at Section 8, or failure to remedy any other material breach within the period specified in MSRLS's notice; or (b) for convenience, in which case the agency shall be paid for services rendered up to the date of termination. On any termination, Section 10 (Handover and Contingent Exit Management) shall apply.

14.3 Force Majeure: Neither party shall be liable for any failure to perform its obligations to the extent caused by events beyond its reasonable control, including natural calamities, epidemics, war or Government action, provided written notice is given to the other party within seven (7) days of the event. If such an event continues for more than ninety (90) days, either party may terminate the contract by written notice.

14.4 Dispute Resolution and Jurisdiction: Any dispute shall first be resolved amicably by negotiation. Failing resolution within thirty (30) days, it shall be referred to arbitration by a sole arbitrator appointed by mutual agreement of the parties, under the Arbitration and Conciliation Act, 1996. The seat of arbitration shall be Shillong, and courts at Shillong shall have exclusive jurisdiction.

14.5 Taxes: GST shall be payable by MSRLS at the applicable rate in addition to the quoted rate. All other taxes, duties and levies shall be borne by the agency.

15. Contact Information

For questions or clarifications relating to this RFP, please contact the Chief Operating Officer – Programme, MSRLS, at msrls2011@gmail.com.

We look forward to receiving your proposals and thank you for your interest in this assignment.

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

IV. ANNEXURES

Annexure I: Covering Letter Format

(On the letterhead of the Bidder)

[Date]

To,
The Chief Executive Officer,
Meghalaya State Rural Livelihoods Society,
2nd Floor, Montfort Building, Dhankheti, Shillong – 793001,
East Khasi Hills District, Meghalaya

Subject: RFP for Selection of Agency for SHG Institutional Health Monitoring & Activation System

Sir/Madam,

With reference to your RFP Document dated _____, we, having examined all relevant documents and understood their contents, hereby submit our Proposal for Selection of Agency for SHG Institutional Health Monitoring & Activation System, as required for the assignment.

Our correspondence details with regard to this RFP are:

1. Name of the Contact Person
2. Address of the Contact Person
3. Name, designation, contact, and address of the person to whom all references shall be made regarding this RFP
4. Mobile number of the Contact Person
5. Email ID of the Contact Person

We acknowledge that MSRLS will rely on the information provided in the Proposal and its accompanying documents for this selection, and we certify that all information provided is true and correct, that nothing has been omitted which renders such information misleading, and that all documents accompanying this Proposal are true copies of their respective originals.

We shall make available to MSRLS any additional information it may require for supplementing or authenticating this Proposal.

We agree and undertake to abide by all the terms and conditions of the RFP Document.

Yours faithfully,

(On behalf of [Company Name])

(Signature, name, and designation of the authorised signatory)

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

Annexure II: Technical Proposal Format

A	Legal name of the entity, type of entity, and contact details
B	Annual turnover of the firm for the last 3 financial years
C	Organisational team structure and overall capability to deliver at statewide scale (light-touch summary of key roles; individual CVs not required as a scored criterion)
D	Organisational experience, specifically: (i) a synopsis of prior implementation of institutional-level digital monitoring systems, with particular preference given to experience with SHG/VO/CLF or comparable community-institution systems under NRLM/SRLM or similar rural livelihoods missions, though relevant experience with digital monitoring/implementation systems in other rural or community-institution contexts shall also carry weight; (ii) number of such projects, their geography, and the number of institutions/units covered; (iii) experience specifically in the North-East / Meghalaya; (iv) demonstrated scale and adoption results achieved (e.g., onboarding and submission-compliance rates) in prior deployments
E	Proposed Solution and Methodology: proposed technical approach for Components 1–4; proposed institutional health classification methodology (parameters, scoring, thresholds); proposed behaviour-change / control-tower operating model for Component 5; proposed approach to future integration requirements (Section 4.3); proposed approach for SHARE Feeder (Component 7): cut-off support, meeting book maintenance and LokOS book-status tracking
F	Demo Presentation (to be presented on the day of Opening of Technical Bid, or as separately notified)

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

Annexure III: Format of Financial Bid

(On the letterhead of the Bidder)

To
The Chief Executive Officer
Meghalaya State Rural Livelihoods Society (MSRLS)
Montfort Building, Dhankheti, Shillong – 793001, Meghalaya

Request for Proposal (RFP): Selection of Agency for SHG Institutional Health Monitoring & Activation System – Financial Bid

Dear Sir,

With reference to your RFP for Selection of Agency for SHG Institutional Health Monitoring & Activation System, we submit herewith our Financial Bid for the assignment proposed by Meghalaya State Rural Livelihoods Society (MSRLS).

Particulars	**Amount**
Quoted rate per SHG per year (inclusive of all Components 1–7, exclusive of applicable taxes)	₹ _____ (in figures) _____ (in words)

We agree to supply the services described in this RFP at the above rate the initial contract period of one (1) year from the date of Award of Contract and for any annual extension under Section 9.1, subject to annual escalation from Year 2 onward capped at 5% per annum or the increase in the Wholesale Price Index (WPI) for that year, whichever is lower, and subject further to the payment terms at Section 9 of this RFP (quarterly billing; 80% fixed, 20% performance-linked to quarterly KPI achievement).

We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery or collusive agreements with competitors.

Authorised Signature: _____
Name: _____
Seal: _____

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

Annexure IV: Parameters of Evaluation of Technical Proposal

S#	Parameter	Basis	Max. Points
1	Experience in Meghalaya, the North-East, or comparable hill/tribal/dispersed-habitation geographies	By qualifying projects (definition below) in these geographies: ≥2 = 10; 1 = 5; None = 0	10
2	Organisational team structure and capability to deliver at statewide scale	Assessed by Bid Evaluation Committee	10
3	Relevant experience: rural/community-institution digital monitoring & implementation (see definition below) (heavily-weighted, non-disqualifying criterion)	Base (by project count): ≥3 = 20; 2 = 13; 1 = 7; None = 0. Bonus (additive, non-graduated): +10 if at least one qualifying project is SHG/VO/CLF-specific.	30
4	Demonstrated scale and adoption results in prior deployment(s) (e.g., SHGs/institutions onboarded, compliance rates achieved)	Assessed by Bid Evaluation Committee	20
5	Proposed Solution, Methodology, Control-Tower/Behaviour-Change Operating Model, SHARE Feeder (Component 7), and Demonstration	Proposed solution & methodology = 20; Demo = 10	30
	Total		**100**

Turnover is assessed solely as a minimum eligibility threshold (₹200 lakh average annual turnover, last 3 years — see Section 11.1) and is not separately scored here, since turnover above this floor does not by itself indicate greater capability to deliver this assignment.

Definition — qualifying project (Parameter 3): a qualifying project must involve a structured digital system used on an ongoing basis by a rural or community-based institution or widely dispersed institutions (e.g., SHGs, VOs, CLFs, Village Health Councils, Panchayats, schools/colleges, cooperatives, water-user associations, or similar) for recurring institutional reporting and monitoring, populated through periodic data entry by the institution's own members or office-bearers (not solely by the bidder's own

staff), sustained in live operation for a minimum of 12 months, and verifiable through a client reference or completion certificate. A website, static information portal, one-time survey or data-collection exercise, or an internal tool used only by the bidder's own staff does not qualify.

Note: Parameter 3 is deliberately weighted as the single largest individual scoring component (alongside Parameter 5), reflecting the specialised, hard-to-replicate nature of institutional-level (as opposed to generic IT) digital monitoring experience — while remaining a scoring criterion rather than a disqualifying eligibility gate, so as not to foreclose the market to genuinely capable new entrants. The SHG/VO/CLF-specific bonus rewards direct sectoral experience without excluding bidders whose relevant experience lies in comparable rural/community-institution contexts.

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

Annexure V: Bidder's Authorisation Certificate

(On the letterhead of the Bidder)

To,
The Chief Executive Officer,
Meghalaya State Rural Livelihoods Society,
Montfort Building, 2nd Floor,
Dhankheti, Shillong – 793001, Meghalaya

Sub: Request for Proposal for Selection of Agency for Self Help Group (SHG) Institutional Health Monitoring & Activation System.

Ref: RFP No. MSRLS/SMMU/SHARE-P/2471/26-27/5777

Dear Sir/Madam,

I/We, {Name/Designation}, hereby declare/certify that {Name/Designation} is hereby authorised to sign the relevant documents on behalf of the company/firm in dealing with RFP No. MSRLS/SMMU/SHARE-P/2471/26-27/5777 dated _____. He/She is also authorised to attend meetings and to submit technical and commercial information and clarifications as may be required by MSRLS in the course of processing the bid. For the purpose of validation, his/her verified signatures are as under.

Verified signature of the authorised person: _____

Thanking you,

Name of the Bidder: _____

Signature of the Authorised Signatory: _____

Name and Designation of the Authorised Signatory: _____

Seal of the Organisation:

Place: _____

Date: _____

Note: Please attach a valid power of attorney in favour of the person signing this authorisation certificate.

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

Annexure VI: Affidavit of Non-Blacklisting

(On non-judicial stamp paper of ₹100/-, duly notarised)

Sub: Request for Proposal for Selection of Agency for Self Help Group (SHG) Institutional Health Monitoring & Activation System.

Ref: RFP No. MSRLS/SMMU/SHARE-P/2471/26-27/5777

I, _____, Proprietor/Director/Partner/Authorised Signatory of M/s _____, do hereby solemnly affirm and declare that:

1. M/s _____ (and, in the case of a consortium, each of its members) has not been blacklisted or debarred by any Government department, PSU or statutory body in India, and no such blacklisting or debarment is in force as on the date of submission of this bid.
2. All information and documents furnished with our proposal are true and correct, and we understand that if any of them is found to be false or misleading, our bid is liable to be rejected and any contract awarded to us is liable to be terminated.

Deponent
(Signature, name and seal)

Verification: Verified at _____ on this ____ day of _____, 2026, that the contents of the above affidavit are true and correct to the best of my knowledge and belief, and nothing material has been concealed therefrom.

Deponent

GOVERNMENTOFMEGHALAYA
MEGHALAYA STATE RURAL LIVELIHOODS SOCIETY
(The Nodal Agency of Govt. of Meghalaya for Implementing NRLM, Ministry of Rural Development, Govt. of India)
Montfort Building,2nd Floor, Dhankheti, Shillong-793001
: msrls2011@gmail.com : msrls.nic.in :0364-2502130

Annexure VII: Format of Pre-Proposal Queries

(On the letterhead of the Bidder; to be sent by e-mail in Word format to msrls2011@gmail.com)

To,
The Chief Executive Officer,
Meghalaya State Rural Livelihoods Society,
Montfort Building, 2nd Floor,
Dhankheti, Shillong – 793001, Meghalaya

Sub: Request for Proposal for Selection of Agency for Self Help Group (SHG) Institutional Health Monitoring & Activation System.

Ref: RFP No. MSRLS/SMMU/SHARE-P/2471/26-27/5777

Dear Sir/Madam,

Following are our queries and requests for clarification on the Terms and Conditions and the Scope of Work of the above RFP:

S#	Clause No. and Page Reference	RFP Text	Query / Clarification Sought
1			
2			
3			
…			

Yours faithfully,

Authorised Signatory
(Name, Designation, Contact No. and Seal)