



GOVERNMENT OF MEGHALAYA
Meghalaya Institute of Entrepreneurship
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MIE 603/2017-18/3097

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Dated: 13th December, 2017

Expression of Interest (EOI)

On behalf of the Department of Agriculture, Government of Meghalaya and the Meghalaya Small Farmers Agri Business Consortium (MgSFAC), the Meghalaya Institute of Entrepreneurship (MIE), Government of Meghalaya, invites Expressions of Interest (EOI) from local residents / entrepreneurs of Meghalaya / Self Help Groups / Societies / Cooperative Societies / Associations and Companies registered in Meghalaya for providing cargo vehicles (Bolero camper / pickup trucks) on hire to the iTEAMS project of Department of Agriculture, Government of Meghalaya. Detailed terms and conditions may be downloaded from the website of the MIE at <http://www.mieshillong.org> or obtained from the office of the undersigned on any working day. ***The last date of submission of EOI is 21/12/17.***

EOI No: MIE 603/2017-18/3097
Dated Shillong 13th December 2017

Signature

Officer on Special Duty
Meghalaya Institute of Entrepreneurship
&
Member Secretary
iTEAMS PMU

Expression of Interest (EOI) for providing cargo vehicles (Bolero camper / pickup trucks) on hire to iTEAMS project of Department of Agriculture, Government of Meghalaya

MEGHALAYA INSTITUTE OF ENTREPRENEURSHIP (MIE)

Government of Meghalaya

Shillong, Meghalaya

13th December 2017

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A. CONTEXT

1. Meghalaya's economy has seen a rapid transformation over the last two decades with the share of agriculture and allied sectors dropping from a high of 40 percent of GSDP in the early eighties to around 15 to 19 percent at present, accompanied by a steady increase in the share of industrial and services sectors.
2. However while the relative importance of agriculture to the GSDP has decreased significantly, more than two thirds of the population still continues to depend on this sector for their livelihood.
3. The probable causes for this decline are many - from fragmentation of land holdings, tenancy farming, preponderance of small and marginal farmers, shifting cultivation, low individual volumes exacerbated by lack of organized aggregation, weak post harvest management and market facilities, lack of universal access to information, skills and technology, unreliable price discovery, dominance of middle men, trader cartelization, weak extension, low availability of feed and fodder, inadequate veterinary healthcare outreach, inadequate connectivity be it physical or informational, power, lack of assured irrigation and access to finance to name a few.
4. However the almost universal and biggest pain point for farmers across the state is the absence of organized evacuation logistics, limited or no access to remunerative and sustainable markets and the absence of transparent processes and platforms that facilitates healthy buyer seller interaction and activities.

B. VISION

To address and solve the pain points of the farming community through the design and implementation of a '1917-Integrated Technology Enabled Agri Management System' (iTEAMS) that provides organized produce evacuation logistics, access to markets, consistent and complete response / resolution, networking, knowledge, education and life skilling in a transparent and convergent manner leading to universal access to markets and market intelligence, financial empowerment and inclusion, improved efficiency and effectiveness of the Agri and allied sectors while bringing about a positive attitude and behavioural change amongst all stakeholders.

C. OBJECTIVES

1. Providing access for 4.9 lakh farmers to the best markets, information, practices, packaging, prices etc.
2. Facilitating organized aggregation and evacuation logistics across the state.
3. Providing transparency in all transactions and a state-wide trade facilitation platform with highest governance standards to facilitate healthy and competitive buyer seller interaction and activities.
4. Providing universal access to market intelligence so that buyers and sellers can make informed choices of where, how and how much to buy or sell for.
5. Providing quality, security, minimal wastage for consumers and higher returns for farmers.

6. Converging farmers needs, markets needs, technology trends & development
7. Opening up opportunities for the growth of enterprises and entrepreneurs in the value chain.
8. To be the first in the country to set up and operate an Integrated Technology Enabled Agri Management System in a convergent framework combining Polity, Public sector commitment / experience and Private sector expertise.
9. Enhancing the visibility & credibility of Government for all citizens

D. PROJECT

The project aims to address the critical issue of enabling and facilitating access to remunerative and sustainable markets for farmers' produce in the most transparent, efficient and effective manner through the implementation and operation of a logistics, evacuation and facilitation service to be called the 1917 – Integrated Technology Enabled Agri Management System or 1917-iTEAMS in short, in partnership with Media Lab Asia, a section 8 company of Digital India Corporation, Govt. of India, which is cued from the 108 Emergency Services in terms of farmers / citizens being able to dial a single number (1917 / 1800 22 3700) connected to a centralized call, dispatch and facilitation centre called the Agri Response Centre (ARC) for services related to lifting, evacuation and transport of agriculture produce and inputs, advisory services, market intelligence, domain knowledge and life skilling facilities. The ARC will be linked to customized and branded cargo vehicles called the Agri Response Vehicles (ARVs) across the state, owned by entrepreneurs, which will move out, under the direction and tracking of the ARC, to lift farmer's produce from aggregation sites and transport the produce directly to the farmers' choice of markets.

The ARC will host an omnibus platform that will collate evacuation and logistics demand of farmers, VECs, FPOs, SHGs, Cooperatives etc on the supply side based on calls made to the 1917 / 1800 22 3700 number and the requirement for agri produce / products from buyers on the demand side through a New Market Facilitation Project (NMFP) algorithm and matrix that will be made available to farmers and buyers on their mobile phones in an easy to read format through the M4AgriNEI initiative of MLAsia. In addition the ARC will also have a content dissemination section, fleet management system, user fee management system and knowledge management system that will push out crop, weather, animal health, input dealers, market price, plant protection and expert advisories based upon content generated by the iTEAMS ecosystem and through the app driven interface of the M4AgriNEI. By leveraging on the outreach of the M4AgriNEI app and the market pricing information generated by the NMFP matrix, the 1917-iTEAMS platform will enable both buyers and sellers to make informed marketing choices. Unlike other online trading platforms, the 1917-iTEAMS platform is not a place where trade or buying and selling will happen. It is simply a cloud based level playing field where buyer and seller are made aware of each other's needs and prices and decide on whom to shake hands with. Once the deal is done the farmer / buyer places the call to the ARC on the toll free 1917 / 1800 22 3700 number for lifting and transportation of the produce by the ARVs on payment of a minimal user fee.

E. SYSTEM COMPONENTS

1. 1917 / 1800 22 3700 (toll free number)
2. Agri Response Centre (ARC) equipped with Cloud based call centre technology.
3. Agri Response Vehicles (ARV)
4. Under and over supply matrix with pricing, buyer and seller dashboard

5. Knowledge management system
6. Fleet management system
7. Payment / User fee management system
8. Best practices integration- M4AgriNEI, ATMA, ICAR, CAU, Deptt content & outreach.
9. Distinctive patented branding
10. IT infrastructure & systems
11. Human resources
12. Deep local entrepreneurs involvement
13. Capacity building / Training - Leadership development, Best practices, Public education / awareness
14. Inbuilt collaboration – deptts, institutions, NGOs, CBOs, enterprises
15. Brand building
16. Multilevel review of processes and systems
17. Training (Induction and refresher trainings)
18. Data analytics
19. Leadership development
20. Public education, participation
21. Aggregation centres / Staging areas

F. AGRI RESPONSE CENTRE (ARC)

The ARC will be housed in the 3rd floor of the office of the District Agriculture Officer, East Khasi Hills, Shillong, The ARC will comprise of the following infrastructure facilities.

1. 6000 sqft carpeted area on the 3rd floor of the District Agriculture Office, Shillong.
2. Interiors, IT infrastructure and finishing
3. Training hall
4. Conference room
5. Ideation space
6. Showroom for farmer products

The ARC is going to be furnished and branded as an iconic structure that will give the 1917-iTEAMS brand visibility and inspire confidence in the efforts of the Government to provide long lasting solutions for its citizens. The ARC will be equipped with IT hardware and software like PCs, routers, internet facilities, hard lines, networking, LED TVs, interactive voice response systems, call logging facilities, call transfer facilities, video logging, advisory content, telephones etc.

G. AGRI RESPONSE VEHICLES (ARVs)

The ARC will be linked to a fleet of 35 Agri Response Vehicles (ARVs) owned by local entrepreneurs and leased out to iTEAMS at Govt. approved rates and which will be operating in 1 shift per day across the state. The ARVs will be manned by 35 trained Pilots operating in 1 shift. The ARVs are customized cargo vehicles fitted with communications equipment like display consoles (Tablet / MDT), phones, cameras, toolkits, ropes, temperature loggers (in case of reefer), cabin cameras, dash cams, GPS / Vehicle tracking system etc. Just like the 108 ambulances, the ARVs will be branded with high visibility branding of the 1917 –iTEAMS so that they are easily recognizable. Each ARV will operate a minimum of 2 trips per day and will aim for two way loads per trip. A user fee payment system will be put in place for loads carried by the ARVs such that the

iTEAMS becomes sustainable in the long term through realization of such fees. A fleet management system will be put in place to track and record vehicle movements and activities.

The ARVs will be manned and operated by drivers known as Pilots. The Pilot will be recruited by the vehicle owner and trained by iTEAMS as a multi tasker who can also drive a cargo vehicle. He is not a driver in the usual sense but is one who is capable of performing a multitude of tasks like pre load cargo inspection, record keeping, communicating with the ARC, farmers, buyers, markets, mobilizing and imparting basic awareness and trainings to people and maintaining on road fitness of the ARV in addition to his role of a driver. As the ARVs are owned by local entrepreneurs this will provide employment to a large number of people and will encourage aggregation of produce and value addition in the long term through linkages with the Horti Hubs, buyers, farmers, Godowns or mandis identified under the project.

H. IMPLEMENTATION FRAMEWORK

The iTEAMS is a 5 (five) year project that will be implemented by the MgSFAC, Department of Agriculture through a PMU in partnership with the Ministry of Electronics and Information Technology, (MeitY), Govt. of India and in collaboration with the Departments of IT&C, AH & Vety, Water Resources and MBDA / MIE, Govt of Meghalaya as part of the Agri-Horti Mission.

I. THE REQUIREMENTS

Interested individual residents of Meghalaya / Self Help Groups / Societies / Cooperative Societies / Associations and Companies registered in Meghalaya who are in possession of Bolero Campers / pickup trucks and are desirous of leasing / hiring out their vehicles to the iTEAMS project as per the following terms and conditions

J. TERMS AND CONDITIONS

1. iTEAMS will take on hire contract Bolero Campers / pickup trucks as Agri Response Vehicles (ARV) for the evacuation and transport of agriculture and allied produce / inputs / goods from production centers / farmers / sellers / buyers / aggregators and transport such produce to markets of the user's choice, within the state, on payment of a minimal user fee.
2. iTEAMS will pay a monthly rental to the vehicle owners who contract out their vehicles as per rate approved by the MEGHALAYA POWER DISTRIBUTION CORPORATION LIMITED @ Rs. 22,500/- per month inclusive of maintenance, insurance and other liabilities but excluding driver's salary and parking fees
3. A maximum of 5 vehicles will be taken on contract from each applicant.
4. Vehicle owners will have to sign a contract which will be valid for 1 (one) year only and may be extended for a further period of 2 years at a time based on performance.
5. Vehicle owners are required to register all ARVs contracted with iTEAMS immediately upon signing the contract.
6. Vehicle owners are to submit ARV details like vehicle model, vehicle number, chassis number, year of manufacture, engine number etc to iTEAMS in the relevant form upon signing of the contract.

7. Copies of the vehicle registration, insurance etc are to be also furnished along with the above particulars.
8. Owners are to ensure that all their ARVs have valid and up to date insurance coverage and that they meet all safety and statutory requirements.
9. The vehicle owner must consent to testing of their vehicle by authorities designated by iTEAMS, if required, before signing of the contract
10. The ARV should be in running condition and not more than 4 years old.
11. The vehicle owner must consent to branding the ARV with the iTEAMS logo and signage.
12. The vehicle owner must provide a driver/pilot for each ARV.
13. The vehicle owner must consent to their drivers/pilots being trained by iTEAMS
14. The vehicle owner is required to equip the ARV with the following equipment / devices before signing the contract. Approximate cost of the devices are as under
 - a. GPS tracking device – Rs. 10,000/-
 - b. Smartphone for the driver – Rs. 12,000/-
 - c. Dashboard camera – Rs. 10,000/-
 - d. Weighing scale – Rs. 5000/-

However, before actual fitting of the above equipments to the ARV, the details of their make and prices have to be approved by ITEAMS. An application for fitting the above to the vehicles has to be given to iTEAMS.

15. Initial investments for the equipment will have to be made by the vehicle owner which will be defrayed on a pro rated monthly basis for 12 months for each item of equipment on the basis of original invoices only after prior approval as mentioned above has been taken.
16. Invoices for purchase of the above equipment are to be submitted to iTEAMS to be eligible for claim back.
17. In the event of premature termination of contract, the vehicle owner will have to return the equipment mentioned in section 14 above, in working condition, to iTEAMS. In this event the balance amount due for equipment will be paid to the owner upon termination subject to the satisfaction of iTEAMS that the equipment is in proper working condition. In any other case of termination the equipment has to be returned to iTEAMS as all instalments have been paid by iTEAMS and ownership of the equipment rests with iTEAMS.
18. Phone numbers of the drivers / pilots are to be registered in the iTEAMS database. In case the numbers of drivers / pilots have changed due to any reason the same is to be intimated to iTEAMS within 24 hours.
19. Smartphone SIM and call charges are to be entirely borne by the vehicle owner.
20. Data and SIM charges for the GPS tracking device would be borne by the project
21. ARVs registered and logged on to the iTEAMS system will be allocated trips and loads by the ARC and are expected to respond to the calls and directions of the ARC and move to the specified destination within one hour of receiving the call.

22. In the event that the pilot / ARV is not able to respond within the above time period, the Pilot is to inform the ARC immediately. Failure to do so would be flagged as non responsive on the system and attract a penalty of Rs. 500/- per instance on the vehicle owner.
23. ARVs are to charge users of the service as per Govt. approved rate of Rs. 2/- per quintal per kilometer.
24. Each ARV is to make a minimum of 2 trips per day. There is no limit on the maximum number of trips.
25. POL costs are to be borne by the vehicle owner to be claimed back on a monthly basis from the project subject to production of invoices and on verification of trip distances and loads by the project.
26. An account of every ARV's trips will be maintained in the iTEAMS database and accordingly user fees will be realized from the vehicle owner through monthly billings prior to release of vehicle hiring charges and POL costs to the owner.
27. The onus of reporting successful trips will be on the Pilot / vehicle owner.
28. Vehicle owners should ensure that the ARVs are available and are fully functional with all its components like GPS, dash-cam, Tablet, etc. Non compliance will result in forfeiture of payback of equipment cost plus 0.5% penalty per vehicle per month.
29. Average uptime of all ARVs should be at least 95% quarterly for the first year. Non compliance will attract a penalty of 0.5% per vehicle per month.
30. The owner is to ensure that ARVs and Pilots are to carry only the cargo as specified and stated by the caller when he / she contacted the ARC and that such cargo falls under the definition of agricultural and allied produce.
31. The owner is to ensure that the ARVs, / Pilots do not carry any illegal / illicit cargo. Infraction of this condition will result in a penalty of Rs. 20,000/- per incident, cancellation of contract and also legal proceedings against the vehicle owners.
32. All Pilots would need to be trained by the iTEAMS to operate and maintain the ARVs, smart phones, take calls, keep proper records of loads, maintenance schedules, fuel, report to the ARC and in building up customer relations. The Pilots will be trained in pre load inspection, spreading awareness of good practices and mobilizing farmers. The training would be taken up immediately on appointment of the Pilots.
33. The owner is to ensure all Pilots are sensitized and made aware of a zero tolerance policy about driving under the influence of alcohol / substance abuse while on duty. Any violation will result in Rs. 5000/- penalty on the owner in every case and immediate termination of both owner and pilot along with necessary legal proceedings.
34. The tracking /GPS devices should not be switched off under any circumstances while on duty. Switching off the device will result in unrecorded trips and zero payment of fuel costs for that trip. Owner to ensure that the ARC is informed immediately in case of a malfunction. Repeated instances of device switching off more than three times in a month without reasonable justification will result in termination of the owner and pilot.

35. ARVs remaining stationary for too long while logged into the system and having been allotted a trip will be red flagged. Repeated red flagging and crossing of the threshold of red flags will result in immediate termination of contract.
36. Vehicle owners will have to agree to the Service Level Agreements (SLA) as stated above which will form part of the contract.
37. Responses to the EOI received after scheduled time and date will not be accepted
38. The undersigned reserves the right to accept or reject any or all of the responses without assigning any reasons thereof.

ELIGIBILITY CONDITIONS

1. Vehicles should be in running condition and not more than 4 years old.
2. Owners are to ensure that all their vehicles have valid and up to date insurance coverage and that they meet all safety and statutory requirements.

CHECKLIST OF DOCUMENTS TO BE SUBMITTED

1. Vehicle owners are to submit vehicleARV details like vehicle model, vehicle number, chassis number, year of manufacture, engine number etc to iTEAMS in the relevant form upon signing of the contract. Annexure - I
2. Copies of the vehicle registration and insurance are to be also furnished along with the above particulars.

TIMELINES

Responses to the EOI in a sealed cover super scribed "Response to iTEAMS EOI" should reach the undersigned in the IT Conference Hall, New IT Building, Shillong by 3.00 PM on or before the 21st December 2017 and will be opened on the same day in the presence of the respondents or their authorized representatives if any.



Officer on Special Duty
Meghalaya Institute of Entrepreneurship
&
Member Secretary
iTEAMS, PMU

FORMAT OF RESPONSE TO THE EOI

To,

The Member Secretary
iTEAMS PMU

SUB: Provision of Agri Response Vehicles to iTEAMS on hire contract

Ref: MIE 603/2017-18/3097 dated 20th December 2017

Sir,

I / We, the undersigned having read and examined in detail all the EOI documents do hereby propose to provide the following services as specified in the above document number MIE 603/2017-18/3097 dated 20th December 2017

1. Five (5) Bolero campers / pickup trucks on hire contract to the iTEAMS project for the evacuation and transport of agriculture and allied produce / inputs / goods from production centers / farmers / sellers / buyers / aggregators and transport such produce to markets of the user's choice, within the state.
2. Realization of user fee from the users as per approved rates
3. Equipping the ARVs with the following equipment
 - a. GPS tracking device
 - b. Smartphone for the driver
 - c. Dashboard camera
 - d. Weighing scale
4. Details of the ARVs as per format enclosed
5. Copies of the vehicle registration and insurance
6. One driver / pilot for every ARV

We declare that all the services shall be performed strictly in accordance with the EOI documents

We hereby declare that our offer is made in good faith, without collusion or fraud and the information contained in the offer is true and correct to the best of our knowledge and belief.

We understand that our offer is binding on us and that you are not bound to accept an offer you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name

Address

Phone

Email

Date:

Business Address:

ARV DETAILS

SI No	Vehicle Model	Vehicle No	Chassis No	Year of manufacture	Engine No.
1					
2					
3					
4					
5					

Certified that the above information is true to the best of my information and knowledge

Signature:

Name:

Address:

Phone No:

Email:

Place:

Date: