Response of Pre-Bid Queries

Ref No. **Date:** 25.08.2026

Sub: Issuing of Corrigendum / Addendum for RFP "Selection of an Agency for setting up of Strategic Unit and implementing various initiatives under the Raising and Accelerating MSME Performance (RAMP) Scheme".

Date of pre-bid meeting: 21.08.2026

S.No.	Section, Clause no., Page no.	Clause as per the RFP	Pre-Bid Query	Clarification by DSIIDC
M/s KPMG				
1	Scope of Work Sections 5.1, 5.2, 5.3, 5.4 and 5.5.- Page no – 12 to 39	The RFP combines Strategic Unit (economic transformation strategy, investment promotion, policy advisory), RAMP intervention implementation, and MSE Hub/BFC infrastructure establishment under a single contract.	Request DSIIDC to unbundle the Strategic Program Management Unit (SPMU) scope from the implementation and infrastructure/ procurement components under the RAMP interventions. The SPMU may be engaged for strategic planning, programme management, implementation facilitation, monitoring, reporting and performance oversight, while the intervention execution and operational activities may be assigned to specialized agencies	No change, RFP Conditions shall prevail.

			through separate procurement processes.	
2	Sections 5.2, 5.3 & 5.4; Pages 21-38	The scope of work under MSE Hub & BFCs, Champion MSME Facilitation and ESG Compliance Campaign repeatedly states that the selected agency shall "support DSIIDC" in implementation of the interventions.	Kindly clarify the role of the Strategic Program Management Unit (SPMU) vis-vis the implementation of RAMP interventions. Specifically, whether the selected agency is only required to support DSIIDC in identification, onboarding, procurement and empanelment of BDSPs, Anchor Firms, certification agencies and implementation partners, while the actual execution remains under DSIIDC oversight; or whether the selected agency shall be fully responsible for end-to-end implementation and achievement of all intervention targets and outcomes.	Role of SPMU is to provide strategic support in industrial development of Delhi and agency will be separately responsible for implementation of projects mentioned under RAMP.
3	Section 5.1, Key Personnel, Project Director; Page 18	Project Director should have a master's degree and "should be at Partner level or equivalent" in the firm with minimum 20 years of professional experience	The requirement of a specific organizational designation such as “Partner level or equivalent” may be removed. The bidder may instead be permitted to nominate suitably qualified senior-level professionals possessing the prescribed educational qualifications, leadership responsibilities, domain expertise and relevant project experience specified in the RFP.	Refer **Addendum-01**

4	Section 5.2 - Detailed Scope of Work for Delhi MSE Hub and Business Facilitation Centers (BFCs); Pages 21-29	The selected agency is required to undertake establishment, procurement, staffing, operation and management of the MSE Hub and six BFCs, including interior fit-out, IT infrastructure, office administration and deployment of manpower.	The Authority may consider excluding the procurement, infrastructure establishment, facility management and day-to-day operational responsibilities of the MSE Hub and Business Facilitation Centres (BFCs) from the scope of the Strategic Program Management Unit (SPMU). Such activities may be undertaken through a specialized implementation agency, while the SPMU may focus on strategic advisory, program management, stakeholder coordination, implementation facilitation, monitoring and evaluation, performance management, quality assurance and overall program oversight.	Refer **Addendum-01**
5	Section 5.1, Key Personnel – Project Leader; Page 19	Project Leader should have experience in preparing economic master plan/economic transformation strategies and should have completed at least one project in India and one project overseas in the last 5 years	Request DSIIDC to remove the mandatory requirement of having completed one overseas assignment in the last five years and instead require demonstrated experience in economic planning, industrial development, investment promotion, economic transformation strategy, public policy, or similar assignments within India or internationally.	**No change**, RFP Conditions shall prevail.

6	Section 6.2, Sl. No. 1 (Bidder's Turnover), Pages 44-45	The bidder must have an Average Annual Turnover of at least ₹36 Crore during the last three financial years. Marking criteria: ₹36 Cr to ₹50 Cr = 5 Marks; >₹50 Cr to ₹65 Cr = 7 Marks; >₹65 Cr = 10 Marks.	Request DSIIDC to revise the minimum Average Annual Turnover requirement from ₹36 Crore to ₹100 Crore during the last three financial years. Further, the marking criteria may be revised in increments of ₹50 Crore, such as: ₹100 Cr to <₹150 Cr = 5 Marks; ₹150 Cr to <₹200 Cr = 7 Marks; ₹200 Cr and above = 10 Marks.	**No change**, RFP Conditions shall prevail.
7	Financial Bid / Contract Duration	Strategic Unit is for 12 months, while RAMP interventions are valid till 31 Mar 2027, and the contract may further extend by up to 2 years.	Please clarify the pricing mechanism and manpower rates applicable during extensions.	The bidder shall quote its financial bid considering an engagement period of **12 months** for the Strategic Unit while the projects undertaken under the **RAMP interventions** are **deliverable-based**, with the validity of each respective project being **valid till 31st March 2027.**

8	Section 6.1, Eligibility Criteria, Clause 4 (Bidder's Experience), Pages 43-44	The bidder should have undertaken assignments related to deployment of 25 professional resources and BDS/BDSP, enterprise diagnostics, ESG, certification, greening and related assignments. The minimum prescribed for such assignments is ₹50 lakh.	The eligibility criterion may be revised from a resource deployment-based qualification to a project value-based qualification. Bidders may be required to demonstrate experience in successfully executing similar assignments of a minimum contract value of ₹2 Crore to ₹5 Crore (or higher) in the relevant domains during the specified period.	**No change**, RFP Conditions shall prevail.
9	Section 1 (Tender Summary), Clause 10 & Bid Submission Schedule; Pages 7-10	Last Date of Submission of Queries is 21.08.2026 and Bid Submission End Date is 29.08.2026	Request DSIIDC to extend the Bid Submission Due Date by at least 2-3 weeks from the date of issuance of the Pre-Bid Clarifications/Addendum.	Refer **Addendum-01**
2. M/s Deloitte				
1	Section 1, Tender Summary, S. No. 5, Pages 6 7; Annexure-10, Pages 77–79	EMD payment mode and Bank Guarantee validity “Rs. 40,00,000/- (Rupees Fourty Lacs) In the form of Demand Draft / Bank Guarantee in favour of DSIIDC.” Annexure-10: “This Guarantee shall remain in full force and effect for a period of 120 days from the Bid Due Date, inclusive of a claim period of 45 days, or for such extended period as may be mutually agreed between the Authority and the Bidder, and agreed to by the Bank.”	Kindly confirm whether the EMD may be submitted through either Demand Draft or Bank Guarantee. For a Bank Guarantee, kindly clarify whether the required validity is: (a) 120 days inclusive of the 45-day claim period; or (b) 120 days plus an additional 45-day claim period. Kindly also specify whether the original DD/BG must be physically submitted and, if so, the address and deadline.	EMD may be submitted through Demand Draft or Bank Guarantee with a validity of up to 120 days

2	Section 6.2, Criterion 1, Pages 44–45; Annexure-6, Page 72	Applicable financial years for turnover evaluation Section 6.2: “The bidder must have an Average Annual Turnover of at least 36 Cr in last three financial years: FY 2023-24 & 2024-25, 2025-26.” Annexure-6 requires turnover and net-worth figures for “2022-23,” “2023-24” and “2024-25.”	Kindly confirm whether turnover evaluation will be based on FY 2022-23, FY 2023-24 and FY 2024-25, as specified in Annexure-6, or FY 2023-24, FY 2024-25 and FY 2025-26, as stated in Section 6.2.	Average Annual Turnover shall be stated for FY 2023-24, 2024-25, 2025-26
3	Section 6.2, Criterion 2(a), Page 45	Project-level requirement for 25 professionals “The Bidder must have experience in providing at least 25 qualified professionals/Consultants for project management/advising governments on economic strategy/policy reforms/institutional strengthening/regulatory improvements / infrastructure planning, and functioning as a strategic think tank or technical support projects…” “4 marks shall be awarded for each project, subject to a maximum of 20 marks.”	Kindly confirm whether each project claimed for 4 marks must independently demonstrate deployment of at least 25 professionals/consultants, or whether the bidder must demonstrate aggregate experience of deploying at least 25 professionals across the qualifying projects.	Each project must independently demonstrate deployment of 25 professionals/ consultants

4	Section 5.1, Key Personnel, Project Leader, Page 19	Project Leader overseas-project requirement "Should also have experience in preparing economic master plan/economic transformation strategies. At least one project in India and one project overseas in the last 5 years." "The bidder should have demonstrated international experience through execution of assignments/projects outside India."	Kindly clarify whether both requirements apply to the proposed Project Leader or whether the second requirement applies to the bidder organization. It is requested that equivalent international experience through multilateral or foreign government assignments be considered.	Both conditions are applicable for the experience of Project Leader

5	Part-B, RAMP Interventions, Section 5.2, Pages 19–29; Section 7.11, Monitoring and Review by State Project Implementation Unit, Pages 51 52	Subcontracting of specialized and non-consulting activities under the RAMP interventions Part-B of the Scope of Work includes the following RAMP interventions: “a. Setting up of Delhi MSE Hub and Business Facilitation Centres (BFCs) b. Champion MSME facilitation c. ESG Compliance Campaign d. Greening of Delhi’s MSME” Under the Detailed Scope of Work for the Delhi MSE Hub and Business Facilitation Centres, the RFP provides that: “The Agency shall undertake the interior design, branding, furnishing, and fit-out works for the MSE Hub office.” “The Agency shall provide all necessary office furniture, fixtures, meeting facilities, and reception infrastructure.” “The Agency shall procure, install, and maintain all required IT infrastructure, including desktops/laptops, printers, servers, networking equipment, internet connectivity, and audiovisual systems.” “The Agency shall ensure the uninterrupted operation of the MSE Hub office by providing maintenance, technical support, housekeeping, utilities, and administrative services throughout the Contract Period.”	Request to permit subcontracting of specialized and non-consulting activities It is requested that the successful bidder be permitted to engage suitably qualified and experienced subcontractors, specialist agencies, vendors or implementation partners for specialized and non-consulting components of Part-B, including: 1. interior design, civil works, fit-out, branding and furnishing; 2. procurement, installation and maintenance of IT and office infrastructure; 3. maintenance, housekeeping, utilities and administrative support; 4. field surveys, beneficiary mobilization and MSME outreach; 5. specialized business development services and deployment of BDSPs; 6. event, workshop and campaign execution; 7. ESG, environmental, energy, water and waste audits; 8. testing, assessment, certification and accreditation support; 9. specialized technical studies, technology	Refer **Addendum-01**

		The RFP further requires compliance with the prescribed Bill of Quantities/Bill of Materials for the establishment, interior fit-out, furnishing, branding, IT infrastructure, office equipment and associated requirements of the Delhi MSE Hub and BFCs. Section 7.11 further provides: "The State Project Implementation Unit (SPIU) shall continuously monitor the implementation and performance of the project throughout the contract period to ensure compliance with the provisions of the Agreement, Scope of Work, approved work plan, timelines, Key Performance Indicators (KPIs), and Service Level Agreements (SLAs), wherever applicable." "SPIU shall have the right to conduct periodic review meetings, field visits, inspections, verification of project activities, and performance assessments either directly or through any committee, authorized representative, or agency appointed by it."	assessments and DPR inputs; and 10. other activities requiring licensed, specialized or domain-specific capabilities. Such engagement may be made subject to prior written approval of DSIIDC, submission of the proposed subcontractor's qualifications and experience, compliance with applicable procurement and statutory requirements, and execution of appropriate back-to-back contractual obligations. The prime bidder shall remain fully responsible and accountable to DSIIDC for overall programme management, integration, quality assurance, timely completion, statutory compliance and performance of all subcontracted activities. Alternative request to split the procurement If subcontracting or engagement of specialist implementation partners is not permitted, it is requested that the present RFP be divided into two separate packages or lots: Package 1: Strategic Unit/SPIU, Strategy and Programme Monitoring Covering economic strategy, policy advisory, programme management,	

			coordination, monitoring, verification, quality assurance, review, reporting and assessment of RAMP interventions. Package 2: RAMP Intervention Implementation Covering the Delhi MSE Hub and BFCs, Champion MSME Facilitation, ESG Compliance Campaign, Greening of Delhi's MSMEs, infrastructure setup, field implementation, events, audits, certification facilitation and other implementation intensive activities. It is also kindly be requested to note that functional independence and segregation of responsibilities may not be maintained where the same selected agency or team is responsible for both implementing the RAMP interventions and monitoring, verifying or assessing that implementation through the SPIU mechanism.	

6	Section 5.1, Key Personnel, Project Director, Page 18; Section 7.5, Deployment and Replacement of Resources, Pages 50–51	Deployment requirement for Project Director "Project Director: Should be at Partner level or equivalent in the firm." "Minimum 20 years of professional experience with specific experience as senior management in handling large scale government transformation/investment promotion projects in at least 5 states in India." "The Agency shall ensure that the Resource whose CVs/profiles are submitted as part of the bid, presentation, or technical proposal are the same personnel deployed for execution of the project and performance of services under the contract."	Kindly confirm whether the Project Director is required to be deployed full-time and onsite in Delhi. It is requested that the Project Director be permitted to provide strategic oversight on a part-time or intermittent basis, including participation in key review meetings, milestone reviews and stakeholder consultations, while the Project Leader and other full-time professionals manage day-to-day onsite implementation. D18	Project Director must be deployed full-time onsite in Delhi

7	Section 5.1, Key Personnel, Project Manager, Page 19	Project Manager experience in innovation and startup ecosystem “Minimum 12 years of professional experience.” “Should have atleast 8 years of experience in mentoring/working with innovation and startup ecosystem.” “Should have knowledge of working in sector development assignments.”	It is requested that the requirement of eight years in the innovation and startup ecosystem be broadened to eight years of relevant experience in one or more areas such as MSME development, industrial development, entrepreneurship promotion, innovation, startups, cluster development, economic development, investment promotion, programme management or sector development.	**No change**, RFP Conditions shall prevail.
8	Section 6.2, Technical Evaluation Criterion 2(a), Page 45	Scoring of projects involving deployment of 25 professionals “The Bidder must have experience in providing at least 25 qualified professionals/ Consultants for project management/ advising governments on economic strategy/ policy reforms/institutional strengthening/regulatory improvements/ infrastructure planning, and functioning as a strategic think tank or technical support projects with Central Government/ State Government/ Public Sector Undertakings (PSUs)/ Autonomous Bodies/ Multilateral Agencies/Private Organizations during the last five (5) financial years.” “4 marks shall	It is requested that the criterion be revised to award marks for relevant strategic advisory, programme-management, policy reform, institutional strengthening, investment promotion or technical-support assignments, without requiring deployment of at least 25 professionals under every project. Alternatively, the requirement of 25 professionals may be demonstrated cumulatively across the projects claimed under this criterion.	**No change**, RFP Conditions shall prevail.

		be awarded for each project, subject to a maximum of 20 marks."		
9	Tender Summary	Bid Submission end date	Request to provide an extension for the submission date.	Refer **Addendum-01**
3. M/s GT Bharat				
1	Section 4.2 – Evaluation of Bids (QCBS Methodology)	The RFP proposes evaluation under the QCBS method with 70% weightage to the Technical Proposal and 30% weightage to the Financial Proposal.	Kindly consider revising the QCBS weightage to 80% Technical and 20% Financial.	**No change**, RFP Conditions shall prevail.
2	Page 13 – Section II, Benchmarking and Stakeholder Engagements, Point (c)	The Agency is required to undertake benchmarking and stakeholder engagements as part of the Strategic Unit scope, including workshops / consultations with Government departments, industry, investors and academia.	Kindly clarify the expected number of meetings, workshops, consultations and stakeholder-engagement sessions to be undertaken during the contract period — including with Government Departments, industry associations, MSMEs and other stakeholders. Kindly confirm whether venue, logistics, refreshments, travel and audio-visual costs for such engagements are to be borne by the Agency or by DSIIDC/Department. Where such costs fall on the Agency, kindly indicate the expected number/scale of events to enable accurate costing.	The cost of all such activities such as venue, logistics, refreshments, travel and audio-visual costs etc. shall be borne by the Agency.

3	Page 15 – Section 5.1(v)(c), Trade and Export Facilitation	The Agency is required to facilitate market access through buyer-seller meets, trade missions, international trade fairs, business networking events and export-readiness advisory.	Kindly provide measurable targets for these activities — namely the number of buyer-seller meets, trade missions/international trade fairs, business networking events, and the expected number of MSMEs/enterprises to be linked with domestic/international buyers and markets.	Buyer seller meets/ national or international trade fair shall be organized by DSIIDC separately, the agency shall ensure participation of MSMEs
4	Section 5.1, Point (ix) – Stakeholder Awareness and Investment Promotion (Page 16 18, approx.)	The Agency is required to position Delhi as a services/knowledge economy investment destination, including disseminating initiative information through media channels as part of the investor outreach and facilitation framework.	Kindly clarify the budget/financial ceiling earmarked for media dissemination activities under this component, and whether such expenditure (print, digital, electronic media, etc.) is to be borne by the Agency within the quoted contract value or provided/reimbursed separately by DSIIDC.	Cost of print, digital, electronic media shall be borne by DSIIDC
5	Page 18 – Section 5.1, I. Key Personnel – Project Director	The RFP requires the Project Director to hold a Master's degree in Engineering/Business Administration from a reputed, recognised university (preferably Tier-1), and to be at Partner level or equivalent in the firm.	Kindly permit related/equivalent educational qualifications relevant to the scope of work, in addition to the specified qualification. Kindly remove the mandatory Partner-level (or equivalent) designation, allowing suitably qualified professionals with relevant senior-level experience to be proposed as Project Director.	Refer **Addendum-01**
6			Request to provide an extension till 12th September 2026.	Refer **Addendum-01**

7	Page 18 – Section 5.1, I. Key Personnel – Project Leader	The RFP requires the Project Leader to hold a master’s degree in economics/management/finance from a reputed, recognised university (preferably Tier-1), along with demonstrated international experience — including at least one project in India and one overseas project in the last 5 years.	Kindly permit related/equivalent educational qualifications for the Project Leader role. Kindly also remove the mandatory international-experience requirement and instead allow relevant domestic experience — particularly with Government/PSUs/MSME development, policy or programme implementation — to be treated as equivalent.	**No change**, RFP Conditions shall prevail.
8	Page 18 – Section 5.1, I. Key Personnel – Project Manager	The RFP requires the Project Manager to hold a Master's degree in Engineering/ Management from a reputed, recognised university (preferably Tier-1).	Kindly permit related/equivalent educational qualifications for the Project Manager role, in addition to the specified qualification.	**No change**, RFP Conditions shall prevail.
9	Page 76 – Important Note, Point (iv); Section 7.2 – Duration of Contract, Page 48	Rates finalised will not be changed throughout the Contract/extended Contract. The Strategic Unit engagement carries an initial one-year term (extendable up to two additional years), with all activities to be concluded by 28 February 2027.	Kindly consider providing an appropriate price escalation mechanism applicable to any extension period, particularly for manpower and other recurring costs. Given the extensive scope under the Strategic Unit spanning multiple parallel work-streams to be delivered within a compressed timeline against a 10-member core team, kindly provide clarity on the expected basis of team deployment/allocation across these interventions so that bidders can plan resourcing realistically.	**No change**, RFP Conditions shall prevail.

10	Pages 19–22 – Section 5.2(I), Establishment and Operation of Delhi MSE Hub Office	The Agency is required to undertake interior design, branding, furnishing and fit-out of the MSE Hub Office,procure/maintain IT infrastructure, and bear recurring operational expenses for its upkeep.	Kindly request DSIIDC/Department could instead provide fully functional MSE Hub premises with the requisite interiors, furniture and infrastructure in place, or separately engage a vendor for this purpose — limiting the Agency's scope to deploy resources and operation of the Hub.	Refer **Addendum-01**
11	Page 20 – Section 5.2(I), Profile of the MSE Hub Team with Desired Qualification and Work Experience, Note (i)	The RFP caps the resource budget for the 4 MSE Hub Industry Experts at ₹20,00,000 per resource per annum, inclusive of taxes and statutory benefits, and requires appointment letters/employment documents as proof of deployment.	Kindly request removal of the prescribed budget cap, allowing selection instead based on the quality and suitability of the proposed resource. Kindly permit a bidder/HR-authorized declaration confirming current employment, designation, experience and proposed deployment, in place of appointment letters/employment documents.	**No change**, RFP Conditions shall prevail.
12	Pages 22–23 – Section 5.2(II), Operationalization of 6 Business Facilitation Centres (BFCs)	The RFP provides an indicative list of 6 BFC locations, with the Agency responsible for interior design, branding, furnishing, IT infrastructure and continuous operation of each centre.	Kindly consider whether DSIIDC/Department could provide fully functional premises for the 6 BFCs — with requisite interiors, furniture and infrastructure already in place — or engage a separate vendor for the fit-out, limiting the Agency's scope to deployment and operation of the BFCs.	Refer **Addendum-01**

13	Section 5.2(II) – Profile of the Members under each BFC with Desired Qualification and Work Experience, Note (i)	The RFP caps the resource budget for BFC staff at ₹6,00,000 per resource per annum, inclusive of taxes and statutory benefits, and requires appointment letters or similar proof to be furnished on request.	Kindly consider removing the prescribed budget ceiling for BFC personnel and base the selection on the quality and suitability of the proposed resources relative to the role. Kindly also permit a bidder/HR-authorized declaration in lieu of appointment letters/employment documents.	Refer **Addendum-01**
14	Page 27 – Section 5.3(i), MSME Identification and Onboarding	The RFP requires the selected Agency to identify 250 high potential MSMEs across the NCT of Delhi to be onboarded for the transformation journey.	Kindly clarify whether DSIIDC will provide an initial database/list of eligible MSMEs for the Agency to screen and onboard, or whether the Agency is expected to independently identify, mobilize and onboard all 250 MSMEs.	The Agency shall identify/ mobilize MSMEs on its own.
15	Pages 27–28 – Section 5.3(ii), Deployment of BDS Providers (BDSPs)	The RFP requires the selected Agency to identify and onboard 10 specialised BDSPs based on their demonstrated expertise in specified domains.	Kindly clarify who will bear the cost of onboarding and engaging the 10 BDSPs, including their professional/service fees — whether paid by DSIIDC separately or borne by the Agency within the quoted contract value.	The cost of onboarding BDSPs has to be borne by the agency
16	Page 28 – Section 5.3(ii), Deployment of BDS Providers (BDSPs)	The RFP states that the Agency shall ensure BDSPs provide handholding to all 250 MSMEs across different value chains, with sector-specific expertise.	Kindly specify the key activities/interventions and expected outputs/ deliverables under the BDSP handholding support to be provided to the 250 MSMEs.	**No change**, RFP Conditions shall prevail.

17	Page 28–29 (approx.) – Section 5.3, Performance Audits & Transformation Diagnostics	The Agency is required to conduct performance, financial/compliance and technology audits for each of the 250 Champion MSMEs, including site visits and a customised Improvement Plan and enterprise report per unit, to be completed within T+8 weeks.	Kindly consider extending the timeline prescribed for completion of the 250 structured audits and accompanying reports. Given the extent of field-level engagement, data collection and consultative diagnostics involved per unit, achieving this across the full cohort within T+8 weeks appears highly compressed.	**No change**, RFP Conditions shall prevail.
18	Page 31 – Section 5.3, Point (f) – Standards Adoption and Certification/Approvals	The Agency is required to guide MSMEs on documentation, application processes and relevant departments for various approvals, ensuring timely and hassle-free clearances.	Kindly clarify whether the Agency will be held responsible for delays or non-issuance of approvals/clearances arising from factors beyond its control — such as delays by Government/third-party authorities, delays in application processing, or non-cooperation by the concerned MSME.	**No change**, RFP Conditions shall prevail.
19	Page 52 – Table-E, Sl. No. 5, Financial Facilitation for Champion MSMEs	Table-E prescribes Financial Facilitation for a minimum of 10% (25) of the Champion MSMEs.	Kindly clarify at which stage this target will be considered achieved — upon submission of the loan/finance application, sanction/approval by the financial institution, or actual disbursement of the sanctioned amount.	Target shall be considered achieved on sanction/ approval by the financial institution

20	Page 32 – Section 5.4(i), MSME Identification and Sensitization	The Agency is required to undertake targeted outreach and sensitisation activities for identified MSMEs before mobilisation for the ESG Compliance Campaign	Kindly provide the estimated number of MSMEs to be covered through outreach and sensitization activities, including the expected number of sensitization sessions/events and participants.	**No change**, RFP Conditions shall prevail.
21	Page 33 – Section 5.4(ii), Identification and Onboarding of Anchor Firms (5 Firms)	The Agency is required to identify and onboard 5 Anchor Firms -OEMs, Cluster SPVs or Industry Associations - and incentivise them to mentor their MSME vendor base towards the ESG Compliance Campaign.	Kindly clarify the nature, quantum and mechanism of the proposed incentives to the 5 Anchor Firms, and whether this cost is to be borne by the Agency or DSIIDC/Department. If borne by the Agency, kindly confirm whether it will be reimbursed/separately budgeted or included within the quoted contract value.	The cost shall be borne by the agency
22	Page 34 – Section 5.4(iv), Venue Identification and Management	The Agency is required to arrange the training venue and provide logistics — internet, laptop, audio visual equipment, refreshments, seating, power backup, AC/fans, etc.	Kindly clarify the budget/financial ceiling per ESG training programme/session for venue and associated logistics and confirm whether these costs sit within the quoted contract value or will be reimbursed separately. Kindly also clarify whether the Agency may sub-contract/engage external vendors for venue booking, catering, AV equipment and other event-management requirements.	The cost ESG training programme, venue, logistics and other associated arrangements shall be borne by the Agency and are included in the estimated project value. **Sub-contracting/ engagement of third parties shall not be permitted**, as per the RFP provisions.

23	Pages 35–36 – Section 5.4, Table-A, Programme Targets	Table-A prescribes a target of 800 MSMEs for Capacity Building/ESG Pledge and a separate target of 1,000 MSMEs for ZED Bronze Certification.	Kindly consider extending the timeline for achieving these targets — the volume of MSMEs to be mobilized, sensitized and certified within the prescribed period appears considerably compressed.	**No change**, RFP Conditions shall prevail.
24	Page 36–37 (approx.) – Section 5.4, Certification Facilitation	The Agency is required to provide end-to-end handholding for ZED Bronze/Silver/Gold and LEAN certification, and to maintain records of applications, approvals and certifications issued.	Kindly confirm that the Agency's responsibility is limited to reasonable facilitation and handholding, and that the Agency shall not be held liable for delays in certification outcomes attributable to the processing timelines or decisions of the third-party certifying bodies (ZED/LEAN authorities).	The deliverable will be considered achieved after distribution of final ZED certificates
25	Section 5.4 – Detailed Scope of Work for ESG Compliance Campaign	The Agency is required to undertake activities covering ESG compliance, sustainability, certifications, capacity building, digital systems and related MSME support.	Kindly clarify whether the selected Agency will be permitted to engage specialized sub-consultants/external experts, wherever required, for domains such as ESG, sustainability, investment promotion, digital transformation and certification support, subject to prior approval of DSIIDC.	**No change**, RFP Conditions shall prevail.
26	Pages 37–40 – Section 5.5, I. MSME Cluster Transformation towards Sustainability & II. Footprint Audit-based Green Credit Model	The Agency is required to prepare Diagnostic Study Reports (DSRs) and DPRs for 8 clusters, along with Environmental Footprint Audits and Green Advisory, within T+7 weeks (DSR) and	Kindly consider extending the T+7-week and T+14-week timelines prescribed for DSR/DPR submission across 8 clusters, given the field-intensive nature of the exercise. Kindly also clarify the expected	**No change**, RFP Conditions shall prevail.

		T+14 weeks (DPR/roadmaps) respectively.	number of field visits per cluster, frequency of stakeholder consultations, and number of MSME-level interactions envisaged for cluster diagnostics and Footprint Audits.	
27	Page 37 – Section 5.5, II(i), Green Credit Model – Identification and Onboarding of MSMEs	The Agency is required to identify and onboard 200 MSMEs for the Green Credit Model, drawn from the Champion MSME pool.	Kindly provide the proposed selection criteria/parameters for identifying these MSMEs — sector, size, location, environmental footprint, readiness for green interventions, etc. or, if none is prescribed, confirm whether the Agency may develop and propose shortlisting criteria for DSIIDC's approval.	The criteria shall be proposed by the agency while delivering the project and will be approved by DSIIDC
28	Section 7.2, Page 48; Section 7.13, Pages 52–53; Important Note, Page 76 (Cross Cutting)	Section 7.2 requires all RAMP related activities to be completed by 28 February 2027, against a one-year contract term extendable by up to two years; Section 7.13 separately prescribes completion within T+25 weeks; and Page 76 refers to RAMP Interventions being valid till 31 March 2027, with the Strategic Unit valid for one year.	Kindly clarify how the one-year contract duration, T+25 weeks, 28 February 2027 and 31 March 2027 are to be read together and applied. Further, for the outcome-based targets across RAMP interventions (250 Champion MSMEs, 800 ESG MSMEs, 1,000 ZED Bronze, 200 ZED Silver, 50 ZED Gold, 100 LEAN certifications), kindly clarify whether payment will still be released for work/effort completed where a target is not achieved for reasons beyond the Agency's control. Also	All the activities mentioned in scope of work under RAMP has to be completed by 31st March 2027

			kindly clarify whether timeline extensions and penalty waivers will apply in such cases; and how pending targets will be treated if the scheme/contract is extended.	
29	Annexure-9, Page 72 – Format of Financial Bid	The RFP provides the Financial Bid format for various components of the assignment, including MSE Hub/BFC establishment and target-based interventions.	Kindly clarify the basis on which the Financial Bid is to be quoted for each component — whether one-time costs (MSE Hub/BFC establishment) should be a lump-sum or item-wise BoQ rate, and whether target-based interventions (250 Champion MSMEs, 800 ESG MSMEs, 1,000 ZED Bronze, 200 ZED Silver, 50 ZED Gold, 100 LEAN certifications, Greening interventions) should be a lump-sum or a unit rate per MSME/certification/cluster. Kindly also provide the applicable unit, quantity and duration for each line item.	**No change**, RFP Conditions shall prevail.
30	Section 7.12 – Payment Schedule, Pages 46/50 (Cross-Cutting – Mobilisation Advance)	Payments are linked to completion and acceptance of specified deliverables/milestones under the Payment Schedule, with no mobilisation advance presently provided for.	Kindly consider providing a mobilization advance equivalent to 25% of the agreed Contract Value, against submission of an appropriate Bank Guarantee, to be adjusted/recovered proportionately	**No change**, RFP Conditions shall prevail.

			from subsequent milestone payments.	
31	Page 41 – Section 6.1, Sl. No. 3, Blacklisting Declaration; Annexure 4, Pages 66–67	The RFP requires a self declaration that the bidder has not been blacklisted/declared ineligible in the last 5 years, whereas Annexure-4 itself is drafted with reference to last 3 year lookback — an internal inconsistency.	Kindly reconcile this inconsistency by aligning the eligibility criteria and Annexure-4 to a common 3-year lookback period. Kindly also consider expanding the scope of the declaration to additionally cover any pending investigation, litigation, and criminal case/conviction status of the bidder.	**No change**, RFP Conditions shall prevail.
32	Page 41 – Section 6.1, Eligibility Criteria, Sl. No. 4 – Bidder's Experience	Sl. No. 4 requires the Bidder to have undertaken assignments covering (i) deployment of 25 professional resources/consultants, and (ii) at least one project involving business advisory/BDS support, enterprise diagnostics, financial advisory or quality certification/greening-related assignments of value not less than ₹50 Lac, during the last five financial years stated as 'FY 2020-21 to FY 2025-26'.	Kindly clarify whether the requirements under Point (i) and Point (ii) can be demonstrated through separate projects, or whether both must be shown through a single project. Kindly also clarify the exact five financial years to be considered, as the stated window spans six financial years.	**No change**, RFP Conditions shall prevail.

33	Section 6.2 – Technical Bid Score Matrix, Sl. No. 1, Bidder's Turnover / Annexure-6, Pages 69–72	The bidder must have an Average Annual Turnover of at least ₹36 Cr over three financial years; the RFP text (FY 2023-24 to 2025-26) and Annexure-6 (FY 2022-23 to 2024-25) are inconsistent. Scoring: ₹36–50 Cr = 5 marks; >₹50–65 Cr = 7 marks; >₹65 Cr = 10 marks.	Kindly clarify the correct three financial years for computing turnover and align Annexure-6 accordingly. Kindly also confirm whether provisional financials/CA-certified turnover for FY 2025-26 will be accepted, given audited statements are unlikely to be ready by the Bid Due Date. Further, kindly request to consider revising the scoring bands to up to ₹50 Cr — 5 marks; ₹50–150 Cr — 7 marks; above ₹150 Cr — 10 marks.	**No change**, RFP Conditions shall prevail.
34	Section 6.2, Sl. No. C – ESG/Sustainability Experience	The RFP requires experience in executing / implementing ESG, Sustainability, CBAM, GHG or ASR-related initiatives during FY 2020-21 to FY 2025-26, scored at 2.5 marks per project up to a maximum of 10 marks for 4 or more projects.	Kindly clarify whether related sustainability and green-transition projects — ZED, LEAN, RECP, resource-efficiency and green-manufacturing initiatives — will also qualify under this criterion where the project scope addresses ESG/sustainability objectives, even if not specifically titled 'ESG' or 'Sustainability'.	**No change**, RFP Conditions shall prevail.
35	ection 6.2, Sl. No. 2(d) – Greening Assignments	The RFP awards marks for experience in greening assignments involving DPR preparation, diagnostic studies, or design/DPR review, scored at 2.5 marks per project up to a maximum of 10 marks for 4 or more projects.	Kindly clarify whether related sustainability and resource-efficiency assignments — ZED, LEAN, RECP, cluster diagnostic studies and green-transition projects — will also be considered qualifying experience where the project scope aligns with	**No change**, RFP Conditions shall prevail.

			diagnostic/DPR-based greening objectives, even if not explicitly titled a 'greening assignment'.	
36	Section 7.18, Pages 55–57 – Indemnity	As drafted, the indemnity clause is one-sided — only the Agency is required to indemnify DSIIDC for breach, negligence, fraud, bodily injury and IP infringement, with no corresponding protection for the Agency.	Kindly consider incorporating a mutual indemnity clause, under which the Client/DSIIDC also indemnifies the Consultant/Agency against (i) third-party claims arising from the Client's acts or omissions, and (ii) any fraud, misrepresentation or omission of material facts by the Client/Purchaser or its personnel.	**No change**, RFP Conditions shall prevail.
37	Section 7.24, Pages 60–61 – Confidentiality		Kindly consider a limited retention-rights provision permitting the Firm to retain Confidential Information reasonably required for legal, professional or regulatory record-keeping after contract closure, with confidentiality continuing to apply to such retained copies for 1 year notwithstanding termination.	**No change**, RFP Conditions shall prevail.
38	Section 7.20, Pages 57–58 – Termination	DSIIDC holds a unilateral termination right — for insolvency, default or convenience, on 30 days' notice — with no corresponding right for the Agency, including in the event of DSIIDC's own non payment or breach.	Kindly consider a mutual termination-for-breach clause, under which either party may terminate if the other fails to cure a material breach within 30 days of written notice. Kindly also confirm that, upon termination, payment will be made for work performed and	**No change**, RFP Conditions shall prevail.

			substantiated demobilization costs incurred up to the date of termination.	
39	Section 7.12 – Payment Schedule, Pages 46/50	Payment is tied to DSIIDC's verification/acceptance of deliverables within 10 days per Table-D, with no consequence defined for delayed payment by DSIIDC and no right for the Agency to pause services.	Kindly consider a suspension right, under which the Agency may suspend services — in whole or in part — if payment remains outstanding beyond 30 days of the due date, resuming on receipt of the outstanding amount. Kindly also consider a corresponding right to treat the engagement as terminated by mutual consent (without requiring a court order) if such suspension continues beyond 30 days.	**No change**, RFP Conditions shall prevail.
40	Section 7.14 – Penalty for Non-Performance, Page 53	The RFP provides for a penalty of 0.5% of the payment allocated to the delayed milestone / component per week (or part thereof), subject to a maximum of 10% of the total Work Order value, for unjustified delays attributable to the Agency.	Kindly clarify/provide that where delay in achieving a milestone is attributable to factors beyond the Agency's reasonable control — DSIIDC approvals/premises delays, non-cooperation of beneficiary MSMEs, financial-institution processing delays, or delays by third-party certifying agencies (ZED/LEAN) — the milestone timeline shall be extended proportionately and the Agency shall not be liable for the penalty. Kindly also consider	**No change**, RFP Conditions shall prevail.

			reducing the overall penalty cap downward, from 10% to 5% of the total Work Order value.	
41	Section 7.23,Page 60 - Dispute Resolution Mechanism	The RFP specifies only Delhi jurisdiction for disputes, without naming an arbitration or other structured dispute-resolution mechanism.	Kindly consider incorporating a specific arbitration clause, defining the seat of arbitration, the applicable rules, and the mechanism for appointment of the arbitrator(s).	**No change**, RFP Conditions shall prevail.
42	Section 7.5, Page 48 – Replacement of Personnel	The Agency must deploy the same personnel proposed in its bid throughout the engagement; any replacement requires prior written intimation to, and approval of, DSIIDC.	Kindly consider prescribing a defined timeline for DSIIDC's approval of replacement requests, along with pre-agreed criteria for an equivalent substitute profile (qualification/experience), so that necessary replacements do not stall project delivery.	**No change**, RFP Conditions shall prevail.
43	Not Specified in RFP - Sub Contracting / UJV Formation	The RFP contains no express framework either permitting or restricting sub-contracting, or the formation of a consortium/Un- incorporated Joint Venture (UJV), for delivery of the assignment.	Kindly confirm that the selected Agency will be permitted to engage specialized sub-consultants/external experts for specific technical domains under this assignment, subject to prior approval of DSIIDC, while the selected Agency retains overall responsibility for delivery.	**No change**, RFP Conditions shall prevail.

4. M/s CMS Computers				
1	6.1 Eligibility Criteria page no. 42 serial no. 5	The Bidder shall be empanelled with NICSI or NeGD under “Empanelment of Agencies for NICSI Certified eGovernance Professional Services (Tier-1) (NICSI)” or “Empanelment of Agencies for Consultancy for Digital India (NICSI)” or “Empanelment of Agencies for Strategy Consulting (NICSI)” or “Consulting Organisations for Implementing Initiatives under Digital India Program (NeGD)” as on the Bid Due Date.	Request the department to kindly allow NICSI agencies empaneled under NICSI e-Governance (Tier-II)	**No change**, RFP Conditions shall prevail.
5. M/s APITCO Limited				
1	Tender Summary	Rs. 40,00,000 /- (Rupees Fourty Lacs) In the form of Demand Draft / Bank Guarantee in favour of DSIIDC	EMD Exemption for PSU/MSME	**No change**, RFP Conditions shall prevail.
2	6.2 Technical Bid score matrix page no. 42 serial no. 1	The bidder must have an Average Annual Turnover of at least 36 Cr in last three financial years: FY 2023-24 & 2024-25, 2025-26)	The prescribed average annual turnover requirement of INR 36 Crore may kindly be reduced to INR 20 Crore to enable participation of experienced organizations with relevant sectoral capabilities.	**No change**, RFP Conditions shall prevail.
3	6.2 Technical Bid score matrix page no. 43 serial no. 2 b	The bidder should have completed projects/works in any of the domains listed below in India with Government Departments/Semi-Government Departments/PSUs/Private Organizations	The minimum project value requirement of INR 2 Crore may kindly be reduced to below INR 1 Crore for relevant experience.	**No change**, RFP Conditions shall prevail.

		during the last five (5) years with a minimum contract value of 2 Cr.		
4	6.2 Technical Bid score matrix page no. 43 serial no. 2 b	The bidder should have completed projects/works in any of the domains listed below in India with Government Departments/Semi-Government Departments/PSUs/Private Organizations during the last five (5) years with a minimum contract value of 2 Cr.	Alternatively, the period for consideration of relevant experience may kindly be extended from the existing 5 years to the last 10 years.	**No change**, RFP Conditions shall prevail.
5			Kindly consider allowing participation through a Joint Venture/Consortium, enabling organizations with complementary technical and sectoral expertise to jointly undertake the assignment.	**No change**, RFP Conditions shall prevail.
6. M/s Choice India				
1	Section 6.1 Eligibility Criteria Sl. No. 5 Page 42	The Bidder shall be empanelled with NICSI or NeGD under "Empanelment of Agencies for NICSI Certified e-Governance Professional Services (Tier-1) (NICSI)" or "Empanelment of Agencies for Consultancy for Digital India (NICSI)" or "Empanelment of Agencies for Strategy Consulting (NICSI)" or "Consulting Organisations for Implementing Initiatives under Digital India Program (NeGD)"	We request that this eligibility criteria (mandatory NICSI/NeGD empanelment) be removed in its entirety from the RFP.	**No change**, RFP Conditions shall prevail.

		as on the Bid Due Date. A valid copy of the empanelment letter/certificate shall be submitted as part of the Technical Bid.		
2	Section 6.1 Eligibility Criteria Sl. No. 1 Page 41	The bidder must be a single legal entity originated and registered in India under the Companies Act / LLP Act / Societies Registration Act / Indian Trusts Act	We request that bidding be permitted through a Consortium/Joint Venture of up to 2 members, with the Lead Member meeting the financial criteria and members collectively meeting the technical/experience criteria.	**No change**, RFP Conditions shall prevail.
3	Section 5.1.I Key Personnel – Project Director & Project Leader Page 18-19	Project Director: minimum 20 years; experience, must be at ;Partner level or equivalent;, with experience handling large-scale government transformation/investment promotion projects in at least 5 states in India, including proven experience on large industrial projects of multi-year duration, including international assignments. Project Leader: of 15 years total experience, minimum 10 years in government sector consulting, with demonstrated international experience through execution of assignments/projects outside India, and at least one economic master plan project in India and one overseas in the last 5 years	We request that the Partner level, designation requirement, the ‘5 states’ experience threshold, and the mandatory overseas/international project experience for Project Director and Project Leader be removed or relaxed to ‘equivalent’ seniority/experience in India and that overseas experience be treated as an additional scoring advantage rather than a mandatory disqualifying requirement.	**No change**, RFP Conditions shall prevail.

4	Section 6.2 Technical Bid Score Matrix Criteria 2(a) vs 2(b)-(d) Page 43-45	Of the 50 marks allotted for;Experience of the Bidder;, 20 marks are for deployment of 25 professionals for project management/economic strategy/policy reform/think-tank type assignments (Criteria 2a), while RAMP-specific delivery experience — BDS/BDSP, business advisory, ESG/sustainability, and greening/DPR assignments (Criteria 2b, 2c, 2d combined) — is capped at 30 marks total (10 marks each).	We request re-balancing of the scoring weightage so that RAMP-specific implementation experience (BDS/BDSP, ESG, greening/DPR) carries at least equal, if not greater, weightage than generic policy/think-tank experience (2a), in proportion to the relative contract value of Part A (Strategic Unit – ~21%) versus Part B (RAMP Interventions – ~79%) of the estimated project value.	**No change**, RFP Conditions shall prevail.
7. M/s RSJ Inspection Service Ltd.				
1	Section 6.4 , Clause no. (ii), Page No. 33	Identification and Onboarding of Anchor Firms: The selected agency shall identify and onboard Anchor Firms as per the targets given in Table-A,which would include Original Equipment Manufacturers (OEMs), Cluster Special Purpose Vehicles (SPVs), or Industry Associations operating in Delhi. The selected agency shall incentivize the onboarded Anchor Firm for contribution towards the implementation of the ESG Compliance Campaign.	It is requested that the definition of eligible Anchor Firms under this clause be expanded to include organizations already engaged with industry sustainability and quality enhancement initiatives such as the Quality Council of India's (QCI) ZED (Zero Defect Zero Effect) and LEAN Certification Programs. Such organizations which can significantly support the effective implementation of the ESG Compliance Campaign.	**No change**, RFP Conditions shall prevail.
8. M/s Palladium				

1	Sections 5.3 7.12. Payment Schedule Page 53	**Payment Milestone:** Deliverables C & D: Specific to certifications	Kindly clarify whether payments for outcome-based milestones dependent on third parties (certifications, finance facilitation, market linkages, business growth, etc.) will be released based on agency efforts/facilitation or only upon achievement of final outcomes.	**No change**, RFP Conditions shall prevail. (Payment shall be released based on the Agency's satisfactory completion of the prescribed activities and achievement of the respective milestones, as specified in the RFP.)
2	Sections 5.3 7.12. Payment Schedule Page 53	**Payment Milestone:** C.7. Market Development & Business Growth for a minimum of 100 Champion MSMEs and Project Closure report- 10%	Kindly clarify the definition of "Market Development & Business Growth for minimum 100 Champion MSMEs". What measurable parameters will be considered for acceptance of this milestone?	**No change**, RFP Conditions shall prevail. (The milestone will be considered achieved upon providing market linkage and business growth support to at least 100 Champion MSMEs, as per the activities prescribed in the RFP.)
3	6.1 Eligibility Criteria (Sr. 5) Page 44	The Bidder shall be empanelled with NICSI or NeGD under "Empanelment of Agencies for NICSI Certified eGovernance Professional Services (Tier-1) (NICSI)"or "Empanelment of Agencies for Consultancy for Digital India (NICSI)" or "Empanelment of Agencies for Strategy Consulting (NICSI)" or "Consulting Organisations for Implementing Initiatives	We request to kindly relax this condition and allow bidders who are not empanelled by NICSI or NeGD for competitive bidding. Request to allow bidders having experience of executing similar consulting, PMU, MSME, ESG, industrial development, and economic transformation assignments for Government/PSU	**No change**, RFP Conditions shall prevail.

		under Digital India Program (NeGD)" as on the Bid Due Date.	clients, irrespective of NICSI/NeGD empanelment status.	
4	7.2. Duration of Contract Page 46	The selected agency/service provider shall ensure completion of all RAMP related activities, deliverables, outputs, and obligations under the project on or before 28th February 2027(Subject to Extension of Scheme)	understand that interventions related to RAMP shall be completed by this deadline and other interventions as per Part A: Strategic unit would continue for 1-year extendable upto another 2 years. Please confirm if our understanding is correct.	Yes, the understanding is correct. RAMP-related interventions shall be completed within the stipulated period, while interventions under Part A: Strategic Unit shall continue for one year, extendable by up to two additional years, as per the RFP.
5	General	The selected agency/service provider shall ensure completion of all RAMP related activities, deliverables, outputs, and obligations under the project on or before 28th February 2027(Subject to Extension of Scheme)	Considering the diverse scope of Part-B (RAMP Interventions), bidders may be allowed to participate through a consortium of up to three entities, with one entity acting as the Lead Bidder.	**No change**, RFP Conditions shall prevail.
6	Section 6.2, Technical Evaluation, Sl. No. 1, Bidder's Turnover Page 42-43	Marks are awarded as: INR 36 Cr to 50 Cr: 5 Marks; > INR 50 Cr to 65 Cr: 7 Marks; > INR 65 Cr: 10 Marks.	Request the marking criteria to be revised as follows: INR 36 Cr to < INR 45 Cr: 5 Marks • INR 45 Cr to ≤ INR 50 Cr: 7 Marks • More than INR 50 Cr: 10 Marks	**No change**, RFP Conditions shall prevail.
7	1. Tender Summary Page 7	Bid Submission Date: 29-08-2026,6:00 PM	Request to provide an extension till 12th September 2026.	Refer **Addendum-01**

<u>**Corrigendum / Addendum -1**</u>

Ref No. **Date:** 25.08.2026

Sub: Issuing of Corrigendum / Addendum for RFP "Selection of an Agency for setting up of Strategic Unit and implementing various initiatives under the Raising and Accelerating MSME Performance (RAMP) Scheme".

Date of Pre-bid Meeting: 21st August 2026.

S.No.	RFP Clause Ref	Existing Provision	Amended Provision
1	**Extension of Dates**	**Last Date of Bid Submission:** 29-Aug-2026 at 06:00 PM **Opening of Technical Bid:** 31-Aug-2026 at 11:00 AM	**Revised Dates:** **Last Date of Bid Submission:** 05-Sept-2026 at 06:00 PM **Opening of Technical Bid:** 07-Sept-2026 at 11:00 AM
2	**Annexure-9: Format Financial Bid**	Serial No. 2 of Financial Bid : **Setting up MSEs Hub + 6 BFCs (One time cost)** (including interiors, IT infrastructure and recurrent cost as applicable)	**Removed** **(The bidder has quoted zero for this component)**
3	**Detailed Scope of Work: MSE Hub and 6 BFCs**	• **Establishment of Delhi MSE Hub Office** • **Establishment of 6 Business Facilitation Centers (BFCs)**	**Both clauses have been removed.**
4	**Annexure 11 & 12**	• **Annexure-11:** Bill of Material (BOM)/Bill Of Quantity (BoQ) for Establishment of MSE Hub • **Annexure-12:** Bill of Material (BOM)/Bill Of Quantity (BoQ) for Establishment of Business Facilitation Centers (BFCs)	**Removed**

5	Section 5.1, Key Personnel, Project Director; Page 18	**Project Director:** Should be at Partner level or equivalent in the firm.	**Project Director:** **This Clause may be read as:** "*Should be at the Director level or equivalent in the firm. However, Partner-level involvement may be provided on a need basis and need not be on a continuous deployment basis. The Partner-level resource shall be involved/review key strategic matters and provide senior-level guidance and oversight, as and when required*."