

Ref. No. STPI/HQ/PDC/07/2018-19/122

Expression of Interest (EOI)

Empanelment of *Start-up Support, Handholding & Management Agencies*

TO

Create pan-India start-up ecosystem



9th Floor, NDCC-II, JAI SINGH ROAD, NEW DELHI-110001

TEL: +91 11 23438188

1. Background

Software Technology Parks of India (STPI), a Society under Ministry of Electronics & Information Technology (MeitY), was established in 1991 with the objective of boosting the Software & Hardware Exports from India. STPI has been the nodal support agency for the Indian IT/ESDM industry providing statutory services, technology services, incubation services, industry promotion and Government-interfacing services. STPI's role has been one of the key ingredients in the success story of offshore Indian IT industry.

One of the objectives of STPI is to promote start-ups and MSMEs by creating conducive environment for entrepreneurship in the field of IT/ITeS. In order to achieve the same, STPI has been creating and providing plug & play incubation facilities from several locations across India.

Currently, STPI has 57 centres spread across 9 jurisdictions across the country. STPI has existing incubation infrastructure of over 4.7 lakh sq. ft. and an estimated 3.5 lakh sq. ft. of further space is under development across the country. STPI flagship incubation centres includes Electropreneur Park in New Delhi, IMAGE in Hyderabad, Orchid Techscape in Bengaluru and Technest in Chennai.

A list of STPI centres is placed at Annexure 1.

2. Purpose

The Indian IT/ESDM industry of India has attained a globally important status today. However, its presence is mostly limited to Tier-I metropolitan cities within the country like Delhi/NCR, Bangalore, Hyderabad, Chennai, Kolkata, Mumbai and Pune etc.

While bigger players may still afford to expand the Tier-I locations, these metros have become out-of-bounds for start-ups, entrepreneurs & MSMEs. Therefore, it is logical that the further expansion and growth of the IT/Electronics industry in Tier-II & III cities of India.

Given the fact that 49 of STPI's 57 centres are in tier-II and tier-III locations, STPI has a much

wider presence in India including the eight NE states & state of J&K. Evidently, STPI is the most suited agency address needs of IT/Electronics start-ups & entrepreneurs pan-India. Given the right support & impetus, the expansion of IT/Electronics industry into Tier-II/III cities and more domestic product & IPR creation will just be a matter of time.

In the last two decades, the industry has moved up the value chain. Time is ripe for indigenous product & IPR development for which all the stakeholders are gearing-up. This has necessitated creation of incubation, acceleration & all other allied services required by industry across the country.

STPI has presence wide presence, technical manpower and incubation infrastructure across India. STPI would like to leverage its experience, presence and incubation infrastructure to create a start-up ecosystem which could benefit the start-ups pan-India.

3. Invitation for Expression of Interest

STPI invites eligible subject matter expert (SME) agencies/institutes (private limited companies, limited liability partnerships, not-for-profit organizations, registered societies, registered associations) to indicate their interest in providing their services to create single or multi-locational robust support ecosystem for start-ups & entrepreneurs pan-India. Interested parties should provide information demonstrating that they have the required qualifications and relevant experience to perform the services.

The timelines for various activities are estimated as follows:

Sl. No.	Activity	Date / Time
1	Floating of EOI	04/05/2018
2	Last date for posting queries & seeking clarifications (through email)	18/05/2018
3	Pre-Bid Meeting	18/05/2018, 1100 HRS
4	Publishing of Corrigendum/Clarifications, if any	On or before 01/06/2018
5	Bid submission start-date	04/06/2018
6	Bid submission end-date	08/06/2018, 1500HRS

7	Opening of bids received	08/06/2018, 1530HRS
8	Validity of the bids	180 days from last date of submission

- Any queries w.r.t. to this EOI may be emailed to the CAO at “rakesh.gairola@stpi.in” before the pre-bid meeting.
- The venue for the pre-bid meeting shall be “STPI, 9th Floor, NDCC-II, Jai Singh Road, New Delhi-110001”. Prospective bidders who are remotely located and unable to be physically present at the above location may dial in through video conference from the STPI offices at Thiruvananthpuram, Hyderabad, Chennai, Bangalore, Pune, Bhubaneswar, Guwahati, Gandhinagar, Noida and Mohali.. The respective STPI office shall assist them with dialing in through VC. The addresses of these STPI offices are placed as Annexure 3.

For the purpose of this EOI, the empanelled agency shall be called “*Start-up Support, Handhold & Management Agency*” or SUSHMA.

4. Eligibility Criteria

- The agency must be a registered legal entity in India.
- The agency must have been in existence for at least 3 years.
- The agency must have a minimum average annual turnover of INR 2 crores during the last 3 years.
- The agency must not be blacklisted by any Central/State Governments or allied organizations including Autonomous Bodies, PSUs etc.
- The agency must have rendered professional expert services to technology start-ups & entrepreneurs preferably directly.

These services could be any or all of the following and beyond:

- Incubation (Physical/Virtual)
- Technology Consulting
- Acceleration
- Marketing

- Mentoring
- Funding & investment
- Industry-connect & Networking
- Event Management (Hackathon/
Idea Challenges/Demo
Days/Awards etc.)

(vi) The agency must be the Subject Matter Expert by itself (i.e. Joint-bidding or “outsourcing” type of response is NOT permitted)

5. Evaluation & Scoring Criteria

Sl. No.	Criteria	Maximum Marks	Remarks	
1	Total number of start-ups supported during last 3 years	20	Indicate the total number of start-ups incubated, mentored, funded or supported in any other way by the Agency	
	More than 100			20 Marks
	50 to 100			10 Marks
	Less than 50			5 Marks
2	Total number of successful start-ups during last 3 years	20	Indicate the number of start-ups supported as above by the Agency which have turned out to be 'successful' i.e. secured seed/angel/VC funding of Rs. 1Cr & above and/or established itself as a independent profitable entity of net-worth Rs. 1Cr & above	
	More than 10			20 Marks
	5 to 10			10 Marks
	Less than 5			5 Marks
3	No of locations of physical presence (fully operational office of own and/or affiliate offices and/or offices of partners/mentors/investors etc.)	10	Self-explanatory	
	More than 5			10 Marks
	2 to 5			5 Marks
	Less than 2			2 Mark

Sl. No.	Criteria	Maximum Marks	Remarks										
4	Presentation	25	<p>Agency should clearly indicate all its past experience, strengths, future implementation methodology and any other relevant information in detail.</p> <p>Maximum 30 minutes will be allotted to each Agency for the presentation which has to be crisp & precise.</p> <p>Marks will be awarded purely on the basis of content & quality of presentation.</p>										
5	<p>'Agency Charges' as a percentage of total cost of creating & running a specific start-up programme at a particular location as per detailed SOW/TOR[#]</p> <table border="1" data-bbox="289 1039 732 1230"> <tr> <td>Less than 2%</td> <td>25 Marks</td> </tr> <tr> <td>2 to 4%</td> <td>20 Marks</td> </tr> <tr> <td>4 to 6%</td> <td>15 Marks</td> </tr> <tr> <td>6 to 8%</td> <td>10 Marks</td> </tr> <tr> <td>More than 8%</td> <td>5 Marks</td> </tr> </table>	Less than 2%	25 Marks	2 to 4%	20 Marks	4 to 6%	15 Marks	6 to 8%	10 Marks	More than 8%	5 Marks	25	<p>The Agency should indicate its charges as %age of total cost of creating & running a specific start-up programme at a particular location (e.g. FinTech Incubator at Chennai)*</p>
Less than 2%	25 Marks												
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4 to 6%	15 Marks												
6 to 8%	10 Marks												
More than 8%	5 Marks												
TOTAL		100	Maximum possible marks										

#Scope of Work / Terms of Reference – A document with elaborate details of specific activity/activities or project(s) or centre(s) of excellence etc. to be created and run at specific location(s)

*Note: All SUSHMAs empanelled for a location will be provided detailed SOW/TOR for that location. In response, the SUSHMAs shall submit detailed proposals including the total project cost. The quoted %age of the project cost shall be payable to the selected SUSHMA.

An agency has to obtain minimum 80 marks to be considered for empanelment as SUSHMA.

6. Scope of Work

An indicative list of responsibilities for the empanelled SUSHMAs is as follows:

1. Be the “domain expert of entrepreneurship”
2. Provide professional advice to STPI during the entire lifetime of this initiative right from selection of specific domains/sectors for specific location(s) to successful creation of a robust pan-India start-up ecosystem.
3. Submit elaborate proposals in response to detailed SOW/TOR provided by STPI. The proposals shall include strategic planning & implementation of various activities for start-ups & entrepreneurs considering factors like location, industry concentration, domain or sector specific advantages and/or necessities, start-up & entrepreneurship culture & spirit, availability of skilled manpower etc., budgetary figures for each activity, timelines, external dependencies as well as legal/statutory/regulatory requirements etc.
4. Provide professional expertise right from screening of beneficiaries (including business-case) to complete handholding till success.
5. Play role of an “investment manager” which shall entail activities like examination of all cases of funding support to beneficiaries, preparation of investment memos, deciding form of investment (equity, equity linked convertible debts etc.), finalization of term sheets, monitoring of milestone-driven investments, performing exits etc.
6. Transform traditional co-working facilities to modern incubators & accelerators as well as address gaps in services offered in existing incubators & COEs.
7. Monitor & review the beneficiaries periodically.
8. Interconnect and get on-board all required stakeholders location-wise and/or sector-wise/domain-wise.
9. Formalize agreements/MOUs with various stakeholders.
10. Ensure deliverables as per the plan in a time-bound manner.

7. Important Terms & Conditions

- The empanelment shall be initially for duration of one year which shall be extendable up-to three years on same terms & conditions.
- One SUSHMA may express interest for one location or multiple locations.
- STPI shall empanel SUSHMAs based on responses received and eligibility & evaluation criteria mentioned.
- Multiple SUSHMAs may be empanelled for one location and one SUSHMA may be empanelled for multiple locations.
- SUSHMAs may apply for as many locations as desired but one SUSHMA will be empanelled for maximum 5 locations.
- At least one SUSHMA will be shortlisted for one location (subject to responses received, fulfillment of eligibility criteria etc.)
- SUSHMA(s) empanelled for specific locations(s) will get detailed SOW/TOR for those location(s) only.
- Prospective SUSHMAs may visit & survey STPI locations before submitting their responses to this EOI. This may enable them to make a better judgment about the locations to bid for. However, it is not mandatory & any expenditure towards any such exercises has to be met by the prospective SUSHMAs themselves.
- Responses to this EOI must be submitted in sealed envelopes strictly in the format specified at **Annexure-2**. The responses must be addressed to “Chief Administrative Officer” and reach the office address mentioned above by the due date & time.
- STPI reserves the right to cancel the process of empanelment at any time without giving any reasons whatsoever.

8. Award of Work to Empanelled SUSHMA(s)

Empanelled SUSHMAs shall be awarded work based on the following:

- The empanelled SUSHMAs will be provided detailed SOW/TOR for specific location(s) and/or domain(s).
- The empanelled SUSHMAs will submit their proposals against this SOW/TOR.
- The proposals shall be evaluated by STPI.
- Work shall be awarded to the selected SUSHMA from amongst the empanelled SUSHMAs for the specific location.

It is clear from above that empanelment does not guarantee work.

9. Payment Terms

For each assignment awarded to it, a SUSHMA will be paid the percentage of total cost quoted and agreed upon during empanelment.

Payments shall be made against specific milestones as agreed upon during the exchange of detailed SOW/TOR (from STPI to empanelled SUSHMAs) and proposals submitted (from empanelled SUSHMAs to STPI).

Annexure 1: STPI Locations

Year Wise List of Establishment of **STPI Centres**

Year	Centres	Year	Centres
1990	Bhubaneswar Bengaluru Pune	2002	Tirupati Bhilai Kanpur Nashik Kolhapur Trichy
1991	Hyderabad Gandhinagar Noida Thiruvananthapuram	2003	Allahabad
1995	Chennai	2004	Gangtok Durgapur Kharagpur Imphal Ranchi Jammu
1998	Mohali Jaipur Navi Mumbai	2005	Jodhpur
1999	Manipal Mysuru Coimbatore	2006	Siliguri
2000	Visakhapatnam Guwahati	2007	Kakinada Haldia Patna Shillong
2001	Vijayawada Warangal Kolkata Rourkela Shimla Srinagar Lucknow Dehradun Indore Hubballi Mangaluru Aurangabad Nagpur Madurai Tirunelveli Puducherry	2010	Berhampur
		2012	Gwalior
		2014	Aizawl
		2016	Gurugram Surat
		2017	Agartala

Annexure 2: Bid Format

The expression of interest must be submitted along with the supporting documents categorized as follows:

- a) Eligibility & Evaluation Criteria
- b) Organization Details
- c) Credentials & Experience
- d) List of locations

a) Eligibility & Evaluation Criteria

Sl. No.	Criteria	Documentary Evidence	Compliance (Y/N)	Page number
1	The agency must be a registered legal entity and should have been in existence for at least 3 years	Copy of certificate of incorporation issued by relevant authority		
2	The agency must have a minimum average annual turnover of INR 2 crores over the last 3 years	Statutory Auditor's certificate		
3	Declaration of "not-blacklisted"	Self-declaration that the firm is not black listed by any Government or allied agencies in India		
4	Documents in support of the "Scores" to be awarded during evaluation	All the documents required to award the eligible scores during evaluation. Wherever applicable, documents should be endorsed by the end-beneficiary/start-up.		
4	Presentation	Presentation to be made during evaluation		
5	Other relevant documents	Any other document showcasing the agency's strength & suitability for the work.		

b) Organization Details

1	Name of the Organization											
2	Information about organization	<ul style="list-style-type: none"> • Year of establishment • Type of Organization: PLC/LLP/Not-for-profit Organization/Registered Society/Registered Association 										
3	Details of the Organization	<ul style="list-style-type: none"> • Address of the Registered office • Telephone/Fax • Website 										
4	Name and designation of the person authorized to make commitments	<ul style="list-style-type: none"> • Name • Designation • Email • Contact No. 										
5	Annual Turnover for the last three Financial Years (Audited financial statements)	<table border="1"> <thead> <tr> <th>Financial Year</th> <th>Annual Turnover (INR Cr.)</th> </tr> </thead> <tbody> <tr> <td>2017-18</td> <td></td> </tr> <tr> <td>2016-17</td> <td></td> </tr> <tr> <td>2015-16</td> <td></td> </tr> <tr> <td>Average</td> <td></td> </tr> </tbody> </table>	Financial Year	Annual Turnover (INR Cr.)	2017-18		2016-17		2015-16		Average	
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6	Manpower	Type & number of personnel on rolls of agency										

c) Credentials (Attach separate table for each credential)

1	Assignment/Project Title	
2	Location(s)	
3	Client	
4	Duration	
5	Approx. Value of overall Assignment/Project	
6	Approx. Value of the services provided by agency	
7	Name of associated organizations, if any	
8	Role of associated organizations	
9	Tangible deliverables	
10	Intangible deliverables	
11	Narrative description of the Assignment/Project	
12	Detailed scope of services, coverage & relevance (Specify various project components in detail. Attach separate sheets if required)	

d) List of locations (mention name of the District/City and State)

Sl. No.	LOCATIONS of Interest for Short-listing and/or Award of Work
1	
2	
3	
4	
5	

Annexure 3: Addresses

<p>Thiruvananthapuram Director Software Technology Parks of India C-21, Thejaswini Building, Technopark , Thiruvananthapuram – 695581 (Kerala) Tel.: +91-471-2700404/607/707/807 Fax: +91-471-2700505 E-mail: tvpm.do@stpi.in URL: www.tvpm.stpi.in</p>	<p>Bengaluru Director Software Technology Parks of India No. 76 & 77, 6th Floor, Cyber Park Electronics City, Hosur Road, Bengaluru :-560100 (Karnataka) Tel.: +91-80- 66186000 - 07 Fax: +91-80-28521161 E-mail: shailendra.tyagi@stpi.in URL: www.blr.stpi.in</p>
<p>Hyderabad Director Software Technology Parks of India 6Q3, 6th Floor, Cyber Towers HITEC City, Madhapur, Hyderabad - 500081 (AP) Tel.: +91-40-66415600 /11 Fax: +91-40-23100501 E-mail: ram@stpi.in URL: www.hyd.stpi.in</p>	<p>Chennai Director Software Technology Parks of India No.5, III Floor, Rajiv Gandhi Salai Taramani, Chennai- 600 113 (Tamil Nadu) Tel.: 91-44-22541202, 39103525 Fax: 91-44-39103505 E-mail: sanjay.tyagi@stpi.in URL: www.chennai.stpi.in</p>
<p>Pune Director Software Technology Parks Of India Plot No. P1, Phase-1, Rajiv Gandhi InfoTech Park, MIDC, Hinjawadi, Pune – 411057 (Maharashtra) Tel.: +91-20-22981000/2293 4475 Fax: +91-20-22981010/22932639 E-mail: sanjay.gupta@stpi.in URL: www.mah.stpi.in</p>	<p>Gandhinagar Director Software Technology Parks of India, 1/B, IT Tower - I, Infocity, Airport Road, Near Indroda Circle, Gandhinagar - 382007 (Gujarat) Tel.: +91-79- 23213027 / 23213028 Fax: +91-79- 23213029 E-mail: gnr.info@stpi.in URL: www.gnr.stpi.in</p>
<p>Bhubaneswar Director Software Technology Parks of India C- Ground Zero, Fortune Towers, Chandrashekharpur, Maitri Vihar, Bhubaneswar - 751023 (Odisha) Tel.: +91-674-2300412/413/787/358 Fax: +91-674-2302307 E-mail: bbs.director@stpi.in URL: www.bbs.stpi.in</p>	<p>Guwahati Director Software Technology Parks of India Near LGBI Airport, Borjhar Guwahati - 781015 (Assam) Tel.: +91-361-2841269, 2841374 Fax: +91-361-2842657 E-mail: guw.info@stpi.in URL: www.guwahati.stpi.in</p>
<p>Noida Director Software Technology Parks of India Ganga Software Technology Complex Block-IV, Sector-29, Noida - 201303 (UP) Tel.: +91-120-2470400 Fax: + 91-120-2470403 E-mail: rajneesh@stpi.in URL: www.noida.stpi.in</p>	<p>Mohali Officer-in-Charge Software Technology Parks of India Plot B-99, Industrial Area, Phase-8, Mohali-160071 (Punjab) Tel.: +91-172-2237061/2 Fax: +91-172-2236498 E-mail: ajay.shrivastava@stpi.in URL: www.mohali.stpi.in</p>



Software Technology Parks of India

(An autonomous society under Ministry of Electronics & Information Technology
Govt. of India)

9th floor, NDCC-II, Jai Singh Marg, New Delhi – 110 001
Phone: 011-23438188

Corrigendum to EoI Ref. No.: STPI/HQ/PDC/07/2018-19/122 dated 08.05.2018

Sl. No.	Clause, Page No.	Existing Clause Content	New/Revised content/remarks																																																
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