STANDARD PROCUREMENT DOCUMENTS
Standard Request for Proposal
for
Selection of agency for Development and Maintenance of data warehousing and
Report/Dashboards Analytics Tool for Skill India Portal (SIP)

RFP/MAKS/2022/006

Department- Market Analytics & Knowledge Services

Important Dates:

<table>
<thead>
<tr>
<th>Date of commencement of RFP</th>
<th>17th March 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre bid meeting.</td>
<td>24th March 2022, 4:30 pm</td>
</tr>
<tr>
<td>Virtual via MS Teams.</td>
<td>(Click Here)</td>
</tr>
<tr>
<td>Receipt of Queries by email to</td>
<td>24th March 2022, 6:00 pm</td>
</tr>
<tr>
<td><a href="mailto:procurement@nsdcindia.org">procurement@nsdcindia.org</a></td>
<td></td>
</tr>
<tr>
<td>Last Date and Time of Receipts of</td>
<td>04th April 2022, 04:00 pm</td>
</tr>
<tr>
<td>Technical and Financial Proposal</td>
<td></td>
</tr>
<tr>
<td>Place of Submission of Proposals</td>
<td><a href="https://nsdc.eproc.in">https://nsdc.eproc.in</a></td>
</tr>
<tr>
<td>(e-procurement)</td>
<td></td>
</tr>
</tbody>
</table>
INSTRUCTION TO BIDDERS (ITB)

A. General Provisions

1. Definitions

   1.1. “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Bidder.
   1.2. “Applicable Law” means the laws and any other instruments having the force of law in India.
   1.3. “Client” means NSDC.
   1.4. “Bidder” means a legally established professional consulting firm or an entity that may provide or provides the Services to the Client under the Contract.
   1.5. “Contract” means a legally binding written agreement signed between the Client and the Bidder.
   1.6. “Day” means a calendar day, unless otherwise specified as “Business Day”. A Business Day is any day that is an official working day of the Client. It excludes the Client’s official public holidays.
   1.7. “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Bidder, Sub-Bidder or Joint Venture member(s).
   1.8. “Government” means the government of India.
   1.9. “in writing” means communicated in written form (e.g. by mail, e-mail, including, if distributed or received through the electronic-procurement system used by the Client) with proof of receipt.
   1.10. “Joint Venture (JV)” means an association with or without a legal personality distinct from that of its members, of more than one Bidder where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.
   1.11. “Key Expert(s)” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Bidder’s proposal.
   1.12. “Non-Key Expert(s)” means an individual professional provided by the Bidder or its Sub-Bidder and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.
   1.14. “RFP” means the Request for Proposals to be prepared by the Client for the selection of Bidders, based on the SPD - RFP.
   1.15. “SPD - RFP” means the Standard Procurement Document - Request for Proposals, which must be used by the Client as the basis for the preparation of the RFP.
   1.16. “Services” means the work to be performed by the Bidder pursuant to the Contract.
   1.17. “Sub-Bidder” means an entity to whom the Bidder intends to subcontract any part of the Services while the Bidder remains responsible to the Client during the whole performance of the Contract.
   1.18. “Terms of Reference (TORs)” means the Terms of Reference that explains the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Bidder, and expected results and deliverables of the assignment.

2. Introduction

   2.1. National Skill Development Corporation (NSDC), the client intends to Selection of agency for Development and Maintenance of data warehousing and Report/Dashboards Analytics Tool for Skill India Portal (SIP) (hereinafter called “Bidders”).
   2.2. The Bidders with whom this RFP is shared, are invited to submit a Technical Proposal and a Financial Proposal against this RFP. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Bidder.
   2.3. The Bidders should familiarize themselves with the local conditions and take them into account in preparing their Proposals.
   2.4. The Client will timely provide, at no cost to the Bidders, the inputs, relevant project data, and reports required for the preparation of the Bidder’s Proposal.
   2.5. The information contained in this document or information provided subsequently to
bidder(s) whether verbally or in documentary form by or on behalf of NSDC, is on the terms and conditions set out in this document and all other terms and conditions subject to which such information is provided. This document is not an agreement and is not an offer or invitation by NSDC to any parties other than the bidder(s) who are qualified to submit the bids (hereinafter individually and collectively referred to as —Bidder or —Bidders respectively). The purpose of this document is to provide the Bidders with information to assist the formulation of their proposals. This document does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability, and completeness of the information in this document. NSDC makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this document. The information contained in the document is selective and is subject to updating, expansion, revision, and amendment.

2.6. NSDC reserves the right of discretion to change, modify, reject, add to, or alter any or all of the provisions of this document and/or the bidding process, without assigning any reasons whatsoever. NSDC in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this document. NSDC reserves the right to reject any or all proposals received in response to this document at any stage without assigning any reason whatsoever. The decision of NSDC shall be final, conclusive, and binding on all the parties.

3. Conflict of Interest

3.1. The Bidder is required to provide professional, objective, and impartial advice, always holding the Client’s interests’ paramount, strictly avoiding conflicts with other assignments or its own corporate interests and acting without any consideration for future work.

3.2. The Bidder has an obligation to disclose to the Client any situation of actual or potential conflict that impacts its capacity to serve the best interest of its Client. Failure to disclose such situations may lead to the disqualification of the Bidder or the termination of its Contract and/or sanctions by NSDC.

3.3. Without limitation on the generality of the foregoing, the Bidder shall not be hired under the circumstances set forth below:

3.3.1. Conflicting activities: Conflict between consulting activities and procurement of goods, works or non-consulting services: a firm that has been engaged by the Client to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation.

3.3.2. Conflicting assignments Conflict among consulting assignments: a Bidder (including its Experts and Sub-Bidders) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Bidder for the same or for another Client.

3.3.3. Conflicting relationships Relationship with the Client’s staff: a Bidder (including its Experts and Sub-Bidders) that has a close business or family relationship with a professional staff of NSDC who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to NSDC throughout the selection process and the execution of the Contract.

4. Corrupt and Fraudulent Practices: The Client requires compliance with its policy regarding corrupt and fraudulent practices as set forth in Annexure 2. In further pursuance of this policy, Bidders shall permit and shall cause their agents, Experts, Sub-Bidders, sub-contractors, services providers, or suppliers to permit NSDC to inspect all accounts, records, and other documents relating to the submission of the Proposal and contract performance (in case of an award), and to have them audited by auditors appointed by NSDC.
5. **Eligibility Criteria:**

<table>
<thead>
<tr>
<th>SN</th>
<th>Eligibility Criteria</th>
<th>Documents/ Copies to be submitted</th>
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| 5.1 | The bidder must be a registered legal entity in India; in existence and in similar kind of business from at least past 03 years from date of publishing of this RFP. The agency should be registered under GST Act and with Income Tax department. | • Certificate of Incorporation  
• Registration for GST  
• PAN |
| 5.2 | The Bidder should have a minimum average annual turnover of Rs. 1 Crore for last 04 financial years (FY 2017-18, 2018-19, FY 2019-20, and 2020-21) | CA Certificates with UDIN. |
| 5.3 | • The Bidder should have supplied and implemented / under implementation a Data Warehouse / analytics solution/ Dashboard in at least 3 institutions in India, during last seven years (i.e. Since April 2014).  
• References of top three projects (in terms of size of the solution) of the Bidder should be submitted.  
• Incase Bidder has signed Confidentiality Agreement with Customers, a Self-Declaration by Bidder with Masked PO may be submitted | Copies of Pos (with commercials masked, if required) and a Letter from the Customer confirming the successful implementation of the solution in their organization should be submitted. The letter must indicate the Start and End date of implementation, Contact Details of SpoC from the three organizations should also be furnished |
| 5.4 | The bidder should have at least 10 staff along with 3 professionals on its rolls as on the date of bid submission. | A Self Certified letter by the Authorized Signatory should be submitted. |
| 5.5 | The bidder should have ISO 9001:2015 certification and ISO 27001 Certification | Valid copy of certifications |
| 5.6 | • Bidder and should have never been involved in any illegal activity or financial frauds.  
• The bidder and its affiliates should not have been blacklisted by any Government Agency/Public Sector Undertaking/ Autonomous Bodies of Government/ Reputed Corporates for breach of applicable laws or violation of regulatory provisions or breach of agreement. | Undertaking on letter head/ self-declaration. |
| 5.7 | Mandatory requirements: All requirements mentioned in Terms of Reference and Scope of Work must be mandatory complied with. If bidder is not able to provide services according to TOR and SOW, they will be disqualified | Bidders need to submit proof of compliances on its letter head |

6. **Duration of Assignment:**

The duration of assignment is mentioned in the ToR. However, the quality of service provided by the Bidder and the performance of the Bidder shall be reviewed continuously and in case the performance is found unsatisfactory, the Bidder’s contract can be terminated at NSDC’s discretion. If the performance is found satisfactory then, contract may be extended for further duration based on mutual consent. In case, there is a requirement for more Bidders for any reason, NSDC may procure services from more Bidders for similar purpose.

B. **Preparation of Proposals**

7. **General Considerations:** In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.

8. **Cost of Preparation of Proposal:** The Bidder shall bear all costs associated with the preparation
and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to selection, without thereby incurring any liability to the Bidder.

9. **Language:** The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Bidder and the Client, shall be written in “English”.

10. **Documents Comprising the Proposal:** The Proposal shall comprise the documents and forms listed in Annexure 1.

11. **Only One Proposal:** The Bidder shall submit only one Proposal. If a Bidder, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected.

12. **Proposal Validity:** Bidder’s Proposal must remain valid up to 180 days after the Proposal submission deadline. During this period, the Bidder shall maintain its original Proposal without any change, including their availability. If it is established that any Bidder was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation.

   12.1. **Extension of Validity Period:** The Client will make its best effort to complete the negotiations within the proposal’s validity period. However, should the need arise, the Proposals’ validity will automatically extend by 180 days more.

   12.2. Extension of validity of the Proposals shall be done without any change in the original Proposal and with the confirmation of the availability of the staff.

13. **Proposal Security:** NA

14. **Sub-Contracting:** The Bidder cannot subcontract some or whole of the Services.

15. **Clarification and Amendment of RFP:** The Bidder may request a clarification of any part of the RFP till 7 days prior to last date of submission. Any request for clarification must be sent in writing, by email to the Client’s email address: procurement@nsdcindia.org. The Client may respond in writing, by email, or will upload responses (including an explanation of the query but without identifying its source) to all Bidders. Should the Client deem it necessary to amend the RFP because of a clarification, it shall do so following the procedure described below:

   15.1. At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be shared with the Bidders.

   15.2. If the amendment is substantial, or there is technical issue in submission of bids, the Client may extend the proposal submission deadline to give the Bidders reasonable time to take an amendment into account in their Proposals.

   15.3. The Bidder may submit a modified Proposal or a modification to any part of it at any time prior to the proposal submission deadline. No modifications to the Proposal shall be accepted after the deadline.

16. **Technical Proposal and Financial proposal Format and Content:**

17. The Technical Proposal shall be prepared using the format provided in Annexure 1 of the RFP

18. The Financial Proposal shall be prepared using the format provided in Form Fin 1 of the RFP. It shall list all costs associated with the assignment.

19. The Technical Proposals and Financial Proposals shall be filled up and shared as separate proposals.

20. The Bidder is responsible for meeting all tax liabilities arising out of the Contract.

21. The Bidder shall express the price for its Services in INR.

C. **Submission, Opening and Evaluation**

22. **Submission of Proposals:**

   22.1. The Bidder shall submit a signed and complete Proposal comprising the documents and forms in accordance with Annexure 1. The Bidder shall submit Technical and Financial Proposals only on https://nsdc.eproc.in on or before last date and time of submission. Any delay or marking mail to other ids will lead to disqualification.

   22.2. The financial proposal shall be password protected so that it can’t be opened before last date of submission. Procurement team will reach out to bidders for password whose technical proposals are qualified.

   22.3. An authorized representative of the Bidder shall sign the original submission letters in the required format for Technical Proposal and shall initial all pages. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.

   22.4. Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if
they are signed or initialed by the person signing the Proposal.

23. **Confidentiality:** From the time the Proposals are opened to the time the contract is awarded, the Bidder should not contact the Client on any matter related to its Technical Proposal.

   23.1. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Bidders who submitted the Proposals or to any other party not officially concerned with the process, until the selection.

   23.2. Any attempt by Bidders or anyone on behalf of the Bidder to influence improperly the Client in the evaluation of the Proposals or selection decisions may result in the rejection of its Proposal.

   23.3. Notwithstanding the above provisions, from the time of the Proposals’ opening to the time of selection, if a Bidder wishes to contact the Client on any matter related to the selection process, it should do so only in writing.

   23.4. This document is meant for the specific use by the bidders interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. NSDC expects the bidder or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders shall be held responsible for any misuse of information contained in the document if such a circumstance is brought to the notice of NSDC. By downloading the document, the interested party is subject to confidentiality clauses.

24. **Opening of Technical Proposals:** The Client’s evaluation committee shall conduct the opening of the Technical Proposals.

25. **Evaluation of Technical Proposals:** The Client’s evaluation committee shall evaluate the Technical Proposals first based on the criteria below.

<table>
<thead>
<tr>
<th>SN</th>
<th>Particulars</th>
<th>Max Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Previous Project Experience (Weightage will be given for project references where the bidder has implemented solutions in the cited projects that match the proposed solution for Development and Maintenance of data warehousing and Report/Dashboard analytics)</td>
<td>40</td>
</tr>
<tr>
<td>1A</td>
<td>Previous project experience in implementation of the above solutions for Government of India Departments/Ministries/state Govt/PPP/PSUs as well as non-government entities:</td>
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<td>01-04</td>
<td>10</td>
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<tr>
<td></td>
<td>05-06</td>
<td>20</td>
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<tr>
<td></td>
<td>07-09</td>
<td>30</td>
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<tr>
<td></td>
<td>10 and above</td>
<td>40</td>
</tr>
<tr>
<td>2</td>
<td>Proposed Solution</td>
<td>60</td>
</tr>
<tr>
<td>2A</td>
<td>Underlying Solution (Response will be evaluated on Openness, Flexibility, Maintainability and Configurability: Adequacy and quality work plan in responding to the terms of reference (TORs))</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Technical approach and Methodology</td>
<td>10</td>
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<tr>
<td></td>
<td>Design and layout of the dashboard pertaining to ease of use, Quality of data visualizations (charts, heat maps, infographics, etc.)</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Team Profile: Key Experts’ qualifications and competence for the Assignment as per the ToR</td>
<td>40</td>
</tr>
</tbody>
</table>

**Total** 100

**Minimum Qualifying marks will be 70.** Proposal obtaining 70 or more marks in technical evaluation will be qualified for financial proposal opening.

26. **Opening of Financial Proposals and evaluation.**

26.1. After the technical evaluation is completed and approved by the Committee, the Client shall notify those Consultants whose Proposals were considered non-responsive to the RFP and TOR or did not meet the minimum technical score (and shall provide information relating to the
Consultant’s overall technical score) that their proposal cannot be considered further and their Financial Proposals will remain unopened after completing the selection process and Contract signing. The Client shall simultaneously notify in writing those consultants whose technical proposals achieved minimum score and request for password for opening of financial proposal. In case any consultant forgets or could not provide correct password to open financial proposal, the complete proposal will be rejected. Incomplete proposals will also be rejected.

26.2. The Financial Proposals shall be opened of those Consultants whose proposals have passed the minimum technical score. The Financial Proposals will then be inspected to confirm that they are as per the terms of RFP. These Financial Proposals shall be then opened, and the total prices recorded.

26.3. NSDC may use e-Auction process for financial opening for this Procurement. Only technically qualified agencies will get one-time half an hour online training by our empaneled e Auction vendor C1 India Pvt. Ltd. All qualified agencies will have to submit their financial quotes as pre-bid in E-Auction system and same will be verified by NSDC with submitted financial quote of agencies. E-Auction time slot will be informed to qualified agencies at later stage.

26.4. Please note that in both E-Auction and without E-Auction process QCBS Method (70% weightage to Technical Score and 30% weightage to financial proposal) shall be used.

26.5. Method of selection: Quality- and Cost-Based Selection (QCBS)

The lowest evaluated Financial Proposal (Fm) is given the maximum financial score (Sf) of 100. The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:

\[ S_f = 100 \times \frac{F_m}{F} \]

in which “Sf” is the financial score, “Fm” is the lowest price, and “F” the price of the proposal under consideration.

The weights given to the Technical (T) and Financial (P) Proposals are:

\[ T = 70\% \]
\[ P = 30\% \]

Proposals are ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following:

\[ S = St \times T\% + Sf \times P\% \]

The Consultant achieving the highest combined technical and financial score will be invited for negotiations on the contract.

In case two or more consultants achieve same score, NSDC reserves the right to negotiate/ select one or more consultant based on technical and financial proposals.

27. Negotiations and Award

27.1. Bidder obtaining Highest Combined score will be eligible for award of work.

27.2. The Bidder eligible for award of work will be issued an agreement/Purchase Order and will be requested for their review and signatures.

27.3. In case bidder does not agree on terms of contract/PO, next ranked bidder will be approached.

27.4. The discussions are concluded with a review of the Contract, which then shall be initiated by the Client and the Bidder’s authorized representative.

27.5. Abnormally low or high bids can be checked for accuracy and understanding with respective bidder/s.

28. NSDC reserves the right to award work to one or more Bidders for any specific assignment and the number will depend on requirement.

29. The decision of NSDC will be final and binding upon all Bidders.
Form TECH-1
/Documents Comprising Technical Proposal/
Technical Proposal Submission Form

{Location, Date}

To: [Name and address of Client]

Dear Sir:

We, the undersigned, offer to provide the valuation services for [Insert title of assignment] in accordance with your Request for Proposal dated [Insert Date] and our Proposal. “We are hereby submitting our Proposal.

We hereby declare that:

(a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the client.
(b) Our Proposal shall be valid and remain binding upon us for the period of 180 days after the last date of submission.
(c) We have no conflict of interest in accordance with ITB 3.
(d) We confirm our understanding of our obligation to abide by the NSDC’s policy regarding corrupt and fraudulent practices as per Annexure 2.
(e) We, along with any of our sub-Bidders, subcontractors, suppliers, or service providers for any part of the selection, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by a central government/ministry and or any state/s of India.
(f) In competing for (and, if the award is made to us, in executing) the contract, we undertake to observe the laws against fraud and corruption, including bribery, in force as per Prevention of Corruption Act, 1988

We undertake, if our Proposal is accepted and the Contract is signed or letter/email of Intent is issued, to initiate the Services related to the assignment no later than the date indicated in the contract/letter. We understand that the Client is not bound to accept any Proposal that the Client receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}:
Name and Title of Signatory: _____
Name of Bidder: ________

Address: ________
Contact information (phone and e-mail): ___
I. General Information

<table>
<thead>
<tr>
<th>SN</th>
<th>Particulars</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the Bidder</td>
<td>(Enclose supporting documents, wherever required)</td>
</tr>
<tr>
<td>2.</td>
<td>Registered Address</td>
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<td>3.</td>
<td>Concerned person's Name and Designation</td>
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<td>4.</td>
<td>Mobile no</td>
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<td>5.</td>
<td>Email ID</td>
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II. Information as per eligibility criteria, clause 6 (Please use MS excel to provide details of this table below)

<table>
<thead>
<tr>
<th>SN</th>
<th>Particulars</th>
<th>Details</th>
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<tbody>
<tr>
<td>1.</td>
<td>Bidder's Date of Incorporation/ Registration</td>
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<td>2.</td>
<td>Annual Turnover</td>
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<td>Fy 20-21</td>
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<td>Fy 19-20</td>
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<td>Fy 18-19</td>
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<td></td>
<td>Fy 17-18</td>
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</tbody>
</table>
III. Information as per eligibility criteria (clause 5) and technical evaluation criteria (Clause 26) (Please use MS excel to provide details of this table below)

<table>
<thead>
<tr>
<th>Year</th>
<th>SN</th>
<th>Name of Client</th>
<th>Name of Project</th>
<th>Stipulated Project Duration</th>
<th>Actual Project Duration</th>
<th>Project completion Value In INR</th>
<th>Brief of Services Provided</th>
<th>Email id and contact detail of client’s representatives to provide feedback</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>1.</td>
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Add more rows if required.
CURRICULUM VITAE (CV)

Position Title and No.  (e.g., K-1, PROJECT LEADER)

Name of Professional:  (Insert full name)

Date of Birth:  (day/month/year)

Education:  {List college/university or other specialized education, giving names of educational institutions, dates attended, degree(s)/diploma(s) obtained}


Employment record relevant to the assignment:  {Starting with present position, list in reverse order. Please provide dates, name of employing organization, titles of positions held, types of activities performed and location of the assignment, and contact information of previous clients and employing organization(s) who can be contacted for references. Past employment that is not relevant to the assignment does not need to be included.}

<table>
<thead>
<tr>
<th>Period</th>
<th>Employing organization and your title/position. Contact info for references</th>
<th>Summary of activities performed relevant to the Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>[e.g., May 2005-present]</td>
<td></td>
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</table>

Language Skills (indicate only languages in which you can work): ________________

Adequacy for the Assignment:

<table>
<thead>
<tr>
<th>Detailed Tasks Assigned on Consultant</th>
<th>Reference to Prior Work/Assignments that Best Illustrates Capability to Handle the Assigned Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td>(List all deliverables/tasks in which the Consultant will be involved)</td>
<td></td>
</tr>
</tbody>
</table>

Consultant’s contact information: (e-mail ......................, phone..............)

Certification:
I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience, and I am available, as and when necessary, to undertake the assignment in case of an award. I understand that any misstatement or misrepresentation described herein may lead to my disqualification or dismissal by the Client.

Name of Consultant  Signature  Date (day/month/year)
Form Fin-1: Financial Proposal Submission Form

The Bidder is required to submit their financial proposal in the table mentioned below:

1. **For Development Phase:**

<table>
<thead>
<tr>
<th>Key-Expert</th>
<th>Designation</th>
<th>Name</th>
<th>Man Days</th>
<th>Unit cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>K-1</td>
<td>Reporting Developer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>K-2</td>
<td>Reporting Developer</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>K-2</td>
<td>Reporting consultant/Data Analyst (1)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>K-3</td>
<td>Business Analyst (BA) (1)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-Key Expert</th>
<th>Team Profile (to be proposed)</th>
<th>Total A</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>B. Reimbursable</th>
<th>Type of Reimbursable Expenses</th>
<th>Unit</th>
<th>Unit Cost</th>
<th>Qty</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>...............................</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>...............................</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total B</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. **For Maintenance Phase:**

<table>
<thead>
<tr>
<th>Manpower Requirement</th>
<th>SN</th>
<th>Particulars</th>
<th>Unit cost</th>
<th>Total Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1</td>
<td>Manpower</td>
<td></td>
<td>Total Cost</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>Other cost</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**GST extra:**

**Note:**
The financial proposal will be submitted in a separate password protected document. No financial will be disclosed with technical proposal, if so, the proposal will be summarily rejected.
It should be kept in mind that all actions towards award of Contract and its implementation on the ground have to be fair, consistent, transparent and based on highest standard of ethics. Similarly, bidders/suppliers/contractors/Bidders associated in the procurement of Goods, Works & Consultancy, are expected to observe the highest standard of ethics during procurement and execution of contracts. In pursuance to above:

a. Proposal for award may be rejected, if it determines that the bidder, recommended for award, and/or its employees, sub-contractors, sub-Bidder, sub-vendors, agents have engaged in corrupt or fraudulent practices in competing for the Contract in question;

b. Portion of the funds allocated to a contract may be cancelled, in full or in part, if it is determined that corrupt or fraudulent practices were engaged by contractor/Bidder and/or its employees, subcontractors/sub-Bidders, sub-vendors, agents for getting the Contract or during the execution of a Contract;

c. A firm may be declared as ineligible, either indefinitely or for a stated period of time, to be awarded a Contract, if it, at any time, determines that the firm has been engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of above provision, the terms, "Corrupt Practice" and "Fraudulent Practice", mean following:

"corrupt practice" means offering, giving, receiving, or soliciting anything of value to influence the action of NSDC’s official(s) in the procurement process or in the contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid/proposal prices at artificial, non-competitive levels.
TERMS OF REFERENCE

Development and Maintenance of data warehousing and Report/Dashboards Analytics Tool for Skill India Portal (SIP)

1) Background
The National Skill Development Corporation (NSDC) is a public private partnership under the guidance of the Ministry of Skill Development and Entrepreneurship (MSDE), set up as part of the governments’ coordinated action in the skills space. NSDC operates mainly by fostering private sector initiatives in this area. In order to achieve this, NSDC has been working on three key mandates:
- **Create**: Proactively catalyze creation of large, quality vocational training institutions
- **Fund**: Reduce risk by providing patient capital and improve returns by providing viability gap funding
- **Enable**: Facilitate the creation of support systems required for skill development

2) Objective
The objective of this project is to develop and maintain data warehousing and Report/Dashboards Analytics Tool for Skill India Portal (SIP). It will also facilitate and develop an interactive dashboard to showcase analytics insights based on data on skilling programs and schemes available on SIP and provide 'supply-side' market intelligence regarding skilled workforce availability across sectors, job roles, geographies, candidate profiles, among others. The scope of work for the agency will include:

3) Scope of Work
- Take ownership of all databases managed by NSDC and understand schema/ fields for all table within databases
- Ensure synergy of intra-database for all databases managed by NSDC using specialized ETL:
  - Creating flat tables by merging all tables available in database
  - Checking data sanctity: Pointing out error (for eg: NULL, BLANK, other junk values) in data stored in tables
  - Checking data sanctity: To Check Data stored in database comply all business rules
  - Report error to IT/Development team, if point b) and c) is breached.
- Ensure synergy between inter-databases managed by NSDC:
  - Identify common fields (if available) to connect two databases
- Develop a dashboard using a suitable BI tool to present KPIs across different skilling schemes/ programs.
- Design a wireframe for the dashboard. The agency should propose the design of the dashboard – This covers the way the KPIs and data metrics are organized across pages, the choice of charts, other visualizations and infographics, placement of charts/ heat maps/ other data visualizations and infographics/text/ images. Where possible, reference values for indicators (for example, state or national level values where district values are presented) should be provided to facilitate comparative analysis.
- The dashboard should have at least the following functionalities:
  - Download one or more charts at one go in Excel and ppt
  - Download data for one or more charts at one go in Excel
  - Search/ query functionality
  - Sign-on functionality for different user segments
  - Interface for NSDC to upload files
  - Options for attaching weblinks or files
- Manage data reporting and extraction and provide data in response to different data queries as per requirements from external and internal stakeholders on an ongoing basis
- Understanding the SIP database schema and definitions of all data fields contained in SIP, with support from concerned NSDC teams
- Developing and defining a set of KPIs and data metrics across different schemes/ programs whose data is reported on SIP. Identify different parameters across which the KPIs metrics would be segmented.
- Develop an analysis plan for computing KPI values, segmenting them across different parameters, and presenting findings and insights based on the analysis.
- Identify most suitable BI tool such as PowerBI or Tableau and deploy the selected BI tool to develop a rich, interactive analytics dashboard presenting a comprehensive suite of analytics based on SIP data.
  The agency may propose other functionalities in its technical proposal.
- The dashboard analytics should be designed in a manner that it is periodically updated with latest SIP data in line with a refresh cycle determined in consultation with NSDC.
- The dashboard would cover various schemes/ programs under the ambit of NSDC including PMKVY, Market Led Program, Apprenticeship, among others.
- Examples of KPIs include, but are not limited to, the following: No. of candidates Enrolled, Trained, Assessed, Certified, Dropout, Not appeared for assessment, Failed, and Placed, and derived ratios. These may be segmented by various parameters such as candidate age group, gender, education, social category, year of training, duration of course, state, sector, job role, among others.
- Other TP level dashboards-TP portfolio
- The agency may propose refinements and additional KPIs and analytics. The final list of analytics may cover other aspects as mutually decided with NSDC.
- The dashboard should present cross tabulations of KPI values wherever relevant to facilitate a deeper drill down into insights on the KPIs and their values across multiple segments.

**The dashboard is expected to achieve the following:**
- Provide data analysis, visualizations, and insights on key performance indicators (KPIs) of various skilling programs and schemes
- Allow users to filter KPI values across different parameters
- Provide comparisons and cross tabulations of KPIs across different parameters
- Enable easy dissemination of analytics insights for various stakeholders
- Facilitate research and analytics collaborations by providing a ready set of insights on skilling programs for researchers to identify research problems for deeper study
- The agency will be responsible for regular maintenance and updation activities for a period of 2 years after dashboard development.

4) **Key Deliverables, Timelines and Payment milestones**

The agency shall perform the following key activities and deliver the outputs against the timeline suggested:

<table>
<thead>
<tr>
<th>Key Activity/ Deliverable</th>
<th>Duration from project start date</th>
<th>Payment milestones</th>
</tr>
</thead>
<tbody>
<tr>
<td>AS-IS Study</td>
<td>4 Weeks</td>
<td>30%</td>
</tr>
<tr>
<td>Requirement gathering, Scoping and Detailed work Plan</td>
<td>5 Weeks</td>
<td></td>
</tr>
<tr>
<td>System Analysis and design</td>
<td>2 Weeks</td>
<td>30%</td>
</tr>
<tr>
<td>Testing</td>
<td>1 Week</td>
<td></td>
</tr>
<tr>
<td>Prototype</td>
<td>2 weeks</td>
<td>30%</td>
</tr>
<tr>
<td>Final Release</td>
<td>1 week</td>
<td></td>
</tr>
<tr>
<td>Post-Production issue resolution Support</td>
<td>ongoing</td>
<td>10%</td>
</tr>
</tbody>
</table>

5) **Maintenance and Support**

In addition to above key deliverables, it is important to define the mechanism and approach for maintenance and support. The tool needs to be regularly maintained and updated for a period of 2 years after development. Further Account Management support (AMS) will be basis contract renewal.

6) **Training of end users**

The firm is required to develop the training, configuration material and project report for submission and provide full training to all concerned stakeholders of NSDC.

7) **Confidentiality & Data Ownership**
All data collected under and provided by the Client for this assignment is solely the property of the Client and may only be used for purposes outlined in this assignment. These data may not be shared with anyone not explicitly approved in writing by the Client. They must be uploaded to any secure server designated by the Client, and the Contractor must adhere to any and all human ethics and confidentiality protocols provided by the Client. All data collected for this assignment must be handed over to the Client by contract closure. Any publications using the data or information must be explicitly approved in writing by the Client prior to publication and the logo and name of the Client should be acknowledged in the publications. Non-compliance will have legal consequences to the extent of termination of this contract.

8) **IP and documentation**

NSDC shall be entitled to all intellectual property and other proprietary rights including but not limited to patents, copyrights, and trademarks, with regard to the products or documents, and other materials.

9) **Key Qualifications and Experience of the Consulting/Field Teams whose CVs will be evaluated:**

Following key technical experts will be required for the assignment:

<table>
<thead>
<tr>
<th>Position (number)</th>
<th>Qualification/experience</th>
</tr>
</thead>
</table>
| Reporting Developer (2) | **Qualifications**  
  B-Tech, BE, MCA  

**Experience Requirements**  
7+ years of work experience  
Strong experience with data integration, database structures and data warehouses  
Hands on experience in using analytics tools such as SAS & advanced SQL  
Prior experience in developing data warehousing/business intelligence solutions (DWBI) |
| Reporting consultant/Data Analyst (1) | **Qualifications**  
  B-Tech, BE, MCA  

**Experience Requirements**  
4-5 years of work experience and Proficiency in data analysis tools such as Big Data –Data Visualisation – Tableau, power BI as well as Traditional Business Intelligence and advanced SQL knowledge with ability to develop reports across multiple dimensions |
| Business Analyst (BA) (1) | **Qualifications**  
  B-Tech, BE, MCA  

**Experience Requirements**  
2-3 years of work experience writing in requirement gathering and functional testing |
DEFINITIONS:

a. **C1 India Private Limited**: Service provider to provide the e-Tendering Software and facilitate the process of e-tendering on Application Service Provider (ASP) model.

b. **NSDC e-Procurement Portal**: An e-tendering portal of National Skill Development Corporation (“NSDC”) introduced for the process of e-tendering which can be accessed on [https://nsdc.eproc.in](https://nsdc.eproc.in).

Pre-requisites:

1) It is mandatory for all the bidders to have Class-III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) from any of the licensed Certifying Agency under **CCA, Ministry of Electronics and Information Technology, Government of India** to participate in e-tendering portal of NSDC. Bidders can see the list of licensed CA’s from the link [www.cca.gov.in](http://www.cca.gov.in).

2) C1 India Pvt. Ltd. also facilitate Class III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) to the bidders. Bidder may contact C1 India Pvt. Ltd. at mobile no. +91-7291981138 for DSC related queries or can email at vikas.kumar@c1india.com.

3) To participate in the online bidding, it is mandatory for the Applicants to get themselves registered with the NSDC e-Tendering Portal ([https://nsdc.eproc.in](https://nsdc.eproc.in)).

4) System Requirement, Registration Manuals, Bid Submission Manuals are available at the NSDC eTendering Portal ([https://nsdc.eproc.in](https://nsdc.eproc.in)).

5) For helpdesk, please contact Help Desk Nos. +91-124-4302033 / 36 / 37

6) Participant are requested to email their issues to helpdesk at nsdcsupport@c1india.com. This will help serving the participant better.

7) The amendments/ clarifications to the tender, if any, will be posted on the NSDC eTendering Portal ([https://nsdc.eproc.in](https://nsdc.eproc.in)).

8) The Bidder may modify or withdraw their bid after submission prior to the Bid Due Date. No Bid shall be modified or withdrawn by the Bidder after the Bid Due Date and Time.

9) It is highly recommended that the bidders should not wait till the last date of bid submission to avoid complications like internet connectivity issue, network problems, system crash down, power failure, browser compatibility issue, system compatibility issue, improper digital signature certificate problem etc. In view of this context, neither M/s National Skill Development Corporation nor M/s. C1 India Pvt. Ltd will be responsible for such eventualities.
AGREEMENT
BETWEEN
NATIONAL SKILL DEVELOPMENT CORPORATION
AND
[<Write name of selected Service Provider>]  
This Agreement ("Agreement") is made on [], between:

1) National Skill Development Corporation, a company incorporated under the Companies Act, 1956, and having its registered office at 301, West Wing, World Mark – I, Aerocity, New Delhi - 110037 (hereinafter referred to as "NSDC" which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-interest and assigns); and

2) [], a [] incorporated under the [], and having its registered office at [] (hereinafter referred to as "Service Provider" whose expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and successors-in-interest and permitted assigns).

NSDC and Service Provider shall hereinafter be individually referred to as “Party” and collectively as “Parties”.

WHEREAS

(A) NSDC is a non-profit company incorporated under the Companies Act, 1956 ("Act") and has the license under section 25 of the said Act (corresponding to section 8 of the Companies Act 2013) and established as a public private partnership with the object of developing unskilled and semi-skilled labour force into productive and skilled labour and to establish, manage, run and support institutes and polytechnics for achieving this objective ("Business").

(B) NSDC has through a request for proposal dated 13th September 2021, ("RFP") to be read along with corrigendum issued with the RFP, if any, has called for proposals/bids to provide services as enumerated in Schedule I ("Services") to this Agreement.

(C) The Services Provider submitted a bid response dated 1st October 2021 ("Bid Response") pursuant to the RFP where the Services Provider has represented to NSDC that it is an experienced, and fully qualified and capable of providing the Services.

IT IS AGREED BETWEEN THE PARTIES AS FOLLOWS

1. Definition and Interpretation
   1.1. In this Agreement, including in the Recitals hereof, the following words, expressions and abbreviations shall have the following meanings, unless the context otherwise requires.
   a) “Applicable Law” shall mean any statute, law, regulation, ordinance, rule, judgment, notification, rule of common law, Order, decree, bye-law, government approval, directive, guideline, requirement or other governmental restriction, or any similar form of decision of, or determination by, or any interpretation, policy or administration, having the force of law of any of the foregoing, by any Authority having jurisdiction over the matter in question, whether in effect as of the date of this Agreement or thereafter.
   b) “Authority” shall mean any national, state, provincial, local or similar government, governmental, regulatory or administrative authority, branch, agency, any statutory body or commission or any non-governmental regulatory or administrative authority, body or other organization to the extent that the rules, regulations and standards, requirements, procedures or Orders of such authority, body or other organization that have the force of Applicable Law or any court, tribunal, arbitral or judicial body, or any stock exchange of the India or any other country.
   c) “Confidential Information” includes the contents of this Agreement and all content created pursuant to this Agreement. It also includes, with respect to NSDC and the Service Provider any information or trade secrets, schedules, business plans including, without limitation, commercial information, financial projections, client information, technical data, developments, intellectual property, ideas, know-how, marketing materials, business information, accounting and financial information, credit
information, various types of lists and databases, administrative and/or organizational matters of a confidential/secret nature in whatever form which is acquired by, or disclosed to, either Party pursuant to this Agreement, but excluding information which at the time it is so acquired or disclosed, is already in the public domain or becomes so other than by reason of any breach or non-performance by the receiving Party of any of the provisions of this Agreement and includes any tangible or intangible non-public information that is marked or otherwise designated as ‘confidential’, ‘proprietary’, ‘restricted’, or with a similar designation by the disclosing Party at the time of its disclosure to the receiving Party, or is otherwise reasonably understood to be confidential by the circumstances surrounding its disclosure.

d) “Force Majeure” means an act of God, war, civil disturbance, strike, lockout, act of terrorism, flood, fire, explosion or legislation or restriction by any government or other authority, or any other similar circumstance beyond the control of any Party, which has the effect of wholly or partially suspending the obligations hereunder, of the Party concerned during the continuance and to the extent of such prevention, interruption or hindrance.

e) “Intellectual Property” or “Intellectual Property Rights” shall mean any and all trademarks and services marks (whether or not registered), copyrights, design rights (whether or not registered), moral rights, patents, performance rights, database rights, Internet, WAP and other new media rights, names, logos and codes, publicity rights, and any and all other intellectual property and proprietary rights of any nature whatsoever that subsist, or may subsist, or be capable of registration, in each case whether in relation to the Services or otherwise, and which exist, or may exist, in any jurisdiction anywhere in the World.

f) “Order” shall mean any order, injunction, judgment, decree, ruling, writ, assessment or award of a court, arbitration body or panel or other Authority.

1.2. Interpretation

a) Heading and bold typeface are only for convenience and shall be ignored for the purpose of interpretation.

b) Terms may be defined in clause 1 above, or elsewhere in the text of this Agreement and, unless otherwise indicated, shall have such meaning throughout this Agreement.

c) Reference to this Agreement shall be deemed to include any amendments or modifications to this Agreement, as the case may be.

d) References to the singular will include the plural

e) References to the word “include” shall be construed without limitation.

2. Appointment of Service Provider

2.1. Subject to the terms of this Agreement, NSDC appoints the Service Provider to provide the Services as enumerated in Schedule -I.

2.2. All services, functions or responsibilities which are reasonably necessary and required for the performance or provision of the Services shall be deemed to be included within the scope of work of the Service Provider.

2.3. Except as specifically excluded, all tools and materials required by the Service Provider to perform its obligations under this Agreement shall be used by the Service Provider, at no extra cost to NSDC.

3. Consideration and Payment Terms

3.1. In consideration of the Service Provider providing the Services (as specified in Schedule I) to NSDC, NSDC agrees to pay sufficient and valid consideration (“Consideration”) in accordance with the Payment Terms outlined in Schedule II.

3.2. The amounts shall be due upon receipt of an invoice by NSDC, and all undisputed invoices and charges shall be paid by NSDC within 30 (thirty) days of receiving such invoice from the Service Provider.

3.3. The Service Provider recognizes that payments are linked to, and dependent on the successful completion of Services, within timelines mentioned in this Agreement, and submission of all relevant deliverables sought under this Agreement.

3.4. All payments shall be made in INR.

3.5. All charges are exclusive of all applicable taxes that may be levied, imposed, charged or incurred. NSDC shall pay the consideration due under this Agreement (including taxes) after deducting any tax deductible at source, at the applicable rate. NSDC shall furnish a tax
certificate evidencing payment of the tax deductible at source to the appropriate government entity or Authority on a timely basis.

3.6. All payments are inclusive of all out of pocket expenses. Except as provided under the Agreement, the Service Provider shall not be entitled to claim any out of the pocket expenses incurred pursuant to its performance of obligations under the Agreement.

4. Term
Notwithstanding the date hereof, this Agreement shall commence on the [] (“Effective Date”) and shall be valid for a period of three (3) years and shall come to an end on []. The term can be extended or reduced depending upon performance of the service provider and requirement of NSDC.

5. Termination
5.1. Either Party may terminate this Agreement by giving written notice of 15 (fifteen) days to the other in the event that:
   a) the other Party has committed a material breach of any of its obligations hereunder which cannot be remedied;
   b) the other Party has committed a material or repeated breach of any of its obligations hereunder and has failed to remedy such breach (if the same is capable of remedy) within thirty (30) days of being required by written notice so to do;
   c) the other Party goes into liquidation or bankruptcy (whether compulsory or voluntary) or an administrator or receiver is appointed over the whole or any part of that other Party’s assets or if that other Party enters into any arrangement for the benefit of or compounds with its creditors generally or threatens to do any of these things or any judgment is made against that other Party or any similar occurrence under any jurisdiction affects that other Party; or
   d) the other Party ceases or threatens to cease to carry on business or is removed from the relevant register of companies, where applicable.

5.2. NSDC may terminate this Agreement, without assigning any reason by giving written notice of 30 (thirty) days.

5.3. NSDC may terminate this Agreement immediately if NSDC determines that the Service Provider and/or its employees, sub-contractors, sub-consultant, sub- vendors, agents have engaged in Corrupt or Fraudulent practices in executing this Agreement. The terms “corrupt” and “fraudulent” are defined in Schedule III to this Agreement.

5.4. Either Party’s right to terminate this Agreement shall be without prejudice to the other rights and remedies it may have under Applicable Law.

6. Consequences of Termination
6.1. Upon termination of this Agreement, any rights or authority granted by NSDC to the Service Provider under this Agreement shall terminate with immediate effect.

6.2. Within 7 (seven) business days after termination, upon the request of NSDC, Service Provider will return or destroy, at the option of NSDC, all Confidential Information of NSDC and all materials relating to work in progress of the Services.

6.3. Except where the Agreement is terminated pursuant to clause 5.3 (Termination for Corrupt and Fraudulent Actions), all charges or amounts payable for the completion of milestones already achieved, or services already availed, whether invoiced or not, subject to the Service Provider providing suitable invoices, outstanding upon the date of termination, shall be settled within 30 (thirty) days of such termination.

6.4. The accrued rights of the Parties as at termination, or the continuation after termination of any provision expressly stated to survive or implicitly surviving termination, shall not be affected or prejudiced in any manner.

7. Representation and Warranties
7.1. Each Party represents and warrants to the other Party that:
   a) It has full power and authority to execute, deliver and perform this Agreement.
   b) It has taken all necessary action to authorize the execution, delivery and performance of this Agreement; and
   c) This Agreement constitutes its legal, valid and binding obligation enforceable against it in accordance with the terms hereof.

7.2. The Service Provider represents and warrants that
   a) It possesses the necessary experience, expertise and ability to undertake and fulfil its obligations under all phases involved in the performance of its obligations under the
Agreement.

b) All representations made by the Service Provider in the Bid Response are true and accurate.

c) The Service Provider has read and understood NSDC Procurement Policy and specifically the policy on Fraud and Corrupt Practices (extracted portion in Schedule -III) and shall abide by the same.

8. Performance Guarantee:
Within 21 days from date of signing of the Framework Agreement award, the Firm shall furnish to the Purchaser the performance security (5% of contract value) of Rupees [ ] only (INR []). The performance security shall be denominated in Indian Rupees and shall be in the form of an unconditional bank guarantee issued by a nationalized/scheduled bank located in India acceptable to the Purchaser, in the format provided by the Purchaser. The performance security will be returned to the Firm not later than end of contract.

9. Personnel
9.1. The Service Provider shall deploy personnel for providing the Service only after they have been screened, to ensure that they meet the minimum quality standards. The title, agreed job description, minimum qualification and estimated period of engagement to carry out the Services of each consultants, key employees shall be described in Schedule IV. ("Key Employees").

9.2. The Service Provider shall immediately terminate and replace a Key Employee who has: (a) breached any terms and conditions of this Agreement; or (b) has committed a data breach or (c) is in anyway not in compliance with Applicable Law.

9.3. NSDC shall have the right to interview any of the Key Employees engaged by the Service Provider to ensure they are duly qualified to provision the Services.

9.4. In the event that any of the Key Employees resign or cease to provide their services due to reasons beyond the control of the Service Provider, the Service Providershall immediately replace such Key Employees, with equally competent resources, and ensure that a complete knowledge transfer, and all other processes required to maintain business continuity.

9.5. In the event that any Key Employee fails to meet the reasonable expectations of NSDC, NSDC may request a replacement, and the Service Provider shall promptly replace, with a suitable and equivalent replacement.

10. Compliance with Laws
Each Party shall at all times and at its own expense (a) strictly comply with all Applicable Laws, now or hereafter in effect, relating to its performance of this Agreement; (b) pay all fees and other charges required by such Applicable Laws; and (c) maintain in full force and effect all licenses, permits, authorizations, registrations and qualification from any Authority to the extent necessary to perform its obligations hereunder.

11. Intellectual Property Rights
11.1. The Service Provider acknowledges that any Intellectual Property Rights already owned by NSDC shall remain the sole property of NSDC. However, so as to enable the Service Provider to provide the Services and to comply with its obligations under this Agreement, NSDC acknowledges that the Intellectual Property Rights or part thereof owned by NSDC will need to be made available to Service Provider and such property is made available only to enable the Service Provider to provide Services under this Agreement.

11.2. The Service Provider also acknowledges and assigns to NSDC in perpetuity and exclusively, Intellectual Property Rights in any deliverables created under this Agreement, in the course of provision of the Services. This includes reports, tables, presentations, handbook developed specifically for NSDC in furtherance of providing Services under this Agreement.

11.3. NSDC acknowledges that the Intellectual Property Rights owned by Service Provider, independently as separate from providing Services under this agreement, including tools for provision of Services of this Agreement, including discussion notes, learning tools, format and similar materials developed by the Service Provider in the course of its business, shall belong to the Service Provider only.

12. Indemnification
The Service Provider shall indemnify and hold NSDC harmless from third party claims arising from or related to:

i. A breach of the terms of this Agreement; or
13. **Limitation of Liability**

13.1. Neither Party shall be liable for any consequential, incidental, special, indirect, exemplary or punitive damages, or damages for any loss of profits, revenue or business, regardless of the nature of the claim, even if the other Party has been notified of the possibility of such damages.

13.2. The Service Provider or any of its employees or vendors shall not be liable to NSDC or any other person or entity for an amount of damages under this Agreement in excess of the amount of Consideration paid or payable for the applicable Services.

13.3. The above limitations of liability and exclusions from liability set forth in this Clause 13 shall not apply (i) in cases of gross negligence or wilful misconduct; or (ii) to any liability arising out of fraudulent conduct.

14. **Use of Confidential Information**

14.1. The Service Provider may be given access to Confidential Information from NSDC in order to perform its obligations under this agreement.

14.2. **The Service Provider shall:**

   a) use the Confidential Information of NSDC only for purposes of complying with its obligations under this Agreement and, without limiting the generality of the foregoing, shall not, directly or indirectly, deal with, use, exploit or disclose such Confidential Information or any part thereof to any person or entity or for any purpose whatsoever (or in any manner which would benefit any competitor of NSDC) except as expressly permitted hereunder or unless and until expressly authorized in writing to do so by NSDC;

   b) use reasonable efforts to treat, and to cause all its officers, agents, servants, employees, professional advisors and contractors and prospective contractors to treat, as strictly confidential all Confidential Information. In no event shall such efforts be less than the degree of care and discretion as the Service Provider exercises in protecting its own valuable confidential information. Any contractors engaged by or prospective contractors to be engaged by the Service Provider in connection with the performance of the Services shall be required to assume obligations of secrecy equal to or greater than the obligations that the Service Provider has assumed in this Agreement with respect to the Confidential Information;

   c) not, without the prior written consent of NSDC, disclose or otherwise make available NSDC’s Confidential Information or any part thereof to any party other than those who need to know the Confidential Information for the purposes set forth herein;

   d) not copy or reproduce in any manner whatsoever the Confidential Information of NSDC or any part thereof without the prior written consent of NSDC, except where required for its own internal use in accordance with this Agreement; and

   e) promptly upon the request of NSDC, return and confirm in writing the return of all originals, copies, reproductions and summaries of Confidential Information or, at the option of NSDC, destroy and confirm in writing the destruction of the Confidential Information;

14.3. The obligations of confidentiality contained in this Agreement are intended to survive the termination of this Agreement.

15. **Force Majeure**

15.1. Neither Party shall be liable for any failure or delay in performance of any obligation, under this Agreement to the extent such failure or delay is due to a Force Majeure event. The Party having any such cause shall promptly notify the other Party in writing of the nature of such cause and the expected delay.

15.2. If, however, it is not feasible for a Party to prevent the occurrence of the Force Majeure event as a result of which that Party is prevented from performing its obligation for more than thirty (30) days due to such Force Majeure Event (“Aggrieved Party”), the other Party may decide to release the Aggrieved Party from performing its obligation hereunder or may modify the relevant provisions of this Agreement affected by the Force Majeure event so long as the Force Majeure event continues, in order to enable the Aggrieved Party to perform its other obligations hereunder as so modified.

16. **Governing Law, Dispute Resolution and Jurisdiction**
16.1. **Governing Law and Dispute Resolution:** *This Agreement shall be governed by the laws of India.*

a) In the event of any dispute, controversy or claim arising in any way out of or in connection with this Agreement (a “Dispute”), the Parties shall attempt in the first instance to resolve such Dispute through amicable discussion. If the Dispute is not resolved through such amicable discussion within 30 (thirty) days of a notice of Dispute being given or such longer period as the Parties agree to in writing, then any Party may refer the dispute for final resolution by arbitration.

b) Any Dispute shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the Parties. The arbitration proceedings shall be held at New Delhi, India.

c) The Parties to an arbitration shall keep the arbitration confidential and shall not disclose to any person, other than those necessary to the proceedings, the existence of the arbitration, any information submitted during arbitration, any documents submitted in connection with it, any oral submissions or testimony, transcripts or any award unless disclosure is required by law or is necessary for permissible court proceedings such as proceedings to recognise or enforce an award.

16.2. **Jurisdiction:** The Parties hereby agree that subject to the provisions of clause 16, courts in New Delhi shall have the exclusive jurisdiction to determine any disputes arising out of, or in relation to, the terms and conditions of this Agreement.

17. **Miscellaneous**

17.1. **Entire Agreement:** This Agreement, the Annexures and recitals hereto (which are hereby expressly incorporated herein by reference) constitutes the entire understanding between the Parties, and supersedes all other discussions and understanding between the Parties.

17.2. **Assignment:** This Agreement and the rights and obligations herein may not be assigned by the Service Provider without the written consent of NSDC.

17.3. **Amendments and Waivers:** This Agreement may be amended only with the written consent of both Parties. Any amendment or waiver effected in accordance with this Clause shall be binding upon both Parties.

17.4. **Delays or Omissions:** No delay or omission to exercise any right, power or remedy accruing to any Party, upon any breach or default of any Party hereto under this Agreement, shall impair any such right, power or remedy of any Party nor shall it be construed to be a waiver of any such breach or default, or an acquiescence therein, or of any similar breach or default thereafter occurring; nor shall any waiver of any other breach or default theretofore or thereafter occurring. Any waiver, permit, consent or approval of any kind or character on the part of any Party of any breach of default under this Agreement or any waiver on the part of any Party of any provisions or conditions of this Agreement, must be in writing and shall be effective only to the extent specifically set forth in such writing. All remedies, either under this Agreement, or by law or otherwise afforded to any Party shall be cumulative and not alternative.

17.5. **No Partnership:** Nothing contained in this Agreement shall be construed or interpreted as constituting a partnership or a joint venture or employer-employee between the Parties. Neither Party shall have any authority to bind the other Party in any manner whatsoever. This Agreement shall be construed to have been entered on a principal-to-principal basis.

17.6. **Notices:** Except as may be otherwise provided herein, all notices, requests, waivers and other communications (“Notices”) shall be deemed to be delivered as provided herein: (a) if delivered to the addressee (“Receiving Party”) by hand: upon the Notice being acknowledged by written receipt by the Receiving Party; (b) if sent by facsimile: upon the receipt of transmission report confirming transmission; (c) if sent via an overnight courier: upon receipt (evidenced by proof of delivery). The Notices shall be addressed to the Parties at the contact details provided below. Each Party shall promptly inform the other Parties of any change to its contact details.

**To NSDC:**
Address: 301, West Wing, World Mark – I, Aerocity, New Delhi – 110037
Phone: 01147451600
To Service Provider:
[

17.7. **Severability:** The invalidity or unenforceability of any provision in this Agreement shall in no way affect the validity or enforceability of any other provision herein. In the event of the invalidity or unenforceability of any provision of this Agreement, the Parties will immediately negotiate in good faith to replace such a provision with another, which is not prohibited or unenforceable and has, as far as possible, the same legal and commercial effect as that which it replaces.

17.8. **Survival:** The provisions of Clauses and such other provisions of this Agreement, which are by their nature, intended to survive the termination of this Agreement, shall survive the termination of this Agreement.

17.9. **Counterparts:** This Agreement may be executed in two (2) counterparts, each of which when executed and delivered shall constitute an original of this Agreement but shall together constitute one and only the Agreement.

IN WITNESS WHEREOF the Parties hereto have duly executed this Agreement as of the date and year hereinabove first written.

| For National Skill Development Corporation | For <Name of Service Provider>[
| Sign: ___________________________ | Sign: ___________________________
| Name: __________________________ | Name: ___________________________
| Title: __________________________ | Title: __________________________ |
SCHEDULE I
SERVICES

SCHEDULE -II
Payment Terms

Schedule -III-
Fraudulent or Corrupt Practices

18. Section 6. NSDC Policy – Corrupt and Fraudulent Practices

18.1. It should be kept in mind that all actions towards award of Contract and its implementation on the ground have to be fair, consistent, transparent and based on highest standard of ethics. Similarly, bidders/suppliers/contractors/consultants associated in the procurement of Goods, Works & Consultancy, are expected to observe the highest standard of ethics during procurement and execution of contracts. In pursuance to above:

a) Proposal for award may be rejected, if it determines that the bidder, recommended for award, and/or its employees, sub-contractors, sub-consultant, sub-vendors, agents have engaged in corrupt or fraudulent practices in competing for the Contract in question;

b) Portion of the funds allocated to a contract may be cancelled, in full or in part, if it is determined that corrupt or fraudulent practices were engaged by contractor/consultant and/or its employees, subcontractors/sub-consultants, sub-vendors, agents for getting the Contract or during the execution of a Contract;

c) A firm may be declared as ineligible, either indefinitely or for a stated period of time, to be awarded a Contract, if it, at any time, determines that the firm has been engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of above provision, the terms, "Corrupt Practice" and "Fraudulent Practice", mean following:

"Corrupt practice" means offering, giving, receiving, or soliciting anything of value to influence the action of NSDC's official(s) in the procurement process or in the contract execution; and

"Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid/proposal prices at artificial, non-competitive leve
Schedule IV
Key Employees with Names