



**Request for Proposal
No. SIC/NSSH/TOR-STUDY/159/19-20 dtd. 24.12.2019**

**“Selection of Agency for Evaluation
Study of National SC-ST Hub Scheme”**

Request for proposal

Subject: - Request for Proposal for selection of Agency for Evaluation Study of National SC-ST Hub Scheme

Eligibility Bid documents	The details for submission of eligibility offer is placed at Form 2, Form 3, Form 11, Form 11A, Form 12. In addition, scanned copy of EMD is also required at this stage.
Technical Offer	The details for submission of Technical offer is placed at Form 4, Form 5, Form 6, Form 7 and any other documents
Commercial Offer	The details for submission of Commercial offer is placed at Form 8 and Form 9
Earnest Money Deposit	Physical copy of Demand Draft to be submitted before 1100 hours on 13.01.2020 at below address: General Manager (NSSH) National SC-ST Hub National Small Industries Corporation Limited (A Government of India Enterprise) NSIC Bhawan, Okhla Industrial Estate, New Delhi - 110 020
Date & Time of Pre-Bid Meeting	02.01.2020 at 1100 hrs
Venue for Pre-Bid Meeting	NSIC Bhawan National Small Industries Corporation Limited Okhla Industrial Estate Phase – III, New Delhi– 110 020
Last date of submission of offer	13.01.2020 at 1300 hours
Date of opening of Pre-qualification offer	13.01.2020 at 1500 hours
Date of opening of Technical Offer	16.01.2020 at 1500 hours
Date of opening of Financial Offer	22.01.2020 at 1500 hours
Address for Submission of Offers	General Manager (NSSH) National Small Industries Corporation Limited NSIC Bhawan, Okhla Industrial Estate Phase – III, New Delhi - 110 020
Contact Person for Queries	Mr. K.K. Sharma General Manager, NSSH Division, National Small Industries Corporation Limited NSIC Bhawan, Okhla Industrial Estate Phase – III New Delhi - 110020 Tel.011-26911109 Email: nsshsupport@nsic.co.in

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1. Instruction to the bidders

1. RFP documents can be downloaded from our website www.nsic.co.in **free of cost.**
2. The **Earnest Money Deposit of Rs. 1,00,000/- (Rupees One Lakh only) by way of demand draft** only drawn in favor of **“The National Small Industries Corporation Ltd.”** payable at New Delhi **shall be submitted** to NSIC prior to submission time of the bid (Before 1100 hrs on 13.01.2020)

The Demand Draft in original shall be placed in an envelope and marked as **—EMD - [name of assignment] and - Not to be opened except in the presence of evaluation committee. This envelope shall be delivered to NSIC in physical form before the Proposal / bid submission due date & time. In addition, a scanned copy (in pdf format) shall also be uploaded on www.tenderwizard.com/NSIC. Bids received without the specified Earnest Money Deposit Bid Security will be summarily rejected.**

Address:

General Manager,
NSSH Division,
National Small Industries Corporation Limited
NSIC Bhawan, Okhla Industrial Estate Phase – III,
New Delhi - 110 020

The offers without EMD will be rejected. However, exemption from EMD is applicable under Rule 170 & 173 of General Financial Rules (GFR), 2017 for Micro & Small Enterprises (MSEs) as per the “Public Procurement Policy for Micro & Small Enterprises (MSEs) Order 2012”. Relaxed Norms of Public Procurement for startups shall also be applicable for MSEs in respect of EMD and prior turn-over/experience criteria. Units registered with NSIC under Single Point Registration Scheme will be exempted from payment of EMD.

3. The Bidder must submit an undertaking on its letter head that they have not been blacklisted by any Government Department (Central/ State/ Autonomous/PSU) in India. Self-declaration is required as per Form-11.

4. NSIC reserves the right to accept or reject any or all the quotations received in response to the above referred invitation, without assigning any reason.
5. Consortium of Bidders is not allowed.
6. This RFP document is not transferrable.

e-Tendering Procedure:

1. The complete Tender Document can be viewed / downloaded from the e-Tendering portal i.e. www.tenderwizard.com/NSIC free of cost or link on Tender section of NSIC website i.e. www.nsic.co.in.
2. A Bidder's Manual containing the detailed guidelines for e-Tendering system is also available on e-Tendering portal of NSIC i.e. www.tenderwizard.com/NSIC.
3. It is mandatory for all the bidders to have **Class-III Digital Signature Certificate** from any of the licensed Certifying Agency (Bidders can see the list of licensed Certifying Agencies from the link www.cca.gov.in) to participate in e-Tendering of NSIC.
4. It is mandatory for the bidders to get their firm/company registered with e-Tendering portal of NSIC, i.e. www.tenderwizard.com/NSIC to have user ID & password on payment of non-refundable annual registration charge of Rs. 2000 plus 18 percent GST. Registration charges are **to be paid online using the e-payment gateway to ITI Limited on the portal address mentioned above**. The registration so obtained by the prospective bidder shall be valid for one year from the date of its issue and shall be subsequently renewed.
5. Tender documents will be available online on website www.tenderwizard.com/NSIC from 24.12.2019 Refer to RFP no. SIC/NSSH/TOR-STUDY/159/19-20 dtd. 24.12.2019 downloaded free of cost.
6. Validity of Bidder's Registration on the e-Tendering portal of NSIC.

Bidders may note the following:

- It shall be the sole responsibility of the bidder(s) to keep the registration valid up to the original/extended date of submission of bid.
 - Bids can be submitted only during the validity of their registration.
7. NSIC may issue addendum(s)/corrigendum(s) to the Tender documents. In such case, the addendum(s)/corrigendum(s) shall be issued and placed on website www.tenderwizard.com/NSIC at any time before the closing time of tender. The bidders who have downloaded the Tender documents from website must visit the website and ensure that such addendum(s)/corrigendum(s) (if any) is also downloaded by them. This shall be the responsibility of the prospective registered bidders to check the web site for any such corrigendum/addendum till the time of closing of tender and ensure that bid submitted by them are in accordance with all the corrigendums/addendums.
- 8. The Tender documents shall be submitted online on or before 13.01.2020 at 1300 hours in the prescribed format given on the websites and bids received online shall be opened as per the scheduled given at page no. 2 above. No other mode of Bid submission is acceptable. Detailed credentials as per the requirement of eligibility criteria and all Tender papers are to be submitted online.**
9. Bidders cannot submit the Tender after the due date and time of e-bid submission. Time being displayed on e-procurement portal of NSIC ("Standard Time") shall be final and binding on the bidders. E-Bids are required to be submitted by bidders, only as per the Indian Standard Time (IST) and not the time as per their location/country.

MODIFICATION/SUBSTITUTION/WITHDRAWAL OF APPLICATIONS:

In the event of modification/substitution/withdrawal of the Application, the bidder may modify, substitute or withdraw the documents of its Application after submission prior to the Application due date.

10. For withdrawal of the documents of the Application, the bidder will have to click on withdrawal icon at Tender Wizard and can withdraw its Application. However it may be noted that once the bid has been withdrawn, bidder cannot participate again for the same e-tender. The

bidder may modify or substitute the Bid documents of the Application after submission, provided that the bidder update the old documents submitted in the electronic form from the Tender Wizard and also upload the modified or substituted documents.

NOTE: Do not withdraw your bid in case of any modification/substitution of application. Withdrawal will not allow further participation / modification / substitution of applications.

11. The bidders are advised to submit their e-bids well before the e-bid due date. NSIC or Tender-wizard shall not be responsible for any delay in submission of e-bids for any reason whatsoever.
12. The complete application shall be signed by the Authorized Signatory of the bidder & submitted "online" and Bid Sheets should be filled and submitted "online" only. The authorized signatory of the bidder must be in possession of Power of Attorney before submitting the digitally signed bid. Scanned copies of various documents can be prepared in different file format (PDF, JPEG). **Bidders can upload a single file of size 5 MB only but they can upload multiple files.**

e-Tendering Registration queries	Registration help desk	011- 49424365	twhelpdesk377@gmail.com
DSC Queries	Help Desk	011- 49424365	twhelpdesk337@gmail.com
For e-Tendering Queries	Help Desk	011- 49424365	twhelpdesk337@gmail.com
	Ravi Jhakra	8800591739	twhelpdesk656@gmail.com

General Instructions:

1. The Scope of Work, Bid procedures and Contract terms are prescribed in the RFP Document.
2. The Bidders are expected to examine all instructions, forms, terms and conditions,

and specifications in the RFP and furnish all information as stipulated therein. This RFP together with all its attachments thereto, shall be considered as read, understood and accepted by the Bidders. Failure to furnish all Information required by the RFP or submission of a Proposal not substantially responsive to the RFP in every respect will be at Bidder's risk and may result in the rejection of his Proposal. Bidders must submit all documents listed in the RFP.

3. It may be noted that the costs of preparing the proposal are not reimbursable and NSSH is not bound to accept any of the proposals submitted.
4. The bidders are required to provide professional, objective, and impartial service and at all times will hold the NSIC's interests paramount, without any consideration for future work, and strictly avoid conflicts with other assignments or their own Corporate interests.
5. Bidder must observe the highest standards of ethics during the selection and execution of the contract. NSIC may reject a proposal at any stage if it is found that the bidder recommended for award has indulged in corrupt or fraudulent activities in competing for or in executing the contract in question, and may also declare the bidder ineligible or blacklist the firm, either indefinitely or for a stated period of time.
6. The Representative of NSIC is the General Manager- NSSH, National Small Industries Corporation Limited, Government of India Enterprise and can be contacted at e-mail: nsshsupport@nsic.co.in
7. Prices should not be indicated in the proposal section addressing "Technical" and should only be indicated in the 'Financial' proposal. NSIC will select successful bidder, in accordance with the method of selection specified in RFP
8. A pre-bid meeting will be held at NSIC office as per date and time mentioned in RFP, for clarifications required on any aspect pertaining to the RFP Document. Bidders are encouraged to attend the pre-bid meeting, however, attending the pre-bid meet is optional.

9. **Earnest Money Deposit (EMD)/ Bid Security in the form of Demand Draft from a scheduled Bank for Rs. 1,00,000/- (Rupees one lakh only) drawn in favor of the National Small Industries Corporation Limited, New Delhi.** Proposals not accompanied by EMD/ Bid Security, unless exempted shall be rejected as non-responsive. No interest shall be payable by the NSSH on the sum deposited as EMD/ Bid Security. The EMD/ Bid Security of unsuccessful bidders **would be returned back within one month of issue of the work order / contract to the successful bidder. EMD / Bid Security will be returned to the successful bidder on issue of work order and receipt of performance bank guarantee.**
10. An undertaking on the letterhead of the bidder and signed by the authorized person, that the bidder will undertake the assignment, in accordance with the Scope of Work detailed in the RFP document and at the cost submitted by the bidder in the financial proposal (the cost is not to be indicated in the undertaking). The above undertaking submitted by the bidder would be binding on them.
11. For Clarification on bid document, a prospective Bidder requiring any clarification on the Bid Document may submit his queries as per Form 1.
12. The NSIC will respond in writing, to any request for clarification to queries on the RFP, received through email or in writing not later than the date of the Pre-bid meeting prescribed by NSIC.
13. Based on discussions held during the pre-bid meeting, amendments / clarifications in the RFP Document (if any) will be hosted on the websites of NSIC (www.nsic.co.in) and e-tendering portal www.tenderwizard.com/NSIC
14. **Cost of bidding** - The Bidders shall bear all costs associated with the preparation and submission of the Proposal, including cost of presentation and site visits for the purposes of clarification of the bids, if so desired by NSIC, and NSIC will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
15. Language of proposal – The Proposals prepared by the Bidder and all correspondence and documents relating to the Proposal exchanged between the Bidder and NSIC, shall be written in English language, provided that any printed

literature furnished by the Bidder may be written in another language so long as the same is accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

16. Amendment of Bid Document

- (i) At any time prior to the Bid Due Date, NSIC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP by an amendment/ corrigendum/ addendum.
- (ii) The amendment will be notified on the e-tendering portal and will be binding on the Prospective Bidders.**
- (iii) In order to provide prospective Bidders reasonable time in which to take the amendment/ corrigendum/ addendum into account in preparing their bids, NSIC may, at its discretion, extend the Bid Due Date.
- (iv) NSIC may at any time during the bidding process request the Bidder(s) to submit revised Technical / Financial proposals and/or supplementary financial proposals without thereby incurring any liability to the affected Bidder or Bidders.

17. Period of validity of the Tender is 90 days from the closing date of the proposals.

18. Performance Guarantee: The successful bidder will execute a **Performance Bank Guarantee of 10% of the estimated contract value during contract term in the form of a Bank Guarantee in the format provided from a Nationalized Bank. Performance Bank Guarantee shall be submitted by the successful bidder within 7 days of award of contract. The Performance Bank Guarantee should remain valid for a period of additional 60 days beyond the completion of the period of contract.**

19. NSIC is however not bound to accept any tender or to assign any reason for non-acceptance. NSIC reserves its right to accept the tender either in full or in part. Conditional, erroneous and incomplete Bids will be rejected outright.
20. NSIC reserves the right to place an order for the full or part quantities under any items of work under scope of work.
21. Bidders submitting proposals will not be permitted to alter or modify their bids after expiry of the deadline for receipt of bids.
22. NSIC reserves its right not to accept bids from bidders resorting to unethical practices or on whom investigation/enquiry proceedings has been initiated by Government Investigating Agencies / Vigilance Cell.
23. **Termination:** NSIC may terminate the Contract/Agreement executed with successful bidder in case of the occurrence of any of the events specified below :
 - a. If the successful bidder becomes insolvent or goes into compulsory liquidation.
 - b. If the successful bidder, in the judgment of NSIC, has engaged in corrupt or fraudulent practices in competing for or in executing this Contract.
 - c. If the successful bidder submits to NSIC false statement which has a material effect on the rights, obligations or interests of NSIC.
 - d. If the successful bidder places itself in position of conflict of interest or fails to disclose promptly any conflict of interest to NSIC.
 - e. If the successful bidder fails to provide the quality services as envisaged under this Contract. Reasons for the same would be recorded in writing.

- f. In such an occurrence NSIC shall give a written advance notice of 30 days before terminating the Contract of the successful bidder.

24. Jurisdiction: The court at New Delhi shall alone have exclusive jurisdiction.

Terms of Reference

For

**Selection of Agency for Evaluation
Study of National SC-ST Hub Scheme**

2. Terms of Reference

1. Executive Summary

The Micro, Small and Medium Enterprises (MSME) sector occupies a position of strategic importance in Indian economy. Currently, there are over 6.3 crore MSMEs across various industries that employs more than 111 million persons and produces more than 8,000 products. Comprehending the significance of the sector vis - a - vis lending numbers to the job market, contribution to GDP, etc. the development of the sector is significant. Various initiatives have been undertaken to strengthen MSEs eco system by assisting them in the field of technology, finance, marketing to make them competitive and future ready and the sector already makes substantial contribution to the Indian economy.

MSMEs plays an imperative role to achieve economic growth in the country and for rapid stride in economic growth, it is imperative to promote entrepreneurship in the country. To ensure, that benefits of growth spread across all sections of the society, especially the marginalized groups including SC/ST entrepreneurs, Ministry of MSME approved a scheme for setting up of National Schedule Caste and Schedule Tribes (SC/ST) Hub on 25.07.2016. The said Hub was formally launched by the Hon'ble Prime Minister on 18.10.2016 with an outlay of Rs. 490 Crore.

The National SC/ST Hub has been making continuous efforts to promote entrepreneurship by providing professional support to marginalized community throughout the business life cycle. Since the establishment of SC/ST Hub, several schemes and interventions have been introduced to assist SC/ST entrepreneurs in the area of capacity building, access to broader market, credit facilitation etc.

It is envisaged to conduct a third party evaluation of National SC/ST Hub along with its various sub schemes to assess the impact at the ground level. Scope of work to conduct the study is covered from point 4, 5 and 6 under Terms of Reference.

2. *Overview of the scheme:*

The National SC/ST Hub has been set up to provide professional support to Scheduled Caste and Scheduled Tribe Entrepreneurs to fulfill the obligations under the Central Government Public Procurement Policy for Micro and Small Enterprises Order 2012, adopt applicable business practices and leverage the Stand Up India initiative. The purpose of the National SC/ST Hub is to enable SC/ST owned enterprises to participate more effectively in public procurement. The Hub also aims towards enabling Government to develop entrepreneurship among SC/ST population.

The scheme is implemented by the Ministry of MSME through National Small Industries Corporation (NSIC), a public sector undertaking under the administrative control of this Ministry. The total project cost for the Hub for the period 2016-17 to 2019-20 is Rs. 490 crore.

2.1. Background of the scheme:

Public Procurement Policy for MSEs Order, 2012 has been notified under MSMED Act, 2006 by the Government of India for promotion and development of Micro and Small Enterprises by supporting them in marketing of products produced and services rendered by them. The Public Procurement Policy for Micro and Small Enterprises Order, 2012 provides that 20% of total procurement of goods and services by Central Ministries and CPSEs shall be made from the Micro and Small Enterprises (MSEs). 20% of such procurement from MSEs, i.e 4% of total procurement of goods and services shall be made from Micro and Small Enterprises owned by SC & ST entrepreneurs.

“In pursuance of Budget Announcement 2016-17, the Ministry of Micro, Small and Medium Enterprises (MSME) has established the National Scheduled Caste and Scheduled Tribe (SC/ST) Hub which was formally launched by Hon'ble Prime Minister in October 2016. The National SC/ST Hub was set up to provide professional support to Scheduled Caste and Scheduled Tribe Entrepreneurs to fulfill the obligations under the Central Government Public Procurement Policy for Micro and Small Enterprises Order 2012, adopt applicable business practices and leverage the Stand Up India initiatives. The total project cost for the Hub for the period 2016-17 to 2019-20 was Rs. 490 crore”. The National SC/ST Hub would be working with industry associations, incubators, mentors, MSME — Development Institutes (MSME-DIs), District Industry Centers (DICs) and CPSEs to provide support to SC/ST enterprises.

a) The National SC-ST Hub:

The main objectives of Hub are to:

- Promote enterprise culture amongst the SC/ST population so as to enable CPSEs/Ministries/Departments to fulfill the target of 4% procurement from enterprises owned by SC/ST, as per Public Procurement Policy Order 2012.
- Provide professional support, adopt applicable Industry best practices and Leverage Stand-up India initiative to the SC-ST Entrepreneurs

Key functions of National SC-ST Hub are outlined below:

- Collection, Collation and Dissemination of information regarding SC/ ST enterprises and entrepreneurs.
- Capacity among existing and prospective SC/ST entrepreneurs through skill training and EDPs.

- Vendor Development involving CPSEs, NSIC, MSME-DIs and industry associations including DICCI.
- Promoting participation of SC/ST entrepreneurs in exhibitions and organizing special exhibitions for this purpose.
- Mentoring and hand holding support to SC/ST entrepreneurs involving ex-bankers, industrialists, industry associations and other bodies for mentoring on the lines of similar scheme in NITI Aayog. This mentoring would involve support in marketing, quality improvement, etc.
- Working with States as well as other organisations for SC/ST entrepreneurs. Policy advocacy with states for public procurement and development schemes.
- Facilitating SC/ST entrepreneurs participating in public procurement, e-Platform of DGS&D and monitoring the progress.
- Facilitating credit linkages for SC/ST entrepreneurs.
- The High-Powered Monitoring Committee could include any other functions for the Hub.

National SC-ST Hub Structure:

The Hub operates out of the National Small Industries Corporation (NSIC) headquartered in Delhi, supported by a special cell created for this purpose. Three committees have been formulated that help in the functioning of the Hub:

- High Powered Monitoring Committee: Minister of MSME is the chairperson of the committee. The committee members are representatives of various stakeholders including States, various Ministries, Industry associations & SC/ST entrepreneurs. Primarily, this committee monitors the overall activities of the Hub at the highest level.
- Advisory Committee: The Chairperson of this committee is Sh. Milind Kamble, Chairman, DICCI (Dalit Indian Chamber of Commerce & Industry). This committee works directly under the High-Powered Monitoring Committee. It brings the industry and SC/ST entrepreneurs' perspective to the Hub with the purpose of developing an effective, mutually beneficial relationship between the target group and the government. It also helps in promoting affirmative action in private sector to encourage supplier diversity.
- Empowered Project Approval Committee: Secretary, Ministry of MSME chairs this committee. As the Hub is dynamic in nature and will evolve over the envisaged period, requirement of funds for various activities is likely to vary depending on the emphasis areas or changes in identified focus areas. This Committee would ensure such flexibilities with a view to accommodate changing requirements of SC/ST entrepreneurs.

b) Name of sub-schemes and components:

Since the establishment of National SC-ST Hub, various pathbreaking steps have been undertaken to provide professional support SC/ST entrepreneurs and several sub-schemes/interventions have been introduced. Sub-schemes under National SC/ST Hub are as under:

- i. Subsidy on Single Point Registration scheme
- ii. Special Marketing Assistance Scheme
- iii. Special Credit Linked Capital subsidy Scheme (is under operational)
- iv. Bank Guarantee charges reimbursement Scheme
- v. Bank Loan Processing Reimbursement Scheme
- vi. Capacity Building Management Fee Reimbursement Scheme
- vii. Export Promotion council Reimbursement Scheme
- viii. Testing Fee Reimbursement Scheme
- ix. Subsidy on membership of NSIC's B2B Portal - MSME mart
- x. Subsidy for Performance & Credit Rating Scheme (SPCRS)

Other activities/interventions undertaken as part of scheme are:

- i. Capacity Building of Aspiring & Existing SC/ST Entrepreneurs
- ii. Establishment of National SC/ST Hub offices (NSSHOs)
- iii. Vendor Development Programmes
- iv. Outreach Activities: Media campaigns, conclaves, call center etc.
- v. Synergy with state: collaboration with state government to increase the outreach of National SC/ST hub
- vi. CPSE outreach

For more information on the scheme please refer Annexure I

c) Year of commencement of scheme:

The National SC-ST Hub scheme commenced in July 2016.

d) Present status with coverage of scheme

Status in terms of physical outcome as on 30.09.2019

Type of Activities / Events	2016-17		2017-18		2018-19		2019-20		Total	
	Events	MSMEs	Events	MSMEs	Events	MSMEs	Events	MSMEs	Events	MSMEs
1. Market Linkages										
[A] Special Marketing Assistance Scheme (SMAS)										
Domestic Exhibitions	58	671	101	1560	141	2118	61	1073	361	5422
Foreign Exhibitions (Participation / Visits)	14	96	18	159	7	141	2	16	41	412
Special VDPs	38	1561	60	1889	76	2440	20	909	194	6799
[B] Facilitate participation in Public Procurement by NSSHOs										
Trg. in E-Tendering by NSSHOs			6	124	56	1220	11	366	73	1710
Facilitate participation in Govt. Tenders (value of Orders Awarded, Rs. in Lacs)						3106		64		3170
Enrolment on GeM Portal										
[C] Single Point Registration Scheme (SPRS)		80		574		958		530		2142
(D) Subsidy on Membership Fee of B2B Portal (www.msmemart.com)						5243		2443		7686
2. Training for Capacity Building										
XLRI / IIMs through CII		81		101						182
Sector Skill Councils				196						196

Type of Activities / Events	2016-17		2017-18		2018-19		2019-20		Total	
Technology Centres of Ministry of MSME, NSIC-TSCs, RSETIs, EDI, NIMSME, CIPET, IDEMI, IRMA etc.			1062		6464		3407			10933
3. Outreach Activities										
NSSH State Conclaves			22	11184	25	12143			47	23327
Awareness Campaigns	8	403	35	1269	71	3516	20	706	134	5894
4. Other Interventions										
Performance & Credit Rating Scheme (PCRS)		395		175		0				570
TOTAL	118	3287	242	18293	376	37349	114	9514	850	68443

e) Sustainable Development Goals (SDG) served

The National SC/ST hub aims towards developing a supportive ecosystem for the SC/ST entrepreneurs by way of providing professional support.

f) National Development plan (NDP) Served

The National SC/ST hub supports SC/ST enterprises in technological upgradation capacity building thereby enabling them to effectively participate in public procurement processes so as to achieve the mandate under Public Procurement Policy for MSEs.

2.2. Budgetary allocation and expenditure pattern of the scheme

Budgetary allocation and expenditure made under National SC/ST Hub is as under: (Rs. Crore)

Year	BE	RE	Actual
2016-17	-	20.00	4.54
2017-18	60.00	60.00	59.18
2018-19	93.96	78.30	77.78
2019-20	121.69	-	35.12*

*As on October 2019.

Funds are released to NSIC the nodal implementing agency for implementation of NSSH. NSIC utilizes the fund as per requirement for carrying out various activities under the Hub.

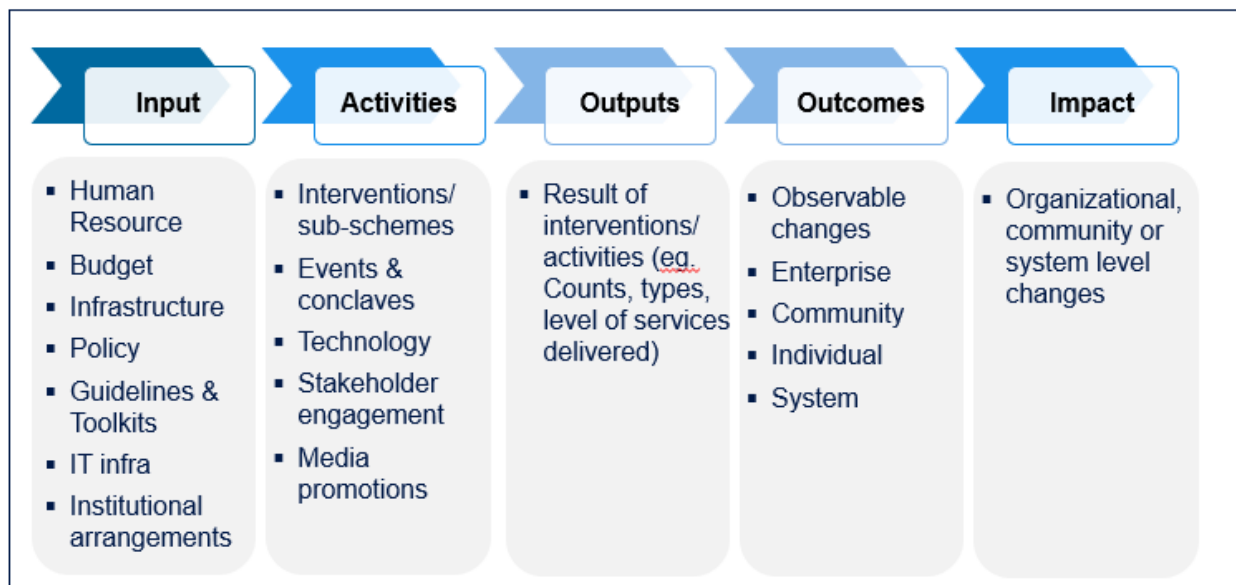
2.3 Summary of past evaluation since inception of scheme

The scheme was introduced in July 2016. It is the first time evaluation is being carried out.

3. METHODOLOGY

3.1 Approach

National SC/ST hub has benefitted a significant SC/ST enterprises in various ways. National SC/ST hub has been providing assistance starting from entrepreneurship development to expanding business by implementing best practices with a special focus towards skill development in various areas to make SC/ST entrepreneurs competitive. Under National SC/ST hub, various sub-schemes/interventions have been introduced time to time. Depending upon the duration of the implementation period, the evaluation has to flexibly adopt the logical framework to evaluate the scheme:



The evaluation team will assess all the dimensions of the logical framework. In interventions whose implementation period is more than 2 years, greater emphasis will be on outcomes and impact, while in more recently launched programs with

less than 1 years of implementation period, the evaluation will focus more on activities, outputs and outcomes.

It is important for the evaluation to assess the relevant cross-sectional themes, where such a theme is not the main component of the scheme but can indirectly influence scheme performance in terms its relevance, effectiveness, efficiency, equity and sustainability.

3.1.1 Tools for evaluation:

Both qualitative and quantitative tools will be utilized by the consultant to assess the CSS from the relevance, effectiveness, efficiency, sustainability and impact framework. While framing the questionnaires for qualitative and quantitative tools, the audience, questions and information use given at below framework may be considered:

Audience	Question	Information Use	Audience	Typical Questions
For each focus area identified, list the audiences that are most likely to be the most interested in that area	For each focus area and audience identified, list the questions they might have about your program	For each audience and questions identified, list the ways and extent to which you plan to use the evaluation information	Program Management and Staff	<ul style="list-style-type: none"> • Are we reaching target population? • Are our participants satisfied with our program? • Is the program being run efficiently? • How can we improve our program?
			Beneficiaries	<ul style="list-style-type: none"> • Did the program help intended people? • What would improve the program next time?
			Community Members	<ul style="list-style-type: none"> • Who is the program serving? • What difference has the program made? • Is the program reaching its target population? • What do participants think about the program? • Is the program worth the cost?
			Cross cutting: experts, researchers	<ul style="list-style-type: none"> • Is what was promised being achieved? • Is the program working? • Is the program worth the cost?

3.1.2 Qualitative Tools:

The consultant will utilize in-depth interviews and focus group discussion

In-depth Interview: It is a personal interview that is carried out with one respondent at a time. This is purely a conversational method and invites opportunities to get details in depth from the respondent. One of the advantages of this method provides a great opportunity to gather precise data about what people believe and what their motivations are. These interviews can be performed face-to-face or on phone and usually can last between half an hour to two hours or even more. Key attention areas to conduct in depth interview may be considered as under:

Interviews with Key stakeholders/policy makers

- What is the program trying to accomplish, and what resources does it have?
- What results have been produced to date?
- What results are likely in the next year or two?
- Why would the program produce those results?
- What are the program's main problems?
- How long will it take to solve those problems?
- What kinds of information do you get on the program's performance and results?
- What kinds of information do you need? How do you (how would you) use this information?
- What kinds of program performance information are requested by key stakeholders?

Interviews with operating level officials:

- What are your goals for the project or program?
- What are the major project activities?
- Why will those activities achieve those goals?
- What resources are available to the project?
- What outputs are being delivered by the project and to whom?
- What evidence is necessary to determine whether goals are met?
- What happens if goals are met?
- What happens if they are not met?
- How is the project related to local priorities?
- What data or records are maintained?
- Services delivered? Service quality? Outcomes?
- How often are these data collected? How is this information used? Does anything change based on these data or records?
- What major problems are you experiencing? How long will it take to solve those problems?
- What results have been produced to date? What results are likely in the next two to three years?

Focus Group: A focus group is a group interview of approximately six to twelve people who share similar characteristics or common interests. A facilitator guides the group based on a predetermined set of topics. The facilitator creates an environment that encourages participants to share their perceptions and points of view. Focus groups are a qualitative data collection method, meaning that the data is descriptive and cannot be measured numerically. Focus groups are useful for: gathering feedback on activities, projects and services; generating and evaluating data from different groups that use a service or facility, or that an agency wants to target; generating and evaluating data from different groups within a local community or population; and developing topics, themes and questions for further research activities like questionnaires and more detailed interviews.

3.1.3 Quantitative Tools:

Enterprise/individual level/ Relevant Associations surveys and questionnaires: The survey is important to evaluate the quantity and quality of outputs. Surveys also give deeper insights into outcomes, although establishing cause-effect relationship between an individual scheme outputs to outcomes may be not that clear.

Generalizability for findings: The key to quantitative surveys is to find a means to strengthen the generalizability of findings once desired outcome are measured. The key questions to ask to strengthen the generalizability of findings include:

- a) To what groups or sites will generalization be desired?
- b) What are the key demographic (or other) groups to be represented in the sample?
- c) What sample size, with adequate sampling of important subgroups, is needed to make generalizations about the outcomes of the intervention?
- d) What aspects of the intervention and context in which it was implemented merit careful measurement to enable generalizability or transferability of findings?

3.2 Sample size and sample selection process:

The sample design for survey must be stratified in such a way that the sample actually selected is spread over geographic sub-areas. The size of the sample must take account of competing needs so that costs and precision are optimally balanced. The sample size can be based on a comparatively small proportion (10% to 20%) of the target beneficiary focused on several subjects.

An indicative sampling framework and minimum sample sizes for costing purposes is as follows:

Entire country can be divided into 5 geographical zones as outlined below:

#	Zone	State
1	North & Central	Chhattisgarh, Delhi, Haryana, Madhya Pradesh, Punjab, Uttar Pradesh, Jammu & Kashmir, Himachal Pradesh, Uttarakhand
2	South	Andhra Pradesh, Karnataka, Kerala, Tamil Nadu, Telangana
3	East	Bihar, Jharkhand, Orissa, West Bengal
4	West	Gujarat, Maharashtra, Rajasthan, Goa
5	North East	Assam, Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura

A minimum of 15 State/UT covering all the zones, 10-15 districts to be identified in such states/UTs and minimum 25 surveys to be conducted in each district.

While selecting sample to conduct surveys, key things to be considered are outlined below:

- Mix of SC/ST enterprises (covering various sub sectors under manufacturing and service sector) to be considered
- Aspiring SC-/ST entrepreneurs to be included
- Relevant associations at state level also to be included
- Stakeholders facilitating services as part of National SC-ST hub (Institutes, third party vendors etc.)

However, it is important to note that these numbers are indicative, and it is proposed that the Consultant may suggest their methodology best suited to meet the objectives of the evaluation.

4 Objective of the study

Evaluation of National SC/ST hub schemes to be carried out to assess actual impact of the schemes at national level. Broad objectives to undertake evaluation of National SC-ST Hub and its sub schemes outlined below:

4.1 Performance of the scheme based on the Output / Outcome indicators:

Assess the performance of the schemes on various parameters including below:

- **Umbrella scheme analysis:** To assess the umbrella schemes and each sub scheme basis on Relevance, Effectiveness, Efficiency, Sustainability, Impact and Equity. This would include analysis of sub-schemes/ activities

introduced time to time as part of National SC/ST Hub scheme- assess the impact w.r.t to envisaged objective of various initiatives and activities carried out under National SC/ST Hub. This includes activities such as Vendor Development programmes, capacity building Website, Call centre etc.

- **Output - Outcome** of individual schemes at broad level as well as at activity level
- Coverage of beneficiaries of the schemes since the inception of SC-ST Hub
 - Direct beneficiary
 - Indirect beneficiary
- Efficiency of the schemes in terms of expenditure - Review the inter-state/region progress of the programme and the expenditure incurred by the respective State.
- Sectoral Analysis: With reference to the vision of scheme, assess the impact on various sectors basis beneficiaries' industry domains and prioritize key sectors basis effectiveness and relevance of schemes.

4.2 Additional Parameters:

Key considerations while conducting the study are outlined below:

- Coverage of beneficiaries: This should cover state and district level coverage of beneficiaries separately specifying details on urban and rural beneficiaries and bifurcation of Male and Female beneficiaries.
- Implementation mechanism: Asses the implementation mechanism of the scheme and its sub-schemes and activities.
- Training / Capacity building of administrators / facilitators: To study the impact of capacity building programme undertaken by Hub from 2017 till date including distribution of tool kits
- IEC activities: Assess all Information, education and communication (IEC) activities undertaken as part of National SC-ST Hub.
- Asset / Service creation & its maintenance plan: Assess and evaluate asset, if any and its maintenance plan
- Benefits (Individual, community): Assess benefits of individual sub-schemes/activities as well as of umbrella scheme
- Convergence with scheme of own Ministry/ Department or of other Ministry/ Department.
- To study the strength and weaknesses of architecture, design, approach and delivery / implementation of the programme and suggest necessary modifications, if required.
- To examine the effectiveness National SC-ST Hub scheme.
- To review the inter-state/region progress of the programme and the expenditure incurred by the respective State; and the major reasons thereof.

- To study the impact of capacity building training programmes undertaken by Hub including distribution of tool kits.
- Assess the activities undertaken by the state nominated agencies.
- To study and evaluate the performance of NSSHOs across the country.
- To study and evaluate the impact of various media campaigns undertaken by the Hub.
- To assess the performance of call center by evaluating the feedbacks received from the beneficiaries.
- The safeguards that needs to be brought in selection under Special Marketing Assistance Scheme.
- To suggest improvement and positive design of the programme in the current scenario.

4.3 Gaps in achievement of outcomes

Study and Identification of gap areas across schemes/activities in areas including but not limited to below:

- Gaps in achieving envisaged outcomes aligned with objective of the scheme
- Guidelines of schemes in terms of ease of use for SC/ST Entrepreneurs
- Implementation of schemes at state level
- Governance framework
- Awareness of the schemes at PAN India level

4.4 Key Bottlenecks & Challenges

Study and identify key challenges across sub schemas and activities in various areas including below:

- Governance framework for execution of the scheme – this should cover national and state level analysis
- Project management framework
- Financial challenges
- Operational challenges

4.5 Input Use Efficiency

Identify and evaluate factors influencing input use efficiency in line with the objective of the scheme. Inputs to be assessed in terms of:

- Requirement of funds
- Requirement and allotment of manpower in implementation of scheme / programme
- Involvement of private players, volunteers, non-governmental organizations and local community etc.

5 Observations and Recommendations

5.1 Thematic Assessment

Thematic assessment to be carried out with a focus on accountability, transparency, use of technology in implementation of scheme, effectiveness etc. Cross cutting themes can be assessed both through secondary data as well as primary. While conducting meta-analysis of existing reports, the evaluator should actively review the cross-cutting themes.

Cross cutting themes may include following but not limited to these:

- Governance
- Policy
- Inclusiveness
- Capacity building
- Use of Technology
- Economic growth
- Job creation Poverty reduction

The primary data for cross cutting themes will be elicited through specific questions and responses during the key informant interviews and beneficiary surveys. For example, use of IT in scheme implementation, fund flow, monitoring and evaluation can be assessed from interaction with concerned ministries/departments as well as states officials.

5.2 Externalities

Adoptable best practices, innovations to make schemes more effective: Identify and highlight scalable best practices considering current economic environment and develop case studies for further dissemination.

6 Conclusion

6.1 Issues & challenges:

Outline issues & challenges specific to scheme and various interventions. Key things to focus:

- Issues in terms of offerings of scheme and its relevance to the target audience
- Challenges in terms of reachability of various scheme to the target audience

- Relevancy of scheme/sub-schemes/activities for various types of enterprises while considering the stage of enterprise at the same time (Start up/ well established enterprise etc.)

6.2 Vision for the future

Developing vision at umbrella scheme level and for individual sub-schemes/ activities as well to achieve the envisaged objective of the scheme efficiently and effectively.

6.3 Recommendation for scheme with reason

Provide recommendations for schemes with based on the synthesis of umbrella and sub-scheme level analysis, on the need to continue the schemes with a focus on following:

- Continue scheme(s) in existing form
- Modify the scheme: continue with some Modifications- suggest modifications
- Scale up- financial/ Physical / both
- Scale down- financial/ Physical/ both
- Close down
- Merge with another scheme as sub-scheme/component.

Also suggest revisions in the scheme/schemes design for the effective implementation in future, if modification is recommended

7 References

<https://www.nsic.co.in/>

<https://www.scsthub.in/#>

<https://www.scsthub.in/key-objectives>

<https://www.scsthub.in/content/special-credit-linked-capital-subsidy-scheme>

<https://www.scsthub.in/content/single-point-registration-scheme>

<https://www.scsthub.in/content/special-marketing-assistance-scheme-smas>

<https://www.scsthub.in/bank-loan-processing-reimbursement-scheme>

<https://www.scsthub.in/bank-guarantee-charges-reimbursement-scheme>

<https://www.scsthub.in/testing-fee-reimbursement-scheme>

<https://www.scsthub.in/export-promotion-council-membership-reimbursement-scheme>

<https://www.scsthub.in/capacity-building-management-fee-reimbursement-scheme>

<https://www.scsthub.in/membership-nsic-b2b-portal>

<https://www.scsthub.in/content/capacity-building-dashboard>

<https://www.scsthub.in/sites/default/files/training/NSSH%20Training%20Calender%202019-20.pdf>

3. Bid Evaluation Process:

The objective of the bid evaluation process is to evaluate the bids to select an effective and best fit Service provider at a competitive price. The bid evaluation will be undertaken by NSIC. The decision of NSIC shall be final.

The competitive bids shall be evaluated in the following stages:

- Phase 1 – Eligibility Criteria (Pre- Qualification)
- Phase 2 – Technical Proposal
- Phase 3 – Commercial Proposal

Based upon the final technical scoring, short listing would be made of the eligible bidders for final commercial bid evaluation.

Phase 1- Evaluation of Eligibility Criteria (Pre-Qualification)

The evaluation will involve validating the documents submitted in the prescribed format. Documents without valid proof will be invalid and will not be considered for eligibility. NSIC reserves the right to accept or reject proof of credentials at its sole discretion without having to give reasons to the bidders thereof. Only those bidders meeting the eligibility criteria will be considered for further stages of evaluation.

Only those bidders who fulfil the criteria mentioned in the table below are eligible for technical evaluation. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

#	Eligibility Criteria Requirements	Supporting Document required
1	The Bidder should be a Government Organization/PSU/Public/Partnership/Private limited company or subsidiary thereof.	Certificate of Incorporation (in case of Pvt. Ltd./ LLP/ Ltd. company), Partnership Deed in case of Partnership Firm
2	The Bidder should have been in operation for at least 5 years as on date of RFP. In case the current Bidder Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of RFP.	Certificate of Incorporation

3	The Bidder should have a minimum turnover of Rs.5 Crore per annum in last three financial years (FY 2016-17, FY 2017-18, FY 2018-19)	Audited Financial Statements for last three years clearly depicting the required information Or Certificate from the chartered accountant
4	The bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of the RFP	Self-Declaration certified by authorized signatory of the bidder as per Form - 11
5	The Bidder should have conducted at least 5 Impact assessment/ evaluation studies in the past 5 years out of which at least 2 studies in Govt. Depts., Autonomous bodies etc.	Self-certified statement indicating name of the study conducted, States covered and Name of the client for whom study was conducted. Copies of the satisfactory work completion certificate / LOI/ Contract agreement or other relevant document given by the client should be enclosed.
6	Any bidder or its subsidiary or company resulting out of the merger/acquisition of such agency or its subsidiary, associated with National SC-ST Hub Scheme, directly or indirectly, since the implementation of the scheme till the day of submission of bid is not eligible to bid except the organisations under Ministry of MSME.	Self-Declaration certified by authorized signatory of the bidder as per Form – 11A

*Note: Bidders need to ensure compliance to all the eligibility criteria points.

The Bidders need to comply with all the eligibility criteria mentioned above. Non-compliance to any of these criteria would result in outright rejection of the bidder's proposal. The Bidder is required to provide proof for each of the points for eligibility evaluation. Technical bid not accompanied by relevant proof documents from the clients will not be considered for evaluation.

Any assumptions made by the bidders in response of this RFP will be at their own risk and costs. NSIC will not be liable for any such assumptions / representations made by the bidder's. NSIC's decision will be final. NSIC reserves the right to disqualify the bidder who does not submit sufficient proof of their credentials as prescribed in eligibility criteria.

Phase 2- Technical Bid Evaluation

Bidders shall have to enclose documentary evidence in support of following mentioned parameter. In the absence of such supporting documents as detailed in relevant Forms and annexures of the RFP, the bid will be rejected summarily. Technical bids will be opened as per the schedule stipulated by NSIC in the RFP and will be evaluated as per the following matrix

#	Specification	Max Marks
A	Experience of Appraisal/Review/Evaluation of Centrally Sponsored Schemes/Govt. funded projects assigned by Central / State Govt. / Govt. Autonomous Bodies during the last ten (5) Years	55 (40+15)
1.	Details of Appraisal/Review/Evaluation of scheme/project exclusively related to promoting entrepreneurship/socially excluded communities/Capacity Building/ MSMEs	40
	<ul style="list-style-type: none"> • Contracts costing Rs. 15 Lakh and above (10 marks for each study). • Contracts costing above Rs. 10 Lakh and below Rs.15 Lakh (8 marks for each study). • Contracts costing Rs.10 Lakh and below (5 marks for each study). 	
2	Details of Appraisal/Review/Evaluation of scheme/project related to any sector (Other than points specified in section A.1)	15
	<ul style="list-style-type: none"> • Contracts costing Rs. 25 Lakh and above (5 mark for each study). • Consultancy contracts costing above Rs. 20 Lakh and below Rs.25 Lakh (4 mark for each study). • Consultancy contracts costing Rs.20 Lakh and below (3 mark for each study). 	
B	Approach and Methodology	25
	<p>Description of approach and methodology proposed to be adopted for the nation-wide study.</p> <ul style="list-style-type: none"> • Understanding of the scope of work • Approach to study, Sampling & Methodology • Value proposition • Adherence to timelines • Work Plan 	
C	Proposed Team Expertise	20
	<p>Team Leader</p> <ul style="list-style-type: none"> - Should have Post Graduate Degree in Management/Economics/International Development/Sociology/Entrepreneurship or equivalent or Ph. D degree - Should have more than 10 years of overall experience - Should have more than 5 years of experience in conducting evaluation studies/review for government organizations 	10

	Additional Experts/Support team member designated for the study (5 and above team members) <ul style="list-style-type: none"> - Should have minimum 3 years of overall experience - Should have 1-2 years of experience in conducting evaluation studies/review for government organisations 	10
	Total Marks	100

Phase 3- Commercial Bid Evaluation

The bidders who are technically compliant i.e. passing the overall 70 marks in the Technical evaluation, subject to achievement of minimum 50% marks under each of the aforesaid three specifications (A, B and C) as mentioned above in Phase-2, shall be eligible for Phase-3 Commercial Bid Evaluation. The bidder with the lowest commercials will be declared successful L1 bidder and shall be considered for award of the Contract.

NSIC seeks the bidder to quote "Total cost for the assignment".

If there is a discrepancy between words and figures, the amount in words shall prevail.

"Commercial Evaluation" (L- 1) shall be the basis for identification of a single successful bidder from amongst technically compliant bidders for NSSH. **In the situation when more than one technically compliant bidder quotes the same L-1 Commercial Bid, than the bidder having higher technical score from them would be declared as Successful Bidder.**

4. Preliminary Examination of Proposals

NSIC will examine the proposals to determine whether they are complete, whether the documents have been properly signed and whether the offers are generally in order. Any proposals found to be nonresponsive for any reason or not meeting any criteria specified in the RFP, will be rejected by NSIC and shall not be included for further consideration.

Initial Proposal scrutiny will be held and incomplete details as given below will be treated as non-responsive, if Proposals:

- Are not submitted in as specified in the RFP document
- Received without the Letter of Authorization (Power of Attorney)
- Are found with suppression of details
- With incomplete information, subjective, conditional offers and partial offers submitted
- Have non-compliance of any of the clauses stipulated in the RFP
- With lesser validity period, however if requested, grace period of 15 days may be allowed.

5. Right to vary scope of contract at the time of award

NSIC may at any time, by a written order given to the bidder, make changes within the general scope of the contract.

6. Right to accept any offer and reject any or all offer

NSIC reserves the right to accept any offer, and to annul the Tender process and reject any or all offers at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for NSIC's action.

7. Canvassing/Contracting

Any effort by a Bidder to influence NSIC in its decisions on offer evaluation, offer comparison or Award of Contract may result in the rejection of the Bidder's Offer. No Bidder shall contact NSIC on any matter relating to its offer, from the time of opening of Technical bid to the time the Contract is awarded.

8. Duration of the assignment

The study is to be completed by the agency **within 12 weeks** from the date of award of the assignment.

9. Time Frame and deliverables

The Bidder is expected to adhere to these timelines stipulated below. Non-compliance to these timelines by the Bidder would lead to Liquidated Damages as stated in this RFP:

S.N.	Key Activities	Time Lines (In weeks)
1	Date of issuance of work order	T
2	Inception report	T+1
3	Draft Report and presentation	T+10
4	Final report and presentation	T+12

On the basis of comments of NSIC on the draft report the final report is to be prepared and submitted. A Power Point Presentation also needs to be submitted / made to NSIC as part of the deliverable.

10. Payment Terms

The payments to the awarded agency will be made basis following milestones:

S.N.	Key Activities	Payment %
1	Submission of final draft report and presentation	75 % of the contract value
2	Acceptance of final report and presentation	25 % of the contract value

The Draft/Final reports and the contents thereof would be the intellectual property of Ministry of MSME and would not be published by the awarded agency without prior approval of Ministry of MSME.

The raw data/processed data/findings should not be disclosed by the agency to any third party without prior approval of Ministry of MSME.

11. Penalties:

The study is to be completed by the successful bidder within 12 weeks from the date of award of assignment. Delay in submission of the report beyond the stipulated time will attract penalty. For factors beyond the control of the agency, suitable extension in time may, however, be granted at the request of the agency. Ministry of MSME and/or NSIC shall not pay any extra amount for any escalation in the cost of the assignment beyond the time period stipulated in the award letter.

Any delay in meeting timelines as mentioned in para 9 above by the agency (unless a written permission is accorded by NSIC), will attract a penalty of 5% of the contract value per week subject to a maximum of 25% of the amount of the contract.

If the performance of the awarded agency during the currency of the study is not found to be satisfactory, the award of the assignment can be terminated and the amount already paid to the agency (if any) will be recovered.

12. Force Majeure

The Term "Force Majeure" shall include, without limitation, acts of nature, fire, explosion, storm, or other similar occurrence; order or acts of military or civil authority; national emergencies, insurrections, riots, wars, strikes, work stoppages, or other labour disputes, supplier failures, shortages, breach, delays or raw water resource not being available/ getting defunct / altered/ non-usable or any act beyond the control of human being.

13. Arbitration

- i. If any dispute or differences arises between NSIC and the bidder with regard to construction, meaning, interpretation, difference, disputes and termination of this Tender Document, the same shall be referred to the sole arbitrator appointed by CMD of NSIC. There shall be no objection by any party for appointment of such person as Arbitrator. The award of the Arbitrator so appointed shall be final and binding on the parties to this Tender Document/ Agreement.
- ii. The Venue of Arbitration shall be at Delhi.

14. Rejection Clause

- a) Any condition put forth by the bidder non-conforming to the Proposal requirements shall not be entertained at all and such Proposal shall be rejected.
- b) If a Proposal is not responsive and not fulfilling the conditions it will be rejected by NSIC and shall not subsequently be accepted even if it is made responsive by the bidder by correction of the non-conformity. No further communication will be made in the regards.

Forms/ Annexures

A. Form 1: Pre Bid Query Format

Reference: RFP no. SIC/NSSH/TOR-STUDY/159/19-20

S.No.	Page No.	Section and point No.	RFP Clause	Remarks/query

Place:

Date:

Seal and signature of the bidder

B. Form 2: Cover Letter

(On the Letterhead of the bidder)

To,
General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Sub: RFP no. SIC/NSSH/TOR-STUDY/159/19-20 for selection of agency for
Evaluation of National SC-ST Hub scheme

Dear Sir,

Having examined the RFP documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to conduct evaluation study to NSIC as mentioned in RFP document in conformity with the said RFP documents in accordance with the Commercial Bid and made part of this RFP.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We have read, understood and accepted the Terms/ Conditions/ Rules mentioned in the RFP.

Until a formal contract is prepared and executed, this RFP offer, together with NSIC's written acceptance thereof and NSIC's notification of award, shall constitute a binding contract between us.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We have never been barred/black-listed by any regulatory / Statutory Authority/PSU/Government undertaking in India.

We also understand that the whole bidding exercise may be scrapped without assigning any reason and it is acceptable to us.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We certify that we have provided all the information requested by NSIC in the format requested for. We also understand that NSIC has the exclusive right to reject this offer in case NSIC is of the opinion that the required information is not provided or

is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and NSIC reserves the right to reject the offer if anything is found incorrect.

Place:

Date:

Seal and signature of the bidder

C. Form 3: Confirmation of Eligibility Criteria

(On the Letterhead of the bidder)

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Reference: RFP No. SIC/NSSH/TOR-STUDY/159/19-20

#	Eligibility Criteria Requirements	Supporting Document
1	The Bidder should be a Government Organization/PSU/Public/Partnership/Private limited company or subsidiary thereof.	Certificate of Incorporation (in case of Pvt. Ltd./ LLP/ Ltd. company), Partnership Deed in case of Partnership Firm
2	The Bidder should have been in operation for at least 5 years as on date of RFP. In case the current Bidder Company is the result of a merger / acquisition, at least one of the merging companies should have been in operation for at least 5 years as on date of RFP.	Certificate of Incorporation
3	The Bidder should have a minimum turnover of Rs.5 Crore per annum in last three financial years (FY 2016-17, FY 2017-18, FY 2018-19)	Audited Financial Statements for last three years clearly depicting the required information Or Certificate from the chartered accountant

4	The bidder should not have been blacklisted by any Government or PSU enterprise in India as on the date of the RFP	Self-Declaration certified by authorized signatory of the bidder as per prescribed Form-11
5	The Bidder should have conducted at least 5 surveys/evaluation studies in the past 5 years out of which at least 2 studies in Govt. Depts., Autonomous bodies etc.	Statement indicating name of the study conducted, States covered and Name of the client for whom study was conducted. Copy of the satisfactory work completion certificate given by the client should be enclosed.

Place:

Date:

Seal and signature of the bidder

*All documents should be on company's letter head and sealed & signed by authorized signatory.

D. Form 4: Technical Bid format

Cover letter

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Ref. : RFP no. SIC/NSSH/TOR-STUDY/159/19-20

Dear Sir,

S.N.	Particulars	Details to be furnished by the bidder
1	Name of the bidder	
2	Location of Registered office /Corporate office and address	
3	Mailing address& Company website of the bidder	
4	Names and designations of the persons authorized to make commitments to NSIC (copy of POA should be provided)	
5	Telephone and fax numbers of contact persons	
6	E-mail addresses of contact persons	
7	Description of business and business background Service Profile & client profile Domestic & International presence Alliance and joint ventures	

Declaration:

- 1 We confirm that we will abide by all the Terms and Conditions contained in the RFP.
- 2 We hereby unconditionally accept that NSIC can at its absolute discretion apply whatever criteria it deems appropriate, not just limiting to those criteria set out in the RFP, in short listing of bidders.
- 3 All the details mentioned by us are true and correct and if NSIC observes any misrepresentation of facts on any matter at any stage, NSIC has the absolute right to reject the proposal and disqualify us from the selection process.
- 4 We confirm that this response, for the purpose of short-listing, is valid for a period of **180 days**, from the date of expiry of the last date for submission of response to RFP.
- 5 We confirm that we have noted the contents of the RFP and have ensured that there is no deviation in filing our response to the RFP and that NSIC will have the right to disqualify us in case of any such deviations.

Place:

Date:

Seal and Signature of the bidder

E. Form 5 - About the organization and relevant experience

About the organization

[Provide here a brief (two pages) description / profile of your organization for this assignment.]

Experience:

Using the format below, provide information on **each assignment** for which your consultancy firm/agency/company, was legally contracted either individually as a corporate entity or as one of the major companies within an association, for carrying out research services similar to the ones requested under this assignment. [The format should be signed by authorized signatory for each assignment]

Assignment name:	Approx. value of the contract (in Rs.):
Country: Location within country: (Name of the Cities/States)	Duration of assignment (months):
Name of Client:	Total No. of staff-months of the assignment:
Address:	Approx. value of the services provided by your consultancy firm/agency/company under the contract (in Rs.):
Start date (month/year): Completion date (month/year):	No. of professional staff-months provided by associated Consultants (if any):
Name of associated Consultants, if any:	Name of senior professional staff of your consultancy firm/agency/company involved and functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

F. Form 6 : Approach and Methodology

- Understanding of the scope of work
- Approach to study, Sampling & Methodology
- Value proposition
- Adherence to timelines
- Work Plan (as per below format)

Work Plan													
Sr. No.	Activity	Weeks											
		1	2	3	4	5	6	7	8	9	10	11	12

S. No	Deliverables	Timelines in weeks

CVs of proposed Team

1	Proposed Position	
2	Name of Company [Insert name of company proposing the staff]:	
3	Name of Staff [Insert full name]:	
4	Date of Birth: Nationality:	
5	Education [Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:	
6	Membership of Professional Associations:	
7	Other Training [Indicate significant training obtained]:	
8	Countries of Work Experience:	
9	Languages [For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing]:	
10	Employment Record [Starting with present position, list in reverse order every employment held by staff member since graduation, giving for each employment (see format here below): From [Year]:_ To [Year]: _____ Employer: _____ Positions held: ____	

11	<p>Detailed Task Assigned</p> <p>[List all tasks to be performed under this assignment]</p>
12	<p>Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned</p> <p>[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability.]</p> <p>Name of assignment or Project: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Client: _</p> <p>Main project features: _____</p> <p>Positions held: _____</p> <p>Activities Performed: _____</p> <p>Name of assignment or Project: _____</p> <p>Year: _____</p> <p>Location: _____</p> <p>Client: _____</p> <p>Main project features: _____</p> <p>Positions held: _____</p> <p>Activities Performed: _____</p>

Place:

Date:

Seal and signature of the bidder

H. Form 8: Commercial Compliance Certificate

(On letterhead of the bidder)

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Sub: RFP no. SIC/NSSH/TOR-STUDY/159/19-20

Dear Sir,

Having examined the Bidding Documents the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide services as bidder as mentioned in the RFP document & in conformity with the said bidding documents for the same.

I / We undertake that the prices are in conformity with the specifications prescribed.

I / We agree to abide by this bid for a period of 180 days after the date fixed for bid opening and it shall remain binding upon us and may be accepted by NSIC, any time before the expiry of this period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I / We understand that you are not bound to accept the lowest or any bid you may receive. I/ We agree to the Terms & Conditions mentioned in the RFP document. Further, we confirm that we will abide by all the terms and conditions mentioned in the Request for Proposal document.

Place:

Date:

Seal and Signature of the Bidder

I. Form 9: Commercial Proposal

(On letterhead of the bidder)

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi- 110 020

Sub: RFP no. no. SIC/NSSH/TOR-STUDY/159/19-20

Dear Sir,

These costs indicated below are final and we, the Respondent, agree to provide services as detailed in the RFP

(A)	Cost of the Study/Survey/Research: (based on team and staff inputs and all necessary activities as per ToR)	Rs.
(B)	Taxes	Rs.
(C)	Total Cost (A+B)	Rs.

Total Cost (Rupees in words):

Note : No separate payment towards overheads, equipment, accommodation, procurement of primary and /or secondary data, necessary travel (if any), etc. shall be allowed

Yours faithfully,

Authorised Signatory

Name:

Designation :

Company's stamp / seal

J. Form 10: Performance Bank Guarantee

(To be stamped in accordance with stamp act)

RFP Number : SIC/NSSH/TOR-STUDY/159/19-20

Bank Guarantee number:

In consideration of NSIC, acting through _____ (hereinafter referred to as NSIC which expression shall include his successor and assignees) having awarded to

<name> (hereinafter referred to as "the Agency" which expression , wherever the subject or context permits, includes its successors and assignees) a contract for <name of the project> in terms of inter-alia NSIC 's letter No.----Date---- (hereinafter called "the Contract.") and other General Terms and Conditions and upon the condition of the Agency furnishing Security for the Agency liability under and in connection with the said contract up to a sum of Rs.----- amounting to 10% of the total cost.

1. We _____ (hereinafter referred to as the Bank or the said bank) and having our registered office at _____ do hereby jointly and severally undertake to guarantee the payment to NSIC in rupees forthwith on demand in writing and without any protest or demur any or all dues payable by the Agency to NSIC in respect of or in connection with the said contract inclusive of all NSIC losses and damages and costs. (inclusive between attorney and client) charges, and expenses and other moneys anywise payable in respect of the above as specified in the notice of demand made by NSIC to the Bank with reference to this guarantee up to an aggregate limit of Rs.

_____.

2. We _____ further agree that NSIC shall be the sole judge of and as to whether the said Agency has committed any breach or breaches of any of the terms and conditions of the said contract and the extent of loss, damages, charges and expenses caused to or suffered by or that may be caused to or suffered by NSIC on account thereof and the decision of NSIC that the Agency has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by NSIC from time to time shall be final and binding on us.

3. NSIC shall have the fullest liberty without reference to the bank and without effecting in any way the liability of the said Bank under this guarantee to take any other security in respect of the obligation and liabilities hereunder or to vary the contract/ work to be done there under vis-à-vis the Agency or to vary the prices of the total contract value or to release or forbear from enforcement of all or any other security or any other securities now or anytime held by NSIC and such arrangements with the Agency or release or forbearance whatsoever shall absolve the bank of the full liability to NSIC hereunder or prejudice the rights of NSIC against the bank.

4. The guarantee shall not be determined or affected by the liquidation or winding up of, dissolution or change in constitution or insolvency of the bank and or Agency but shall in all respect and for all purposes be binding and operative until payment of all moneys payable to Agency in terms thereof.

5. The bank hereby waives all rights at any time inconsistent with the terms of this guarantee and the obligations of the bank in terms hereof shall not be in anywise affected or suspended by reasons of any dispute or disputes having been raised by the Agency (whether or not pending before any arbitrator, Tribunal or court) or purporting to stop or prevent any payment by the bank to NSIC in terms thereof. The Bank's liability under these presents being absolute and unequivocal.

6. The amount stated in any notice of demand addressed by NSIC to the bank as liable to be paid to NSIC by the Agency or as suffered or incurred by NSIC on account of any losses, damages, costs, charges and expenses shall be conclusive evidence of the amount so liable to be paid to NSIC or suffered or incurred by Agency as the case may be and in terms hereof.

7. This guarantee / undertaking shall be in a continuing guarantee / undertaking and shall remain valid and irrevocable for all claims of NSIC and liabilities of the Agency arising up to and until midnight of <date>

8. This guarantee/ undertaking shall be in addition to any other guarantee or security whatsoever that NSIC may now or any time anywise may have in relation to the Agency obligations or liabilities under and/or in connection with the said contract, and NSIC shall have full authority to have recourse to or enforce this security in preference to any other guarantee or security which NSIC may have or obtain and not forbearance on the part of NSIC in enforcing or requiring enforcement of any other security shall have the effect of releasing the bank from its full liability hereunder.

9. It shall not be necessary for NSIC to proceed against the said Agency before

proceeding against the Bank and the guarantee herein contained shall be enforceable against the bank notwithstanding that any security which NSIC may have obtained or obtain from the Agency shall at the time when proceedings are taken against the said bank hereunder be outstanding or unreleased.

10. We the said bank undertake not to revoke this guarantee during this currency except with the consent of NSIC in writing and agree that any change in the constitution of the said bank shall not discharge our liability hereunder.

11. Notwithstanding anything contained herein above, our liability under this guarantee shall be restricted to Rs.....and this guarantee shall remain in full force till.....and unless a claim is made on us within Months from the date i.e. before..... all the claims under this guarantee shall be forfeited and we shall be relieved of and discharged from our liabilities hereunder.

Dated..... Day of
..... Name of Bank: -----

Address: -----

Date: -----

12. The bank guarantee shall be effective only when the bank guarantee message is transmitted by the issuing bank through Structured Financial Messaging System (SFMS) to _____ bank _____ (address of NSIC's bank) having IFSC _____ Account No. _____ through SFMS and authenticated by the said NSIC's bank.

13. Further, the amount of invocation of the BG shall be remitted to NSIC's account no. _____ with _____ (name & address of NSIC's bank, IFSC _____) under written intimation to NSIC.

Signature of authorized bank official with bank seal

K. Form 11: Declaration for not being blacklisted

(To be submitted on the letter head of the Bidder)

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Sir,

With reference to the RFP No. SIC/NSSH/TOR-STUDY/159/19-20,
We.....
hereby declared and confirmed that we have not been blacklisted by any
Government Department (Central/State/Autonomous/PSU) in India.

Signature of the Bidder with stamp

Name :

Designation:.....

Date :

K1. Form 11A: Declaration by the bidders (except the Organisations under Ministry of MSME) for not being associated with implementation of the scheme

(To be submitted on the letter head of the Bidder)

To,

General Manager (NSSH)
National Small Industries Corporation Limited
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi– 110 020

Sir,

With reference to the RFP No. _____,
We.....

hereby declared and confirmed that neither we nor our any subsidiary company resulting out of the merger/acquisition of such agency or its subsidiary had ever been associated with National SC-ST Hub Scheme, directly or indirectly, since the implementation of the scheme till the day of submission of our bid.

Signature of the Bidder with stamp

Name :.....

Designation:.....

Date :

L. Form 12: Documental evidence in favour of Authorized signatory

Documental evidence demonstrating, that the representative is an Authorized signatory of the bidder and is duly authorized to sign.

The authorization shall be in the form of a written power of attorney or copy of board resolution or in any other form demonstrating that the representative has been duly authorized to sign.

(No specific format)

M. Annexure -I

Sub schemes and activities under National SC-ST Hub

Sub-Schemes:

- **Subsidy on Single Point Registration Scheme (SPRS):**

The scheme formulated to increase SC/ST entrepreneurs participating in Public Procurement Policy. Registration under SPRS of NSIC on a token payment of Rs. 100/- (plus GST) enables SC/ST MSEs to become part of accredited supplier database that gets shared with CPSEs. The registration is issued to the MSE units after the financial assessment done by NSIC followed by technical inspection of the unit through reputed third-party agencies. The registered SC/ST owned MSEs also become eligible for getting benefits of issuance of tender sets free of cost, exemption from payment of Earnest Money Deposit (EMD) etc. as per Public Procurement Policy.

- **Special Marketing Assistance Scheme (SMAS):**

The scheme aims towards providing marketing support to SC/ST enterprises for enhancement of competitiveness and marketability of their products by way of participation in the following events:

- Organizing Visit to International Exhibitions/Trade Fairs/Seminars Abroad
- Participation in International Exhibitions/Trade Fairs Abroad
- Organizing Visit to Domestic Exhibitions/Trade Fairs
- Participation in Domestic Exhibitions/Trade Fairs
- Vendor Development Programmes
- Organizing Workshops/Seminars/Awareness Campaigns

Under this scheme, SC/ST entrepreneurs are allowed participation for maximum of 2(two) international events and 4 (four) domestic events in a financial year. The scheme supports in enhancing marketing capabilities & competitiveness, showcase the competencies, update about the prevalent market scenario and its impact on their activities, facilitate the formation of consortia for marketing of their products and services, provide a platform for

interaction with large institutional buyers, disseminate/ propagate various programmes of the Government and Enrich the marketing skills of the Micro, Small & Medium entrepreneurs.

The scheme is operational and through the scheme, total of 620 events including domestic events, international exhibitions, special VDPs, awareness campaigns have been organized and more than 15,500 SC-ST Entrepreneurs participated.

- **Special Credit Linked Capital Subsidy Scheme (SCLCSS):**

The scheme was introduced to allow micro, small and medium enterprises (MSMEs) access to **capital**. It has been observed that MSMEs continue with outdated technology and plant & machinery and due to lack of awareness and inadequate finance, the problem gets further compounded and put them in disadvantageous position as they lose out on economy of scale. And a special focus was required for SC/ST MSE to ensure that they are not left behind. The existing CLCSS has been able to benefit negligible number of SC/ST MSEs. Therefore, a Special Credit linked Capital Subsidy Scheme under NSSH has been proposed, which is providing assistance in the form of subsidy for capital investment in plant & machinery, linked to credit, is requirement of the day..

- **Bank Guarantee charges reimbursement Scheme:**

The scheme aims towards providing financial support to SC-ST entrepreneurs against Bank Guarantee charges. This scheme offers reimbursement of 50% or Rs. 1,00,000/- (excluding GST and other applicable taxes), whichever is less, on Performance Bank guarantee charges paid by SC/ST MSEs for participation in tenders of Central/State Govt. and PSEs. The scheme is operational.

- **Bank Loan Processing Reimbursement Scheme:**

Scheme of Reimbursement of 50% of Rs. one lac (excluding GST), whichever is less, on bank loans processing charges paid by SC/ST MSEs in availing business loans, was launched during 2018-19. *Scheme is operational.*

- **Capacity Building Management Training Fee Reimbursement Scheme:**

The scheme aims towards capacity building of existing & aspiring SC/ST entrepreneurs. The scheme also offers reimbursement of course fees for SC/ST entrepreneurs and their ward, for attending short term (1-30 days duration) training programs from top 50 management institutes identified by

Ministry of Human Resource Development under the National Institute Ranking Framework (NIRF).

- **Export Promotion council Membership Reimbursement Scheme**
Scheme of Reimbursement of 50% with a limit of Rs. 20,000/- (excluding GST) in a financial year to SC/ST entrepreneur on membership fees charged by Export Promotion Councils. Membership of multiple EPCs allowed with the above-mentioned ceiling of Rs. 20,000/- per unit in a financial year.
- **Testing Fee Reimbursement Scheme**
Scheme of Reimbursement of 50% on testing charges/fee charged by various NABL accredited laboratories and BIS for raw material, finished products and other type of testing with a ceiling limit of Rs. one lakh per SC/ST MSE (excluding GST), whichever is lower in a given financial year, was launched during 2018-19.
- **Subsidy on membership fee of NSIC's B2B Portal – MSME Mart**
Scheme of Reimbursement of annual membership fee of Rs. 6000/- plus GST for membership of the B2B portal (MSME Mart) of NSIC for SC/ST entrepreneurs. 100% subsidy on the membership fee of the B2B portal (www.msmemart.com) to all SC/ST entrepreneurs for the 1st year of registration. However, from 2nd year onwards, a subsidy of 80% to be allowed to the entrepreneurs for renewal of membership, was launched during 2018-19.
- **Subsidy for Performance & Credit Rating Scheme (SPCRS)**
A Performance & Credit Rating Scheme for micro and small industries was formulated in consultation with various stakeholders i.e. Small Industries Associations, & Indian Banks' Association and various Rating Agencies. The Scheme bears a mention in RBI Circulars, issued from time to time, that 'Banks may consider the ratings and structure their Rate of Interest depending on the ratings assigned to the borrowing SME Units'. Under this scheme, 90% subsidy is provided on rating fee of all rating agencies for fresh rating under the scheme of NSSH, subject to the specified ceilings. For renewal of ratings for units having a rating of up to 5 will get a subsidy of 50% of the rating fee payable in the first year.

Activities:

- **Capacity building for Aspiring and Existing SC-ST Entrepreneur**

Ministry of MSME through NSIC has engaged in addressing the issues related to skilling of SC ST candidates in terms of technical and business know – how.

To fulfill its capacity building objective, the Ministry of MSME approved institutions including MSME Tool Rooms and autonomous institutes offering various industry specific trainings, Business Orientation programmes, Entrepreneurship and Management Development Programmes etc.

Premier institutions like PPDC Agra, PPDC Meerut, CFTI Agra, CFTI Chennai, NTSC, RSETI, EDI Ahmedabad, IDEMI Mumbai, Indo German Tool Room, Aurangabad, Indo German Tool Room, Indore Indo Danish Tool Room, Jamshedpur, Tool Room and Training Centre, Guwahati Central Tool Room and Training Centre, Kolkata, Centre for Development of Glass Industry, Firozabad NIMSME, Central Tool Room and Training Centre, Bhubaneshwar, Indo German Tool Room, Ahmedabad, Central Institute of Hand Tools, Jalandhar, Central Tool Room, Ludhiana, Electronics Service & Training Centre, Ramnagar, Fragrance and Flavour Development Centre, Kannauj Central Institute of Tool Design, Hyderabad, Central Institute of Plastics Engineering & Technology Hyderabad, Institute of Rural Management Anand, Indian Institute of Entrepreneurship Guwahati MCED, APITCO etc.

- **National SC-ST Hub Offices (NSSHOs):**

To provide handholding and mentoring support to SC-ST MSEs across their lifecycle, NSSH Offices have been opened in 15 locations including Agra, Varanasi, Patna, Guwahati, Kolkata, Pune, Bengaluru, Chennai, Ranchi, Bhubaneshwar, Mumbai and Ludhiana. These offices are responsible for providing end-to-end professional support services to SC/ST MSEs across areas such as – vendor empanelment, tender participation, credit facilitation, market and financial linkages, awareness on various government schemes etc.

- **Vendor Development Programmes**

As per Procurement Policy mandate & to expedite and encourage the SC/ST enterprises to be part of public procurement process, the Hub is providing complete facilitation support in organizing various vendor development programmes across the country. The key objective of these programmes is to provide a platform to potential vendors from SC-ST community and buyer CPSEs.

During these programmes, complete know-how is provided to participating SC-ST MSE units in terms of vendor registration procedures, documentation, items being procured by Government Departments/CPSEs and expectations with respect to qualification criteria and quality of CPSEs.

- **Outreach activities:**

- **Media campaigns to create awareness**

Various media campaigns have been launched to inform, educate and motivate the target beneficiary about the various welfare scheme launched by the government and thereby empowering and enabling them to take the benefit of these schemes.

- Radio Jingles have been developed in Hindi, English and other regional languages. These jingles got aired on Pvt FM, AIR FM and Vividh Bharti.
- Publication of advertisements at different intervals in National and regional newspapers providing information regarding different interventions under the scheme.
- Articles have been published in one of the top magazines Like India Today and Shubhyatra
- Metro Wrapping was extensively done to reach out to more and more people every day **providing** direct access to consumers given the eye level panels placed, higher dwell time & easy readability in a captive atmosphere.
- The platform of Social Media has been used to increase a brand's visibility, through building relationships and communicating with potential customers.
- Short Films have been developed informing in detail about the different interventions, benefits and knowhow of the scheme.

Call Centre:

As part of the Hub, a call center facility has also been established through TCIL for awareness generation. Additionally, the center also helps in verification of SC-ST MSE data, dissemination of information on all new initiatives under the Hub, CPSE outreach activities, and product match-making between CPSE & potential vendors, etc. Call center is not operational since Aug 2019.

State Conclaves:

To bring together CPSEs, Industry Associations, SC-ST entrepreneurs and State Governments on a common platform and deliberate upon steps to be taken to fulfil the obligation set under the Public Procurement Policy mandate for SC/ST entrepreneurs, the Hub is organizing State Conclaves across the country. The primary objective of these conclaves is to create awareness amongst stakeholders on various steps undertaken by the government to promote SC-ST MSEs, and develop coherence to ensure enhanced participation of SC-ST MSEs in public procurement. Over 47 State Conclaves having 18000 participants across the country have been organized by the Hub till March, 2019.

a) Synergy with State:

To increase the outreach of National SC-ST hub, the hub collaborated with 21 state government's nominated agency and fund to the tune of Rs. 31.5 crore was provided to conduct various activities such as capacity building training programmes, vendor development programmes, awareness campaigns etc.

b) CPSE outreach:

In order to set up the effective communication with CPSEs to understand products and services requirement and product match making with the respective MSEs, CPSE were approached and relevant data was also shared with them. CPSEs have been approached and relevant data is being shared with them.
