

**The National Small Industries Corporation Ltd.
“NSIC Bhawan” Okhla Industrial Estate
New Delhi-110020**

Tender Document

For

**Conducting Study to
assess customer satisfaction of Raw Material Credit against
Bank Guarantees**

Last date of receipt of tender	:	03.11.2014 (Latest by 15:00 hrs)
Date of opening of Technical Bid	:	03.11.2014 (15:00 hrs)
Date of opening of Price Bid	:	04.11.2014 (16:00 hrs)

The National Small Industries Corporation Ltd.
(A Government of India Enterprise)
“NSIC Bhawan” Okhla Industrial Estate
New Delhi-110020

Ref. No. NSIC/HO/Fin/RMA/2014-15

Dated: 17.10.2014

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**The National Small Industries Corporation Ltd.
“NSIC Bhawan”, Okhla Industrial Estate
New Delhi-110020**

No. SIC/HO/FIN/RMA/2014-15

Dated: 17.10.2014

M/s -----

Sub: Invitation for conducting study to assess customer satisfaction of Raw Material Credit against Bank Guarantees and to suggest remedial measures for improving its reach among MSMEs.

National Small Industries Corporation Ltd (NSIC) is a Government of India Mini Ratna Enterprise, under the administrative control of Ministry of MSMEs, working for the promotion of Micro, Small & Medium Enterprises (MSMEs).

NSIC intends to conduct a study to assess Customer Satisfaction of **Raw Material Credit against Bank Guarantees and to suggest remedial measures for improving its reach among MSMEs** as stated in Terms of Reference (TOR). A copy of the Terms of Reference along with following documents is attached for your reference:

- (i) Standard form of certificates (i.e. Annexure A, B, B1) to be included in the technical proposal and Annexure C in the financial proposal.
- (ii) Standard form of agreement to be executed with the agency to which the work will be awarded.

In this regard sealed quotations are invited on two bid system (i.e. Technical proposal and financial proposal) from Government / Semi-Government / Autonomous Bodies / reputed professional agencies / Institutions having experience of conducting study / survey.

Earnest Money Deposit of Rs 10,000/- will have to be submitted by the participating agency in the form of DD and will only be returned after selection of final bidder. However, units registered with NSIC under Single Point Registration Scheme will be exempted from EMD.

Eligibility Criteria: The bidders must have experience of conducting at least two similar type of studies for Government Departments or an organization of repute.

Request for Proposal (RFP) should contain quotations in two separate sealed envelopes (marked as ‘Technical Proposal’ and ‘Financial Proposal’) and should be addressed to the General Manager (Finance), superscribing as ‘Quotation to conduct a study to assess customers satisfaction of Raw Material Credit against Bank Guarantees.

The quotation must reach the following address on 03.11.2014 by 15.00 hrs.

General Manager (Finance)
National Small Industries Corporation Ltd.
(A Govt. of India Enterprise)
NSIC Bhawan, Okhla Industrial Estate-III,
New Delhi-110020
Tel. No. 011-26926275, Fax-011-26910910

NSIC reserves the right to accept or reject any or all of the quotations received in response to the above referred invitation, without assigning any reason.

NOTICE INVITING TENDERS

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In this regard sealed quotations are invited on two bid system (i.e. Technical proposal and financial proposal) from Government / Semi-Government / Autonomous Bodies / reputed professional agencies / Institutions having experience of conducting study / survey.

Eligibility Criteria: The bidders must have experience of conducting at least two similar type of studies for Government Departments or organizations of good reputation.

Request for Proposal (RFP) should contain quotations in two separate sealed envelopes (marked as 'Technical Proposal' and 'Financial Proposal') and should be addressed to the General Manager (Finance), superscribing as 'Quotation to conduct a Study to assess customer satisfaction of **Raw Material Credit against Bank Guarantees**. The quotation must reach the following address on 03.11.2014 by 15.00 hrs.

**General Manager (Finance)
National Small Industries Corporation Ltd.
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TERMS OF REFERENCE (TOR) FOR STUDY TO ASSESS CUSTOMER SATISFACTION OF RAW MATEREIAL CREDIT AGAINST BANK GURANTEES.

1. An overview of Raw Material Credit against bank guarantees :-

Raw Material Credit against Bank Guarantees is a flagship activity of the Corporation. It aims at helping MSMEs by way of financing the purchase of Raw Material (both indigenous & imported). This gives an opportunity to MSMEs to focus better on manufacturing quality products. The facilitation under the scheme is towards procurement of Raw Materials wherein NSIC merely makes direct payments to the suppliers/manufacturer of the Raw Material on the specific request of the Micro, Small and Medium Enterprises. The unit procures the material from the sources identified by him, obtains the Proforma or original invoice raised on the unit by the supplier and submit to NSIC with a request to release the payment to supplier. NSIC release the payment to the supplier against the sanctioned credit limit.

Benefits of the Scheme

- Financial Assistance at competitive rate.
- Hassle free sanction of financial limit.
- Financial Assistance for procurement of Raw Material upto 90 days against bank Guarantee.

How to Apply

The Entrepreneurs are required to apply for Raw Material Assistance only on the prescribed application forms. The application forms may be filled and submitted to the concerned Zonal & Branch Offices. The blank forms are available free of charge from the zonal and Branch offices.

The Process

1. Duly filled application form is to be submitted alongwith prescribed documents.
2. Preliminary appraisal and Unit inspection is carried out by NSIC.
3. Sanction of Limit to the Unit.
4. Signing of agreement between NSIC and Unit
5. Receipt of Bank Guarantee and Processing fees.
6. Disbursement of assistance to the unit.

2. Objective of the Study

To assess Customer Satisfaction of Raw Material Credit against bank Guarantees, on the scale of 0-10 and to suggest remedial measures for improving its reach among MSMEs.

3. Scope of Assignment

- Preparation of Standard Questionnaire by the independent agency in consultation with NSIC.
- Distribution of questionnaire by the agency to the units availing assistance under the Scheme on a Pan- India basis on a sampling method. However it should be ensured that sample size of the study be at least 25 units in each Zone and minimum of 200 units in totality.
- Obtaining questionnaire duly filled in by the units.
- Personal discussion and interviews with at least 20 units.
- Analyzing the data so received and evaluating the same in terms of objectives of the study as mentioned above.
- Suggest remedial measures for corrective action.
- Preparation and submission of the draft report.
- Submission of final report.

4. Report and Time Schedule:

The study is to be completed within ten weeks from the date of award of assignment. It is expected that the following assignment schedule for reporting may be adhered to:-

S. No.	Project Activity	Weeks										
		1	2	3	4	5	6	7	8	9	10	
1	Desk research and finalization of questionnaire in consultation with NSIC	√	√									
2	Field survey and data analysis			√	√	√	√	√				
3.	Submission of draft report comprising of findings, suggestions & remedial measures for corrective action								√	√		
4.	Submission of Final Report											√

5. Time schedule:

The assignment is to be completed in 3 stages as described below:

- Phase I (First 2 weeks): Desk research and finalization of questionnaire in consultation with NSIC.
- Phase II (3rd -9th week): During this phase, field Survey by way of interaction through personal visits, interviews, meetings preferably with the concerned persons is to be made, in order to gather data. The analysis of the data is also to be completed in terms of the objectives of the study and accordingly draft report is to be prepared and submitted to NSIC for its comments. A PowerPoint presentation also needs to be submitted to NSIC.
- Phase III (10th week): On the basis of comments of NSIC on the draft report, the final report is to be prepared and submitted.

6. Deliverables:

- a. 2 copies of draft report to be submitted within 9 weeks from the date of assignment of work.
- b. 5 copies of final report along with soft copy within 10 weeks from the date of assignment of work.

7. Data to be provided by NSIC:

The following data will be provided to the agency at the time of conducting the survey:

- a Copy of the scheme
- b List of NSIC offices all over India.
- c Branch-wise List of units availing assistance under the scheme.

8. Penalty:

Any delay in submission of report 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.

9. Payment:

- 20% of the payment will be made to the agency on submission of first draft report.
- 30% of the contract value shall be paid upon submission of draft of final report.
- Balance 50% payment will be released to the agency on acceptance of final report.

10. Other Terms & Conditions:

1. The assignment should be completed within the stipulated time mentioned in the award letter. Delay in submission of the report beyond the stipulated time will attract penalty as mentioned above. For factors beyond the control of the agency, suitable extension in time may, however, be granted at the written request of the agency. However, the decision of NSIC shall be final and binding on the agency.
2. The total fee for the study to be quoted by the agency will include service tax and other taxes, if any and all other expenses to be incurred during the course of conducting the survey. The liability of payment of the tax shall be of the agency conducting the study.
3. The draft/ final reports and the contents thereof would be the intellectual property of NSIC and would not be published by the concerned agency without prior approval of NSIC.
4. If the performance of the agency during the conduct 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 shall be recovered.

5. The raw data/ processed data/ findings should not be disclosed by the agency to any third party without prior approval of NSIC.
6. Earnest Money Deposit (EMD) of Rs. 10,000/- in the form of Demand Draft in favour of NSIC will have to be submitted by each tender participating agency along with technical bid. However, unit registered with NSIC under Single Point Registration Scheme will be exempted from EMD.
7. The validity of the quotations including charges for the study must be for atleast six months from the date of tender opening.

CONSULTANT'S ORGANIZATION AND EXPERIENCE

A – Consultant's Organization

[Provide here a brief note (not more than two pages) description of the background and organization of your entity and each associate, if any, for this assignment.]

B – Consultant's Experience

[Using the format below, provide information on each assignment for which your entity, and each associate for this assignment, was contracted for carrying out consulting services similar to the ones requested under this assignment.]

1. Assignment name:

Value of the contract (in Rs.)

Country:

Location within country:

Name of client:

Address:

Start date (month/year):

Completion date (month/year):

2. Assignment name:

Value of the contract (in Rs.)

Country:

Location within country:

Name of client:

Address:

Start date (month/year):

Completion date (month/year):

Name of associated Consultants, if any:

Name of senior professional staff of your firm 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:

Note:-

1. The bidder should submit the details of at least two similar nature of satisfactory completed work as per the format above. In support of having completed these works, the bidder should submit the attested copies of the completion certificates from the owner.
2. Attested copies of Service Tax Registration No. and PAN No.
3. Copies of income tax return for the last two financial years.
4. TDS certificate is sub part of payment received towards the study conducted.

Even though the bidders meet the above qualifying criteria, they are subject to be disqualified if they have:

- Made misleading or false representation in the forms, statements and attachments submitted in proof of the qualification requirement at above.
- Records of poor performance such as abandoning the work, not properly completing the contract, inordinate delay in completion, litigation history or financial failure etc.
- Their business banned by any central / state govt., departments / public sector undertakings or enterprises of central / state govt.
- Not submitted all the supporting documents or not furnish the relevant details as per the prescribed format.
- Conceal any information required to be furnished as per the offer conditions or make misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements.
- No condition / deviation which is either additional or in modification of the offer conditions shall be included in the offer. If the offer contains any such condition or deviation from proposed condition, the offer is liable to be rejected.
- Record of adverse performance of the bidder such as termination of contract awarded to him and completion of balance works at his risk and cost / banning of business with the bidder by any of the central / state govt., departments / public sector undertakings or enterprises of central / state govt. will weigh against the qualification of the bidder for the award of the contract and may lead to rejection of the offer.
- NSIC does not bind itself to accept lowest or any other offer and reserves the right to reject lowest or any or all offers without assigning any reasons whatsoever. Decision of NSIC shall be final and binding on the entire bidders.
- NSIC further reserves the right to cancel the bidding process at any time prior to award of contract without thereby incurring any liability to the affected bidder or bidders on account of NSIC's such action.

General Description of Team

S. No.	Name of Team Leader & Staff	Position	Input (Staff-months)
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

Note: CV of the Team Members to be provided in the format given at **Annexure B-I**.

**CURRICULUM VITAE (CV) OF PROPOSED
PROFESSIONAL STAFF FOR THE ASSIGNMENT**

1. Proposed Position [only one candidate shall be nominated for each position]:

2. Name of Entity [Insert name of entity proposing the staff]:

3. Name of Staff [Insert full name]:

4. Date of Birth:

5. Nationality:

6. Education: [Indicate college/ university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment]:

7. Membership of Professional Associations:

8. Publications (Indicate books, research papers and other articles published in reputed journals).

9. Other Training(s): [Indicate significant training since degrees under point 5 –Education was obtained]:

10. Countries of Work Experience: [List countries where staff has worked in the last ten years]:

11. 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): dates of employment, name of employing organization, positions held]:

From [Year]:_____To [Year]:_____

Employer:_____

Positions held:_____

12. Detailed Tasks Assigned

[List all tasks to be performed under this assignment]

12. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

[Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under point 10].

Name of assignment or project_____

Year_____

Location_____

Client_____

Main project features:_____

Positions held:_____

Activities performed:_____

13. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes myself, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

_____ Date:_____

[Signature of staff member or authorized representative of the staff]

Day/Month/Year

Full name of authorized representative:_____

CONSULTANT'S FINANCIAL PROPOSAL

(a) Cost of the Study/Survey/Research Paper : Rs

(b) Service Tax : Rs.

(c) Total Cost (a+b) : Rs.

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

AGREEMENT

THIS AGREEMENT is entered into this between the National Small Industries Corporation Ltd. (NSIC) (a Government of India Enterprise) having its principal place of business at NSIC Bhawan, Okhla Industrial Estate, New Delhi-110020 and("The Consultant") having its principal office located at acting through Shri..... .

WHEREAS, the NSIC wishes to have the Consultant perform the Assignment hereinafter referred to, and

AND WHEREAS, the Consultant is willing to perform this Assignment,

NOW, THEREFORE, THE PARTIES hereby agree as follows:

1. **Services:** (i) The Consultant shall perform the assignment specified in "Terms of Reference and Scope of Assignment," which is an integral part of this Agreement (the "Assignment").
(ii) The Consultant shall provide the details of personnel listed in Annex B, "Consultant's Personnel," to perform the Assignment.
(iii) The Consultant shall submit to the NSIC the reports in the form and numbers and within the time periods specified in clause no 4, and 5 of TOR.

2. Term:

The Consultant shall perform the Assignment within ten weeks from the date of this Agreement or any other period as may be subsequently agreed by the parties in writing, subject to liquidated damages for the delay attributable to the Consultant as indicated in clause 12 of this agreement.

3. Payment

A. Ceiling

For the Assignment, the NSIC shall pay the Consultant the sum of [insert amount]. This amount includes all of the Consultant's costs and deliverables as well as any tax obligation that may be imposed on the Consultant.

B. Schedule of Payments

The schedule of payments is specified below:

- 20% payment will be made to the agency on submission of first draft report.
- 30% of the contact value shall be paid upon submission of draft final report.
- Balance 50% payment will be released to the agency on acceptance of final report and submission of complete invoice in duplicate to NSIC.

4. Project Administration Coordinator:

The NSIC designates Shri as the NSIC's Coordinator; for this Assignment. The Coordinator will be responsible for the coordination of activities under this Agreement, for acceptance and approval of the reports and of other deliverables by the NSIC and for receiving and approving invoices for the payment.

5. Performance Standards

The Consultant undertakes to perform the Assignment with the highest standards of professional and ethical competence and integrity. The Consultant shall promptly but not later than ___ days replace any employees assigned under this Contract that the NSIC considers unsatisfactory.

6. Confidentiality

The Consultant shall not disclose any proprietary or confidential information relating to the Services, this Agreement or the NSIC's business or operations without the prior written consent of the NSIC.

7. Ownership of Material

Any studies, reports or other material, graphic, software or otherwise, prepared by the Consultant for the NSIC under the Agreement shall belong to and remain the property of the NSIC. The Consultant may retain a copy of such documents and software for the purpose of this Agreement.

8. Insurance

The Consultant will be responsible for taking out any appropriate insurance coverage at its own cost.

9. Re-Assignment

The Consultant shall not re-assign this Agreement or sub-contract any portion of it without the NSIC's prior written consent.

10. Dispute Resolution

Any dispute arising out of the Agreement, which cannot be amicably settled between the parties, shall be referred for arbitration to an arbitrator nominated by the Chairman cum Managing Director, NSIC Provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time, shall be applicable. Courts in Delhi shall have jurisdiction in the matter.

11. Events of Default

- (i) Delay in furnishing of any report within the period mentioned for in clause no 6 of TOR provided that there shall not be default for the period of Force Majeure and delays solely attributable to the NSIC.
- (ii) Any report being non-acceptable to the NSIC for lack of professional quality.
- (iii) Breach of any of the terms of this Agreement.

12. Consequences of Default

- (i) On the occurrence of any of the event of default on the part of Consultant, the NSIC may terminate this Agreement and claim refund of any money paid and refuse to make any more payment.
- (ii) In case of default being limited to delay only, the NSIC, may in the alternative, claim the agreed liquidated damages @ 5% of the amount of contract for every week of delay, not exceeding in any case 25% of the amount of contract. The amount of liquidated damages shall be withheld and/or recovered from the payment to be made to the Consultant.

13. Force Majeure

The Parties shall be entitled to excuse performance of their respective obligations to the extent they are unable to perform the contract by an event of Force Majeure. A party claiming relief on this account shall immediately on becoming aware of Force Majeure event give notice to the other party disclosing the manner in and the period during which performance of its obligation is likely to be affected.

For the purpose of the Agreement Force Majeure means Acts of God, wars or similar action affecting India, Civil Commotions or general strike (excluding by its own employees) lying beyond the reasonable control of the affected Party.

14. Notice

The address of the Parties for all communication is:
NSIC:

Finance Division
National Small Industries Corporation Ltd.
NSIC Bhawan, Okhla Industrial Estate,
New Delhi-110020

Consultant:

All notices with the aforesaid address sent by pre-paid registered-post or speed post or sent by fax with confirmation of its delivery or email shall be deemed to have been served and received by the addressee within the time they should have been delivered/received at the addressee's end.

Any change of address will not be valid unless acknowledged by the other party.

IN WITNESS WHEREOF, the representatives of the Parties to this Agreement being duly authorized have hereunto set their hands and have executed those present this ___ day of _____

For and on behalf of the

The National Small Industries Corporation Ltd.

FOR

Signed by _____

Signed by _____

Designation: _____

Designation: _____

In presence of _____

In presence of _____

Name of the Known Institutions/ Agencies

1. Development Facilitators
P-I Commercial Complex
IInd Floor Pillanji opposite voters
Registration office Sarojni Nagar
New Delhi-110023
Tele 26880496 Fax 26880498
2. U.P industrial Consultants Limited
Administrative Block ,
Sector –VI Noida -201301
Tele 2422237,2422238
3. National Council of Applied Economic Research
Parisila Bhawan 11 Indraprastha Estate
New Delhi – 110002
Tele 23379861-63 Fax 23370164
4. Development and Research Services
A1/19 Safdarjung Enclave
New Delhi -110029
Tele 26161061
5. APITCO
8th Floor Parisrama bhavanam
Basheerbagh Hyderabad -500004
Tele 040-23237333,23237981
6. Datawise Management Services India Private Limited
G1 Brundavanam Nizampet Road
Kukatpally Hyderabad -500091
Tele-040-40204837
7. Centre for Mkt. Research & Social Dev
240-241 Ground Floor , Sant Nagar,
East of Kailash,
New Delhi-110065
Tele-41621978
8. Industrial Development Services (P) Ltd
M-1, Kanchenjunga,18,
Barakhamba Road,
New Delhi -110001
Tele 23312287
9. Sycom Projects Consultants Pvt. Ltd.
Vatika, 6 Kaushalya Park,
Hauz Khas,
New Delhi-110016
Tele 41674051
10. Kaarak Entp. Dev. Serv
3153, Sec-A, Pocket-B & C,
Vasant Kunj,
New Delhi-110070
Tele- 46797700