

National Small Industries Corporation Limited



**Notice Inviting Tender**  
**For**  
**Engaging Expert Consultant(s)**  
**To**  
**Carry out Feasibility Study for**  
**ERP Implementation**  
**At NSIC**

Engaging Expert Consultant(s) To Carry out Feasibility Study for ERP Implementation

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Sealed Quotations are Invited on behalf The CMD, NSIC Ltd., New Delhi, for Engaging Expert Consultant(s) To Carry out Feasibility Study for ERP Implementation at NSIC.

## 1. Instructions for Bidders

### Availability of Tender

The tender document is available on NSIC website ([www.nsic.co.in](http://www.nsic.co.in)) in the tender section free of cost.

## 2. Important Dates

- i. Pre-bid meeting date & time: **19-10-2015 15:00hrs**
- ii. Last date & time for Bid submission: **26-10-2015 15:00hrs**
- iii. Technical Bid Opening date & time: **26-10-2015 15:30hrs**
- iv. Financial Bid Opening date & time: On evaluation of the Technical bid, qualified bidders will be intimated and called for Financial Bid opening.

NSIC reserves the right to update, amend and supplement the information in this document including the qualification process before the last date and time up to the receipt of bids.

The tender document for Engaging Expert Consultant(s) To Carry out Feasibility Study for ERP Implementation at NSIC may be downloaded from [www.nsic.co.in](http://www.nsic.co.in). Any corrigendum / notification issued by NSIC, subsequent to invitation of Expression of Interest, shall be available at [www.nsic.co.in](http://www.nsic.co.in)

NSIC reserves the right without assigning any reasons to abort/cancel the whole tender process.

Details of EMD, submission of tender, etc. are indicated elaborately in the tender document.

Contact Person: -

Sandeep Tomer

Dy. Manager (IT)

National Small Industries Corporation Limited

NSIC Bhawan, Okhla Industrial Estate, Phase – III

New Delhi – 110020 Tel. – 011-26920906

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National Small Industries Corporation Limited



**Expression of Interest (EOI)**  
**For**  
**Engaging Expert Consultant(s)**  
**To**  
**Carry out Feasibility Study for**  
**ERP Implementation**  
**At NSIC**



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## Introduction

National Small Industries Corporation Limited (NSIC) is a PSU established by the Government of India in 1955 to promote and develop micro, small and medium enterprises (MSMEs) in the country.

NSIC has proved its strength within the country and abroad by promoting MSMEs through modernization, upgradation of technology, quality consciousness, strengthening linkages with large medium enterprises and enhancing exports - projects and products of MSMEs.

NSIC operates through countrywide network of its 166 offices including 07 Technical Centres and 04 Training cum Incubation Centres in the Country which are well connected with the internet connection, most of them having leased lines. To manage operations in African countries, NSIC operates from its office in Johannesburg, South Africa. In addition, NSIC has set up Training cum Incubation Centres under PPP mode & with a large professional manpower, NSIC provides a package of services as per the needs of MSME sector.

One of the key Principles of NSIC is 'to use Technology to improve current ways of doing business'.

### 1. Major Schemes & Activities of NSIC

- a) Raw Material Distribution
- b) Financial Assistance for Raw Material Procurement
- c) Single point Registration for Government Purchase
- d) Consortia and Tender Marketing
- e) Bank Credit Facilitation through tie-up arrangement with Banks
- f) Incubation of unemployment youth for setting up of New Micro & Small enterprises
- g) Infomediary Services (B2B & B2C Web Portal for Marketing)
- h) Marketing Intelligence
- i) Technology Support (Technical Training and Common facility)
- j) Infrastructure Support
- k) Performance & Credit Rating Scheme

l) Marketing Assistance Scheme : Exhibitions and Technology Fairs, Buyer-Seller meets etc.

m) International Consultancy Services

The corporate profile containing the brief details of above schemes is enclosed at the end of the document.

## 2. Need for ERP and E-Governance in NSIC

In order to meet the current challenges for sustaining competitiveness in the market, there is a need for NSIC to undertake an ERP and E-Governance implementation. This exercise will enable NSIC to streamline and standardize the processes across the organization and to adopt some of the global best practices being followed in similar organizations.

NSIC proposes to implement Standard ERP solution across all its field Offices and invites bids from reputed and eligible 'Experienced Consultancy Firms' offering services as detailed in the 'Scope of Work'.

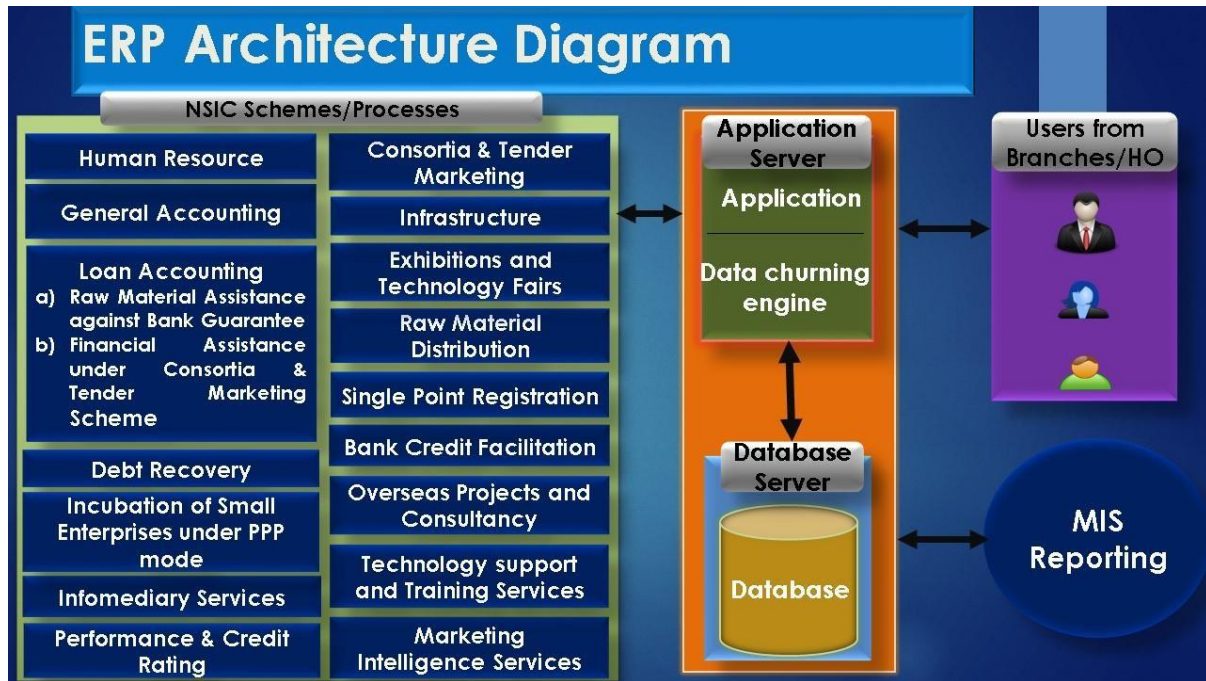
### **Some of the key benefits / objectives of ERP envisaged are:**

- a) Single version of information to all the stakeholders from common database.
- b) Information available seamlessly and on-demand without manual intervention with availability of real time data 24x7, which will lead to improve operational efficiency and tangible business benefits.
- c) Real Time and end-to-end visibility of information on multiple dimensions (projects, financials, inventory, customer, vendor database etc.) across NSIC without relying on periodic updates.
- d) Management dashboards for monitoring and decision support systems.
- e) Automate and Integrate/ sharing of data/ operational processes of NSIC activities and reconciliations of various information (project, financials etc.).
- f) Consolidation of data and availability of MIS for multi locations.
- g) Changeover from manual disparate systems to multi-functional ERP.
- h) Maintenance of single accounting structure and Consolidation of financial statements across NSIC Offices.

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- i) Seamless integration, automation and streamlining of various verticals on a single application.

### 3. Proposed ERP Architecture Diagram for NSIC



#### 4. Broad Scope of Work

The scope of work for consultancy services is broadly enumerated below. However, certain services though not mentioned here, but are essential for success of ERP solution across NSIC Offices should be considered by the Consultant. It is deemed that these will be included in consultant scope without additional price and time period. Scope of work would involve (i) System study, (ii) process fine tuning, and (iii) preparation of a comprehensive Terms of Proposal (ToR) for software implementation. The details of which are as follows:-.

- a) Study of all the existing processes & procedures at NSIC.
- b) Study the current MIS report and do the reverse engineering to achieve the prescribed goals.
- c) Study the current data stored using the Business Intelligence tool.
- d) Study the current softwares and identify the gaps between modules / softwares and suggest integration process with ERP.
- e) Develop the system architecture and identify the softwares/ modules that are no longer required, retained or re-engineered.
- f) Propose the methodology for data mining and replacing modules.
- g) Suggest the business inclination tool, migration approach for the data.
- h) Prepare a road map with checklist for phase-wise delivery of work and milestones to be achieved.
- i) Design the change management plan.
- j) Suggest the commercially available specialized software based on the different parameters such as functional specification, technical specification and licensing.
- k) Suggest the deployment methodologies to be used.
- l) Make the SRS for any new software/ module to be developed as per diagramme and in case of customization of the softwares.
- m) To provide the criteria and parameters for the Vendor Evaluation/Selections and preparation of the Tender Document, Creation of Parameters for short-listing of Vendor. To provide a list of Vendors to NSIC for development of the packages more comprehensively and within reasonable budget.
- n) Provide NSIC a detailed plan for features like Data storage, backup, security, maintenance and expansion of ERP for future etc.

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- o) Identify and suggest the infrastructure requirement for hosting, network, services level and device requirement.
- p) Provide with the total cost and infrastructure cost over the next 5 years comprising of Capital Expenditure and Operational Expenditure.
- q) The Consultancy Firm must prepare a Preliminary Plan describing,
  - i. Material Resources
  - ii. Manpower required from NSIC and Consultancy firm
  - iii. Methodologies to be deployed by the Consultancy Firm in designing, management, coordination, and execution of all its responsibilities given under the Scope of Work.
- r) To make a Presentation to NSIC Management for Software Requirement Specification (SRS) and Phase wise implementation of the ERP Project.
- s) To provide consultancy support throughout ERP implementation without any extra charges.

### 5. Expected Outcomes and Deliverables with Time Schedule

The total duration for carrying out the aforesaid study encompassing the scope of work as defined at Sl.No. 4 above would be 11 weeks from the date of release of work order.

Sl. No.	Expected Outcome	Deliverable	Time Frame
5.1	<p>Expert/Consultant Agency would submit a requirement analysis and Gap analysis report after completing preliminary study in consultation with representative of NSIC.</p> <ul style="list-style-type: none"> <li>a) Study of all the existing processes &amp; procedures at NSIC.</li> <li>b) Study the current MIS report and do the reverse engineering to achieve the goals.</li> <li>c) Study the current data stored using the Business Intelligence tool.</li> <li>d) Study the current softwares and identify the gaps between existing modules / softwares and suggest integration process technically with ERP.</li> </ul>	a) Gap Analysis Report	04 weeks from the date of release of work order.

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5.2	<p>a) Develop the system architecture and identify the softwares/modules that has to no longer required, retained or re-engineered.</p> <p>b) Propose the methodology for data mining and replacing modules.</p> <p>c) Suggest the business inclination tool, migration approach for the data.</p>	<p>a) Architecture Diagram</p> <p>b) Software re-engineering and with data mining report</p>	<p>02 weeks from the submission of report of Sl. No 5.1</p>
5.3	<p>a) Prepare a road map for delivery i.e. phases of work with the milestones to be achieved with the checklist.</p> <p>b) Design the change management plan.</p> <p>c) Suggest the commercially available specialized software based on the different parameters such as functional specification, technical specification and licensing.</p> <p>d) Suggest the deployment methodologies to be used.</p> <p>e) Make the SRS for any new software/ module to be developed as per diagramme and in case of customization of the softwares.</p>	<p>a) Road Map</p> <p>b) SRS for new softwares to be developed</p>	<p>01 week from the submission of report of Sl. No. 5.2</p>
5.4	<p>a) To provide the criteria and parameters for the Vendor Evaluation/Selections and preparation of the Tender Document, Creation of Parameters for short-listing of Vendor. To provide a list of Vendors to NSIC for development of the packages more comprehensively and within reasonable budget.</p> <p>b) Provide NSIC a detailed plan for features like Data storage, backup, security, maintenance</p>	<p>a) Infrastructure requirement and capital Expenditure report</p> <p>b) Tender document</p>	<p>03 weeks from the submission of report of Sl. No. 5.3</p> <p>(To be submitted in second week)</p>

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	<p>and expansion of ERP for future etc.</p> <p>c) Identify and suggest the infrastructure requirement for hosting, network, services level and device requirement.</p> <p>d) Provide with the total cost and infrastructure cost over the next 5 years comprising of Capital Expenditure and Operational Expenditure.</p> <p>e) The Consultancy Firm must prepare a Preliminary Plan describing,</p> <ol style="list-style-type: none"> <li>i. Material Resources</li> <li>ii. Manpower required from NSIC and Consultancy firm</li> <li>iii. Methodologies to be deployed by the Consultancy Firm in designing, management, coordination, and execution of all its responsibilities.</li> </ol>	<p>c) Draft Report of overall study for approval from NSIC</p>	
5.5	<p>Presentation to NSIC Management for the Software Requirement Specifications and Phase wise Implementation of the ERP Project.</p>	<p>Presentation and submission of Final Report</p>	<p>01 week from the date of submission of report of Sl. No. 5.4</p>
5.6	<p>To provide consultancy support throughout ERP implementation without any extra charges.</p>	<p>Resolve queries of NSIC related to ERP</p>	<p>As an when required</p>

## 6. Pre-Qualification Requirements (PQR)

### Prequalifying Criteria

The clause mentioned below from A to G are PREREQUISITE CONDITIONS and the bids of Consultancy Firms will be evaluated against the evaluation criteria as defined below.

#### A. General

- a) Consultancy Firms that are sister concern(s) of ERP product i.e. Original equipment manufacturer (OEMs) are not qualified to participate in this EOI. Both the consultancy Firm and the individuals involved in this consultancy cannot be associated or receive any monetary or other benefits from the recommended product OEM and implementation partner organizations.
- b) Consultancy Firm that will be the successful in this bidding process shall not be eligible to participate in the ERP product and implementation tender.
- c) Consultancy Firms shall give relevant information (see below) of consultancy for ERP implementation Study. 'Relevant information' should include:
  - i. Size and Scale of the Project,
  - ii. Size of the team that executed the project,
  - iii. Duration of the project,
  - iv. Brief Description of the overall project,
  - v. What methodology/frameworks/tools were used to study the client organization and mapping of the processes.
- d) Evaluation and selection methodology for opting ERP application.
- e) Worked with a cross-functional (within IT) team having (networking, hardware & application possessing) experience in consulting and technology services in the areas of design, development, software integration and successful implementation of custom ERP.

#### B. Organizational Parameters

- a) The Service provider submitting the offers should be Registered Company/ Firm in India (Attach Proof) i.e.

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**Certificate of Incorporation / Registration. The bidder should not have been blacklisted by any Govt. Organization/ Department.**

### **C. Functional Parameter**

- a) Minimum experience of 2 years as a measure of functional core competency in providing consultancy related to ERP projects towards:
  - i. Work flow process study
  - ii. Work flow integration and consolidation to a global template
  - iii. Preparation and Selection of ERP product suited for the business processes of an organization through proper Demo scenarios / Performance Tests.
- b) Project Management Experience and Expertise: Overseeing of ERP product implementation partner evaluation process, ERP product implementation, Stabilization and managing.
- c) Consultancy services provided for integration of multiple instances of ERP products.

### **D. Familiarization with respect to Indian Laws**

- a) The consultant should have complete understanding of Indian statutory laws, governance, taxes / duties, Government budget updates, import / export updates as a consultant for ERP Study & implementation for Clients of similar stature.

## **E. Human Capital Strength**

- a) Experienced and qualified professionals permanently employed on Consultancy Firm payroll with in depth knowledge of ERP products, features, updates and hands-on job experience in implementations also having the knowledge of business process in PSUs as given below:-
- Two senior consultants Specialist in the field ERP/ E-Governance (one in each domain) with 10 years of experience in broad IT ecosystem and research exposure to government practices and having done Feasibility Study on ERP implementation. Education Qualification: He/she should preferably be post graduate in IT.
  - Three middle level consultants with 07 years of IT experience, one of them should be Business Analyst, System Integrator (DBA).
  - Five junior level consultants with 05 years of IT experience in software implementation.

## **F. Financial Prospective**

- a) Provide last three years audited Annual Accounts/Balance sheet indicating the turnover of the bidder.
- b) The consultancy firm should provide work order copy of three similar projects done in last three years with client's turnover having more than Rs. 50 crores.

## **G. Knowledge Management**

- a) Availability of documented data bank on the ERP consultancy projects undertaken, key learning's and methodology followed.
- i. The consultancy firm should have completed 2 feasibility study of ERP / E-Governance and implementation of one ERP/ E-Governance Project.
  - ii. Documentary evidences for the past projects should be provided as per Appendix – II.

## 7. Earnest Money and Security Deposit

### 7.1 EMD

The technical proposal must be accompanied with the EMD of Rs.1,00, 000/- (Rupees One lakh only) in the form of DD favouring "**National Small Industries Corporation Limited**" payable at **New Delhi**.

The offers without EMD will be summarily rejected. However, there is exemption of Tender Fee and EMD applicable to the units registered with Central Purchase Organization (DGS&D), National Small Industries Corporation (NSIC) as defined under Rule 157 of General Financial Rules (GFR), 2005.

Technical bid should be accompanied by DD of Rs. 1,00,000/- (EMD amount) or a copy of valid certificate shall be enclosed along with the Technical bid for availing EMD exemption.

Earnest money of unsuccessful /non-qualifying bidders in Technical Bid will be refunded.

### 7.2 Security Deposit

For the Selected Consultant/ Expert, the EMD shall be converted into interest free security deposit. The total amount of security deposit shall be Rs. One lac to be payable by the shortlisted bidder at the time of awarding the work order for Study which will be adjusted in final payment.

In case of EMD exemption as mentioned above, the successful bidder must make a security deposit of Rs. 1,00,000/- within 07 days from the receipt of the work order. A service agreement will be duly signed by the selected Consultant/ Expert after submission of security deposit.

The payment shall be released on successful completion of following tasks as under:-

Sl. No.	Deliverable	Payment Percentage
1	Submission of Gap Analysis Report.	10 %
2	Submission of Architecture Diagram and Softwares re-engineering report with data mining.	10 %
3	Submission of Road Map, SRS for new softwares modules to be developed	10 %
4	Submission of Infrastructure requirement & capital Expenditure report, Tender document for selecting vendor to Implement ERP Software and Draft Report of overall study after approval from NSIC.	30 %
5	Presentation and acceptance of Final Report.	40%
	Total	100%

## 8. Important Dates

- i. Pre-bid meeting date & time: **19-10-2015 15:00hrs**
- ii. Last date & time for Bid submission: **26-10-2015 15:00hrs**
- iii. Technical Bid Opening date & time: **26-10-2015 15:30hrs**
- iv. Financial Bid Opening date & time: On evaluation of the Technical bid, qualified bidders will be intimated and called for Financial Bid opening.

## 9. Terms and Conditions

### a) Submission of EOI

- i. The consultants are advised to study this document carefully before participating. The bids shall be submitted in two bid format separately in sealed envelopes and super scribed as below:-
  - Part I: Technical Bid
  - Part II: Financial Bid

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- ii. The hard copies of Technical bid and Financial bid should be submitted in one envelope (the Bid cover) which should be super scribed with the words **“Expression of Interest (EOI) for Inviting Expert Consultant To Carrying out Feasibility Study for ERP Implementation”** with Tender reference number and date of opening of tender.  
The bid cover should also clearly indicate the name, address and telephone number of the Consultancy Firm. The bids should be submitted at the Central Receipt Section of NSIC before the bid submission date and time. No direct bids and bids submitted after the due date would be entertained. Bids submitted without relevant details shall also not be entertained.
- iii. Proposal should be complete in all respects. Bids received without the documents required in Technical Bid Submission Appendix-I shall be rejected. Proposals should be preferably typed or neatly handwritten in English. Alterations/overwriting if any, in the proposal should be attested by the authorized person signing the proposal. Proposals with alterations and lack of documentary evidences etc. are liable to be rejected by NSIC.
- iv. Bids will be opened before the representative of the bidders who are present at the time of opening at the scheduled time and venue as given in the tender document.
- v. **Bids should be sent to:-**  
  
General Manager-SG (TISDC)  
National Small Industries Corporation Limited  
NSIC Bhawan  
Okhla Industrial Estate, Phase – III  
New Delhi – 110020
- vi. **Contact Person**  
  
Sandeep Tomer  
Dy. Manager (IT)  
National Small Industries Corporation Limited  
NSIC Bhawan, Okhla Industrial Estate, Phase – III  
New Delhi – 110020 Tel. – 011-26920906  
Email: dmit@nsic.co.in

## b) Eligibility Condition

The responses received will be evaluated for the PRE-QUALIFICATION REQUIREMENT (PQR) as per the evaluation criteria of the EOI.

## c) Validity

The bidder shall invariably state in the tender, the validity of the offer. The validity shall be for a minimum period of one year from the date of opening of tender.

## d) Liquidated Damages

Liquidated damage of (1/2) half percent per week of delay subject to a maximum of 5% of the order value will be levied for delay in execution of the contract.

If the assignment is not completed in all respects or left in complete in between the study, the amount of the security deposit will be forfeited and no request for further extension shall be granted.

## e) Evaluation Criteria

The evaluation of EOI will be carried out through a two stage process. Sealed proposals (i.e. Technical Proposal and Financial Proposal) may be submitted in two separate envelopes (marked as "Technical Proposal" or "Financial Proposal"). The candidates shortlisted in Technical bid will be considered for opening the commercial bid. Details of this stage will be shared among the short listed agencies.

**The final evaluation criteria will be based on price only.**

Sl. No.	Criteria	Clause	Weightage
1.	Functional Parameter	Clause 6C	60%
	Familiarization with respect to Indian Laws	Clause 6D	
	Knowledge Management	Clause 6G	
2.	Human capital strength	Clause 6E	30%
3.	Financial Perspective	Clause 6F	10%
Total			100%

The breakup of weightage is as detailed below:-

Sl. No.	Criteria	Clause	Weightage	Total Weightage per parameter (max)
1.	Functional Parameter	Clause 6C(a)	7	60
		Clause 6C(b)	8	
		Clause 6C(c)	8	
	Familiarization with respect to Indian Laws	Clause 6D(a)	7	
	Knowledge Management	i. 2 Studies of ERP / E-Governance	10x2=20	
		ii. Implementation of one ERP / E-Governance Project	10x1=10	
2.	Human capital strength	i. 2 no. of senior Consultants	2x6=12	30
		ii. 3 no. of middle level consultants	3x3.5=10.5	
		iii. 5 no. of junior level consultants	5x1.5=7.5	
3.	Financial Perspective	i. Last three years audited Annual Accounts/ Balance sheet indicating the turnover	3x2=6	10
		ii. 3 Similar project with client turnover more than 50 crores	4	
Total				100

## **f) Selection Procedure**

For selection of the final firm to be appointed as Consultant, the following procedure shall be adopted:

All the proposals received by NSIC would be scrutinized with reference to the Technical Pre-Qualification Requirement (PQR) against the evaluation criteria. Firms meeting the Technical PQR shall only be considered for financial evaluation. These firms shall be called as 'Eligible' firms. The firms may please note that mere meeting of the Technical PQR does not entitle any firm the right for award of contract.

The final evaluation will be based on the Financial Bids. To qualify for the Financial evaluation the Bidder need to qualify in the Technical Bid by securing minimum of 90% against each of the parameters as mentioned above in the breakup of weightage on page no. 18. i.e. To qualify the bidder must secure 54 out of 60 against criteria 1, 27 out of 30 against criteria 2 and 9 out of 10 in criteria 3, a total of 90%. Bidders may be asked for a detailed presentation before the selection committee.

## **g) Pre-bid Queries**

Pre-bid queries shall be entertained in the pre-bid meeting.

## **h) Arbitration**

- i. For any dispute or differences arises between NSIC and the bidder with this regard to this Tender Document, the same shall be referred to the sole arbitrator appointed by CMD/ Director (Planning & Marketing)/ Director(Finance) of NSIC. Such appointed arbitrator shall be either an employee serving or retired from the office of NSIC or of any other Public Sector Undertaking (PSU) or Law Faculty Member of Government University or any other Advocate Retired Judge. 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.

### **i) Confidentiality**

All the material sent to the firms shall be treated as confidential and should not be disclosed in any matter to any unauthorized person under any circumstances. The Consulting Firms are to furnish a Non-Disclosure Agreement (NDA) as per Form-4.

## **10. Instructions for Bidders**

### **10.1 Availability of Tender**

The tender document is available on NSIC website ([www.nsic.co.in](http://www.nsic.co.in)) in the tender section free of cost.

### **10.2 Expression of Interest (EOI) Tender Document:**

The consultancy Firm is expected to do a comprehensive study of NSIC and understand its requirements. Consultancy Firms have to visit NSIC Branch Offices, NTSC's and Head Office at their own cost, to have a firsthand knowledge on the activities of the organization, available infrastructure, work culture and IT systems. Interested consultancy Firms will not be given any additional time for undertaking such visits.

The background, objectives and Scope of Work to be accomplished by the 'Consultancy Firm' who shall be the agency are detailed in different sections of this document. Consultancy Firms who shall be the consultant may take note of the following:-

1. NSIC reserves the right to update, amend and supplement the information in this document including the qualification process before the last date and time up to the receipt of bids.
2. This document is non-transferable.
3. This "**Expression of Interest (EOI) For Engaging Expert Consultant(s) To Carry out Feasibility Study for ERP Implementation At NSIC**" may be downloaded from [www.nsic.co.in](http://www.nsic.co.in). Any corrigendum / notification issued by NSIC, subsequent to invitation of EOI, shall be available at [www.nsic.co.in](http://www.nsic.co.in).
4. NSIC reserves the right without assigning any reasons to abort/cancel the whole tender process.

**Annexure: Checklist**

Sl. No.	Particulars	(Please tick against the Supporting documents furnished)
<b>A</b>	<b>Qualification Document</b>	
1.	Bid Submission Form	<input type="checkbox"/>
2.	Bidder's Authorization Certificate	<input type="checkbox"/>
3.	Self-Declaration	<input type="checkbox"/>
4.	Non-Disclosure Agreement (NDA)	<input type="checkbox"/>
5.	PAN/TIN Copy	<input type="checkbox"/>
6.	Details of Earnest Money Deposit	<input type="checkbox"/>
7.	The bidder should not have been blacklisted by any Govt. Organization/ Department.	<input type="checkbox"/>
8.	Financial Bid Submitted	<input type="checkbox"/>
<b>B</b>	<b>Bidder's Organization &amp; Experience Proof</b>	
a)	Functional Parameter	<input type="checkbox"/>
	Familiarization with respect to Indian Laws	<input type="checkbox"/>
	Knowledge Management	<input type="checkbox"/>
b)	Human capital strength	<input type="checkbox"/>
c)	Financial Perspective	<input type="checkbox"/>

**Technical Bid Submission**

Appendix – I

While submitting the bids, clearly indicate the name of parameter and the document submitted in support of it.

Sl. No.	Particulars	Supporting documents to be furnished
<b>A</b>	<b>Qualification Document</b>	
1.	Bid Submission Form	Form – 1
2.	Bidder's Authorization Certificate	Form – 2
3.	Self Declaration	Form – 3
4.	Non-Disclosure Agreement (NDA)	Form – 4
5.	PAN/TIN Copy	
6.	Details of Earnest Money Deposit	
7.	The bidder should not have been blacklisted by any Govt. Organization/ Department.	Self-declaration to be submitted
<b>B</b>	<b>Bidder's Organization &amp; Experience Proof</b>	
1	Functional Parameter	For 6C (a, b and c), document to prove the fact.
	Familiarization with respect to Indian Laws	Self-declaration
	Knowledge Management	Appendix – II

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2	Human capital strength	<ul style="list-style-type: none"> <li>• Certified statement signed by authorized person for ERP business.</li> <li>• Resumes and qualifications of key personnel who will be involved in this study, including their roles and responsibilities.</li> </ul>
3	Financial Perspective	<ul style="list-style-type: none"> <li>• Provide last three audited Annual Accounts/ Balance Sheet.</li> <li>• Copy of work order and completion certificate/ self-declaration of work completion of three similar projects done in past three years with clients turn over having more than Rs. 50 crores.</li> </ul>

Appendix – II

<b>Sl. No.</b>	<b>Description</b>	<b>Evidences</b>
1	Provide names, addresses, contacts and details of all the major clients	Details
2	Scope of work	Copy of Work Order/ Agreement
3	Successful implementation of Project	Copy of Completion Certificate / self-declaration of work completion

Bids received without the documents required in Technical Bid Submission Appendix-I shall be rejected.

**Form-1: Bid Submission Form**

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

To:

General Manager-SG (TISDC)  
National Small Industries Corporation Limited,  
NSIC Bhawan,  
Okhla Industrial Estate,  
New Delhi-110020

**Subject:** Submission of "Expression of interest for Carrying out feasibility for the ERP Implementation".

Dear Sir/Madam,

We/ the undersigned, offer to provide consultancy services for NSIC activities for Carrying out feasibility study for the ERP implementation in accordance with your Expression of interest dated \_\_\_\_\_ and our Bid. We are hereby submitting our Bid, which includes Technical Proposal, Financial bid, Earnest Money and Qualification Documents.

We hereby declare that all the information and statements made in this Bid are true and accept that any misinterpretation contained in it may lead to our disqualification and rejection of the Bid.

We understand you are not bound to accept any proposal you receive.

Yours Sincerely,

Authorized Signature [In full and initials]: .....

Name and Title of Signatory: .....

Name of Firm: .....

Business Address: .....

Seal:                      Place: ..... Date: .....

**Form-2: Bidder's Authorization Certificate**  
(To be submitted on the letter head of the bidder)

To:  
General Manager-SG (TISDC)  
National Small Industries Corporation Limited,  
NSIC Bhawan,  
Okhla Industrial Estate,  
New Delhi-110020

<Bidder's Name> \_\_\_\_\_,  
<Designation> \_\_\_\_\_ is hereby  
authorized to sign relevant documents on behalf of the company in dealing  
with Tender of reference no. \_\_\_\_\_  
dated \_\_\_\_\_. He is also authorized to attend meetings & submit  
technical & commercial information as may be required by you in the  
course of processing above said tender.

Yours Sincerely,

Authorized Signature [In full and initials]: .....

Name and Title of Signatory: .....

Name of Firm: .....

Business Address: .....

.....

Seal: Place: .....Date: .....

**Form-3: Self Declaration**

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

Ref: \_\_\_\_\_ Date: \_\_\_\_\_

To:  
National Small Industries Corporation Limited,  
NSIC Bhawan,  
Okhla Industrial Estate,  
New Delhi-110020

In response to the tender Ref. No. \_\_\_\_\_ dated \_\_\_\_\_ as an owner / partner / Director of \_\_\_\_\_ I / We hereby declare that our Agency \_\_\_\_\_ is having unblemished past record and was not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Yours Sincerely,

Authorized Signature [In full and initials]: .....

Name and Title of Signatory: .....

Name of Firm: .....

Business Address: .....

.....

Seal: \_\_\_\_\_ Place: \_\_\_\_\_ Date: \_\_\_\_\_

## Form-4: Non-Disclosure Agreement (NDA)

### Third Party Non-Disclosure Agreement

I, \_\_\_\_\_, on behalf of the \_\_\_\_\_ (Name of Company), acknowledge that the information received or generated, directly or indirectly, while working with NSIC on contract is confidential and that the nature of the business of the NSIC is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the NSIC. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.
- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data.

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to NSIC all documents and property of NSIC, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to NSIC business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also. I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the NSIC, and are reasonable given the nature of the business carried on by the NSIC. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

Dated at \_\_\_\_\_, this \_\_\_\_\_ day of, 20 \_\_\_\_.

Name .....

Company .....

Signature .....

### Form-5: Financial Bid Submission

Name of the Bidder: \_\_\_\_\_

I/we hereby submit the consolidated financial proposal "**Expression of Interest (EOI) For Inviting Expert Consultant To Carrying out Feasibility Study for ERP Implementation**" as per the Scope of work given in this tender document within the time specified and in accordance with the terms and conditions. The consolidated Rates:

Sl. No.	Description	Amount (In Rs.)
1	<b>Expression of Interest (EOI) For Inviting Expert Consultant To Carrying out Feasibility Study for ERP Implementation</b>	
2	<b>Taxes</b>	
3	<b>Total (including taxes)</b>	

In words (Rs.....)

I/we hereby confirm that to the best of our knowledge and belief:

1. The rate quoted will be reasonable and valid for the period of one year from the date of opening of technical bid. The period can be extended with mutual agreement.
2. Tendered rates are at par with the prevailing market rates and not more than the price usually charged for same nature/class or description from any other, either foreign or as well as Government purchaser.
3. In respect of indigenous items/services for which there is a controlled price fixed by law, the price quoted are not higher than the controlled price.
4. Services/Products/Goods supplied, will be of requisite specification and quality.

Engaging Expert Consultant(s) To Carry out Feasibility Study for ERP Implementation

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**Note:**

1. The Bidder is advised to quote rate in absolute Indian Rupees.
2. The rate quoted will be reasonable and valid for period of contract from the date of opening of technical bid. The period can be extended with mutual agreement.
3. No condition will be entertained and conditional tender will be liable to be rejected.

Name of the Bidder: \_\_\_\_\_

Authorized Signatory: \_\_\_\_\_

Seal of the Organization: \_\_\_\_\_

Date & Place: \_\_\_\_\_

**End of the Document**



# National Small Industries Corporation Ltd.

National Small Industries Corporation Ltd., (NSIC), an ISO 9001 certified company, has been working to promote, aid and foster the growth of micro and small enterprises, since its establishment in 1955. With enactment of Micro, Small and Medium Enterprises Development (MSMED) Act, 2006, 'medium enterprises' also come into its ambit.

NSIC operates through its countrywide network of offices and Technical Centres in the country. In addition, NSIC has set up Training-cum-Incubation Centres in different parts of the country. To manage operations in African countries; NSIC operates from its office in Johannesburg, South Africa.

## Schemes of the Corporation

NSIC facilitates micro, small & medium enterprises with a set of specially tailored schemes to enhance their competitiveness. NSIC provides integrated support services under Marketing, Technology, Finance and other Support services.

### Vision

To be a premier organization fostering the promotion & growth of Micro, Small & Medium Enterprises in the country.

### Mission

To enhance the competitiveness of Micro, Small & Medium Enterprises by providing integrated support services encompassing, Marketing, Finance, Technology and other Services.

## Schemes and Programs



Marketing



Credit



Technology



Support Services

# - Integrated Support to MSMEs - NSIC Schemes and Programs



## Marketing



Raw Material  
Distribution

Registration  
for  
Government  
Purchase

Consortia &  
Tender Marketing

E-Marketing  
Portals  
B2B / B2C

Marketing  
Infrastructure

## Credit



Raw Materials  
on Credit

Credit  
facilitation  
under Bank  
Tie-up Scheme

# CREDIT

## Technology



Training

Material  
Testing

Job-work

Energy and  
Environment  
Audit

# TECHNOLOGY

## Support Services



Rapid  
Incubation for  
New Business  
Creation

Facilitates  
Government  
Schemes

International  
Cooperation

# SUPPORT SERVICES

# MARKETING

Marketing has been identified as one of the most important tools for business development. It is critical for the growth and survival of MSMEs in today's intensely competitive market. NSIC acts as a facilitator and has devised a number of schemes to support enterprises in their marketing efforts, both in domestic and foreign markets.



### Raw Material Distribution Scheme

NSIC has signed agreements / MoUs with the major bulk producers (Aluminium, Iron Steel, Paraffin Wax, Coal and Polymer products etc.). These arrangements facilitate MSMEs in getting material at the manufacturer's price, leading to reduction in the cost of raw materials and making the end products of MSMEs competitive. These efforts of NSIC supplement the programmes of the Government aimed in making Indian MSMEs globally competitive.



# Marketing Support



## Single Point Registration for Government Purchase

NSIC operates a Single Point Registration Scheme under the Government Purchase Programme, wherein the MSEs are enlisted after third party Technical Inspection of Certification of their competency/ qualitative and quantitative capacity. The small enterprises registered under this scheme get the following facilities:-

- a) Issue of Tenders free of cost.
- b) Exemption from payment of earnest money deposit.
- c) In tender participation, MSEs quoting price within price band of L1+15% allowed to supply a portion up to 20% of requirement by bringing down their price to L1 price, where L1 is non MSEs.

Since May 1976, DGS&D appointed NSIC as agency for registration of MSEs under this scheme.

Single Point Registration Scheme (SPRS)- at a Glance

Avoids multiplicity of registrations with various Government departments.

Capacity assessment, after third party inspection of the units in terms of its quality and standards, volume of production and financial capability

# Be a Part of NSIC Consortia and Expand Volumes of Your Business



## Consortia and Tender Marketing

Micro & Small Enterprises (MSEs) in their individual capacity face problems to procure and execute large orders, which deny them a level- playing field vis-à-vis large enterprises. NSIC, forms consortia of micro & small units manufacturing the same product, thereby pooling in their capacity.

NSIC applies in Tenders on behalf of single MSE/consortia of MSEs for securing orders for them. These orders are then distributed amongst MSEs, in tune with their production capacity.

Marketing  
Support

# NSIC' B2C portal providing Marketing opportunities for MSMEs



E-commerce and E-Marketing have become a buzz word for online retailing of products and services. Recognizing the need for Marketing of products for Micro, Small and Medium Enterprises (MSMEs) and taking the leverage of the emerging opportunities on e-marketing, NSIC has developed an integrated web portal [www.msmeshopping.com](http://www.msmeshopping.com) to facilitate online Marketing and Retail Shopping services wherein the MSMEs shall be directly connected to millions of buyers globally through Internet with a minimum expenditure.

The retail model of the portal allows the Suppliers to set up their individual 'Web stores', which are similar to the physical 'Retail stores', having facility to sell products 24X7 without any geographical boundaries, as being a 'Virtual store'.

## Marketing Support

### Major features of [www.msmeshopping.com](http://www.msmeshopping.com) are:

- Online registration
- Web store management
- Popular products section
- Multi product cart
- Multiple payment options
- Customer support through Call Centre
- Competitive price
- Complimentary membership subscription
- Enhanced security features

**MSMEs in sectors like Manufacturing, Services and Retailing are welcome to avail the services.**



**Buy or Sell your  
Products Online  
Through**

[www.msmeshopping.com](http://www.msmeshopping.com)



**One Stop Online  
Shopping Destination**

To have a never before online shopping experience Just login to

[www.msmeshopping.com](http://www.msmeshopping.com)

# Marketing Support

MSME Global Mart B2B web portal for MSMEs  
[www.msmemart.com](http://www.msmemart.com)

The Internet is driving a swift change in the way of doing business. Today more and more B2B (Business to Business) companies are searching the Internet for direct deal, instant searching of buyers/supplier, better pricing, increased services and location-specific partners.

With its endeavor to facilitate E-Marketing Service effectively to MSMEs globally, NSIC is assisting MSMEs through MSME Global Mart Web Portal ([www.msmemart.com](http://www.msmemart.com)).

The portal provides an online platform to B2B marketing activities. The portal hosts vast database of registered members who are looking for business opportunities, in terms of sustainable partnership, subcontracting and participation in Public Procurements.

Major features of MSME Global Mart are :-

- Interactive database of MSMEs
- Global and National Tender Notices
- Self Web development tool
- Centralized Mail System
- Popular product section
- Unlimited Global Trade Leads
- Trust Seal of NSIC
- Multiple Language Support
- Discussion Board
- Call centre support
- Payment Gateway for membership subscription



The screenshot shows the MSME Global Mart website interface. At the top, there are navigation tabs for SUPPLIERS, BUYERS, TENDERS, TRADE LEADS, RATHA, and GOVT. SUPPLY. A search bar is present with the text "Enter your search here" and a "SEARCH" button. Below the search bar, there are dropdown menus for "Companies", "Sellers", and "India". The main content area features a banner for "Online Global Sourcing Guide to help you source easily and effectively" with a target icon and a woman at a desk. To the left, there is a "Bestsellers" section with various product categories. To the right, there is a "Global Trade Leads" section with a table of leads.

Global Trade Leads	Price Watch
Thickness Measurement	BSE GEMDEX N/A
Thickness Measurement	BSE Bank N/A
Thickness Measurement	Cera Durables N/A
Thickness Measurement	FMOC N/A
Price Inquiry Tool	Healthcare N/A
	Info Tech N/A



New Delhi



# Marketing Support



Bhubaneswar



Hyderabad



Kolkata

## NSIC Infrastructure Projects for MSMEs

In order to enhance the marketing capabilities of MSMEs, NSIC has developed a state of the art complex, 'Exhibition-cum-Marketing Development Business Park' (EMDBP) at Kushaiguda, Hyderabad.

Other facilities coming up:

- 'Marketing Development-cum-Business Park' (MDBP) at Okhla, New Delhi
- 'Integrated Marketing Developing Centre' (IMDC) at Mancheswar, Bhubaneswar
- 'NSIC Business Park' at Sector-V, Saltlake, Kolkata

All the NSIC projects aim to provide World Class infrastructure to Indian MSMEs.

## Credit Support to MSMEs

Corporation is providing Credit Facilitation to MSMEs through its various schemes.



## Financing Procurement of Raw Materials & Marketing Activities (Short term)

NSIC facilitates MSMEs in their raw material requirement by making arrangements with bulk manufacturers for procuring the materials and supplying the same. In case MSMEs need any credit support for raw material procurement, NSIC facilitates it by arranging the raw material on making payment to suppliers. NSIC also facilitates financing of marketing activities of MSMEs such as Internal Marketing, Exports and Bill Discounting.

## Meeting Credit needs of MSMEs through Tie up arrangement with Banks

NSIC has entered into tie up arrangements with public sector and private sector banks for helping MSMEs in accessing term and working capital loans. NSIC operates as a 'one stop shop', aggregating financing options from various banks under this unique tie up arrangement.

### Objectives

- Facilitating MSMEs to approach the process of accessing funds in more professional manners.
- Matching the financing needs of MSMEs with banks of their choice, or in case of switching over of account.
- Creating awareness amongst MSME members through marketing campaigns and seminars.

### 3 Steps to apply for loan through NSIC Bank Credit Facilitation Scheme

#### STEP 1

Submission of documents as per bank's checklist to the nearest NSIC branch office.

#### STEP 2

Validation and forward of loan application form to the desired bank.

#### STEP 3

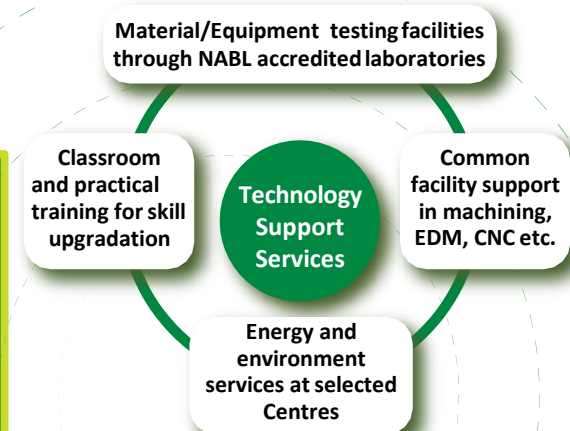
Once the application is submitted to the bank, speedy follow up action is taken up by NSIC officer



## Technology Support

Micro, Small and Medium enterprises need to develop and implement a technology strategy in addition to financial, marketing and operational strategies and adopt the one that helps integrate their operations with their environment, customers and suppliers.

NSIC has seven technical services centres through which the technical support services are being rendered to MSMEs. These centres are located at New Delhi, Rajkot, Chennai, Howrah, Hyderabad, Aligarh and Rajpura.



# Support Services

**TURNING**

**"JOB SEEKERS" INTO**

**"JOB PROVIDERS"**

**Incubation for Small Enterprise Establishment**

## Models of Establishing Rapid Incubation Centre (RIC)

- Incubators wholly owned by NSIC
- Incubators set up in collaboration with Private people under Public Private Partnership (PPP) mode
- Incubators set up on behalf of State Government
- Incubator set up in overseas countries:
  - a) Assistance from MEA, Government of India,
  - b) Commercial order from overseas Governments

Rwanda



Delhi



Senegal  
Africa



### INCUBATION PROGRAMME DETAILS

- Target Group** : Aspiring Entrepreneurs preferable 10<sup>th</sup> Pass.  
**Age** : 18 Years and above  
**Batch Size** : 30 Nos.  
**Duration** : 12 Weeks.

### OBJECTIVES

- ◆ Self - employment generation among aspiring entrepreneurs.
- ◆ Accelerate the development of New Small enterprises.
- ◆ To boost the development of small enterprises in the manufacturing sector.

### PROGRAMME DELIVERABLES

- ◆ Entrepreneur business skill development.
- ◆ Identification of appropriate technology.
- ◆ Hands on experience on the working Projects.
- ◆ Project/Product selection and opportunity guidance.
- ◆ Facilitation on fund management through Banks.
- ◆ Interaction with project supplier for machine technology supply.
- ◆ How to set up an enterprise.
- ◆ Facilitation on project report preparation.

### POST TRAINING SUPPORT FOR SETTING UP

Assistance will be provided to the prospective entrepreneurs in the following areas:

- ◆ Procurement of equipment and machinery for the selected project.
- ◆ Installation and commissioning of the project.

### MONITORING AND FOLLOW UP

Regular interaction with the entrepreneur to monitor the status of the implementation of the project including feedback on the training inputs and contents.

# Support Services

## Performance and Credit Rating Scheme for Small Enterprises

Think of MSME,  
Think of Us  
**NSIC**  
60 years in the service  
of MSMEs

On behalf of the Ministry of Micro, Small & Medium Enterprises, NSIC is implementing "Performance & Credit Rating Scheme" for micro and small enterprises (MSEs). The rating serves as a trusted third party opinion on the unit's capabilities and credit worthiness. A good rating enhances the acceptability of the rated unit in the market and also makes it access to quicker and cheaper credit and thus helps in economizing the cost of credit. The scheme is being operated through accredited rating agencies i.e. CARE, CRISIL, India Ratings, ICRA, ONICRA, SMERA and Brickwork Rating India Pvt. Ltd. etc. The fee to be paid by the MSEs for the rating, is subsidized by the Government to the extent of 75% of the rating fee up to a maximum of Rs.40,000/-.

## Government Schemes

# CREDIT RATING



Marketing support is provided to MSMEs to enhance competitiveness and marketability of their products through various avenues.

### Exhibitions and Technology Fairs

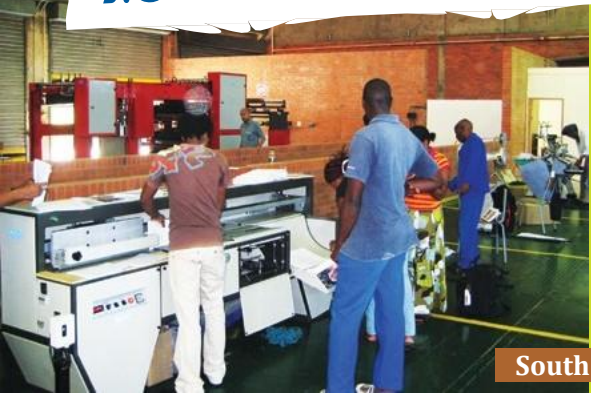
To showcase the competencies of Indian MSMEs, NSIC facilitates MSMEs participation in International Exhibitions, Fairs, etc. on concessional terms under the Marketing Assistance Scheme of the M/o MSME by partially meeting the cost towards rent of stall as well as travel. Participation in these events exposes MSMEs to international practices and enhances their business prowess. Through participation in these events, MSMEs are also facilitated to capture new markets making them globally competitive.



### Buyer Seller Meets & Marketing Campaigns

Large and institutional buyers such as Railways, Defence, Communication Departments and large companies are invited to participate in buyer-seller meets & marketing campaigns to apprise micro & small enterprises regarding terms and conditions, quality standards etc. required by the buyers. These meets are aimed at vendor development amongst MSEs for the bulk manufacturers.

## NSIC-Partner in Growth of Many Countries



South Africa



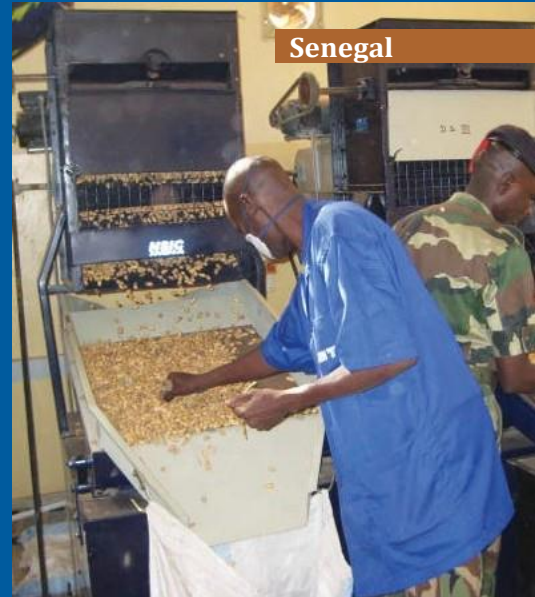
## Support Services



Burundi



Rwanda



Senegal

## International Cooperation

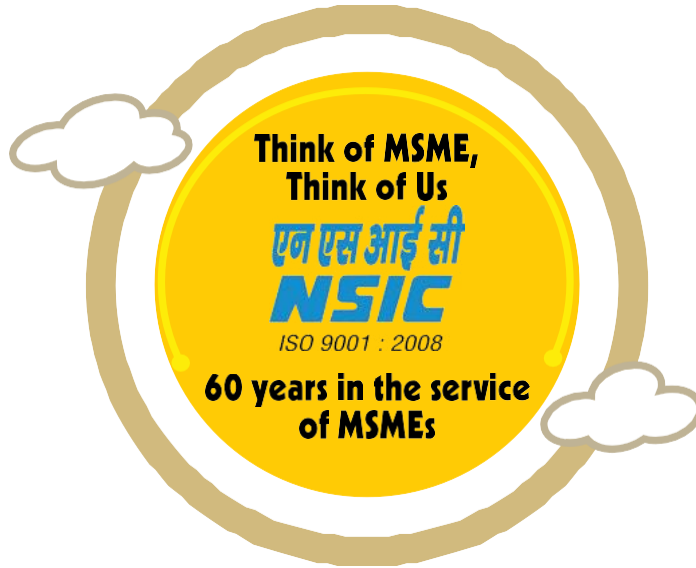
NSIC has been instrumental in developing MSMEs & related policy framework in many developing countries.

NSIC has lined up Vocational Training Centres on the model of NSIC's Rapid Incubation Program in African Countries

NSIC also focuses on creating enterprise to enterprise cooperation between MSMEs of India and other developing & developed countries. This has also led to setting up of number of MSME Projects in these countries.



Ethiopia



## **National Small Industries Corporation**

(A Mini Ratna Company)

(A Govt. of India Enterprise)


Okhla Industrial Estate, New Delhi

Tel: +91-11-26926275

Toll Free: 1800 -11-1955

email: [infocall@nsic.co.in](mailto:infocall@nsic.co.in)

visit : [www.nsic.co.in](http://www.nsic.co.in) [www.msmeshopping.com](http://www.msmeshopping.com)

 [www.facebook.com/nsicltd](http://www.facebook.com/nsicltd)