




Eligibility Criteria for Empanelment under NSIC-MSME Aggregation Services in category “ICT Enabled Digital Services”

In order to facilitate MSMEs in terms of Technology adoption and achieve higher business efficiencies, business automation and compliances, NSIC is in the process of on-boarding various service providers of key categories on commercial model with special offer to MSMEs through this EOI. NSIC envisages to act as an aggregator and deliver ICT Enabled Digital Services to MSMEs on transparent and affordable prices by way of on-boarding various companies offering different products/ services that are required by MSMEs for adopting the digital ways of managing their businesses. The buyers would be MSMEs and the sellers would be identified from amongst the responses received by NSIC against the EOI. A commercial MOU would be signed with each empaneled product/service provider entity on a non-exclusive basis.

While filling the online EOI at <https://nsic.co.in/NSIC-MSMEAggregationServices.aspx> under “ICT Enabled Digital Services” , the following eligibility criteria should be met :

#.	Eligibility Criteria Requirements	Supporting Document required
1	The applicant shall be a firm/ company/ partnership/ Limited Liability Partnership/ proprietorship firm registered under the Indian Companies Act, 1956/ the partnership Act, 1932 and who have their registered offices in India.	Certificate of Incorporation and Partnership Deed or any other document supporting the existence of the entity by Government Agency.
2	The entity should have been in operation for at least 03 years as on date of EOI. In case the current Entity is the result of a merger/acquisition, at least one of the merging companies should have been in operation for at least 03 years.	The Certificate from the Chartered Accountant who has signed the balance sheet along with last year audited financial year statements.
3	If the entity is an MSME, it should be profitable in last three financial years. The said criteria may be relaxed for large companies.	Audited Financial Statements for last three years Or Certificate from the Chartered Accountant is mandatory
4	Entity should have minimum turnover (Revenue from operations) of Rs. 5 Crore in at-least one year in last three financial Years.	The Certificate from the Chartered Accountant who has signed the balance sheet may be considered.
	Note: If the entity is a Start-Up registered with Government of India, the following relaxation is applicable: a. In clause 2, instead of 3 years, the entity should be in operation such that its audited balance sheet is available for one financial year. b. In clause 4, the entity should have a minimum turnover (Revenue from operations) of Rs. 3 crores in the last financial year or the previous financial year.	
5	The Entity should not have been blacklisted by or defaulter of any Central Govt. / State Govt. / PSU/Govt. bodies in India as on the date of its response to the EOI.	Self-Declaration certified by authorized signatory
6	PAN No. / GST Registration / UAM/URN Number (if MSME)	Copy of PAN and GSTN to be enclosed. UAM/URN may be mentioned, if applicable.

 Eligibility Criteria for Empanelment under NSIC-MSME Aggregation Services in category “ICT Enabled Digital Services”		
7	Should have a customer care support system in place where a complaint could be logged by end user	Details of customer support system with number/ online chat URL/ email id etc published on website and product brochures .
8	Should have PAN India / Strong Regional coverage (Should be able to provide customer support through reseller/ distributors/ partners/ vendors/ service providers on PAN India / Regional basis). The Entity should have technical manpower to provide service on PAN India basis / Regional basis. The entity should have technical manpower to provide service on PAN India basis / Regional basis.	A Self Certified letter by an authorized signatory / broucher indicating to Regional Coverage
9	Should have offices in minimum of 4 cities in India. (In case the delivery of product/service is through a cloud-based IT platform supported by pan-India customer support over toll-free number, chat and email, relaxation for number of offices may be considered)	Self-certification letter with office locations clearly specified, if applicable.
10	Minimum 20 employees in India	Self- certifications
11	Only Off-the-shelf, plug-n-play product /service offerings at a declared price should be offered under this empanelment.	Website screenshot, product/service brochure etc. should be provided showing maximum retail price (MRP) and all the features.
12	Service Charge Offered to NSIC	A minimum of 6% service charge must be offered to NSIC.

After applying against the online EOI, the applicant entities are requested to submit the documents prescribed, as above, in support of meeting the eligibility criteria on email digitalservices@nsic.co.in The said documents may be kept ready in hard copy and should be sent by post to NSIC Limited, Digital Services Division, in due course.
