Bid Number: GEM/2026/B/7824306
Dated: 23-07-2026

Bid Corrigendum

GEM/2026/B/7824306-C1

Following terms and conditions supersede all existing “Buyer added Bid Specific Terms and conditions” given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider
2. Buyer Added text based ATC clauses

   The latest RFP dated 23.07.2026 updated in Corrigendum under GeM ATC to be considered including Scop e of Work.

   .
3. Buyer uploaded ATC document Click here to view the file.

Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers’ controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers’ Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.

8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

This Bid is also governed by the General Terms and Conditions

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N S I C

Request for Proposal (RFP)
For
Selection of Event Management Agency
For
Providing Group of Services to Organize International Training Programme
At
New Delhi

RFP Reference No. : NTSC-650CSM/8/2026-NTSCOKHLA-NSIC_HO

All the instruction as well as Terms & Conditions as contained in this RFP shall supersede any requirements/ instructions/ terms & conditions of GeM

THE NATIONAL SMALL INDUSTRIES CORPORATION LIMITED
(A Government of India Enterprise)

NSIC Technical Services Centre
The National Small Industries Corporation Limited
(A Government of India Enterprise)
Okhla Industrial Estate, Phase III
New Delhi-110020

Email: ntscok@nsic.co.in

Web link: GEM Portal: https://gem.gov.in/

NSIC web site: https://www.nsic.co.in/Tenders/Index

NSIC Technical Services Centre
The National Small Industries Corporation Limited
(A Government of India Enterprise)
Okhla Industrial Estate, Phase III
New Delhi-110020

Ref.: NTSC-650CSM/8/2026-NTSCOKHLA-NSIC_HO Date 23.07.2026

BACKGROUND OF REQUEST FOR PROPOSAL

RFP for selection of Service Provider for Providing Group of Services to Organize International Training Programme at New Delhi

The National Small Industries Corporation Ltd. (NSIC), (A Government of India Enterprise), an ISO 9001:2015 certified, Mini Ratna Company, under Ministry of MSME has been working to aid, promote and foster the growth of Micro, Small and Medium Enterprises and provides integrated support services encompassing marketing, technology, finance and other services through its network of offices across India.

NSIC provides technical support to MSMEs through 'NSIC Technical Services Centers (NTSCs)' and a number of TICs & LBIs spread across the country. The range of technical services provided through these centers include skill development in Hi-Tech as well as conventional trades, material and product testing at our testing laboratories accredited by NABL / BIS, common facilities, energy audit, environment management etc. NSIC has established NSIC Technical Services Centers (NTSCs) at 8 different locations in the country for the benefit of the MSMEs.

NSIC Technical Services Centre (NTSC) – Okhla is hereby inviting tenders from eligible Service Providers for Providing Group of Services to Organize International Training Programme at New Delhi.

The participating Service Provider has to quote for complete group of services as specified in **Annexure-I**, otherwise the offer shall be summarily rejected.

Please note that the Complete Proposal along with all the stipulated supporting documents are to be uploaded on the Government e Marketplace (GeM) on or before the date and time specified in the GeM Bid. No consideration shall be given for delay in submission due to last minute connectivity issue or portal issue or any other glitches.

EMD (in original) shall be submitted/delivered in a sealed envelope to the office of General Manager NSIC-TSC, Okhla Industrial Estate New Delhi-110020 as stipulated in the RFP document on or before last date of submission of Proposal. Proposals without EMD or valid proof of exemption shall be summarily rejected. The MSEs are exempted from payment of EMD as per Public Procurement Policy 2012 (as amended). The Technical Bids will be opened as per ***date and time given in GeM Bid*** and Financial Bids of technically qualified Service Providers will be opened on a later date as per RFP terms.

The Service Providers are advised to read and understand the RFP document carefully and comply with the RFP requirements.

This Note along with all other pages of this document shall form an integral part of the RFP document.

General Manager
(NTSC-Okhla), New Delhi

NOTICE INVITING PROPOSAL

NTSC – Okhla invites Proposals from eligible Service Providers under Single Stage Two Packet Bidding system for '**Selection of Service Provider for the Providing Group of Services to Organize International Training Programme at New Delhi'**

Summary of RFP is as below, however, Service Providers must carefully read and understand the complete RFP document: -

1.	RFP Number & Title	NTSC-650CSM/8/2026-NTSCOKHLA-NSIC_HO RFP for Selection of Service Provider for the Providing Group of Services to Organize International Training Programme at New Delhi
2.	Eligibility Criteria for Service Provider	As defined under Instructions to Service Providers
3.	Quantity of tendered item	1 Set.
4.	Address for submission of Proposal	Online submission on GeM Portal, however, EMD (in original) as applicable shall be Submitted in office of **General Manager (NTSC-Okhla), Phase-III, Okhla Industrial Estate, New Delhi 110020.** The Service Providers are required to enroll themselves on GeM portal. *The instructions for registration and submission of Proposal may be seen at https://gem.gov.in/contactUs*
5.	Web link for details of RFP	RFP documents may be downloaded from https://gem.gov.in
6.	Earnest Money Deposit (EMD)	Rs. 3,50,000/- (Rupees Three Lakh Fifty Thousand Only) Details as specified in Bid Document
7.	Exemption to MSEs from the payment of EMD	The exemption from payment of EMD will be applicable as specified under Instructions to Service Providers.
8.	Delivery location	NSIC Technical Services Centre Okhla Industrial Estate, Phase-III, New Delhi-110020.
9.	Delivery Period	Immediate from the date of issuance of 'Work Order' or as and when the need arises.
10.	Validity of Proposal	45 days from the date of opening the Bids.

Note:

1. The Proposal submitted without earnest money deposit or without valid proof for exemption, shall be summarily rejected.
2. Intending Service Providers should have valid registration with appropriate authorities for statutory taxes/GST and with regulatory authorities as applicable. The selected Service Provider shall be solely and fully responsible for all compliance requirements of all concerned regulatory authorities. NSIC shall have no role in this regard and NSIC shall not entertain any claim whatsoever in this respect.
3. NSIC reserves the right to cancel/annul the RFP process at any stage before issuing the Letter of Selection of services Service Provider without assigning any reason thereof.
4. Proposal not fulfilling the prescribed conditions or found incomplete in any respect is liable to be rejected.
5. Canvassing, whether directly or indirectly in connection with RFP is strictly prohibited and the Proposal submitted by the Service Providers who resort to canvassing will be summarily rejected.
6. Service Providers may regularly visit the GeM portal/ NSIC website for any corrigendum/ addendum, updated information with respect to RFP and matter incidental thereto. No separate communication will be sent to individual Service Providers for the above matters. RFP as amended and uploaded on GeM Portal shall only be applicable and considered.

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INSTRUCTIONS TO THE SERVICE PROVIDERS (ITB)

The Service Provider shall submit Proposal against this RFP in accordance with the instructions, as under:

1. **General:**

   Service Provider should read the RFP document carefully and understand the requirement before submitting their Proposal.

2. **Language of RFP:**

   The proposal submitted by the Service Provider and all subsequent correspondence including documents relating to the RFP exchanged between the Service Provider and the Buyer, shall be written in English language.

3. **Earnest Money Deposit (EMD):**

   The Terms & Conditions related to the EMD shall be governed by the provisions stipulated in General Terms & Conditions (GTC) on GeM 4.0 (Version 1.26) dtd. 6th November 2025, in addition to following terms and conditions:

   a) The Service Provider shall submit EMD amount as specified in ITB herein before, only from Scheduled Commercial Banks, either in the form of Demand Draft/Banker's Cheque/ Bank Guarantee in prescribed Format enclosed at **Annexure-II/** Insurance Surety Bond in the prescribed Format enclosed at **Annexure-III** or through RTGS / NEFT in NSIC's/ Buyer's name as per the details mentioned below:

NAME OF ACCOUNT HOLDER	BANK NAME & BRANCH	BANK A/C NO.	BANK IFSC CODE
The National Small Industries Corpn Ltd	Okhla Industrial Area, Phase-3, New Delhi-110020	50200083783571	HDFC0002074

   In case the EMD is submitted in the form of Demand Draft/Banker's Cheque, the same should be drawn in favor of The National Small Industries Corporation Limited payable at Delhi.

   The Service Provider is requested to attach the UTR No. /Bank Statement / RTGS Slip in the Technical Bid documents, to prove the transfer of payment to the Buyer's Account.

   b) **Original Document of EMD**: Service Provider shall ensure that EMD in acceptable forms i.e. Demand Draft/ Banker's cheque (in favour of "The National Small Industries Corpn Ltd") / original Bank Guarantee/ Original Insurance Surety Bond is submitted in a sealed envelope on or before due date & time of submission of Proposal to the NSIC office at:

   General Manager (NTSC-Okhla)
NSIC Limited, Okhla Industrial state,
New Delhi 110 020

   c) The sealed envelope for submitting stipulated original document should be super scribed with GeM Bid No. & RFP Reference No. and should bear the subject as

EMD. It should enclose only the EMD document and no other document related to RFP.

d) In case the EMD is submitted in the form of Bank Guarantee or Insurance Surety Bond, it must be valid for at least 60 days beyond the validity period of the Proposal.

e) Proof **of EMD document** [scanned copy of Demand Draft/ Banker's cheque/ UTR no. for the online payment made/ copy of EMD Bank Guarantee as per format at **Annexure-II/** copy of Insurance Surety Bond as per **Annexure-III**] or valid documentary evidence for exemption from EMD is to be submitted along with the Proposal.

f) Service Providers eligible for exemption from submission of EMD as defined in Public Procurement Policy 2012 (as amended) issued by Ministry of Micro, Small and Medium Enterprises or as per GeM GTC, shall be exempted from the payment of EMD on submission of valid documentary proof. MSEs claiming exemption from EMD are required to submit **Bid Securing Declaration** in prescribed proforma as per **Annexure-IV** duly typed on Service Provider's letter head and signed by the authorized signatory with seal.

The benefits of Public Procurement Policy shall be given to all eligible MSEs irrespective of relevance of product Category as per Office Memorandum F.No. 1(3)/2018-MA, Part-III dated 25.03.2022 issued by O/o. DC-MSME.

g) NSIC may in its sole discretion, ask for additional information/ document and/ or seek clarifications from a Service Provider after the Bid Submission Deadline, inter alia, for the purposes of removal of inconsistencies or infirmities in its Bid. However, no change in the substance of the Financial Bid shall be permitted by the NSIC.

h) EMD submitted by the Service Provider shall be forfeited/invoked , if the Service Provider:

i. Withdraws or modify or derogates from the Bid in any respect within the period of validity of its bid; or
ii. If it comes to notice that the information/documents furnished in its bid is false, misleading, fake or forged; at any point of time or
iii. Fails to furnish requisite performance security within stipulated time required as per RFP; or
iv. If the selected Service Provider fails to sign the contract in accordance with RFP terms and conditions; or
v. If fails to accept the correction of its Bid price pursuant to RFP terms and conditions; or
vi. Refuses to execute the work at his agreed scope/quoted rates, after NSIC issues the Letter of Award; or
vii. If found involved in incidents of manipulation of rates by cartelization.

i) NSIC shall not be liable for payment of any interest on EMD.

j) Non-submission of EMD within the stipulated date and time will lead to summarily rejection of the Proposal.

4. Eligibility Criteria:

Service Providers shall meet the following technical eligibility criteria and submit valid supporting documentary proof in support of their claim.

4.1 Service Provider's Entity Structure:

Service Provider should be **either** registered as a-

1. Private/ Public Limited Company, under Companies Act
   or
2. Central/State PSU
   or
3. Partnership Firm including Limited Liability Partnership under relevant Act
   or
4. Proprietary Firm.

In support of above, necessary documentary proof including:

a. Copies of Certificate of Incorporation/ registration/ Certificate of Commencement under Companies Act and necessary Board Resolution, MOA & AOA (for Private/ Public Limited Company).
b. Document supporting incorporations/ registration, MOA & AOA, or Bye-Laws, Authority letter as per their constitutional document (for Central/ State PSU).
c. Relevant supporting documents from the concerned Ministry/ Department of Central/ State Government along with constitutional documents (for Autonomous Institution under Central/ State Government).
d. Copy of duly registered Partnership Deed along with Form-A issued by Registrar of Firms, Power of Attorney from all the Partners in favour of the authorized Partner /signatory. (In case of Partnership firm).
e. Certificate of Incorporation, Documentary Proof for designated partners, LLP agreement, Authority letter in favour of signatory etc. (In case of LLP).
f. In case of Proprietary Firm, the copy of GST registration certificate depicting name & constitution of the firm and Bank certification for constitution of the firm or any other relevant document, as a proof of Service Provider's entity needs to be submitted on Firm's letter head.

The Service Provider shall submit the Service Provider's profile as per the format enclosed at **Annexure-V**, complete in all respect.

4.2 Document for Authorized Signatory of the Proposal:

The Service Provider shall enclose the authorization letter in favour of signatory, under whose signature the Proposal is being submitted, as per details below:

a) If the Service Provider is a Proprietary firm, the Proprietor should sign all documents with Proprietor's stamp bearing his/her full name and name of his firm with its current address.

b) If the Service Provider is a Partnership Firm or LLP, the Documents should be signed by the designated partners of the firm/LLP with their stamp bearing full type written names and current addresses. Alternatively, the Documents should be signed by the partner holding Power of Attorney for the firm on duly notarized non-judicial stamp paper as per local stamp act with signatures of all the Partners as per format at **Annexure- VI**.

c) If the Service Provider is a Private/Public Limited Company, Central/State PSU, the Documents shall be signed by a person duly authorized by Board Resolution passed by Board of Directors of the Company/ Corporation for signing the Documents.

4.3 Financial Criteria:

a) **Turnover**: The minimum average annual financial turnover of the Service Provider from operations for the last three years (FY 2022-23, 2023-24 & 2024-25) should not be less than Rs. 1000 lakh as per the audited financial statements duly authenticated by a Chartered Accountant along with a Certificate from the Chartered Accountant (including membership number and UDIN) as per format enclosed at **Annexure-VII** shall be uploaded with Proposal.

Annual Financial Turnover of the Service Provider from operations shall mean - "Aggregate value of the realization of amount made from on account of services rendered by the company (Service Provider) during a financial year" as per the Companies Act, 2013 Section 2 (91).

b) **Net worth:** Net worth of the Service Provider should not be negative on the last date of the Financial Year and also should not have eroded by more than 30% (thirty percent) in the last three years, as per the audited financial statements of the relevant period, duly authenticated by a Chartered Accountant along with a Certificate from the Chartered Accountant (including membership number and UDIN) as per format enclosed at **Annexure-VII** shall be uploaded with Proposal.

Net worth means the sum total of the paid-up share capital and free reserves. **Free reserve** means all reserves credited out of the profits but does not include reserves credited out of the revaluation of the assets, write back of depreciation provision and amalgamation. Further, any debit balance of Profit and Loss account and miscellaneous expenses to the extent not adjusted or written off, if any, shall be reduced from reserves and surplus.

The Service Provider must upload complete audited financial statements (balance sheet, profit & loss account, all annexure/notes & audit reports) with the technical bid for last four financial years i.e. 2022-23, 2023-24 and 2024-25 for figures of Net Worth & Turnover as certified in **Annexure-VII**.

4.4 Experience and Past Performance:

a) The Service Provider should have rendered 3 Nos. of group of services of similar nature to any Central/State Government/CPSU/SPSU or Private party, during the last five Financial Years with the value of greater than or equal to Rs.100 Lakh each Order (i.e. 2021-22 to 2025-26).

Note: 1. Similar nature work for the purpose of evaluation of Experience and Past Performance criteria means Providing Group of Services including boarding and lodging, catering/food services, Pick & Drop transportation facilities and other allied services to organize international visitors/delegations.

2.0 **The Service Provider must have Pan India Presence with operational offices in at least in five (05) States.**

b) In order to evaluate the technical eligibility of Service Provider(s), following details/ documents of experience and past performance must be submitted: -

i. **Central/State Government/CPSU/SPSU supply:** Copies of relevant work orders/ contract agreements/ purchase orders/LOAs/LOIs along with certificate or successful completion must be uploaded along with the Bid. In addition, the Service Provider shall submit duly filled **Annexure VIII (A)** for services/equipment.

ii. **Private supply**: CA certificate as per **Annexure VIII (B)** duly filled in details of work orders/ contract agreements/ purchase orders/LOAs/LOIs along with certificate of successful completion/ execution. The copies of work orders/ contract agreements/ purchase orders/LOAs/LOIs along with certificate of successful completion must be uploaded along with the bid.

iii. The required supporting documents must be maintained by the Service Provider for verification at any stage.

iv. The buyer reserves the right to get the invoices/ details mentioned in above CA Certificate verified from an independent CA firm or any other representative. In case the certificate is found faulty, the Service Provider/Service Provider will be blacklisted and the Performance Bank Guarantee will be forfeited/invoked.

v. All the records viz: Audited Financial Statements, Books of Accounts, Cost Records, Purchase Orders / Work Orders / Contract Agreements / LOAs / Bills of quantities, Bill wise details of payment received/ GST returns filed on the GST Portal and other relevant records must be kept by the Service Provider to substantiate/ verifying/ backing up /corroborating of afore-mentioned details and shall be made available to Buyer as and when required.

4.5 Capability- Rendering of Services Facilities:

a) Service Provider/Service provider must have the capability to render the said services(s) as specified in **Annexure I** of the RFP document. The Service Provider must submit an affidavit for said services(s) on non-judicial Stamp paper of worth Rs.100/- /local stamp act as per format attached at **Annexure-IX.**

b) The intending Service Provider/service provider should not have made any default in supplying the services for any reasons in the last five years.

4.6 Non-Blacklisted:

Bidder must upload a self-declaration confirming that the bidder is not blacklisted or debarred by NSIC/the Ministry of MSME/the Department of Expenditure (DoE), Ministry of Finance, as on the date of bid submission. Bidder shall submit an undertaking in this regard in the format at **Annexure – X**.

5. Submission of Proposal:

The Proposal shall be uploaded in two separate covers:

i. Cover I : Technical Proposal

ii. Cover II : Price Bid

Cover-I shall include all the documents mentioned at para 22 below. The participating Service Provider has to submit technical proposal for complete services as per RFP without any conditions, otherwise the offer shall be summarily rejected. No price details should be given or hinted at in the Technical Proposal. Proposal with such details shall be summarily rejected.

Cover-II shall contain only Price Bid in prescribed format. The participating Service Provider has to quote price for complete services as per RFP without any conditions otherwise the offer shall be summarily rejected. It is to be noted that the Cover-II shall contain only prices without any conditions i.e. deviations / assumptions / stipulations / clarifications / comments / any other request whatsoever.

6. **Purchase preference to MSEs** (In alignment with the Public Procurement Policy for MSEs, 2012 Order) whose quoted price are within L1 (non-MSE) + 15% range (subject to matching of L1 price) shall be given in the following order for this RFP/Tender:

1. SC/ST & Women MSEs
2. SC/ST other than Women MSEs
3. Women MSEs
4. Other MSEs

7. Deviations to Tender Clauses:

Service Providers are advised to submit their Proposal strictly based on the terms and conditions contained in the RFP documents and without any deviations. Conditional Proposals shall be summarily rejected. However, services offered in Technical Specification sheet at **Annexure-I** with better specifications, if any, may be accepted at the sole discretion of NSIC.

8. Validity of Proposal:

Proposal submitted by Service Providers shall remain valid for acceptance for a minimum period of 45 days from the date of opening. Validity of Proposal can be further extended with mutual consent between NSIC and Service Provider.

9. Evaluation & Selection of the Service Provider:

The Service Provider(s) shall be assessed for technical qualification based on the documents submitted by them in the technical proposal.

Technically qualified Service Providers shall only be considered for opening of their Price Bid.

The criteria for selection of (L-1) shall be based on the lowest total quoted price offered by eligible and technically responsive Service Provider as mentioned in Price Bid sheet, subject to fulfillment of other terms & conditions and specifications defined in this RFP.

10. Firm Rates:

The rates/price quoted by Service Provider shall remain firm till completion of all obligations under this RFP including during the extended period, if any, on any account whatsoever, within the terms of this RFP.

11. Any addendum/ corrigendum issued shall form an integral part of the RFP document. There will not be any press notification on amendment/ corrigendum. The prospective Tenderers are required to visit:

GeM Portal: https://gem.gov.in/ NSIC's website on regular basis for any such amendments/ Corrigendum to RFP document.

12. A Bidder requiring any clarification regarding the Bid Document, Technical Specifications, or Additional Terms and Conditions (ATC) must submit their queries electronically through the "Seek Clarification" utility provided on the GeM portal. No offline, email, or written correspondence outside the GeM portal shall be entertained. All clarifications and representations must be raised online strictly within the system-enforced Representation Window visible on the bidder dashboard. The portal will automatically deactivate the query option after this window closes. The Procuring Entity is under no obligation to entertain, process, or respond to any clarification requests or representations submitted after the closure of the official GeM representation window.

13. The participating Service Providers shall not indulge in any anti-competitive behavior, cartelization including price manipulation in violation of Competition Act, 2002, as amended from time to time.

14. Prices, Duties, Taxes & Other Charges:

a) Conditional Price Bid shall be rejected.

b) Offered Prices shall be on all-inclusive basis i.e. unit price per services including GST (applicable for the services) as per RFP terms & conditions. Nothing extra on any account will be payable over and above the accepted rate.

c) No variation in price taking place after the submission of Proposal shall be admissible.

15. One Proposal per Service Provider:
In case a Service Provider submits more than one Proposal till the last date of submission of Proposal, only one Proposal of latest time and date in the bidding process shall be considered.

16. NSIC reserves the right to reject any Proposal including the lowest bid received and/or annul the bidding process at any stage without assigning any reason, whatsoever.

17. The participation by the Service Provider in RFP shall be construed as his / her acceptance for all the Terms and Conditions as outlined in the RFP.

18. All the instructions as well as Terms & Conditions as contained in this RFP shall supersede any requirements/instructions/terms & conditions of GeM.

19. Doctrine of Substantial Compliance: The Eligibility Criteria mentioned herein above are for shortlisting of sources who are competent to perform this contract to ensure best value for money from expenditure of Public Money. This process is neither intended to bestow any entitlement upon nor to create any rights or privileges for the Service Providers, by way of overly hair-splitting or viciously legalistic interpretations of these criteria, disregarding the very rationale of the Eligibility Criteria. Keeping this caveat in view, interpretation by Buyer would be based on common usage of terminologies and phrases in public procurement in accordance with the 'Doctrine of Substantial Compliance' and would be final.

20. Causes of Rejection of Bid:

a) While submitting the Bid, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the Bid shall be rejected.

b) If any Service Provider stipulates any condition of his own, such conditional Bid shall be liable to be rejected.

c) If there is any alteration/ modifications in the prescribed formats the bid shall be summarily rejected.

21. In case, two or more acceptable Service Providers are found to have quoted identical lowest bid price, forced Reverse Auction shall be conducted by GeM portal among all technically qualified Service Providers with 50% elimination rule as provided in General Terms & Conditions (GTC) on GeM 4.0 (Version 1.26) dtd. 6th November 2025 to select the successful Service Provider.

22. Documents to be uploaded with Technical Proposal under Cover-I :
(Annexure – XI : Checklist of Documents to be submitted)

Complete Proposal along with legible supporting documents to be uploaded with each page signed and stamped by the Service Provider. Service Provider shall submit duly filled Checklist of documents as per **Annexure XI**.

In case the Service Provider fails to upload any of the documents specified above and corrigendum/addendum, if any, necessary for technical qualification, the Proposal is liable to be rejected without any further reference/ notice.

23. Documents uploaded by any Service Provider shall not be shared by the NSIC/ Buyer with other participating/ competing Service Providers.

TERMS & CONDITIONS (T&C) FOR SELECTED SERVICES SERVICE PROVIDER

1. **Definitions & Abbreviations:**

Unless the context otherwise requires, the following terms wherever used in this document have following meanings:

(i) "**Applicable Law**" means any statute, law, ordinance, notification, rule, regulation, judgment, order, decree, bye-law, approval, directive, guidelines, policy, or other governmental restrictions as may be in effect and any other instruments having the force of law in India as they may be issued and in force from time to time.

(ii) **"Service Provider" for the purpose of the Order means any eligible entity as per clause no. 4.1 of Service Provider's Entity Structure for participating in a bidding process.**

Any "Service Provider" from a country which shares a land border with India will be eligible to submit Proposal only if the Service Provider is registered with the Competent Authority. The Competent Authority for the purpose of registration shall be the Registration Committee constituted by the Department for Promotion of Industry and Internal Trade (DPIIT). Provisions/Restrictions as per Public Procurement Order no. F.7/10/2021- PPD (1) dated 23.02.2023 issued by Deptt. of Expenditure will be applicable. Service Provider to submit Land Border Sharing Declaration as per **Annexure- XIV** annexed herewith.

(iii) "**Bid Security"** also mentioned as Earnest Money Deposit (EMD) shall mean online payment in an acceptable form as defined in the RFP document.

(iv) **"Bid"** means the document and financial details submitted by Service Provider in response to this tender/ RFP.

(v) "**Buyer**" means "NTSC-Okhla" i.e. NSIC-Technical Services Centre, Okhla.

(vi) **"Group of Services** including boarding and lodging, catering/food services, Pick & Drop transportation facilities and other allied services to organize international visitors/delegations as detailed at **Annexure-I**.

(vii) "**Government**" means the Government of India.

(viii) If context so requires, "singular" means "plural" and vice versa.

(ix) "**IS Specification**" means the Indian Standard with latest amendments, if any, up to time of receipt of Proposal by Buyer issued by the Bureau of Indian Standards as referred to in the relevant Indian Standard.

(x) "**NSIC**" means The National Small Industries Corporation Ltd. (A Govt. of India Enterprise under Ministry of Micro, Small & Medium Enterprises) having its registered office at NSIC Bhawan, Okhla Industrial Estate, New Delhi.

(xi) **"NTSC Okhla"** means one of the NSIC Technical Services Centres situated at Okhla Industrial Estate, Phase-III, New Delhi-110020.

(xii) **"SERVICE PROVIDER"**- Service Provider is the entity who will render the services.

(xiii) "**Officer-in-Charge**" i.e. Centre Head means the officer who holds the charge of that post in the NSIC Technical Services Centre (NTSC), Okhla, New Delhi.

(xiv) "**Performance Security**" shall mean Account Payee Demand Draft, Banker's Cheque or Insurance Surety Bond or Bank Guarantee submitted by Successful Service Provider/Service Provider from any of the Scheduled Commercial Banks or payment online in an acceptable form as defined in the RFP document.

(xv) "**Request for Proposal**" "RFP" is the Request for Proposal for selection of **Group of Services including boarding and lodging, catering/food services, Pick & Drop transportation facilities and other allied services to organize**

international visitors/delegations at NTSC Okhla will include all the pages of this document uploaded on GeM portal, duly filled and signed Annexures / Proformas where the context requires otherwise.

(xvi) "Working day" means Monday to Friday in week excluding Gazetted Holidays.

2. **Scope of Supplies:**

   a) The services shall be supplied in compliance to the specifications mentioned in **Annexure- I** of the RFP.

3. The specifications of the services as mentioned in the Annexure-I are the minimum requirements of tender, however higher specifications of services may be considered subject to their cost economics i.e. competitiveness in financial terms for the location(s) Delivery.

   a) The NSIC-TSC expects the delivery of services by the Service Provider as mentioned in immediately or as and when the need arises from the date of issue of Work Order at the location(s) strictly as per schedule mentioned in Annexure-I

   b) The successful Service Provider shall, within a week from the date of receipt of communication of acceptance of quotes from NSIC-TSC shall intimate his acceptance of the order..

4. **Performance Security Deposit:**

   The Service Provider shall submit Performance Security Deposit as mentioned below:

   a) The selected Service Provider shall submit the Performance Security @5% (Five Percent) of the accepted total work order value in this RFP, within 1 week from the date of acceptance of work order by the selected Service Provider, in the form of Bank Guarantee [as per format enclosed as **Annexure - XII** or Insurance Surety Bond as per format enclosed as **Annexure - XIII** or account payee Demand Draft/ Banker's Cheque from a scheduled commercial bank or online payment through NEFT/ RTGS in favor of the NTSC-Okhla. The Bank Guarantee or Insurance Surety Bond should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the Service Provider, including warranty period of one (1) year.

   The said Performance Security shall be released only after 60 days after satisfactory execution of contract.

   b) The Performance Security shall be forfeited/ invoked, if during the execution of the contract, the services of the Service Provider are found to be unsatisfactory and/or the conditions of this RFP is contravened/ breached, and/or any damage caused due to negligence of the service provider or its employees. No interest shall be paid to the Service Provider on Performance Security or any amount submitted to NSIC/-TSC, whether to be returned or not.

   c) If at any stage (before or after the award of work order) the information furnished by Service Provider in respect of fulfilment of eligibility criteria for participating in the RFP is found to be incomplete/ incorrect/ invalid and/or false or fabricated and/or it is found by Buyer that copies of documents submitted are not genuine & authentic, Performance security amount or EMD paid by Service Provider, if any, shall stand forfeited/ invoked. Additionally, in such a situation the /NSIC –TSC will also have a right to take appropriate legal action against such Service Provider / Successful Service Provider.

5. Risk Purchase

In case the Successful Service Provider/Service Provider fails to render the services due to inadvertence, error, collusion, incompetency, termination, misconstruction or illicit withdrawal, the NSIC-TSC reserves the right to procure the same or similar services from the alternate sources at risk, cost and responsibility of the Successful Service Provider.

6. Inspection of Services Offered:

a) An inspection team consisting 3rd party/ team of NSIC-TSC may be carried out at Service Provider's site of services. This inspection will not absolve Service Provider's responsibility to execute rendering of the services in accordance with the Bid terms.

b) In case during inspection by the inspection team of -NSIC-TSC find some areas needs to be attended by Service Provider, the successful Service Provider has to rectify/ address the findings of inspection team within 02 days & confirm in writing to -/NSIC-TSC. If need be the re-inspection would be carried out at the cost & expenses of the successful Service Provider.

7. Liquidated Damages: If the Successful Service Provider fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions stated in RFP @ 0.5% per day subject to a maximum of 10 percent of total contract value.

8. Payment:

a) The 90% payment of total accepted work order value will be released to service provider by NSIC-TSC after rendering of services/equipment on batch wise basis, for which the service provider shall send bills in duplicate (original + copy).

b) The remaining 10% payment of total accepted work order value will be released to Service Provider after one month from the date of completion of all the batches by the service provider for rendering of Services.

c) Balance payment will be released after the successfully completion of event.

d) Payment shall be released through PFMS as per Govt. guidelines.

9. Claims:

a) If the services are found to be below the standard defined in the work order than those in the quoted/accepted offer and are of specifications lower than those stipulated in the quoted/accepted offer, the Buyer shall have right to totally reject the services/ /or to claim for compensation from successful Service Provider. The successful Service Provider shall pay to Buyer, the claim demanded in writing within 15 (fifteen) days of its demand. The Service Provider shall also compensate for losses, if any, sustained by substandard Service. In case of non-compliance/ non- fulfilment of any stipulations by the Service Provider for any issue, EMD/ Performance Security shall be invoked and forfeited.

b) The successful Service Provider shall be responsible for arranging the rejected services/ equipment to be removed at his cost from Buyer's premises.

10. Indemnification:

The Service Provider/ Successful Service Provider/ indemnifier shall keep the Buyer/NSIC indemnified against all losses, claims ,damages ,costs, charges and expenses suffered or sustained or likely to be suffered or sustained if not conformity as per RFP/Work Order or any levies, taxes, duties etc.

In case the indemnifier stands debarred for further execution of the order, all liabilities having arisen and /or likely to arise in future shall be borne by the indemnifier.

11. Code of Integrity for Public Procurement:

NSIC as well as Service Providers shall observe the highest standard of ethics and should not indulge in the following prohibited practices, either directly or indirectly, at any stage during the procurement process or during execution of resultant RFP arrangement:

(i) "**Corrupt practice**": making offers, solicitation or acceptance of bribe, rewards or gifts or any material benefit, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process or contract execution;

(ii) "**Fraudulent practice**": any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may be obtained or an obligation avoided. This includes making false declaration or providing false information for participation in a tender process or to secure a contract or in execution of the contract;

(iii) **"Anti-competitive practice**": any collusion, bid rigging or anti-competitive arrangement, or any other practice coming under the purview of The Competition Act, 2002, between two or more Service Providers, with or without the knowledge of the procuring entity, that may impair the transparency, fairness and the progress of the procurement process or to establish bid prices at artificial, non-competitive levels;

(iv) "**Coercive practice**": harming or threatening to harm, persons or their property to influence their participation in the procurement process or affect the execution of a contract;

(v) "**Conflict of interest**": participation by a bidding firm or any of its affiliates that are either involved in the consultancy contract to which this procurement is linked; or if they are part of more than one bid in the procurement; or if the bidding firm or their personnel have relationships or financial or business transactions with any official of procuring entity who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) Service Provider from the procuring entity with an intent to gain unfair advantage in the procurement process or for personal gain; and

(vi) "**Obstructive practice**": materially impede NSIC's investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/ or by threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the procuring entity's rights of audit or access to information.

12. Punitive Provisions:

Without prejudice to and in addition to the rights of NSIC to other penal provisions as per the RFP document, if NSIC comes to a conclusion that a (prospective) Service Provider directly or through an agent, has violated this code of integrity in competing for the RFP or in executing any/all obligations under this RFP, NSIC may take appropriate measures including one or more of the following:

i. If bids of the Service Providers are under consideration in any procurement:

a) Forfeiture or encashment of bid security;
b) Rejection and exclusion of the Service Provider from the selection process

ii. If the Service Provider has been selected as a service provider:

a) Cancellation of Selection as a Service Provider and recovery of compensation for loss incurred by NSIC;
b) Forfeiture or encashment of performance security deposit or any other security or bond relating to the Selection of service provider;
c) Recovery of payments received by the service provider for supply of services along with interest thereon at the prevailing rate;

iii. Provisions in addition to above: Removal from the list of selected service providers and banning/ debarment of the Service Provider from participation in future procurements of NSIC for an appropriate period.

13. Force Majeure Conditions:

If at any time during the contract period, the performance in whole or in part by either party of any obligation under this RFP shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockdown or act of God (but not including negligence or wrongdoing, predictable/seasonal rain) provided notice of happening of such event duly evidenced with documents is given by one party to the other within 10 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate the contract nor shall either party have any claim for damages against the other in respect of such non- performance or the delay in performance, and work shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of NSIC as to whether the supply & delivery of services have been so resumed or not, shall be final and conclusive, Provided further that if the performance in whole or part of any obligation under this RFP is prevented or delayed by reason of any such event for a period exceeding 120 days, either party may at its option terminate the selection of service provider.

14. Termination for Default:

If the Selected Service Provider/Service Provider does not perform its obligations mentioned in the RFP, the same would constitute the breach of any/all obligations under this RFP and NSIC shall have the right to cancel the contract in full or for the unexecuted portion.

Such cancellation of on account of non - performance by the Service Provider would entitle NSIC to forfeit/ invoke the Performance Security deposit besides other actions such as debarment as per the decision of NSIC.

Under no circumstances the Buyer shall be liable to the Selected Service Provider and/ or its employees/ personnel/ representatives/ agent etc. for direct, indirect, incidental, consequential, special or exemplary damages arising from termination for default.

15. **Miscellaneous Provision:** Obligation under this RFP cannot be transferred or assigned by the Selected Service Provider without the prior written approval of the NSIC.

16. Selected Service Provider shall hold in trust any information including confidential information received by it from NSIC, under the RFP, and the strictest of confidentiality shall be maintained in respect of such information. It will maintain and use the confidential information only for the purposes of the RFP and within the prevailing and applicable laws.

17. Emergency Response

The Service Provider shall maintain a **24×7 help desk.**

Response time:

- Medical emergency – Immediate
- Transport emergency – Within 15 minutes
- Utility failure – Within 30 minutes
- Room maintenance – Within 2 hours

18. Complaint Handling

#	Category	Resolution Time
1	Medical Emergency	Immediate
2	Food Quality	1 Hour
3	Transportation	30 Minutes
4	Electricity/Water	2 Hours
5	Housekeeping	4 Hours
6	General Complaint	24 Hours

19. Key Performance Indicators (KPIs)

#	Service	Target
1	Room Availability	100%
2	Daily Housekeeping	100%
3	Electricity Availability	99.5%
4	Water Availability	100%
5	Wi-Fi Availability	99%
6	Meals Served on Time	98%
7	Food Quality Compliance	100%
8	Transport Punctuality	98%
9	Complaint Resolution	95%
10	Trainee Satisfaction	Minimum 90%

20. Performance Monitoring

Performance shall be monitored through:

- Daily inspection
- Weekly review meetings
- Monthly performance evaluation
- Surprise inspections
- Trainee feedback forms

The Service Provider shall maintain:

- Meal Register
- Vehicle Log Book
- Housekeeping Register
- Complaint Register
- Attendance Register
- Incident Register

21. Penalty / Service Credits (GST Extra as applicable)

#	Non-Compliance	Penalty
1	Transport delay beyond SLA	₹1,000 per occurrence
2	Poor housekeeping	₹500 per room/day
3	Unhygienic food	₹5,000 per incident
4	Accommodation unavailable	Actual alternate accommodation cost plus ₹5,000
5	Vehicle breakdown without replacement	₹2,000 per occurrence
6	Delay in complaint resolution	₹1,000 per incident
7	Non-availability of Wi-Fi beyond 12 hours	₹1,000 per day

Repeated non-compliance (three or more violations in a month) may result in termination of the contract and forfeiture of performance security as per contract conditions.

22. Responsibilities of the Service Provider

The Service Provider shall:

- Comply with all applicable laws and regulations.
- Maintain all statutory licences and permits.
- Ensure confidentiality of trainee information.
- Maintain high standards of cleanliness and hygiene.
- Provide courteous and trained staff.
- Immediately report any untoward incident to the Client.

SERVICE PROVIDER'S NAME & SIGNATURE WITH SEAL

The duly signed pages of "Instructions to the Service Providers" as above shall be attached with technical bid of the tender as a mark of acceptance of Service Provider and any bid/ tender not confirming the instructions as above, is liable to be rejected.

Jurisdiction: In the event of any dispute the legal matter shall be subjected to the exclusive jurisdiction of Delhi Court.

ANNEXURE - I

TECHNICAL SPECIFICATION

Detail of requirements and technical specifications for providing 'Group of Services' to Organize International Training Programme at NTSC Okhla

Sl. No.	Description	Qty. (No.)	Specifications	Service Provider's Response (Yes/No) If marked "NO" in the column before, specify the deviation in specification of the services offered for the supply.	If any higher / better / superior specification is offered, please specify (*Any adverse specifications shall lead to rejection of proposal*)	Specify Makes (s) or Brand (s) & Model offered for the Services / Item (*Wherever Applicable*)
1.	Staying Arrangements	1	As per Annexure – I (A)			
2.	Daily Pick & Drop Facility	1	As per Annexure – I (B)			
3.	Daily Lunch & High Tea	1	As per Annexure – I (C)			
4.	Airport Transfer (to and fro)	1	As per Annexure – I (D)			
5.	Study Tour	1	As per Annexure – I (E)			
6.	Delhi Sightseeing	1	As per Annexure – I (F)			

Note: The services has to be supplied with relevant spares to successfully run services for a period of at least two years. Further, services has to be supplied with additional accessories as deemed fit for the successful operation of the services after the supply at site.

The Service Provider hereby also declares that the price of all item as per the above list have been quoted in the Price Bid failing which the price bid quoted will be rejected.

Name & Signature of the authorized Service Provider with stamp
Contact details of authorized person of Service Provider who have signed the Bid.

Brief Description of Scope:

National Small Industries Corporation (NSIC) is a Govt. of India Enterprise under the Ministry of Micro, Small & Medium Enterprises, an ISO 9001:2015 certified organization is engaged in providing technology support to Micro Small & Medium Enterprises through its Technical Services Centres (NTSCs) located at different locations in India.

NSIC-Technical Services Centre-Okhla (NTSC-Okhla) Industrial Estate, Phase-3, New Delhi-110020, is going to organize an In-House International Training Programme for the participants of a Foreign Country. The Training Programme will be conducted at NTSC-Okhla, New Delhi. There will be total ninety (90) nos. of participants will participate in the training programme w.e.f 16-August-2026 to 05-November-2026.

The candidates will attend the training programme in three (03) nos. of batches 30, 30, 30 each means at a time 30-40 nos. of participants will present in each batch. The training schedule detailed in this RFP for each training programme, the participants of the batch will arrive in India one day (01) prior commencement of training programme and will stay at-least one day (01) after completion of training programme in India.

The Group-of-Services that NTSC-Okhla will provide/offer to Foreign Participants includes Hotel Staying Arrangements, Food Facility (Breakfast, Lunch, Dinner, High Tea), Airport Transfer, Daily Pick & Drop Facility, Delhi Sightseeing, Study Tour-Taj Mahal, Inaugural & Valedictory Functions etc.

ANNEXURE – I (A)

1. STAYING ARRANGEMENTS

1	**General Requirements**	○ The hotel shall be a Government-approved 3-Star Hotel (or above) classified by the Ministry of Tourism, Government of India, or an equivalent competent authority. ○ The candidates will be stays in a group of 30-40 nos. at a time in Hotel. ○ The candidates will stay as per the training schedule Annexure-I(H). ○ The hotel should be operational throughout the contract period. ○ The premises shall be neat, hygienic, safe, and well maintained. ○ The hotel shall comply with all statutory requirements, including Fire Safety, Health, and Local Municipal Regulations. (Press Information Bureau)
2	**Location**	○ The hotel should preferably be located within 10 km of the designated venue i.e Venue i.e . NSIC-Technical Services Centre, Okhla Industrial Estate, Phase-3, New Delhi-110020. ○ Easy access to public transport, airport, and railway station is desirable.
3	**Guest Room Specifications**	○ Air-conditioned room with proper ventilation. ○ Minimum room size as per 3-Star classification norms. ○ Attached private bathroom with 24×7 hot and cold running water. ○ Comfortable double/twin bed with clean mattress. ○ Fresh bed linen, pillow covers, blankets, and towels changed daily. ○ Wardrobe/closet with hangers. ○ Study/work table and chair. ○ LED/LCD Television with DTH/Cable connection. ○ Complimentary Wi-Fi Internet. ○ Telephone/intercom facility. ○ Tea/Coffee maker. ○ Mini refrigerator. ○ Hair dryer. ○ Drinking water (minimum 2 complimentary bottles per room per day). ○ Dustbin and luggage rack. ○ Adequate electrical sockets for charging electronic devices. (Press Information Bureau) ○ And other things as per international standards.
4	**Bathroom Amenities**	○ Western toilet. ○ Wash basin with mirror. ○ Shower with hot and cold water. ○ Bath towels and hand towels. ○ Soap, shampoo, dental kit (if provided by hotel policy), and toilet paper. ○ Exhaust fan/ventilation. ○ Daily housekeeping. ○ And other things as per international standards.
5	**Hotel Facilities**	○ 24-hour Reception. ○ Lift facility (where applicable). ○ Power backup. ○ CCTV surveillance in common areas.

		o Fire safety equipment. o Security personnel. o Safe and hygienic environment. o Daily housekeeping service. o Laundry service (chargeable, if applicable). o Parking facility (where available). o And other things as per international standards.
6	**Food Requirements**	**The quoted rate shall include: Myanmar (Burmese) Dishes will be preferred.** o Two meals included (Breakfast and Dinner) with Non-Vegetarian dish/ items in breakfast and dinner keeping-in-view the dishes related Myanmar (Barma). o Breakfast and Dinner shall include vegetarian and non-vegetarian options. o Tea/Coffee, fruit, juice, cereals, bread, eggs (where applicable), Indian breakfast items, etc. o Drinking water with each diet. o Lunch and Dinner may be provided separately as per purchaser's requirement. The Daily lunch to all participants along with two times of tea (one high tea) will be served at training venue i.e. NSIC Technical Services Centre, Okhla Industrial Estate, Phase-3, New Delhi-110020. Also, on the days of holidays i.e. on all Saturday, Sunday and Govt. Holidays when there will be no class at NSIC-Okhla, the lunch will be served at Hotel with variety of foods including Non-Vegetarian Diets. o And other things as per international standards.
7	**Check-in / Check-out**	o Standard Check-in: 1200 Hrs. o Standard Check-out: 1200 Hrs. o Early check-in/late check-out shall be provided subject to room availability without additional charges wherever feasible.
8	**Housekeeping**	o Daily room cleaning. o Replacement of toiletries. o Fresh towels every day. o Linen changed every alternate day or on request. o And other things as per international standards.
9	**Safety & Security**	o 24-hour security. o CCTV surveillance. o Fire alarm and firefighting equipment. o Emergency exit plan displayed. o First-aid facility. o And other things as per international standards.
10	**Mandatory Documents**	The Service Provider shall submit: o Valid 3-Star Hotel Classification Certificate. o GST Registration. o PAN. o FSSAI License (for food services). o Fire Safety Certificate. o Trade License. o Hotel Registration Certificate.

11	**Service Level Requirements**	○ 24×7 customer assistance. ○ Complaint resolution within 30 minutes. ○ No overbooking after confirmation. ○ Professional and courteous staff. ○ Hygienic kitchen and dining facilities.
12	**Cancellation Policy**	○ Free cancellation up to 48 hours before check-in. ○ Cancellation charges thereafter shall be as per GeM bid conditions or mutually agreed terms.

ANNEXURE – I (B)

2. DAILY PIC & DROP FACILITY

1	**Scope of Work**	The facility of Daily Pick & Drop from Hotel to the Training Venue i.e. NSIC Technical Services Centre, Okhla Industrial Estate, Phase-3, New Delhi-110020 and back to hotel, for 30-40 nos. of candidates for all working days Monday to Friday. AC Buses/Cabs will be used for Daily Pick & Drop service. If there will be any Holiday lies during the week (Monday to Friday), in that case, the arrangement class will be reschedule on coming Saturdays and Pick & Drop Facility will be provided. The successful Service Provider shall provide daily transportation services for international participants from the designated hotel to NSIC Technical Services Centre (NTSC), Okhla, New Delhi, and back to the hotel during the training programme. The service shall include: o Morning Pick-up from Hotel to NTSC-Okhla. o Evening Drop from NTSC-Okhla to Hotel. o Transportation for official visits, if required, during the training programme. o Safe, comfortable and timely transportation throughout the contract period.
2	**Vehicle Requirement**	o Vehicle Type: Air-conditioned Tempo Traveller / Mini Bus / Bus o Seating Capacity: Minimum 30-40 Seats (excluding Driver) o Vehicle Model: Not older than 3 Years. o Condition: Excellent mechanical condition with clean interiors o Registration: Valid Commercial Registration o Fitness Certificate: Mandatory o Pollution Certificate: Valid PUC o Insurance: Comprehensive Insurance o Permit Valid: All India/Delhi NCR Permit
3	**Number of Vehicles**	o One (01) vehicle of minimum 30-40 seater capacity. o Additional vehicle/replacement vehicle to be arranged immediately in case of breakdown.
4	**Service Schedule**	**Morning Trip** o Hotel Departure : As instructed by NSIC o Reporting at NTSC : Minimum 15 minutes before training commencement **Evening Trip** o Departure from NTSC : As instructed by Programme Coordinator o Destination : Designated Hotel
5	**Driver Requirements**	**The deployed driver shall possess:** o Valid Commercial Driving License. o Minimum 5 years' experience. o Good knowledge of Delhi/NCR routes. o Police Verification Certificate.

		○ Uniform with Identity Card. ○ Mobile Phone. ○ Courteous behavior. ○ No criminal record.
6	**Safety Requirements**	**Vehicle shall have:** ○ Functional Air Conditioner. ○ GPS Tracking System. ○ Fire Extinguisher. ○ First Aid Box. ○ Seat Belts. ○ Emergency Exit. ○ Clean and Sanitized Interior. ○ Daily cleaning before deployment.
7	**Service Level Requirements (SLA)**	○ Vehicle reporting at least **15 minutes** before scheduled departure. ○ Driver shall remain available throughout the duty period. ○ Replacement vehicle within **30 minutes** in case of breakdown. ○ No cancellation without prior approval. ○ 100% availability during contract period. Failure to comply may attract penalties as per GeM SLA/ATC. Similar GeM vehicle hiring bids commonly include requirements for timely replacement vehicles, log books, valid commercial documents, and service-level obligations.
8	**Contractor Responsibilities**	**The service provider shall:** ○ Arrange fuel. ○ Arrange toll tax. ○ Arrange parking charges. ○ Arrange driver wages. ○ Arrange vehicle maintenance. ○ Arrange insurance. ○ Arrange statutory taxes. ○ Provide replacement vehicle whenever required. ○ Maintain trip logbook. ○ Ensure punctuality.
9	**Buyer Responsibilities**	**NSIC shall:** ○ Provide trip schedule. ○ Inform changes in reporting time. ○ Process payment as per contract terms
10	**Performance Standards**	**The vehicle shall be:** ○ Neat and clean. ○ Odour free. ○ Air-conditioned throughout the journey. ○ Equipped with proper lighting. ○ Free from mechanical defects.

		○ Sanitized regularly.
11	**Penalty Clause**	○ Delay beyond 15 minutes: ₹500 per instance ○ Delay beyond 30 minutes : ₹1,000 per instance ○ Breakdown without replacement within 30 minutes: ₹2,000 per instance ○ Non-reporting of vehicle: Cost of alternate arrangement + ₹5,000 ○ Unclean vehicle: ₹500 per instance ○ Misbehaviour of driver: Replacement of driver immediately
12	**Contract Period**	The transportation service shall be provided for the entire duration of the International Training Programme as specified by NSIC. The contract may be extended based on programme requirements and mutual agreement
13	**Special Conditions**	○ International participants shall receive priority service. ○ Smoking, consumption of alcohol, or playing loud music inside the vehicle is strictly prohibited. ○ Driver shall maintain professional conduct at all times. ○ The vehicle shall not be substituted without prior approval of NSIC except in emergency situations. The service provider shall comply with all applicable Motor Vehicle Rules, Government regulations, and GeM General Terms & Conditions.

ANNEXURE – I (C)

3. DAILY LUNCH AND HIGH TEA

1	**Scope of Work**	The successful Service Provider shall provide daily Lunch and High Tea to International Participants attending Training Programmes at NSIC-Technical Services Centre (NTSC), Okhla Industrial Estate, Phase-III, New Delhi-110020**.** Also, on the days of holidays i.e. on all Saturday, Sunday and Govt. Holidays when there will be no class at NSIC-Okhla, the lunch will be served at Hotel with variety of foods including Non-Vegetarian Diets**.** The catering service shall include preparation, transportation (if required), buffet arrangement (including), serving, housekeeping, cleaning, disposal of waste, and restoration of the dining area after every meal. Food shall be prepared under hygienic conditions and served fresh.
2	**Estimated Requirement**	o **Service Location**: NSIC-Technical Services Centre, Okhla, New Delhi o **Type of Service**: Lunch & High Tea o **Estimated Participants**: Up to 30-40 participants per day (may vary ±20%) o **Service Period**: As per training schedule/work order o **Frequency**: Monday to Friday or as instructed o **Meal Type**: Vegetarian & Non-Vegetarian (as per requirement)
3	**Lunch Menu (Minimum)**	**Each Lunch shall consist of: Myanmar (Burmese) Dishes will be preferred.** o 02 Seasonal Vegetable Preparations o 01 Dal (different varieties on different days) o 01 Paneer Dish (minimum twice a week) o 01 Non-Vegetarian Dish (Chicken/Fish/Egg as instructed) o Steamed Rice o Jeera Rice/Pulao (alternate days) o Chapati/Tandoori Roti (Unlimited) o Mixed Green Salad o Pickle o Papad o Curd/Raita o Dessert (Ice Cream/Gulab Jamun/Rasgulla/Kheer/Halwa/Fruit Custard etc.) o Mineral Drinking Water Food shall be served in buffet style unless otherwise instructed.
4	**High Tea Menu (Minimum)**	**Two Time High Tea (or three time as per requirement) shall include:** o Tea/Coffee/Fresh Fruit Juice (Seasonal) o 02 Veg Snacks (Samosa/Cutlet/Spring Roll/Sandwich/Patties/Kachori etc.) o Cookies/Biscuits o Fresh Seasonal Fruit o Mineral Drinking Water

		Menu items shall not be repeated on consecutive days.
5	**Quality Standards**	The Service Provider shall ensure: ○ Freshly prepared food on the day of service. ○ Good quality ingredients, branded cooking oil, spices and dairy products. ○ No stale or reheated food. ○ Proper temperature during transportation and serving. ○ Hygienic food preparation complying with FSSAI norms. ○ Balanced and nutritious meals suitable for international participants. ○ Low oil and moderate spice levels unless otherwise instructed. Separate vegetarian and non-vegetarian serving arrangements.
6	**Service Requirements**	The Service Provider shall provide: ○ Buffet tables with skirting ○ Chafing dishes ○ Serving counters ○ Crockery, cutlery and glassware ○ Disposable tissue papers ○ Drinking water dispensers/bottled water ○ Serving staff in clean uniform ○ Gloves, caps and aprons ○ Cleaning staff ○ Waste collection and disposal after service
7	**Hygiene & Safety**	**The Service Provider shall:** ○ Possess valid FSSAI Licence. ○ Maintain hygienic kitchen facilities. ○ Ensure all food handlers are medically fit. ○ Follow food safety standards. ○ Use food-grade packaging for transportation. ○ Ensure zero food contamination.
8	**Service Timing**	○ **Lunch:** 01:00 PM – 02:00 PM (or as instructed) ○ **High Tea:** 10:30 AM – 11:00 AM (or as instructed) 03:30 PM – 04:00 PM (or as instructed) 05:30 PM – 06:00 PM (on requirement basis) Timings may vary depending upon the training schedule.
9	**Service Staff**	**The Service Provider shall deploy sufficient trained staff for:** ○ Buffet setup ○ Food serving ○ Replenishment ○ Cleaning ○ Waste disposal **Staff shall wear:** ○ Uniform

		○ Head cap ○ Gloves ○ Name badge
10	**Performance Requirements**	○ Food shall be available before scheduled serving time. ○ Replenishment shall continue until all participants are served. ○ No participant shall be denied food due to shortage. ○ Food quality shall remain consistent throughout the contract period. ○ Complaints regarding quality shall be attended immediately.
11	**Special Conditions**	○ Myanmar (Burmese) Dishes will be preferred in meals. ○ The quantity may increase or decrease depending upon the number of participants. ○ Menu may be modified with prior approval of the NSIC. ○ The successful Service Provider shall replace any unsatisfactory food immediately at no additional cost. ○ Food shall be free from artificial colouring, adulteration, and contamination. ○ The Service Provider shall maintain cleanliness of the dining area throughout the service period. Any food poisoning or health issue attributable to the supplied food shall be the sole responsibility of the Service Provider.

ANNEXURE – I (D)

4. AIRPORT TRANSFER (TO AND FRO):

1	**Scope of Work**	The Service Provider shall provide Airport Transfer (Arrival & Departure) services for International Participants visiting NSIC-Technical Services Centre (NTSC), Okhla, New Delhi under various International Training Programmes. The service shall include pick-up from Indira Gandhi International Airport (IGI), New Delhi to the designated hotel and drop from the hotel back to IGI Airport upon completion of the training programme. The service shall be available on a 24×7 basis, including Sundays and Gazetted Holidays. The facility to transfer the 30 nos. of candidates (minimum) along with their luggage's from IGI Airport to Hotel before commencement of training programme and drop the candidates to IGI Airport after completion of training programme. The candidates will come to India in groups of 30, 30, 30 each participants and will leave from India in group of 30, 10, 20, 30 nos. of participants. The airport transfer will be done in four groups of candidates with 30,30,30,10 nos. respectively. AC Buses will be used to Airport Transfer.
2	**Quantity**	o Approximate Participants: 30-40 International Participants o Duration: As per training schedule. Number of Trips: o Arrival Transfer: Airport to Hotel o Departure Transfer: Hotel to Airport Actual quantity may vary depending upon programme requirements.
3	**Vehicle Requirements**	The Service Provider shall provide commercially registered Air-Conditioned vehicles in excellent condition. o Vehicle Type: AC Bus (35-40 Seater), Tempo Travelers (12–17 Seater) as per passenger load o Registration: Commercial (Yellow Number Plate) o Model: Preferably not older than 3 years o Air Conditioning: Fully Functional o Cleanliness: Neat, clean, sanitized and well-maintained o GPS: Mandatory o First Aid Box: Mandatory o Fire Extinguisher: Mandatory o Mobile Charging Facility: Available o Seat Belts: For all passengers

4	**Service Requirements**	The Service Provider shall: o Provide **24×7 Airport Transfer Services**. o Track flight arrival timings and adjust pickup accordingly. o Deploy vehicles at least **30 minutes before scheduled arrival/departure.** o Coordinate with the authorized NSIC representative. o Ensure timely pickup without additional waiting charges due to flight delays. o Arrange replacement vehicle within **30 minutes** in case of breakdown. o Maintain proper communication with passengers and NSIC officials.
5	**Driver Requirements**	Drivers shall: o Possess valid Commercial Driving License. o Have minimum **3 years' experience**. o Be well-mannered, professionally dressed and courteous. o Have knowledge of Delhi NCR routes. o Carry valid Identity Card. o Be capable of basic communication in **English and Hindi**. o Not consume alcohol, tobacco or intoxicants during duty. o Maintain complete confidentiality regarding international delegates.
6	**Meet & Greet Service**	The Service Provider shall provide: o Driver/Representative carrying placard displaying: o NSIC Logo o Programme Name o Participant Name (if required) o Assistance in luggage handling. o Escort participants safely to the vehicle.
7	**Waiting Time**	o No additional charge shall be payable for flight delays. o Minimum complimentary waiting: o **120 Minutes** after actual flight landing for arrivals. o **30 Minutes** at hotel during departure.
8	**Safety & Security**	The Service Provider shall ensure: o All vehicles possess valid: o Registration Certificate o Permit o Insurance o Pollution Under Control (PUC) Certificate

		◦ Fitness Certificate ◦ Drivers shall strictly follow traffic regulations. ◦ Vehicles shall be sanitized before every pickup. ◦ Speed limits shall be strictly observed.
9	**Special Conditions**	◦ Vehicle substitution shall be with an equivalent or higher category only. ◦ Smoking, alcohol consumption or misconduct by drivers is strictly prohibited. ◦ The successful Service Provider shall nominate a dedicated coordinator available 24×7. ◦ All instructions issued by NSIC from time to time shall be binding on the service provider. This specification is suitable for inclusion in a **GeM Bid** for airport transfer services for international participants attending training programmes at **NSIC-Technical Services Centre, Okhla, New Delhi** and aligns with standard GeM service procurement practices.

ANNEXURE – I (E)

5. STUDY TOUR

1	**Scope of Work**	For a study tour purpose, all participants will visit to Agra-Taj Mahal (Utter Pradesh) in separate groups of 30 each. The water, breakfast, lunch and dinner along with two time of Tea will be served during the trip. AC Buses will be used for Study Tour service from Hotel to the venue and back. The service provider shall arrange a one-day study tour for 30 International Participants from NSIC-Technical Services Centre (NTSC), Okhla, New Delhi to Taj Mahal, Agra, including transportation, meals, refreshments, packaged drinking water, toll taxes, parking charges, driver allowances, and all other incidental expenses.
2	**Objective**	The study tour is intended to provide international participants with exposure to India's cultural heritage by visiting the UNESCO World Heritage Site, **Taj Mahal**, Agra.

3	**Duration**	◦ One Day
		◦ Tentative Timing:
		    ◦ Departure from Designated Hotel: 06:00 AM (approx.)
		    ◦ Arrival at Agra: 10:00 AM
		    ◦ Visit to Taj Mahal
		    ◦ Lunch at reputed restaurant/hotel
		    ◦ Return Journey

		o Arrival at Designated Hotel: By 09:00 PM (approx.)
4	**Transportation Requirements**	The successful Service Provider shall provide: o One fully air-conditioned Deluxe Bus (40–50 Seater) or as per requirement. o Push-back reclining seats. o Clean and well-maintained vehicle. o Experienced driver having valid commercial driving licence. o Vehicle not older than 3 years. o Functional AC throughout journey. o First Aid Box. o Fire Extinguisher. o GPS enabled vehicle. o Mobile charging facility. o Adequate luggage space. o Driver should be properly uniformed.
5	**Route**	Hotel, New Delhi → Yamuna Expressway → Taj Mahal, Agra → Hotel, New Delhl
6	**Services Included**	The quoted rate shall include: o Pickup and Drop from NTSC-Okhla. o Fuel charges. o Driver allowance. o Toll Tax. o Parking Charges. o State Entry Tax (if applicable). o Vehicle permit. o All applicable transport charges. o Mineral water (minimum 02 bottles of 500 ml per participant). o Assistance throughout the journey.
7	**Entry Tickets**	The Service Provider shall arrange and include: o Entry tickets for **30 International Participants** to Taj Mahal. o Tickets shall be procured in advance to avoid waiting. o Applicable entry fee as per Archaeological Survey of India (ASI) norms shall be included in the quoted price. Foreign tourist entry charges vary by visitor category (e.g., foreign nationals vs. SAARC/BIMSTEC nationals), therefore the Service Provider should quote considering the participant category specified by the purchaser or on actual applicable rates.

		○
8	**Tour Guide**	The Service Provider shall provide: ○ One Government-approved English-speaking Tourist Guide. ○ Guide shall accompany the group throughout the monument visit. ○ Guide charges shall be included in the quoted price.
9	**Meal Requirements**	**A. Breakfast:** The breakfast shall be served at a hygienic restaurant/hotel. Myanmar (Burmese) Dishes will be preferred ○ Bread Butter & Jam ○ Stuffed Aloo/Paneer Paratha with Curd ○ Seasonal Fruits ○ Omelette/Boiled Eggs (Optional) ○ Tea ○ Coffee ○ Fruit Juice ○ Mineral Water **B. Lunch:** Lunch shall be served in a reputed hygienic restaurant in Agra. Myanmar (Burmese) Dishes will be preferred. ○ Menu: ○ Vegetarian ○ Soup ○ Two Seasonal Vegetable Dishes ○ Dal ○ Paneer Dish ○ Rice ○ Jeera Rice/Pulao ○ Chapati/Naan ○ Salad ○ Pickle ○ Papad ○ Curd/Raita ○ Sweet Dish ○ Ice Cream ○ 01 Non-Vegetarian Dish (Chicken/Fish/Egg as instructed) **C. Evening Tea** ○ Tea/Coffee ○ Cookies ○ Veg Sandwich ○ Samosa/Kachori **D. Drinking Water:** Minimum two (02) bottles of ISI/BIS certified packaged drinking water (1 Litre each) per participant during the tour. Additional drinking water shall be arranged as and when required.
10	**Safety & Security**	The Service Provider shall ensure: ○ Safe transportation.

		○ Compliance with all traffic rules. ○ Emergency contact support. ○ Immediate replacement vehicle in case of breakdown. ○ Passenger insurance as per Motor Vehicles Act.
11	**Service Standards**	○ Vehicle shall report at least **30 minutes before departure**. ○ Interior shall be clean and sanitized. ○ Driver shall maintain professional behaviour. No substitution of vehicle without prior approval of NSIC.
12	**Penalty**	○ Delay in reporting vehicle: ₹1,000 per hour (or part thereof). ○ Breakdown without immediate replacement: Deduction up to 10% of contract value. Failure to provide agreed facilities may result in proportionate deductions and other action as per GeM contract conditions.
13	**Special Conditions**	○ Taj Mahal remains **closed on Fridays** for regular visitors; the tour shall therefore be scheduled on any other day. ○ No polluting vehicles are permitted within approximately **500 metres** of the Taj Mahal; visitors use the designated battery buses/golf carts from the parking area, as per monument regulations. The Service Provider shall brief participants regarding monument rules, prohibited items, and security procedures before entry.

ANNEXURE – I (F)

6. DELHI SIGHTSEENING:

1	Scope of Work	For a study tour purpose, all participants will visit for Delhi Sightseeing in separate groups 30 each. The Lunch, water and High Tea will be served during the trip. AC Buses will be used for Delhi Sightseeing. The successful Service Provider shall provide a full-day Delhi Sightseeing Tour for 30 International Participants along with transportation, sightseeing coordination, vegetarian/non-vegetarian lunch, tea/refreshments, packaged drinking water, and all logistical support.
2	Tour Details	○ Tour Type: Full Day Delhi Sightseeing ○ Number of Participants: 30-50 (minimum) ○ Reporting Location: Hotel in New Delhi ○ Drop Location: Same Hotel ○ Duration: Approximately 8–10 Hours ○ Reporting Time: 08:30 AM (or as directed by NSIC) ○ Completion Time: By 06:30 PM
3	Places to be covered	The sightseeing itinerary shall include the following major tourist attractions (subject to operational feasibility and monument timings): ○ India Gate ○ Rashtrapati Bhavan (Drive Past) ○ Parliament House (Drive Past) ○ Qutub Minar ○ Lotus Temple (subject to opening schedule) ○ Humayun's Tomb ○ Raj Ghat ○ Red Fort (Outside View/Visit, if permitted) ○ Connaught Place (Drive Through) ○ Any other location as directed by NSIC. The itinerary shall be planned to minimize travel time while covering the major attractions. Similar full-day Delhi sightseeing routes are commonly offered by Delhi tourism operators.
4	Transportation	The Service Provider shall provide: ○ One Air-Conditioned Deluxe Bus (Minimum 30-40-seater) or equivalent.

		○ Comfortable reclining seats. ○ Clean and hygienic vehicle. ○ Working Air Conditioning. ○ Professional uniformed driver. ○ Experienced Tour Coordinator/Representative. ○ First Aid Box. ○ Fire Extinguisher. ○ Microphone/PA System. ○ Mobile charging facility (preferred).
5	Vehicle Requirements	The quoted rates shall be inclusive of: ○ Fuel ○ Driver Charges ○ Toll Tax ○ Parking Charges ○ State Taxes ○ Permit Charges ○ GST (if applicable) ○ All operational expenses No additional payment shall be made by NSIC.
6	Lunch Arrangement	The Service Provider shall arrange Lunch at a hygienic, reputed, air-conditioned restaurant. Indicative Menu: Myanmar (Burmese) Dishes will be preferred. ○ Welcome Drink ○ Green Salad ○ Soup ○ Two Vegetarian Main Course Dishes ○ One Paneer Dish ○ Dal ○ One Non-Vegetarian Dish (Chicken/Fish/Egg as instructed) ○ Jeera Rice/Pulao ○ Assorted Indian Breads ○ Papad & Pickle ○ Curd/Raita ○ One Dessert ○ Seasonal Fruits (Optional) Lunch shall be freshly prepared, hygienic, and served in a clean dining area. Typical government catering specifications include chapati/naan, rice, dal, paneer/vegetable, raita, salad, dessert, and safe drinking water.

7	Tea / Refreshments	One serving of Tea/Coffee with snacks shall be provided during the tour. Indicative Menu: ○ Tea/Coffee ○ Veg Sandwich/Cutlet/Samosa ○ Cookies/Biscuits
8	Drinking Water	The Service Provider shall provide: ○ Minimum 2 bottles (500 ml each) of BIS-certified packaged drinking water per participant. ○ Additional water shall be provided whenever required.
9	Tour Coordinator	The Service Provider shall deploy one Tour Coordinator who shall: ○ Coordinate the complete tour. ○ Assist international participants. ○ Ensure timely movement. ○ Coordinate lunch and refreshments. ○ Handle emergency situations.
10	Safety Requirements	The Service Provider shall ensure: ○ Roadworthy vehicle. ○ Valid Registration Certificate. ○ Fitness Certificate. ○ Commercial Permit. ○ Valid Insurance. ○ Pollution Under Control (PUC) Certificate. ○ Driver having valid Commercial Driving License. ○ Compliance with all Government safety regulations.
11	Service Standards	○ Punctual reporting. ○ Courteous and professional staff. ○ Neat and clean vehicle. ○ Hygienic food. ○ Timely execution of itinerary. ○ Immediate replacement vehicle in case of breakdown. ○ Compliance with instructions issued by NSIC during the tour.

7. **TRANING SCHEDULE :**

#	Course Name	Duration	Start Date	Completion Date	Check-in-Date	Check-Out-Date
1	Electrical-PLC & SCADA	1 Month	17-08-2026	16-09-2026	16-08-2026	18-09-2026
2	CNC Machines	1 Month	17-08-2026	16-09-2026	16-08-2026	18-09-2026
3	Computer Science-Web Development	1 Month	17-08-2026	16-09-2026	16-08-2026	18-09-2026
4	Mechatronics	5 Weeks	21-09-2026	26-10-2026	20-09-2026	28-10-2026
5	Machine Tools	2 Weeks	21-09-2026	01-10-2026	20-09-2026	03-10-2026
6	Electronics-CCTV Installation and Repair	2 Weeks	21-09-2026	01-10-2026	20-09-2026	03-10-2026
7	CAD/CAM	1 Month	05-10-2026	04-11-2026	04-10-2026	06-11-2026
8	Computer Science-Digital Marketing	1 Month	05-10-2026	04-11-2026	04-10-2026	06-11-2026
9	Network Administration	1 Month	05-10-2026	04-11-2026	04-10-2026	06-11-2026

Total nos. of Night Stay at Hotel=2620.

Note: Date and time of training Programme may re-schedule as per requirement.

Dispute Resolution
This Contract, including all schedules, annexures, and amendments hereto, shall be governed by, and construed in accordance with, the laws of India. Subject to the dispute resolution provisions herein, the courts at New Delhi, India shall have exclusive jurisdiction to adjudicate any dispute, controversy, or claim arising out of, or relating to, this Contract, its termination, or validity.

ANNEXURE - II

FORMAT FOR EMD - BANK GUARANTEE

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of the issuing bank)

From:

Bank:______________________

To,

The NSIC Technical Services Centre,
Okhla Industrial Estate, Phase-III, New Delhi - 110020

Bank Guarantee No____________________

Dated_______________________________

Bank Guarantee Amount Rs._____________

Valid upto_____________________________

Claim Period upto______________________

1. Whereas NSIC (hereinafter referred to as "the Buyer ") had floated RFP No ___dated_____inviting proposals for providing Group of Services to Organize International Training Programme at NSIC Technical Services Centre, Okhla, New Delhi and M/s____, (complete address of the Service Provider (hereinafter referred to as " the Service Provider") is submitting the Proposal for providing Group of Services to Organize International Training Programme at NSIC Technical Services Centre, Okhla, New Delhi as defined in the said RFP.

2. Whereas as per the condition of RFP, the Service Provider is required to furnish EMD in the form of bank guarantee for Rs____________(in words & figures) in favour of the Buyer/NSIC to secure Service Provider's obligation under the RFP.
3. We ______________(Banker's Name & Address) (hereinafter referred to as "the Bank") do hereby expressly, irrevocably and unconditionally undertaking to pay an amount not exceeding Rs__________________(Rupees___only) without any demur, protest merely on demand from the Buyer/NSIC-TSC on account of non-fulfilment of the obligations under the RFP and/or RFP Documents by the Service Provider

within the validity period. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. We undertake to effect payment upon receipt of such written demand, notwithstanding any dispute or disputes raised during the period up to___________ by the Service Provider in any suit or case pending before any Court, Tribunal, Arbitrator or any other authority, our liability under
this present being absolute and unequivocal.

4. We shall not be discharged or released from this undertaking and guarantee by any arrangements or variations made between the Buyer/NSIC-TSC and the Service Provider, indulgence to the Service Provider by Buyer or by any alterations in the obligation of the Service Provider or by any forbearance whether as to payment, time, performance or otherwise.

5. This guarantee shall remain in full force and effect till_________.

6. Unless a demand or claim under this guarantee is made to us in writing on or before the aforesaid expiry date or extended expiry date, as the case may be, all your rights under this guarantee shall be forfeited and we shall be discharged from the liabilities hereunder.

7. This guarantee shall be continuing guarantee and shall not be discharged by any change in the constitution of the Bank or the Service Provider or the Buyer/NSIC-TSC.

8. This Bank guarantee shall be effective only when the Bank Guarantee message is transmitted by the issuing Bank through Structured Financial Messaging System(SFMS) to HDFC Bank, Okhla Industrial Area, Phase-3, New Delhi-110020 having IFSC HDFC0002074 , Account No. 50200083783571 through SFMS and authenticated by the said NSIC's/Buyer's Bank.

9. We lastly undertake not to revoke this guarantee during its currency except with the previous consent of the NSIC-TSC/Buyer in writing.

10. Notwithstanding anything contained herein before our liability under this bank guarantee:

    i. Shall not exceed Rs.___________(Rupees_____________________only).

    ii. This Bank Guarantee shall be valid upto___________and having claim period upto _________________

    iii. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee as demanded by NSIC/Buyer and only and only if NSIC/ Buyer serve upon us a written claim or demand on or before ____________________________

    Further, the amount of invocation of the Bank Guarantee shall be remitted to NSIC's/ Buyer's account no. 50200083783571 with HDFC Bank, Okhla Industrial Area, Phase-3, New Delhi-110020 (IFSC Code: HDFC0002074) under written intimation to General Manager (NTSC-Okhla), NSIC Technical Services Centre, Okhla Industrial Estate, Phase-III, New Delhi – 110020.

Dated the____________day of___________for (indicate the name of the Bank).

Date:_______________ Authorized Signatory_____________

Stamp _______________

Note: Bank Guarantees issued by only Scheduled Commercial Bank or State Bank of India will be accepted.

ANNEXURE - III

Format for EMD in Form of Insurance Surety Bond

(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of issuing Insurance Company)

Insurance Surety Bond for EMD

1. Whereas M/s ……………………………R/o …………….. ………… ……………………………………… (Hereafter referred to as "the **Service Provider"**) has approached us for giving a Surety of Rs. ………..../- (hereinafter known as the "**Surety Amount**") valid up to …. /……/ 20…. (Hereinafter known as the "**Validity date**") in favour of the National Small Industries Corporation Ltd., NSIC Bhawan, Okhla Industrial Estate, New Delhi - 110020 (Hereinafter referred to as **NSIC/ Buyer**) for participation in the RFP No. ________________________dated __________floated by NSIC for Selection of Service Provider for the PROVIDING GROUP OF SERVICES TO ORGANIZE INTERNATIONAL TRAINING PROGRAMME AT NEW DELHI.

Now, at the request of the Service Provider, we .... Insurance Company Limited, registered under the Insurance Act, 1938, with its Corporate office, …………………………………………….and Registered/ Head Office ………………………………………………………………………………… (the "**Surety**") to transact the business of Surety Insurance under the powers conferred under Section 14 (2) (i) of IRDA Act, 1999 & IRDA Guidelines issued vide IRDAI/NL/GDL/SIC/01/01/2022 3rd January, 2022, agreed to give this Surety Bond as hereinafter contained:

2. We, the Surety, do hereby undertake to pay the amounts due and payable under this Surety without any demur, protest merely on a demand from the NSIC/Buyer on account of non-fulfilment of the obligations under the RFP and/or RFP Documents within the validity. Any such demand made on the Surety shall be conclusive as regards the amount due and payable by the Surety under this Surety where the decision of the NSIC/Buyer in these counts shall be final and binding on the Surety. However, our liability under this Surety shall be restricted to an amount not exceeding the "Surety Amount".

3. We, the Surety, undertake to pay to the NSIC/Buyer any money so demanded notwithstanding any dispute or disputes raised by the **Service Provider** in any suit or proceeding before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The Payment so made by us under this bond shall be valid discharge of our liability for payment thereunder and the **Service Provider** shall have no claim against us for making such payment.

4. We the Surety, further agree that the Surety herein contained shall remain in full force and

effect during the period that would be taken for the performance of the said RFP and that it shall continue to be enforceable until NSIC certifies that the terms and conditions of the said RFP have been fully and properly carried out by the said **Service Provider** and accordingly discharge this Surety. Unless a demand or claim under this Surety is made on us in writing or before the expiry of Validity date from the date hereof, we shall be discharged from all liability under this Surety thereafter.

5. We the Surety further agree with the NSIC/Buyer that the NSIC/Buyer shall have the fullest liberty, without our consent and without affecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said tender Agreement or to extend time of performance by the said **Service Provider** from time to time or to postpone for any time or from time to time, any of the powers exercisable by the NSIC/Buyer against the said **Service Provider** and to forbear or enforce any of the terms and conditions relating to the said tender and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said **Service Provider** or for any forbearance, act or omission on the part of the NSIC/Buyer or any indulgence by the NSIC/Buyer to the said **Service Provider** or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This surety bond shall be continuing surety and shall not be discharged by any change in the constitution of the Surety, or in the constitution of the Service Provider or NSIC/Buyer.

7. We lastly undertake not to revoke this Surety during its currency except with the previous consent of the NSIC/Buyer in writing.

8. Notwithstanding anything herein contained:

(a) The liability of the Surety under this Surety bond is restricted to the “**Surety Amount**”, and it will remain in force up to its Validity date specified above.

(b) The Surety shall stand completely discharged and all rights of the NSIC/Buyer under this Surety shall be extinguished if no claim or demand is made on us in writing on or before its validity date.

9. In case NSIC/Buyer demands for any money under this Surety Bond through written claim or demand, the same shall be paid through NEFT/RTGS to NSIC’s Bank Account No. 000705054052 with ICICI Bank, Connaught Place, New Delhi – 110001 (IFSC ICIC0000007) under written intimation to Senior General Manager (TTDV), National Small Industries Corporation Ltd., NSIC Bhawan, Okhla Industrial Estate, New Delhi – 110020.

The Surety declares that the below mentioned officer who have signed it on behalf of the Surety, have authority to give this Surety under its delegated power.

Place: ……………………………

Date ....

(Signature of the Insurance Company Officer)

Rubber stamp of the Insurance Company along with the signature and complete designation and address of the witness should also sign after the authorized signatory signs

Authorized Power of Attorney Number: ....

Name of the officer:………………………………………..……

Designation: …………………………………… Official Email ID:………

Complete Postal address of Insurance Company:…………………………………………..…

Telephone Numbers……………………………. Fax numbers………………………………

Name, Address, contact number and official Email ID of the Controlling Office of the Surety Issuing Branch or any web portal link, from whom / where the Surety Bond can be got confirmed by NSIC.

…………………………………..

………………………………….

………………………………….

………………………………….

ANNEXURE - IV

BID SECURING DECLARATION

(on Company Letter-head)

Documents relating to Bid Security

(To be submitted as part of Proposal, along with supporting documents like UDYAM Registration Certificate)
A Bid Securing Declaration In lieu of bid security in the following format. Service Providers exempted from submission of bid security must submit this declaration.

Service Provider's Name__________________[Address and Contact Details] _______

Service Provider's Reference No.____________________Date_________To

General Manager (NTSC-Okhla),
NSIC Technical Services Centre,
Okhla Industrial Estate, Phase-III,
New Delhi – 110020

Tender Ref. No.: **NTSC-650CSM/8/2026-NTSCOKHLA-NSIC_HO**

Tender Title: 'Request for Proposal (RFP) for Selection of Event Management Agency for Providing Group of Services to Organize International Training Programme at New Delhi'

Sir/ Madam,

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this RFP Document, the Proposal must be supported by a Bid Securing Declaration In lieu of Bid Security.

We unconditionally accept the conditions of this Bid Securing Declaration. We understand that we shall stand automatically suspended from being eligible for bidding in any tender of Buyer for 2 years from the date of opening of this Proposal if we breach our obligation(s) under the RFP conditions if we:

1. withdraw/ amend/ impair/ derogate, in any respect, from our Proposal, within the validity of Proposal; or
2. being notified within the validity of Proposal of the acceptance of our Proposal by the Buyer:
   a) refused to or failed to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the RFP Document.
   b) Fail or refuse to accept the Service Provider Selection Letter.

We know that this bid-Securing Declaration shall expire if we are not selected as Service Provider for supplying the services, upon:

1) receipt by us of your notification:
    a. of cancellation of the entire RFP process or rejection of all Proposals or
    b. of the name of the successful Service Provider or
2) Forty-five days after the expiration of the validity of Proposal or any extension to it.

SIGNATURE & SEAL OF THE AUTHORISED
SIGNATORY OF SERVICE PROVIDER

Note: The above declaration, duly signed and sealed by the authorized signatory of the entity on its letter head, should be uploaded with Proposal.

ANNEXURE - V

SERVICE PROVIDER' S PROFILE FORM

Sl. No.	Particulars	Details		
1.	Name of the Participating Service Provider			
2.	Registered Address			
3.	Telephone No.			
4.	Mobile No.			
5.	Email ID			
6.	Name of Authorized Signatory (please provide the proof and attach the same)			
7.	Constitution of Service Provider	(Tick whichever is applicable)	Service Provider registered/ constituted under relevant Laws/ Notification/ etc. (Name the same)	Documentary Proof for the constitution of the Service Provider/ supporting documents from the concerned Ministry/ Department of Central/ State Government (as applicable)
	i. Private/ Public Limited Company, under Companies Act			
	ii. Central/State PSU			
	iii. Partnership Firm/ LLP			
	iv. Proprietary Firm			
8.	PAN No.			
9.	GST Number			

Note: All fields are mandatory. Any missing/ incomplete information will lead to rejection of the proposal.

SIGNATURE & SEAL OF
THE AUTHORISED
SIGNATORY

ANNEXURE - VI

Service Provider's (Power of Attorney duly notarized)

(To be Submitted by Partnership Firms/LLP on Non-Judicial Stamp Paper of Rs.100/- or on appropriate value)

***Dated:*_________**

RFP No.: **NTSC-650CSM/8/2026-NTSCOKHLA-NSIC_HO**

To

General Manager,
NSIC Technical Services Centre,
Okhla Industrial Estate, Phase-III,
New Delhi - 110020

___________< Authorised Signatory's Name> , __________< Designation > is hereby authorized to physically and digitally sign relevant documents on behalf of ____________________< Company Name > in dealing with this '**RFP for Selection of Service Provider for the PROVIDING GROUP OF SERVICES TO ORGANIZE INTERNATIONAL TRAINING PROGRAMME AT NEW DELHI'.** He/ She is also authorized to attend meetings and submit Technical & Commercial Proposal/ information as may be required in the course of processing above said RFP. The signatures of Authorised Signatory are attested below.

Thanking You,

Sign:

Name: Designation: Seal:

Date:

Signatures of Authorized Signatory (who is authorized under this POA)

Signatures of All the designated Partners with Names (in case of Partnership Firm/LLP)

(In case of Private/ Public Limited Company, authorization through Board Resolution shall be submitted.)

ANNEXURE - VII

ANNUAL TURNOVER AND NET WORTH OF THE SERVICE PROVIDER

(On the Letter Head of Chartered Accountant)

M/s < Name of the Service Provider> __
________________________ Address: ______________________
PAN No: ____

Based on audited financial statements of the Service Provider, the figures of Net worth & Turnover for the following financial years are certified as follows:

(***All figures – Rupees in Lakh)***

S. No.	Financial Year	Turnover	Net Worth
1.	2021-22		
2.	2022-23		
3.	2023-24		
4.	2024-25		

Average Turnover of Last Three Years: _____________________(in Lakhs of Rupees)

Further, it is certified that the Net Worth has eroded/not eroded (Please strike off as applicable) by more than 30% (thirty percent) in the last three years, ending on 31st March, 2025.

Place:
Date:
UDIN:
Membership No.:

Signature & Seal of the Chartered Accountant

Note:

1. **Annual Financial Turnover of the Service Provider from operations shall mean** - "Aggregate value of the realization of amount made from the sale, supply or distribution of goods or on account of services rendered, or both, by the company (Service Provider) during a financial year" as per the Companies Act, 2013 Section 2 (91).

2. **Net worth** means the sum total of the paid-up share capital and free reserves. **Free reserve** means all reserves credited out of the profits but does not include reserves credited out of the revaluation of the assets, write back of depreciation provision and amalgamation. Further, any debit balance of Profit and Loss account and miscellaneous expenses to the extent not adjusted or written off, if any, shall be reduced from reserves and surplus.

3. The Service Provider must upload complete audited financial statements (balance sheet, profit & loss account, all annexure/notes & audit reports) with the technical bid for last four financial years' i.e. 2022-23, 2023-24 and 2024-25 for figures of Net-worth & Turnover as certified in **Annexure-VII**.

ANNEXURE-VIII (A)

PROFORMA FOR EXPERIENCE & PAST PERFORMANCE STATEMENT
(On the Letter Head of Service Provider)

For Central/ State Government/ CPSUs/ SPSUs Supplies

M/s. < Name of the Service Provider/ SERVICE PROVIDER> ____________
Address: ____
PAN No. ____
GST No. ____

We have verified all the Audited Financial Statements, Books of Accounts, Cost Records, Purchase Orders/ Work Orders/ Contract Agreements/ LOAs/ Bills of quantities, Bill wise details of payment received/ confirmation, GST returns filed on the GST Portal and other relevant records of M/s. (Name of the Service Provider/ SERVICE PROVIDER) and declare the following details for the Financial Year as per RFP clause no. 4.4 (b) (i) of Instructions to Service Providers.

For Central/ State Government/ CPSUs/ SPSUs Supplies

[Supplies made during the last five Financial Years (i.e. 2021-22 to 2025-26) should only be mentioned in the table below]

Sl. No.	Name of Similar Nature services supplied	Qty.	Buyer's Name with complete address, email ID & Contact No.	Total Contract Value (Rs.)	LOA/ Work Order No. & Date	Date of completion of delivery	Work Completion Certificate Ref. No. & Issuing Date	Any complaints from Purchaser/ consignee for non- satisfactory Performance
	Group of Services including boarding and lodging, catering/food services, Pick & Drop transportation facilities and other allied services to organize international visitors/delegations							
1.								
2.								

(Please add additional rows, if required)

Total Quantity for Central/State Government/CPSUs/SPSUs Supplies: ______

The above-mentioned quantities (**for Central/ State Government/ CPSUs/ SPSUs Supplies**) of services/ equipment of similar nature sold are correct and in agreement with the Audited Financial Statements, Books of Accounts, Cost Records, Purchase Orders/ Work Orders/ Contract Agreements/ LOAs/ Bills of quantities, Bill wise details of payment received/ confirmed, GST returns filed on the GST Portal and other relevant records w.r.t. Government supplies executed by M/s. (Name of the Service Provider/ SERVICE PROVIDER) and can be considered for the Bid evaluation purpose. Further, in terms of RFP, copies of relevant work orders/ contract agreements/ purchase orders/ LOAs/ LOIs along with certificate for successful completion are attached herewith for the purpose of evaluation.

Place: _______________
Date: __________________

Sign and Seal of Service Provider/ Sign and Seal of Service Provider (as applicable in accordance with clause 4.4 under Instructions to Service Providers section)

Note:

1. For Central/ State Government/ CPSU/ SPSU supply, copies of relevant work orders/ contract Agreements/ purchase orders/ LOAs/ LOIs along with certificate for successful completion must be uploaded along with the Bid and the same shall be considered for evaluation.

2. All the records viz: Audited Financial Statements, Books of Accounts, Cost Records, Purchase Orders/ Work Orders/ Contract Agreements/ LOAs/ Bills of quantities, Bill wise details of payment received/ confirmation, GST returns filed on the GST Portal and other relevant records must be kept by the Service Provider to substantiate/ verifying/ backing up/corroborating of afore-mentioned details and shall be made available to NSIC as and when required.

3. It must be ensured that stock transfer will not be considered as Quantity sold.

ANNEXURE-VIII (B)

Service Provider's Work Experience Certificate (Private Supplies)

(On the Letter Head of Chartered Accountant)

M/s < Name of the Service Provider/SERVICE PROVIDER>________

Address: ____

PAN No. ____

GST No. ____

We have verified all the Audited Financial Statements, Books of Accounts, Cost Records, Purchase Orders / Work Orders / Contract Agreements / LOAs / Bills of quantities, Bill wise details of payment received/ confirmation, GST returns filed on the GST Portal and other relevant records of M/s. ____________(Name of the Service Provider/SERVICE PROVIDER) and certify the following details as per RFP clause no. 4.4 (b)(ii) of Instruction to Service Providers.

For Private Supplies

[Supplies made during the last five Financial Years (i.e. 2020-21 to 2024-25) should only be mentioned in the table below]

Sl. No.	Name of Similar Nature services supplied	Qty.	Buyer's Name with complete address, email ID & Contact No.	Total Contract Value (Rs.)	LOA/ Work Order No. & Date	Date of completion of delivery	Work Completion Certificate Ref. No. & Issuing Date	Any complaints from Purchaser/ consignee for non- satisfactory Performance
	Group of Services including boarding and lodging, catering/food services, Pick & Drop transportation facilities and other allied services to organize international visitors/delegations							
1.								
2.								

(Please add additional rows, if required)

It is also certified that based on the information, explanations and documents given to us, the above-mentioned quantities of services/ equipment of similar nature sold are correct and in agreement with the Audited Financial Statements, Books of Accounts, Cost Records, Purchase Orders / Work Orders / Contract Agreements / LOAs / Bills of quantities, Bill wise details of payment received/ confirmation, GST returns filed on the GST Portal and other relevant records w.r.t. Private/Institutional Sales of M/s. (Name of the Service Provider) and can be considered for the Bid evaluation purpose.

Place:
Date :

Name of the Chartered Accountant Firm :
Signature & Seal of the Chartered Accountant :

Name of the Partner / Proprietor :
Designation:
Membership No. :
Firm Reg. No. :
UDIN :

Sign and Seal of Authorized Signatory of Service Provider Sign and Seal of Service Provider (if applicable)

Note:

1. **For Private Supplies, copies of work orders/ contract agreements/ purchase orders/LOAs/LOIs along with certificate for successful completion must be uploaded along with the Bid and the same shall be considered for evaluation.**

2. **All the records viz: Audited Financial Statements, Books of Accounts, Cost Records, Purchase Orders / Work Orders / Contract Agreements / LOAs / Bills of quantities, Bill wise details of payment received/ GST returns filed on the GST Portal and other relevant records must be kept by the Service Provider to substantiate/ verifying/ backing up /corroborating of afore-mentioned details and shall be made available to NSIC as and when required.**

3. **The Buyer reserves the right to get the invoices/ details mentioned in above CA Certificate verified from an independent CA firm or any other representative. In case the certificate is found faulty, the Service Provider/SERVICE PROVIDERwill be blacklisted and the Performance Security will be forfeited.**

4. **It must be ensured that stock transfer will not be considered as Quantity sold.**

5. **Chartered Accountant (CA) must match the details of bills**

ANNEXURE - IX

AFFIDAVIT (IF THE SERVICE PROVIDER IS THE SERVICE PROVIDER OF ANY OF THE OFFERED SERVICES)

(TO BE SUBMITTED BY THE SERVICE PROVIDER)

(On Requisite Non-Judicial Stamp Paper as per State Laws- Duly Attested by a Notary Public)

I ______________________________ S/o. ___________________________________ Age_____________ yrs., resident of _______________________________________ am the Authroized Signatory/ Director/ Partner/ Designated Partner/ Proprietor of M/s ________________________________ Address ______________ _____________ (hereinafter referred to as Service Provider) to represent the Service Provider and do hereby solemnly affirm on oath and declare that:

We are participating in the GeM Bid No.________________RFP No. NTSC-650CSM/8/2026-NTSCOKHLA-NSIC_HO invited by NSIC.

It is hereby confirmed that:

1. We have the capability to render services **……………………(name of services** for **Group of Services including boarding and lodging, catering/food services, Pick & Drop transportation facilities and other allied services to organize international visitors/delegations** as per the specifications defined in **Annexure-I** of the RFP document. **We hereby declare following information with respect to our Organization:**

1.	Name of the Firm	
2.	Registered address of firm	
3.	Address of works	
4.	Constitution of the firm i.e. Proprietary/ Partnership/ Private limited etc. with registration details.	
5.	Phone/ Fax No. Website address & E-mail I.D.	
6.	Main Services provided by Service Provider (use separate annexure, if needed)	
7.	Details of equipment's available with service provider to render the services. (use separate annexure, if needed)	

8.	Details of testing & Quality control facilities available with firm (use separate annexure, if needed)	
9.	Does the firm have adequate systems to ensure consistent & acceptable quality products? ISO/ISI Status etc.	
10.	Installed & Operating Annual Capacity of the firm for offering the group of services	

2. We have necessary technical knowhow, expertise and infrastructure to offer the offered services(s)/equipment as mentioned above as per the specifications provided in **Annexure I** of the said RFP.

3. We have not been convicted by court of law for violation of the trading and other laws/rules.

4. We declare that we are not debarred from participating in this RFP as per the Ministry of Finance Guidelines on debarment circulated vide OM No. F.1/20/2018- PPD issued by Department of Expenditure dated 02.11.2021.

5. It is hereby certified that if awarded, we shall supply the services of good quality.

That the contents herein above are true and correct to my knowledge and belief. We understand that in case, any statement in the declaration above is found incorrect at any stage, then the contract is liable to be terminated along with forfeiture/invocation of Performance Security/ Performance Bank Guarantee.

Deponent

Verification: Verified on at ______________

Deponent

Attested by the Notary with Seal

ANNEXURE - X

NON-BLACKLISTING DECLARATION

(To be submitted on letter-head of Service Provider)

RFP No. : **NTSC-650CSM/8/2026-NTSCOKHLA-NSIC_HO**

To

General Manager,
NSIC Technical Services Centre,
Okhla Industrial Estate, Phase-III,
New Delhi - 110020

Sub. : Non-Blacklisting Declaration in connection with BID Document No .... **& RFP No. stated above dated ________2026**

Dear Sir,

With reference to our participation in above referred RFP, we M/s. ………………………………………………………..………………………. hereby declare and confirm that we have not been blacklisted/debarred by NSIC / Ministry of MSME / Department of Expenditure (DoE), Ministry of Finance as on the date of submission/uploading of the bid.

Yours Sincerely
SIGNATURE & SEAL OF THE
AUTHORISED SIGNATORY OF SERVICE
PROVIDER

ANNEXURE – XI

CHECKLIST OF DOCUMENTS

(To be filled by Service Provider with Technical Proposal)

It is hereby confirmed that following documents as per the requirement of RFP have been be uploaded along with Technical Proposal:

S.No.	List of Documents	Submitted (Yes/No)	Page Number(s) of Proposal
1	The Service Providers shall furnish complete Technical details of group of services through the participation of this tender (use separate sheet to elaborate the details of technical specifications TECHNICAL SPECIFICATION SHEET – **Annexure-I**		
2	EMD document as per para 3 of ITB – For EMD BG **Annexure-II OR** Insurance Surety Bond for EMD **Annexure-III OR** Bid Securing Declaration **Annexure-IV**		
3	Valid Documentary proof justifying the exemption from submission of EMD, if applicable.		
4	Self-certified copy of valid certificate for claiming Tender Fee exemption		
5	Valid Documentary evidence in support of Service Provider's Entity Structure as per para 4.1 of ITB along with Service Provider's Profile as per **Annexure-V.**		
6	Valid Documentary evidence in support of Authorised Signatory of the Proposal as per para 4.2 of ITB along with Authorisation Certificate as per **Annexure-VI (if Applicable)**.		
7	Valid Document in support for Financial Criteria as per para 4.3 of ITB as per **Annexure-VII** along with audited financial statements for FY 2021-22, 2022-23, 2023-24 and 2024-25.		
8	Valid Document in support for Experience & Past Performance as per para 4.4 of ITB along with List of Orders in **Annexure – VIII (A) & VIII (B).**		
9	Valid Document in support for Capability - Supplying Facilities as per para 4.5 of ITB **(Valid authorized distributor or dealership certificate/ Annexure-IX/ Annexure-X).**		
11	Valid Document in support for Undertaking for Non-Blacklisted as per para 4.7 of ITB - **Annexure-XII**		
12	Form of RFP Declaration as per **Annexure-XIII**		

13	Form of Land Border sharing Declaration **Annexure – XIV**		
14	Copy of PAN		
15	Copy of GST Registration Certificate		
16	All pages of RFP / ATC Document duly signed and stamped by the Service Provider.		

Note:

1. **Complete Proposal along with legible supporting documents** to be uploaded with each page signed and stamped by the Service Provider.
2. **All the pages of bid document to be uploaded including RFP document and other supporting documents, annexures etc. are to be self-attested and stamped by the authorised signatory.**
3. **In case the Service Provider fails to upload any of the documents specified above and corrigendum/addendum, if any, necessary for technical qualification, the Proposal is liable to be rejected without any further reference/ notice.**

SIGNATURE & SEAL OF THE AUTHORISED SIGNATORY OF SERVICE PROVIDER

ANNEXURE -XII

FORMAT FOR PERFORMANCE BANK GUARANTEE

Bank: ____

To

NSIC Technical Services Centre,
Okhla Industrial Estate, Phase-III, New Delhi-110020.

Bank Guarantee No____________________________

Dated_______________________________________

Bank GuaranteeAmount Rs.____________________

Valid upto____________________________________

Claim Period upto______________________________

1. Whereas the NSIC Technical Services Centre, Okhla Industrial Estate, Phase-III, New Delhi-110020, (hereafter referred to as **NSIC/ Buyer**) have issued Letter of Award No. …………………………………..Dated………………………against the RFP No.______dated ________ for Selection of Service Provider for the Providing Group Of Services To Organize International Training Programme At New Delhi and M/s___, complete address _________________(here in after referred to as the "SERVICE PROVIDER") was selected for supply and delivery of such services as defined in the said RFP/Letter of Award No._____dated_____to M/s…..................................., R/o……………………………………. (Hereafter referred to as "**Service Provider**") and whereas the **Service Provider** has undertaken to submit a bank guarantee for 5% of total accepted Proposal value amounting to Rs. _______(amount of the guarantee in figures and words) to secure its obligations under the said RFP/Letter of Award in favour of the NSIC/BUYER.

2. Now, We _________(Banker's Name & Address) (hereinafter referred to as "the Bank") do hereby expressly, irrevocably and unconditionally undertake to pay an amount not exceeding Rs._________(Rupees____________only) without any demur, protest merely on demand from NSIC/Buyer on account of non- fulfilment of the obligations under the RFP and/or RFP Documents /duly accepted Letter of Award No._______ dated __________within the Validity Period for delivery of services by selected Service Provider up to _. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee.

3. We undertake to effect payment upon receipt of such written demand, notwithstanding any dispute or disputes raised by the Service Provider in any suit pending before any Court, Tribunal, Arbitrator or any other authority, our liability under this present being absolute and unequivocal.

Bank Guarantee No______________________

Dated________________________________

Bank GuaranteeAmount Rs.________________

Valid upto_________________________

Claim Period upto_________________

4. We shall not be discharged or released from this undertaking and guarantee by any arrangements or variations made between the Buyer and the Service Provider, indulgence to the Service Provider by the Buyer or by any alterations in the obligation of the Service Provider or by any forbearance whether as to payment, time, performance or otherwise.

5. This guarantee shall remain in full force and effect for a period of 60 days beyond the date of completion of all contractual obligations of the Service Provider, including warranty period by selected Service Provider as specified in the RFP **i.e. up to ____(expiry date).**

6. Unless a demand or claim under this guarantee is made to us in writing on or before the aforesaid expiry date or extended expiry date, as the case may be, all your rights under this guarantee shall be forfeited and we shall be discharged from the liabilities hereunder.

7. This guarantee shall be continuing guarantee and shall not be discharged by any change in the constitution of the Bank or the Service Provider or the Buyer.

8. This 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/Buyer’s Bank) having IFSC **…………** , Account No. **…**.................. through SFMS and authenticated by the said NSIC’s/Buyer’s Bank.

9. We lastly undertake not to revoke this guarantee during its currency except with the previous consent of the NSIC/Buyer in writing.

10. Notwithstanding anything contained herein before our liability under this bank guarantee:

    i. Shall not exceed Rs.____________________(Rupees___________only).

    ii. This Bank Guarantee shall be valid upto_____and having claim period upto____.

    iii. We are liable to pay the guarantee amount or any part thereof under this Bank Guarantee as demanded by NSIC/Buyer and only and only if NSIC/ Buyer serve upon us a written claim or demand on or before ___

    iv. Further, the amount of invocation of the Bank Guarantee shall be remitted to NSIC’s/ Buyer’s account no. **………………..** with _________(name and complete address of the NSIC’s Bank) (IFSC - **………………..**) under written intimation to NSIC/Buyer (address)

Dated the__________________________day of_____________________for (indicate the name of the Bank)”.

Date:________________ Authorized Signatory_____________________

(**Note :-** Bank Guarantees issued by only Scheduled Commercial Bank or State Bank of India will be accepted.)

Bank Guarantee No____________________________

Dated_______________________________________

Bank GuaranteeAmount Rs._____________________

Valid upto____________________________________

Claim Period upto______________________________

Stamp __________________

ANNEXURE - XIII

FORMAT OF INSURANCE SURETY BOND FOR PERFORMANCE SECURITY

Insurance Surety Bond
(To be submitted on non-judicial stamp paper of appropriate value purchased in the name of issuing Insurance Company)

To,
NSIC Technical Services Centre,
Okhla Industrial Estate, Phase-III,
New Delhi-110020.

Surety Bond No. ………………….
Surety Bond Issue Date……………….
Surety Bond Amount : Rs……………………..
Bond Valid upto : ………………………..
Bond Claim Period …………………….

Dear Sir,

1. Whereas the NSIC Technical Services Centre (NTSC Magadh University Campus, Okhla-824234 (Bihar) (hereafter referred to as **NSIC/ Buyer**) haveissued Letter of Award No. …………………………………..Dated………………………against the RFP for Selection of Service Provider for the PROVIDING GROUP OF SERVICES TO ORGANIZE INTERNATIONAL TRAINING PROGRAMME AT NEW DELHI to M/s…………………………., R/o.. (Hereafter referred to as "**Service Provider**") and NSIC has asked the Service Provider to submit a performance security in favour of the NSIC Technical Services Centre (NTSC), Magadh University Campus, Okhla- 824234 (Bihar) of Rs. …………………………(hereafter referred to as "Bond Amount") valid up to dd.mm.yyyy (hereafter referred to as "Validity Date")

Now at the request of the Service Provider, We..........Insurance Company Limited, registered under the Insurance Act, 1938, with its Corporate office ,……………………………………………. and Registered/Head Office ……………………………………………………………………………… (the "**Surety**") to transact the business of Surety Insurance under the powers conferred under Section 14 (2) (i) of IRDA Act, 1999 & IRDA Guidelines issued vide IRDAI/NL/GDL/SIC/01/01/2022 3rd January, 2022, agreed to give this Surety Bond by way of performance guarantee as hereinafter contained:

2. The Surety do hereby undertake and assure to the NSIC/Buyer that, if in opinion of NSIC the Service Provider in any way fails to observe or perform the terms and conditions of the Letter of Award/ RFP or commits any breach of its obligations thereunder, or in case of loss or damage caused to or would be caused to or suffered by NSIC/Buyer by reason of breach or renewal of the Performance Security or in case any outstanding amount due to NSIC NSIC/Buyer in terms of the agreement, the Surety shall on demand and without any objection or demur pay to the NSIC/Buyer such sum or sums up to an aggregate sum of the Bond Amount or such lesser amount as NSIC/Buyer may demand without requiring NSIC/Buyer to have recourse to any legal remedy that may be available to it to compel the Surety to pay the same.

3. Any such demand from the NSIC/Buyer shall be conclusive as regards the liability of Service Provider to pay to NSIC/Buyer or as regards the amount payable by the Surety under this Surety Bond. The Surety shall not be entitled to withhold payment on the ground that the Service Provider had disputed its liability to pay or has disputed the quantum of the amount or that any arbitration proceeding, or legal proceeding is pending between Service Provider and NSIC/Buyer regarding the claim.

4. The liability of the Surety under this Surety Bond is restricted to the Bond Amount and this Surety Bond shall come into force from the date of its issue and shall remain in full force and effect up to its Validity date.

5. The Surety further agrees that the NSIC/Buyer shall have the fullest liberty without the consent of the Surety and without affecting in any way the liability of the Surety under this Surety Bond to vary any of the terms and conditions of the Letter of Award/ RFP or to extend the time for the performance contained in the Letter of Award/ RFP from any of the powers exercisable by NSIC/Buyer against the Service Provider and to forebear from enforcing any of the terms and conditions relating to the Agreement and the Surety shall not be relieved from its liability by reason of such failure or extension being granted to Service Provider or through any forbearance, act or omission on the part of NSIC/Buyer or any indulgence by NSIC/Buyer to Service Provider or any other matter or thing whatsoever which under the law relating to sureties would but for this provision have the effect of relieving or discharging the Surety.

6. This surety bond shall be continuing surety and shall not be discharged by any change in the constitution of the Surety, or in the constitution of the Service Provider or NSIC/Buyer.

7. We lastly undertake not to revoke this Surety during its currency except with the previous consent of the NSIC/Buyer in writing.

8. In case NSIC/Buyer demands for any money under this Surety Bond through written claim or demand, the same shall be paid through NEFT/RTGS to NSIC's Bank Account No. ____________(IFSC ___________) under written intimation to NSIC.

9. The Surety guarantees that the below mentioned officers who have signed it on behalf of the Surety have authority to give this Surety Bond under its delegated power.

Notwithstanding anything contained herein above:

a) Our Liability under this Surety Bond shall not exceed Rs. _________ **(Rupees:… Only).**
b) This Surety Bond shall be valid up to ______________(Validity date
c) Further a claim period of **3(three) months** from the Validity date of the Surety Bond is available to make a demand under this Surety Bond. We are liable to pay the Bond Amount or any part thereof under this Surety Bond only and only if you serve upon us a written claim or demand on or before (Date of claim ______________period if any).

Place: ……………………………

Date: …………………………. (Signature of the Surety)

Rubber stamp of the Surety

Authorised Power of Attorney Number: ……………….

Name of the Surety officer: …………………………….

Designation: ……………………………………

Complete Postal address of Surety: ……………………
……………………………………………………………

Telephone Numbers …………………………….

Fax numbers ………………………………

Email ID (only official Email ID) …………………………….

Witness has also to sign put in his designation and complete address

Name, Address, contact number and official Email ID of the Controlling Office of the Surety Issuing Branch or any web portal link, from whom/ where the Surety Bond can be got confirmed by NSIC.
…………………………………..

……………………………………

ANNEXURE-XIV

Land Border Sharing Declaration

(On Bidder's Letter Head)
(Along with supporting documents, if any)

Ref. NSIC's RFP No. ________________________________ and GeM Bid No.______

RFP Title: RFP for selection of Event Management Agency for Providing Group of Services to Organize International Training Programme at New Delhi

Bidder's Name: _______________

(Address and contact details)

Bidder's Reference No.__________ Dated _______

Restrictions on procurement from Tenderers from a country or countries, or a class of countries as per Public Procurement Order No F.7/10/2021-PPD (1) (Public Procurement No 4) dated 23-02-2023 (as amended from time to time)

I/ We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; and solemnly certify that:

we are not from such a country

or,

if from such a country, we are registered with the Competent Authority (copy enclosed).

<strike off whichever is not applicable>

We hereby certify that we fulfill all requirements in this regard and are eligible to be

considered. Penalties for false or misleading declarations:

I/ We hereby confirm that the particulars given above are factually correct and nothing is concealed and also undertake to advise any future changes to the above details. I/ We understand that any wrong or misleading self-declaration by us would be violation of Code of integrity and would attract penalties as mentioned in this RFP document, including debarment.

(Signature with date)

(Name and designation)
Duly authorized to sign Bid for and on behalf of M/s______________________

AGREEMENT

"RFP no. ……………………………………..2026 for" Selection of Event Management Agency for Providing Group of Services to Organize International Training programme

Agreement for Supply of ………. for ………………….. under …………………………

THIS AGREEMENT is made at………………… the ………day of ……………………. …. Between NSIC- Technical Services Centre one of the Technical Services Centre of National Small Industries Corporation Ltd……………….(address), a company registered under the Companies Act, 1956 (1 of 1956) and having its registered office at------------------------- (hereinafter called "NSIC" which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and assigns) of the **ONE PART**

And

………………… (*Name of Successful Bidder/Contractor*) of ………………… (*specify the registered office of the Successful Bidder*) (hereinafter called "**Successful Bidder/Service Provider** " which expression shall unless it be repugnant to the subject, context or meaning thereof shall be deemed to mean and include its successors and permitted assigns) of the **OTHER PART**;

NSIC and Successful Bidder/Service Provider are hereinafter collectively referred to as "Parties" and individually as Party-

WHEREAS NSIC vide its RFP No. [ ] dated [ ] (RFP) had invited Bids from the eligible Bidders for [ ] (*please specify the purpose of RFP.*

WHEREAS the Successful Bidder/Service Provider has represented that it is engaged in the business of providing the services of -------------- and has all the requisite skills, expertise, experience and necessary facilities for providing/rendering/delivering the service(s) as per Scope of Work of RFP and/or Work Order/s of ---------- to ------------------.

WHEREAS NSIC relying upon the representations and warranties made by the Successful Bidder/Service Provider, has accepted its Bid for rendering/delivering the service(s) under the Scope of RFP and/or Work Order/s for the sum of [ ]----- (*Contract Price in Words and Figures*) (hereinafter called **"the Contract Price**"). In the said premises, the Parties hereby enter into this Agreement to provide the service(s) as per Scope of Work of RFP and/or Work Order/s, on the terms and conditions appearing hereinafter

NOW THIS AGREEEMENT WITNESSETH AND IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS:

In this Agreement words and expressions not specifically defined shall have the same meanings as are respectively assigned to them in the RFP.

The RFP together with all Annexure, Schedules and Forms of RFP amended from time to time and this Agreement, and the other related documents shall be deemed to form and be read and construed as part of these presents. This Contract supersedes any prior contract, understanding or representation of the Parties on the subject matter.

In consideration of the payment of the Contract Price in accordance and subject to terms and conditions contained in RFP by -------------------------------- to the Successful Bidder, the Successful Bidder/Service Provider hereby agrees and covenants with NSIC to provide/render/deliver the service(s) and to remedy defects/shortcomings, if any therein, strictly in conformity in all respects with the provisions of the Contract/scope of RFP and/or Work Order/s.

----------------------- hereby agrees and covenants to pay the Successful Bidder/Service Provider in consideration of the service(s) and the remedying of defects/shortcomings, if any therein, as per Scope of Work of RFP and/or Work Order/s the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Order of precedence: In the event of a conflict between the terms and conditions included in the tender documents and terms and conditions included in the agreement/work order, the order of precedence shall be as follows:

(i) RFP
(ii) Work order
(iii) Service Level Agreement/amended agreement
(iv) Additional terms and conditions
(v) General terms and conditions
(vi) Addendums, if any,
(vii) Any other documents forming part of the RFP

Indemnity: The Successful Bidder hereby indemnifies, protects and saves NSIC and holds the NSIC harmless from and against all claims, losses, costs, damages, expenses, charges including legal expenses (Attorney, Advocates fees included) which NSIC may suffer directly or indirectly from an act or omission of the Successful Bidder, its employees, its agents in the performance of the services provided under the contract, Breach of any of the terms of this RFP or breach of any representation or warranty by the Successful Bidder, Use of the deliverables and or services provided by the Successful Bidder, Infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all components provided to fulfil the scope of this Work. The Successful Bidder further indemnifies NSIC against any loss or damage arising out of claims of infringement of third-party copyright, patents, or other intellectual property, and third-party claims on NSIC for malfunctioning of the software or deliverables at all points of time, provided however, NSIC notifying the vendor in writing immediately on becoming aware of such claim. The Successful Bidder hereby undertakes the responsibility to take all possible measures, at no cost, to avoid or rectify any issues which thereby results in non-performance of software within reasonable time. NSIC shall report as far as possible all material defects to the bidder without undue delay. Nothing contained in RFP/contract shall impair NSIC's right to claim damages without any limitation for an amount equal to the loss suffered for non-performance of software.

The courts at New Delhi shall have exclusive Jurisdiction to try all disputes, if any arising out of this tender/ contract between the parties.

IN WITNESS WHEREOF the parties hereto have caused these presents to be executed on the day, month and year first above written.

Signed and Delivered by
the with name and signature :

Authorized Signatory: Name :	Authorized Signatory Name :
Date :-	Date : ....

IN THE PRESENCE OF

1. Signature:-	1. Signature:-

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