

**Standard Procurement Documents
Standard Request for Proposals
for
Empanelment of Transportation Service Providers**



Transforming the skill landscape

RFP No. RFP/ADM/2022/025

Department- Administration

Important Dates:

Date of commencement of RFP	28 th July 2022
Last Date and Time of Receipts of Proposals	11 th August 2022: 05:00 pm
Place of Submission of Proposals	https://nsdc.eproc.in/

INSTRUCTION TO BIDDERS (ITB)

A. General Provisions

1. Definitions

- (a) “Affiliate(s)” means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Bidder.
- (b) “Applicable Law” means the laws and any other instruments having the force of law in India.
- (c) “Client” means NSDC
- (d) “Bidder” means a legally established professional consulting firm or an entity that may provide or provides the Services to the Client under the Contract.
- (e) “Contract” means a legally binding written agreement signed between the Client and the Bidder.
- (f) “Day” means a calendar day, unless otherwise specified as “Business Day”. A Business Day
- (g) is any day that is an official working day of the Client. It excludes the Client’s official public holidays.
- (h) “Experts” means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Bidder, Sub-Bidder or Joint Venture member(s).
- (i) “Government” means the government of India.
- (j) “in writing” means communicated in written form (e.g. by mail, e-mail, including, if distributed or received through the electronic-procurement system used by the Client) with proof of receipt.
- (k) “Joint Venture (JV)” means an association with or without a legal personality distinct from that of its members, of more than one Bidder where one member has the authority to conduct all business for and on behalf of any and all the members of the JV, and where the members of the JV are jointly and severally liable to the Client for the performance of the Contract.
- (l) “Key Expert(s)” means an individual professional whose skills, qualifications, knowledge and experience are critical to the performance of the Services under the Contract and whose CV is taken into account in the technical evaluation of the Bidder’s proposal.
- (m) “Non-Key Expert(s)” means an individual professional provided by the Bidder or its Sub-Bidder and who is assigned to perform the Services or any part thereof under the Contract and whose CVs are not evaluated individually.
- (n) “Proposal” means the Technical Proposal and the Financial Proposal of the Bidder.
- (o) “RFP” means the Request for Proposals to be prepared by the Client for the selection of Bidders, based on the SPD - RFP.
- (p) “SPD - RFP” means the Standard Procurement Document - Request for Proposals, which must be used by the Client as the basis for the preparation of the RFP.
- (q) “Services” means the work to be performed by the Bidder pursuant to the Contract.
- (r) “Sub-Bidder” means an entity to whom the Bidder intends to subcontract any part of the Services while the Bidder remains responsible to the Client during the whole performance of the Contract.
- (s) “Terms of Reference (TORs)” means the Terms of Reference that explains the objectives, scope of work, activities, and tasks to be performed, respective responsibilities of the Client and the Bidder, and expected results and deliverables of the assignment.

2. Introduction

- 2.1. **National Skill Development Corporation (NSDC)**, the client intends to **Empanel Transportation Service Providers** (hereinafter called “Bidders”).
- 2.2. The Bidders are invited to submit a Technical Proposal and a Financial Proposal against this RFP. The Proposal will be the basis for negotiating and ultimately signing the Contract with the selected Bidder.
- 2.3. The Bidders should familiarize themselves with the local conditions and take them into account in preparing their Proposals.
- 2.4. The **Client** will timely provide, at no cost to the Bidders, the inputs, relevant project data, and reports required for the preparation of the Bidder’s Proposal.
- 2.5. The **information** contained in this document or information provided subsequently to bidder(s) whether verbally or in documentary form by or on behalf of NSDC, is on the terms and conditions set out in this document and all other terms and conditions subject to which such information is provided. This document is not an agreement and is not an offer or invitation by NSDC to any parties other than the bidder(s) who are qualified to submit the bids (hereinafter individually and collectively referred to as Bidder or Bidders respectively). The purpose of this document is to provide the Bidders with information to assist the formulation of their proposals. This document does not claim to contain all the information each Bidder requires. Each Bidder may conduct its own independent investigations and analysis and is free to check the accuracy, reliability, and completeness of the information in this document. NSDC makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability, or completeness of this document. The information contained in the document is selective and is subject to updating, expansion, revision, and amendment.
- 2.6. NSDC **reserves** the right of discretion to change, modify, reject, add to, or alter any or all of the provisions of this document and/or the bidding process, without assigning any reasons whatsoever. NSDC in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this document. NSDC reserves the right to reject any or all proposals received in response to this document at any stage without assigning any reason whatsoever. The decision of NSDC shall be final, conclusive and binding on all the parties.

3. Conflict of Interest

- 3.1. The Bidder is required to provide professional, objective, and impartial advice, at all times **holding** the Client’s interests’ paramount, strictly avoiding conflicts with other assignments or its own corporate interests and acting without any consideration for future work.
- 3.2. The Bidder has an obligation to disclose to the Client any situation of actual or potential **conflict** that impacts its capacity to serve the best interest of its client. Failure to disclose such situations may lead to the disqualification of the Bidder or the termination of its Contract and/or sanctions by NSDC.
- 3.3. Without **limitation** on the generality of the foregoing, the Bidder shall not be hired under the circumstances set forth below:
 - 3.3.1. Conflicting activities: Conflict between consulting activities and procurement of goods, works or non-consulting services: a firm that has been engaged by the Client to provide goods, works, or non-consulting services for a project, or any of its Affiliates, shall be disqualified from providing consulting services resulting from or directly related to those goods, works, or non-consulting services. Conversely, a firm hired to provide consulting services for the preparation or implementation of a

project, or any of its Affiliates, shall be disqualified from subsequently providing goods or works or non-consulting services resulting from or directly related to the consulting services for such preparation or implementation.

3.3.2. **Conflicting assignments** Conflict among consulting assignments: a Bidder (including its Experts and Sub-Bidders) or any of its Affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment of the Bidder for the same or for another Client.

3.3.3. **Conflicting relationships** Relationship with the Client's staff: a Bidder (including its Experts and Sub-Bidders) that has a close business or family relationship with a professional staff of NSDC who are directly or indirectly involved in any part of (i) the preparation of the Terms of Reference for the assignment, (ii) the selection process for the Contract, or (iii) the supervision of the Contract, may not be awarded a Contract, unless the conflict stemming from this relationship has been resolved in a manner acceptable to NSDC throughout the selection process and the execution of the Contract.

4. **Corrupt and Fraudulent Practices:** The Client requires compliance with its policy regarding corrupt and fraudulent practices as set forth in Annexure 3. In further pursuance of this policy, Bidders shall permit and shall cause their agents, Experts, Sub-Bidders, sub-contractors, services providers, or suppliers to permit NSDC to inspect all accounts, records, and other documents relating to the submission of the Proposal and contract performance (in case of an award), and to have them audited by auditors appointed by NSDC.

5. **Eligibility Criteria:** Only those Bidders who qualify the eligibility criteria will be evaluated financially:

SN	Eligibility Criteria	Documents/ Copies to be submitted
1.	The bidder shall be a reputed Company / firm/ agency registered in India and engaged in corporate travel/ car rentals, in India for at least past 2 years from the date of publishing of this RFP. The Bidder should have valid PAN/GST/ registration documents.	Incorporation Certificate, Valid Registration Certificates, PAN and GST.
2.	The bidder should be providing corporate travel to at least 5 reputed organizations for past 2 years.	PO/ Contracts/ Letter from clients
3.	The Bidder should have minimum average annual turnover of Rs. 25 lacs in past two financial years, i.e. 2020-2021, 2021-2022	CA Certificates with UDIN.
4.	The bidder shall have its offices/branches in Delhi/NCR and shall have presence across India.	No. of places/ countries covered. Self-declaration
5.	The vehicles should be authorized by concerned RTO for public transport, should have valid insurance and pollution certificates and in best conditions for mobility. Drivers should have valid licenses and insurance.	Certificates, details of manpower and vehicles.
6.	The bidder should have proven track record of providing hassle free services with excellent service levels in tie ups with reputed Organisations. The bidder should have excellent team with qualified and experienced professionals along with technological tools/GPS/ app/website etc. to provide seamless assistance and support.	PO/Contracts/ Letter from clients. Ratings/ awards/ client testimonials etc. in each of the last 2 financial years, i.e.: 2020-21, 2021-22

SN	Eligibility Criteria	Documents/ Copies to be submitted
7.	Bidder and should have never been involved in any illegal activity or financial frauds. <ul style="list-style-type: none"> ▪ Bidder's contract in the past should not have terminated during the contract period due to unsatisfactory performance, nor it refused to continue the services for any Company after the contract was awarded to them. ▪ The bidder and its affiliates should not have been blacklisted by any Government Agency/Public Sector Undertaking/Autonomous Bodies of Government/Reputed Corporates for breach of applicable laws or violation of regulatory provisions or breach of agreement. 	Undertaking on letter head/self-declaration
8.	Mandatory requirements: All requirements mentioned in Terms of Reference and Scope of Work has to be mandatory complied with. If bidder is not able to provide services according to TOR and SOW, they will be disqualified.	Bidders need to submit proof of compliances on its letter head

Only those bidders whose proposals meet all the eligibility criteria and responsive to RFP, will be considered for further process.

6. Duration of Assignment

The duration of assignment shall be for 2 years from the start of agreement. However, the quality of service provided by the Bidder and the performance of the Bidder shall be reviewed continuously and in case the performance is found unsatisfactory, the Bidder's contract can be terminated at NSDC's discretion. In case, there is a requirement for more Bidders based on volume or geographical reach or for any other reason, NSDC may procure services from more Bidders for similar purpose.

B. Preparation of Proposals

7. **General Considerations:** In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.
8. **Cost of Preparation of Proposal:** The Bidder shall bear all costs associated with the preparation and submission of its Proposal, and the Client shall not be responsible or liable for those costs, regardless of the conduct or outcome of the selection process. The Client is not bound to accept any proposal and reserves the right to annul the selection process at any time prior to selection, without thereby incurring any liability to the Bidder.
9. **Language:** The Proposal, as well as all correspondence and documents relating to the Proposal exchanged between the Bidder and the Client, shall be written in English.
10. **Documents Comprising the Proposal:** The Proposal shall comprise the documents and forms listed in Annexure 1.
11. **Only One Proposal:** The Bidder shall submit only one Proposal. If a Bidder, submits or participates in more than one proposal, all such proposals shall be disqualified and rejected.
12. **Proposal Validity:** Bidder's Proposal must remain valid up to 180 days after the Proposal submission deadline. During this period, the Bidder shall maintain its original Proposal without any change, including their availability. If it is established that any Bidder was not available at the time of Proposal submission or was included in the Proposal without his/her confirmation, such Proposal shall be disqualified and rejected for further evaluation.

- 12.1. Extension of Validity Period: The Client will make its best effort to complete the negotiations within the proposal's validity period. However, should the need arise, the Proposals' validity will automatically extend by 180 days more.
- 12.2. Extension of validity of the Proposals shall be done without any change in the original Proposal and with the confirmation of the availability of the Key Experts.
13. **Proposal Security:** The Bidder shall furnish as part of its proposal security of Rs. 2,00,000/- in the form of a Demand Draft.
 - 13.1. Any Proposal not accompanied by a substantially responsive Proposal Security shall be rejected by the Client as non-responsive.
 - 13.2. Proposal Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidders signing the contract and furnishing the Performance Security
 - 13.3. The Proposal Security of the successful Bidder shall be returned as promptly as possible once the successful Bidder has signed the contract and furnished the required performance security.
 - 13.4. The Proposal Security may be forfeited:
 - 13.4.1. if a Bidder withdraws its proposal during the period of proposal validity, or any extension thereto provided by the Bidder; or
 - 13.4.2. if the successful Bidder fails to sign the Contract; or
 - 13.4.3. fails to furnish a performance security
 - 13.5. Proposal Security is exempted for organizations registered with MSME. The Bidder must submit MSME certificate.
 - 13.6. Original Physical copy of proposal security must reach NSDC Office at following address on or before last date and time of submission of proposals:
National Skill Development Corporation
301, 3rd Floor, West Wing, Worldmark 1, Aerocity
New Delhi-110037
14. **Sub-Contracting:** The Bidder may subcontract some or whole of the Services however the responsibility and accountability lies with the contracted bidder.
15. **Clarification and Amendment of RFP:** The Bidder may request a clarification of any part of the RFP till the date mentioned in the RFP document. Any request for clarification must be sent in writing, by email to the Client's email address: procurement@nsdcindia.org. The Client may respond in writing, by email, or will upload responses (including an explanation of the query but without identifying its source) to all Bidders. Should the Client deem it necessary to amend the RFP as a result of a clarification, it shall do so following the procedure described below:
 - 15.1. At any time before the proposal submission deadline, the Client may amend the RFP by issuing an amendment in writing or by standard electronic means. The amendment shall be shared with the Bidders.
 - 15.2. If the amendment is substantial, or there is technical issue in submission of bids, the Client may extend the proposal submission deadline to give the Bidders reasonable time to take an amendment into account in their Proposals.
 - 15.3. The Bidder may submit a modified Proposal or a modification to any part of it at any time prior to the proposal submission deadline. No modifications to the Proposal shall be accepted after the deadline.
16. **Proposal Format and Content:** The Proposal shall include both technical and financial information. Failure to comply with this requirement will make the Proposal non-responsive.
17. The Financial Proposal shall be prepared using the format provided in Form Fin 1 of the RFP. It shall list all costs associated with the assignment.
18. The Bidder is responsible for meeting all tax liabilities arising out of the Contract

19. The Bidder may express the price for its Services in the currency as stated in the Financial Proposal format.

C. Submission, Opening and Evaluation

20. Submission of Proposals:

- 20.1. The Bidder shall submit a signed and complete Proposal comprising the documents and forms in accordance with Annexure 1. The Bidder shall submit Technical and Financial Proposal only <https://nsdc.eproc.in/>.
- 20.2. An authorized representative of the Bidder shall sign the original submission letters in the required format for Technical Proposal and shall initial all pages. The authorization shall be in the form of a written power of attorney attached to the Technical Proposal.
- 20.3. The Technical Proposal shall be mailed at <https://nsdc.eproc.in/> on or before the last date and time. Similarly, the financial proposal should also be sent with the technical proposal.
- 20.4. Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

21. Confidentiality: From the time the Proposals are opened to the time the contract is awarded, the Bidder should not contact the Client on any matter related to its Technical Proposal.

- 21.1. Information relating to the evaluation of Proposals and award recommendations shall not be disclosed to the Bidders who submitted the Proposals or to any other party not officially concerned with the process, until the selection.
- 21.2. Any attempt by Bidders or anyone on behalf of the Bidder to influence improperly the Client in the evaluation of the Proposals or selection decisions may result in the rejection of its Proposal.
- 21.3. Notwithstanding the above provisions, from the time of the Proposals' opening to the time of selection, if a Bidder wishes to contact the Client on any matter related to the selection process, it should do so only in writing.
- 21.4. This document is meant for the specific use by the bidders interested to participate in the current tendering process. This document in its entirety is subject to Copyright Laws. NSDC expects the bidder or any person acting on behalf of the bidders to strictly adhere to the instructions given in the document and maintain confidentiality of information. The bidders shall be held responsible for any misuse of information contained in the document if such a circumstance is brought to the notice of NSDC. By downloading the document, the interested party is subject to confidentiality clauses.

22. Opening of Proposals: The Client's evaluation committee/team shall conduct the opening of the Proposals.

23. Bidders are not allowed to alter or modify its Proposal in any way after the proposal submission deadline. While evaluating the Proposals, the Client will conduct the evaluation solely on the basis of the submitted Eligibility Criteria.

24. Evaluation of Proposals: Bidders to provide presentation/demo of technology used in managing the services as per terms of reference.

The Client's evaluation committee shall evaluate the Technical and Financial Proposals on the basis of their responsiveness to the RFP and applying the eligibility criteria. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP or if it fails to meet the eligibility.

25. Opening of Proposals

- 25.1. After the technical evaluation is completed and approved by the Committee, the Client shall notify those Bidders whose Proposals were considered non-responsive to the RFP and TOR or did not meet the minimum eligibility criteria that their proposal cannot be considered further. Incomplete or conditional proposals shall be rejected. Client may clarify any part of the proposal from bidders and seek submission of clarifications.

- 25.2. NSDC may use E-Reverse Auction process for financial opening for this Procurement. Only technically qualified agencies will get one-time half an hour online training by our empaneled e Auction vendor C1 India Pvt. Ltd. All qualified agencies will have to submit their financial quotes as pre-bid in E-Auction system and same will be verified by NSDC with submitted financial quote of agencies. E-Auction time slot will be informed to qualified agencies at later stage.
26. Please note that in both E-Auction and without E-Auction process **Least Cost Selection** Method will be used.
27. All shortlisted bidders will be required to match the Least cost for consideration of empanelment.
28. **Negotiations and Award**
- 28.1. The Bidders will be issued a draft agreement.
- 28.2. In case draft agreement is shared with the selected Bidder, they will be requested for their review and signatures.
- 28.3. The negotiations are concluded with a review of the finalized draft Contract, which then shall be initialed by the Client and the Bidder's authorized representative.
29. NSDC reserves the right to award work to one or more Bidders for any specific assignment and the number will depend on requirement.
30. During the empanelment, if requirement arises, more agencies can be included.
31. The decision of NSDC will be final and binding upon all Bidders.

Annexure -1
(Documents Comprising Technical Proposal)

Form TECH-1
Technical Proposal Submission Form

{Location, Date}

To: *[Name and address of Client]*

Dear Sir:

We, the undersigned, offer to provide the valuation services for *[Insert title of assignment]* in accordance with your Request for Proposal dated *[Insert Date]* and our Proposal. “We are hereby submitting our Proposal.

We hereby declare that:

- (a) All the information and statements made in this Proposal are true and we accept that any misinterpretation or misrepresentation contained in this Proposal may lead to our disqualification by the Client and/or may be sanctioned by the client.
- (b) Our Proposal shall be valid and remain binding upon us for the period of 180 days after the last date of submission.
- (c) We have no conflict of interest in accordance with ITB 3.
- (d) We meet the eligibility requirements as stated in ITB 5, and we confirm our understanding of our obligation to abide by the NSDC’s policy in regard to corrupt and fraudulent practices as per Annexure 3.
- (e) We, along with any of our sub-Bidders, subcontractors, suppliers, or service providers for any part of the selection, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by a central government/ministry and or any state/s of India.
- (f) In competing for (and, if the award is made to us, in executing) the contract, we undertake to observe the laws against fraud and corruption, including bribery, in force as per Prevention of Corruption Act, 1988
- (g) Our Proposal is binding upon us and subject to any modifications.

We undertake, if our Proposal is accepted and the Contract is signed or letter of Intent/PO is issued, to initiate the Services related to the assignment no later than the date indicated in the contract/letter.

We understand that the Client is not bound to accept any Proposal that the Client receives.

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory: __

Name of Bidder: _____

Address: _____

Contact information (phone and e-mail): _____

I. General Information (Please use MS excel to provide details of this table below)

Sl	Particulars	Details (enclose supporting documents, wherever required)
1.	Name of the Bidder	
2.	Registered Address	
3.	Concerned person's Name and Designation	
4.	Mobile no	
5.	Email ID	

II. Information as per eligibility criteria, clause 6 (Please use MS excel to provide details of this table below)

Sl	Particulars	Details (Enclose supporting documents, wherever required as per)
	Bidder's Date of Incorporation/ Registration	
	Annual Turnover	

Undertaking on letter head for non-blacklisting.

Mandatory submission as per TOR and SOW.

Form Tech 2- Bidder's Experience
III. Information as per eligibility criteria, clause 5
(Please use MS excel to provide details of this table below)

Year	Sl	Name of Clients	Revenue generated	Number and type of Vehicles provided	Location India/ Outside India	Client Testimonials
2021-22						
2020-21						
2019-20						

Add more rows if required.

IV. Information as per eligibility criteria, clause 5.

Provide details of following

1.	Presence in Number of locations across India and world.
2.	Service levels in terms of reliability, promptness, response time, resolution of queries, quality of resources based on client testimonials
3.	Awards/Ratings for excellence in performance/services by credible agencies:
4.	Approach & Methodology including Software tools to manage bookings, data, reports etc. suiting requirement

Form Fin-1**Financial Proposal Submission Form**

The Bidder is required to submit their financial quote in the table mentioned below:

1. Spot hire Package- Local usage (Delhi & NCR) All rates in INR

Vehicle Make and Model or equivalent	Local city charges				Out station	
	Half day	Full Day	Extra	Extra	Per Km	Night Charge Between 11 pm and 5 am
	4 Hr/40 Km	8 Hr/80 Km	Km	Hr		
Maruti Desire/ Toyota Etios/ Honda Amaze/ Hyundai Xcent						
Honda City						
Toyota Corolla Altis						
Toyota Camry/ Honda Accord						
Toyota Innova						
Toyota Innova Crysta						
Toyota Fortuner/ BMW 3 series/ Toyota Camry Hybrid						
Mercedes E-Class/ BMW 5 series						

2. Spot hire Package- Local usage: Tier 1 (Mumbai, Pune, Chennai, Hyderabad & Bengaluru) All rates in INR

Vehicle Make and Model or equivalent	Local city charges				Out station	
	Half day	Full Day	Extra	Extra	Per Km	Night Charge Between 11 pm and 5 am
	4 Hr/40 Km	8 Hr/80 Km	Km	Hr		
Maruti Desire/ Toyota Etios/ Honda Amaze/ Hyundai Xcent						
Honda City						
Toyota Corolla Altis						
Toyota Camry/Honda Accord						
Toyota Innova						
Toyota Innova Crysta						
Toyota Fortuner/ BMW 3 series/ Toyota Camry Hybrid						
Mercedes E-Class/ BMW 5 series/ Audi A6						

3. Spot hire Package (Local Usage Tier 2): All rates in INR

Rates applicable for Kolkata, Ahmedabad, Nasik, Nagpur, Coimbatore, Vizag, Agra, Vadodara, Jaipur, Amritsar, Jalandhar, Ludhiana, Ranchi, Lucknow, Udaipur, Goa, Cochin, Mysore, Madurai,

Bhopal, Gwalior, Patna, Jodhpur, Pondicherry, Vishakhapatnam, Trivandrum, Indore, Bhubaneswar, Dehradun, Aurangabad & Mangalore, Jammu, Srinagar and other tier 2 & 3 cities.

Vehicle Make and Model or equivalent	Local city charges				Out station	
	Half day	Full Day	Extra	Extra	Per Km	Night Charge Between 11 pm and 5 am
	4 Hr/40 Km	8 Hr/80 Km	Km	Hr		
Maruti Desire/ Toyota Etios/ Honda Amaze/ Hyundai Xcent						
Honda City						
Toyota Corolla Altis						
Toyota Camry/Honda Accord						
Toyota Innova						
Toyota Innova Crysta						
Toyota Fortuner/ BMW 3 series/ Toyota Camry Hybrid						
Mercedes EClass/ BMW 5 series/ Audi A6						

4. Spot hire Package (Hilly areas/ difficult terrains): All rates in INR

Vehicle Make and Model or equivalent	Local city charges				Out station	
	Half day	Full Day	Extra	Extra	Per Km	Night Charge: Between 11 pm and 5 am
	4 Hr/40 Km	8 Hr/80 Km	Km	Hr		
Maruti Desire/ Toyota Etios/ Honda Amaze/ Hyundai Xcent						
Honda City						
Toyota Corolla Altis						
Toyota Camry/Honda Accord						
Toyota Innova						
Toyota Innova Crysta						
Toyota Fortuner/ BMW 3 series/ Toyota Camry Hybrid						
Mercedes EClass/ BMW 5 series/ Audi A6						

5. Spot hire Package (Northeast Regions): All rates in INR

Vehicle Make and Model or equivalent	Local city charges				Out station	
	Half day	Full Day	Extra	Extra	Per Km	Night Charge Between 11 pm and 5 am
	4 Hr/40 Km	8 Hr/80 Km	Km	Hr		

Maruti Desire/ Toyota Etios/ Honda Amaze/ Hyundai Xcent						
Honda City						
Toyota Corolla Altis						
Toyota Camry/Honda Accord						
Toyota Innova						
Toyota Innova Crysta						
Toyota Fortuner/ BMW 3 series/ Toyota Camry Hybrid						
Mercedes E-Class/ BMW 5 series/ Audi A6						

6. Fixed Airport Packages: All rates in INR

Vehicle make/model or equivalent	Tariff for Category 1 Cities	Tariff for Category 2 Cities	Tariff for Category 3 Cities
Maruti Desire/ Toyota Etios/ Honda Amaze/ Hyundai Xcent			
Honda City			
Toyota Corolla Altis			
Toyota Camry/Honda Accord			
Toyota Innova			
Toyota Innova Crysta			
Toyota Fortuner/ BMW 3 series/ Toyota Camry Hybrid			
Mercedes EClass/ BMW 5 series/ Audi A6			

(a) **Service Charges, if any:**

(b) **Night charges**

Vehicle	City
Category 1 Cities	Delhi, Gurgaon, Mumbai, Pune
Category 2 Cities	Bengaluru, Hyderabad, Chennai, Kolkata, Noida, Navi Mumbai & Faridabad
Category 3 Cities	Kolkata, Ahmedabad, Nasik, Nagpur, Coimbatore, Vizag, Agra, Vadodara, Jaipur, Amritsar, Jalandhar, Ludhiana, Ranchi, Lucknow, Udaipur, Goa, Cochin, Mysore, Madurai, Bhopal, Gwalior, Patna, Jodhpur, Pondicherry, Vishakhapatnam, Trivandrum, Indore, Bhubaneshwar, Dehradun, Aurangabad & Mangalore, Jammu, other Tier3 cities.
Category 4	Hilly areas
Category 5	Northeast regions

Annexure 3

It should be kept in mind that all actions towards award of Contract and its implementation on the ground have to be fair, consistent, transparent and based on highest standard of ethics. Similarly, bidders/suppliers/contractors/Bidders associated in the procurement of Goods, Works & Consultancy, are expected to observe the highest standard of ethics during procurement and execution of contracts. In pursuance to above:

- a. Proposal for award may be rejected, if it determines that the bidder, recommended for award, and/or its employees, sub-contractors, sub-Bidder, sub- vendors, agents have engaged in corrupt or fraudulent practices in competing for the Contract in question;
- b. Portion of the funds allocated to a contract may be cancelled, in full or in part, if it is determined that corrupt or fraudulent practices were engaged by contractor/Bidder and/or its employees, subcontractors/sub-Bidders, sub-vendors, agents for getting the Contract or during the execution of a Contract;
- c. A firm may be declared as ineligible, either indefinitely or for a stated period of time, to be awarded a Contract, if it, at any time, determines that the firm has been engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of above provision, the terms, "Corrupt Practice" and

"Fraudulent Practice", mean following:

"corrupt practice" means offering, giving, receiving, or soliciting anything of value to influence the action of NSDC's official(s) in the procurement process or in the contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid/proposal prices at artificial, non- competitive levels.

Annexure 4

DEFINITIONS:

1. C1 India Private Limited: Service provider to provide the e-Tendering Software and facilitate the process of e-tendering on Application Service Provider (ASP) model.
2. NSDC e-Procurement Portal: An e-tendering portal of National Skill Development Corporation (“NSDC”) introduced for the process of e-tendering which can be accessed on <https://nsdc.eproc.in>.

Pre-requisites:

- a) It is mandatory for all the bidders to have Class-III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) from any of the licensed Certifying Agency under CCA, Ministry of Electronics and Information Technology, Government of India to participate in e-tendering portal of NSDC. Bidders can see the list of licensed CA’s from the link www.cca.gov.in
- b) C1 India Pvt. Ltd. also facilitate Class III Digital Signature Certificate (With Both DSC Components, i.e. Signing & Encryption) to the bidders. Bidder may contact C1 India Pvt. Ltd. at mobile no. +91-7291981138 for DSC related queries or can email at vikas.kumar@c1india.com.
- c) To participate in the online bidding, it is mandatory for the Applicants to get themselves registered with the NSDC e-Tendering Portal (<https://nsdc.eproc.in>)
- d) System Requirement/ Registration Manuals/ Bid Submission Manuals are available at the NSDC eTendering Portal (<https://nsdc.eproc.in>)
- e) For helpdesk, please contact Help Desk Nos. +91-124-4302033 / 36 / 37
- f) Participant are requested to email their issues to helpdesk at nsdcsupport@c1india.com. This will help serving the participant better
- g) The amendments/ clarifications to the tender, if any, will be posted on the NSDC eTendering Portal (<https://nsdc.eproc.in>)
- h) The Bidder may modify or withdraw their bid after submission prior to the Bid Due Date. No Bid shall be modified or withdrawn by the Bidder after the Bid Due Date and Time.
- i) It is highly recommended that the bidders should not wait till the last date of bid submission to avoid complications like internet connectivity issue, network problems, system crash down, power failure, browser compatibility issue, system compatibility issue, improper digital signature certificate problem etc. In view of this context, neither M/s National Skill Development Corporation nor M/s. C1 India Pvt. Ltd will be responsible for such eventualities.

Terms of reference.

1. INTRODUCTION

- 1.1. **Purpose:** In order to provide transportation services to NSDC employees, National Skill Development corporation wish to enter into Agreement to serve transportation services for official purposes in PAN India and abroad.
- 1.2. **Statement of Work:** The Service provider shall provide vehicles and drivers with requisite experience, education and ability and other resources to provide transportation services to NSDC as defined in this standard operating procedure (SOP).
- 1.3. NSDC will not be agreed to set a minimum spend for domestic and international travel. Also, Service provider shall neither be allowed to impose such a guarantee of spend from NSDC at any time before or during the contract.

2. SERVICES

- 2.1. The Service provider shall be responsible for providing all vehicles and drivers for the execution of services on PAN India basis. Agreed rates shall be applicable in all states/city irrespective of Service provider have tie up or infra-available in that particular State/City.
- 2.2. The Service provider shall provide and maintain all necessary insurance, including medical coverage for his drivers and vehicles.
- 2.3. The Service provider shall arrange and cover all costs for the accommodation of drivers, as well as catering expenses. Overnight stay shall be understood as up to 24 (twenty-four) hours since arrival to stopover destination.
- 2.4. The Service provider is fully responsible for any Subcontractor he/she may employ. There is no contractual relationship between NSDC, and any Subcontractor used by the Service provider. The Service provider shall be the sole responsible agent for any element of the Contract, regardless of any arrangements he/she may have with any Subcontractor. The subcontractor should comply all the terms and condition of the RFP and the contract.
- 2.5. The Service provider shall have state issued licenses and other mandatory permits on (including international transportation).
- 2.6. The Service provider shall have app-based booking module for all the NSDC users. The app shall have mechanism to have trip based real time feedback mechanism.
- 2.7. Provision of signing off duty slip digitally.
- 2.8. Billing should be accompanied with GPS tracked route.

3. DRIVER

- 3.1. The Service provider shall be responsible for providing drivers for the execution of the services, that:
 - hold valid driving license;
 - have minimum 7 years of vehicle driving experience;
 - have knowledge of local route;
 - able to understand English/Hindi and local language.
 - must not have a criminal record;
 - shall not possess fire arms;
 - driver should be fully vaccinated and must carry vaccination certificate.
- 3.2. The Service provider shall assure client that driver have been deployed by the Service provider on its vehicle after due verifications of their antecedents by police.
- 3.3. In case any of the drivers deployed by Service provider on its vehicle does not perform their duties properly or in any unlawful activity or disorderly conduct, shall immediately withdraw the said driver and take suitable action against him besides immediately replacing the said driver.

- 3.4. All drivers deputed on duty by Service provider should be well dressed, well behaved and should possess mobile phone at their cost.
- 3.5. Driver ID card shall be on display for visibility of all users.
- 3.6. It will be the obligation of Service provider to ensure that during the night hours cab involved in transportation of women employees or women guest of client, are picked up and dropped right at their house/place of stay and remains halted at the point where a woman employee/guest has been dropped till she confirm to Central Control Point No. of Service provider about her arrival/reaching at her residence/place of stay through a telephone call and the CAB shall leave the point of drop after receiving a go ahead from Central Control Point No. of Service provider.

4. GENERAL

- 4.1. Service provider shall ensure that in all its cabs which will be provided to NSDC, a GPS/Tracking System is installed for tracking its vehicle and for exercising effective check and control on the vehicle movement in order to check any unwarranted activities of the cab drivers, such as picking up strangers when passenger is on board and staying away from the designated route.
- 4.2. It will be the responsibility of Service provider to ensure that its vehicles do not violate any road or traffic rules or any other laws. In the event of fines being imposed due to breach of traffic rules or any other laws, the same shall be payable and borne by Service provider.
- 4.3. NSDC shall not be liable for any damages/injury sustained by the drivers. Service provider shall take adequate worker's compensation cover, Group Personnel Accident Insurance policy or any suitable cover, provide hospitalization/bear medical expenses for its employees / drivers as provided under provisions of applicable law of the land covering any such liability.
- 4.4. Service provider agrees that in case of an accident resulting in death and/or injury to any driver of Service provider or the passenger or any third party, the liabilities of all kind of legal consequences will rest with Service provider irrespective of the reasons and circumstances of the accident, In addition to this, any civil or criminal proceedings before a court of competent jurisdiction shall be undertaken by Service provider together with the punitive and/or pecuniary consequences accruing therefore in such litigations or judicial proceedings.
- 4.5. Service provider shall provide 24x7 emergency services during weekends and official holidays where emergency transportation service is required. One of the Service provider employees shall always be reachable by phone.
- 4.6. Ageing of vehicles should not be more than 5 years.
- 4.7. First Aid Box and other amenities such as newspaper, water bottle and umbrella should be available in all vehicles.
- 4.8. For wait-listed bookings, Service provider shall provide regular feedback on status of availability.
- 4.9. Service provider shall provide complete address of all garages across India.

5. Management Reports & SLA: Travel agency shall submit the following reports on a daily and monthly regular basis to NSDC:

- (a) Daily Sales Report (DSR)
- (b) Management Information System (MIS) monthly.
- (c) Minimum 50% of user feedback on scale of 1 to 5. 5 being the highest.
- (d) SLA: minimum 70% satisfaction level of the user group(monthly) e.g. score of 4 & 5.
- (e) Continuous score of < 70% for two months shall amount to termination of the agreement.
- (f) Turnaround time (TAT) for mail response for booking confirmation shall be 1 hour for domestic and 3 hours for international

6. Messenger services:

- (a) The Service provider shall SMS/Whatsapp and email booking confirmation and cab details to travelers and admin on same mail communications.
- (b) **Telephone service:** Service provider will provide 24-hour hot-line telephone service 7 days a week to all travelers.

7. Other Services

- (a) Meet and Greet Facilities
- (b) Airport Assistance

Price escalation/de-escalation clause: Prices received as part of this RFP shall be considered as base price.

In case of fuel price hike/decline, an increase/decrease of every Rs.1 in fuel price will translate into 0.75% increase/decrease in price from the day of the fuel price hike in the form of Fuel surcharge. The same would be affected only when the hike/decline in prices is more than 5%. For comparative purpose, price for starting of the month in which cab is used will be considered.

This formula will be applicable on base price and extra km only.

Tentative format of agreement
EMPLANELLEMENT AGREEMENT
BETWEEN
NATIONAL SKILL DEVELOPMENT CORPORATION
AND
[]

This Agreement (“**Agreement**”) is made on [], between:

1. **National Skill Development Corporation**, a company incorporated under the Companies Act, 1956, and having its registered office at 301, West Wing, World Mark – I, Aerocity, New Delhi - 110037 (hereinafter referred to as “**NSDC**” which expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and include its successors-in-interest and assigns);

and
2. [], a [] incorporated under the [], and having its registered office at [] (hereinafter referred to as “**Service Provider**” whose expression shall, unless it be repugnant to the context or meaning thereof, be deemed to mean and successors-in-interest and assigns).

NSDC and Service Provider shall hereinafter be individually referred to as “**Party**” and collectively as “**Parties**”.

WHEREAS

- (A) NSDC is a non-profit company incorporated under the Companies Act, 1956 (“**Act**”) and has the license under section 25 of the said Act (corresponding to section 8 of the Companies Act 2013) and established as a public private partnership with the object of developing unskilled and semi-skilled labour force into productive and skilled labour and to establish, manage, run and support institutes and polytechnics for achieving this objective (“**Business**”).
- (B) NSDC has through an request for proposal dated [], (“**RFP**”) to be read along with corrigendum issued with the RFP, is any, has called for proposals/bids to provide Services (defined in Schedule I to this Agreement)
- (C) The Services Provider submitted a bid response dated [] (“**Bid Response**”) pursuant to the RFP where the Services Provider has represented to NSDC that it is an experienced, and fully qualified and capable of providing the Services.

IT IS AGREED BETWEEN THE PARTIES AS FOLLOWS

1. Definition and Interpretation

- (a) In this Agreement, including in the Recitals hereof, the following words, expressions and abbreviations shall have the following meanings, unless the context otherwise requires.
- (b) “**Applicable Law**” shall mean any statute, law, regulation, ordinance, rule, judgment, notification, rule of common law, Order, decree, bye-law, government approval, directive, guideline, requirement or other governmental restriction, or any similar form of decision of, or determination by, or any interpretation, policy or administration, having the force of law of any of the foregoing, by any Authority having jurisdiction over the matter in question, whether in effect as of the date of this Agreement or thereafter.
- (c) “**Authority**” shall mean any national, state, provincial, local or similar government, governmental, regulatory or administrative authority, branch, agency, any statutory body or commission or any non-governmental regulatory or administrative authority, body or other organization to the extent that the rules, regulations and standards, requirements, procedures or Orders of such authority, body or other organization that have the force of Applicable Law or

any court, tribunal, arbitral or judicial body, or any stock exchange of the India or any other country.

- (d) “Confidential Information” includes the contents of this Agreement and all content created pursuant to this Agreement. It also includes, with respect to NSDC and the Service Provider any information or trade secrets, schedules, business plans including, without limitation, commercial information, financial projections, client information, technical data, developments, intellectual property, ideas, know-how, marketing materials, business information, accounting and financial information, credit information, various types of lists and databases, administrative and/or organizational matters of a confidential/secret nature in whatever form which is acquired by, or disclosed to, either Party pursuant to this Agreement, but excluding information which at the time it is so acquired or disclosed, is already in the public domain or becomes so other than by reason of any breach or non-performance by the receiving Party of any of the provisions of this Agreement and includes any tangible or intangible non-public information that is marked or otherwise designated as ‘confidential’, ‘proprietary’, ‘restricted’, or with a similar designation by the disclosing Party at the time of its disclosure to the receiving Party, or is otherwise reasonably understood to be confidential by the circumstances surrounding its disclosure.
- (e) “Force Majeure” means an act of God, war, civil disturbance, strike, lockout, act of terrorism, flood, fire, explosion or legislation or restriction by any government or other authority, or any other similar circumstance beyond the control of any Party, which has the effect of wholly or partially suspending the obligations hereunder, of the Party concerned during the continuance and to the extent of such prevention, interruption or hindrance.
- (f) “Intellectual Property” or “Intellectual Property Rights” shall mean any and all trademarks and services marks (whether or not registered), copyrights, design rights (whether or not registered), moral rights, patents, performance rights, database rights, Internet, WAP and other new media rights, names, logos and codes, publicity rights, and any and all other intellectual property and proprietary rights of any nature whatsoever that subsist, or may subsist, or be capable of registration, in each case in relation to the Services or any part thereof and which exist, or may exist, in any jurisdiction anywhere in the World.
- (g) “Order” shall mean any order, injunction, judgment, decree, ruling, writ, assessment or award of a court, arbitration body or panel or other Authority.

Interpretation

- (a) Heading and bold typeface are only for convenience and shall be ignored for the purpose of interpretation.
- (b) Terms may be defined in clause 1 above, or elsewhere in the text of this Agreement and, unless otherwise indicated, shall have such meaning throughout this Agreement.
- (c) Reference to this Agreement shall be deemed to include any amendments or modifications to this Agreement, as the case may be.
- (d) References to the singular will include the plural
- (e) References to the word “include” shall be construed without limitation.

2. Appointment of Service Provider

- (a) NSDC has entered into this Agreement to allow NSDC to award an order (“Order” or Purchase Order” or “Assignment”) under this Agreement.
- (b) The Service Provider will provide services as requested in the Order/Purchase Order/ Assignment which shall be along the lines of services described in Schedule I of this Agreement, and in doing so shall adhere to timelines specified in Schedule II of this Agreement

- (c) All services, functions or responsibilities which are reasonably necessary and required for the performance or provision of the Services shall be deemed to be included within the scope of work of the Service Provider.
- (d) Except as specifically excluded, all tools, and materials required by the Service Provider to perform its obligations under this Agreement shall be used by the Service Provider, at no extra cost to NSDC
- (e) If the Service Provider rejects/ does not provide quotation when such a request is sought to award an order, over three times, NSDC shall be entitled to uni-laterally terminate this Agreement, or no longer issues Orders/ Purchase Orders/Assignment under this Agreement

3. Consideration and Payment Terms

- (a) In consideration of the Service Provider providing the Services (as specified in Schedule I) to NSDC, NSDC agrees to pay sufficient and valid consideration (“Consideration”) in accordance with the Payment Terms outlined in Schedule II.

[OR]

NSDC will ask for the quotation from Empanelled service providers to obtain their financial costs for the requirement. The Order/ Purchase Order/ Assignment will be assigned to the service Provider, basis a substantive evaluation as well as quotation provided. Thus, each Order will be payable as per price agreed to between NSDC and the Service Provider at the time of issuing the Purchase Order/ Order/ Assignment.

- (b) The amounts shall be due upon receipt of an invoice by NSDC, and all undisputed invoices and charges shall be paid by NSDC within 30 (thirty) days of receiving such invoice from the Service Provider.
- (c) The Service Provider recognizes that payments are linked to, and dependent on the successful completion of Services, within timelines mentioned in this Agreement, and submission of all relevant deliverables sought under this Agreement.
- (d) All payments shall be made in INR.
- (e) All charges are exclusive of all applicable taxes that may be levied, imposed, charged or incurred. NSDC shall pay the consideration due under this Agreement (including taxes) after deducting any tax deductible at source, at the applicable rate. NSDC shall furnish a tax certificate evidencing payment of the tax deductible at source to the appropriate government entity or Authority on a timely basis.
- (f) All payments are inclusive of all out of pocket expenses. Except as provided under the Agreement, the Service Provider shall not be entitled to claim any out of the pocket expenses incurred pursuant to its performance of obligations under the Agreement.

4. Term

Notwithstanding the date hereof, this Agreement shall commence on the [] (“Effective Date”) and shall be valid for a period of [] years and shall come to an end on []

5. Termination

- (a) Either Party may terminate this Agreement by giving written notice of 15 (fifteen) days to the other in the event that:
 - (a) the other Party has committed a material breach of any of its obligations hereunder which cannot be remedied;
 - (b) the other Party has committed a material or repeated breach of any of its obligations hereunder and has failed to remedy such breach (if the same is capable of remedy) within thirty (30) days of being required by written notice so to do;
 - (c) the other Party goes into liquidation or bankruptcy (whether compulsory or voluntary) or an administrator or receiver is appointed over the whole or any part of that other Party’s assets or if that other Party enters into any arrangement for the benefit of or compounds

with its creditors generally or threatens to do any of these things or any judgment is made against that other Party or any similar occurrence under any jurisdiction affects that other Party; or

- (d) the other Party ceases or threatens to cease to carry on business or is removed from the relevant register of companies, where applicable.
- (b) NSDC may terminate this Agreement, without assigning any reason by giving written notice of 30 (thirty) days
- (c) NSDC may terminate this Agreement immediately if NSDC determines that the Service Provider and/or its employees, sub-contractors, sub-consultant, sub-vendors, agents have engaged in Corrupt or Fraudulent practices in executing this Agreement. The terms “corrupt” and “fraudulent” are defined in Schedule III to this Agreement
- (d) Either Party’s right to terminate this Agreement shall be without prejudice to the other rights and remedies it may have under Applicable Law.

6. Consequences of Termination

- (a) Upon termination of this Agreement, any rights or authority granted by NSDC to the Service Provider under this Agreement shall terminate with immediate effect.
- (b) Within 7 (seven) business days after termination, upon the request of NSDC, Service Provider will return or destroy, at the option of NSDC, all Confidential Information of NSDC and all materials relating to work in progress of the Services.
- (c) Except where the Agreement is terminated pursuant to clause 5.3 (*Termination for Corrupt and Fraudulent Actions*), all charges or amounts payable for the completion of milestones already achieved, or services already availed, whether invoiced or not, subject to the Service Provider providing suitable invoices, outstanding upon the date of termination, shall be settled within 30 (thirty) days of such termination;
- (d) The accrued rights of the Parties as at termination, or the continuation after termination of any provision expressly stated to survive or implicitly surviving termination, shall not be affected or prejudiced in any manner.

7. Representation and Warranties

- (a) Each Party represents and warrants to the other Party that:
 - a. It has full power and authority to execute, deliver and perform this Agreement.
 - b. It has taken all necessary action to authorize the execution, delivery and performance of this Agreement; and
 - c. This Agreement constitutes its legal, valid and binding obligation enforceable against it in accordance with the terms hereof.
- (b) The Service Provider represents and warrants that
 - a. It possesses the necessary experience, expertise and ability to undertake and fulfil its obligations under all phases involved in the performance of its obligations under the Agreement
 - b. All representations made by the Service Provider in the Bis Response is true and accurate
 - c. The Service Provider has read and understood NSDC Procurement Policy and specifically the policy on Fraud and Corrupt Practices (extracted portion in Schedule -III) and shall abide by the same.

8. Performance Guarantee

Within [] ([]) days from date of signing of the Framework Agreement award, the Firm shall furnish to the Purchaser the **performance security of Rupees [Two lakhs] only (INR 2,00,00/-)**. The performance security shall be denominated in Indian Rupees and shall be in the form of an unconditional bank guarantee issued by a nationalized/scheduled bank located in India acceptable

to the Purchaser, in the format provided by the Purchaser. The performance security will be returned to the Firm not later than []

9. Personnel [OPTIONAL]

- (a) The Service Provider shall deploy personnel for providing the Service only after they have been screened, to ensure that they meet the minimum quality standards. The title, agreed job description, minimum qualification and estimated period of engagement to carry out the Services of each Consultants key employees shall be described in Schedule IV. (“Key Employees”)
- (b) The Service Provider shall immediately terminate and replace a Key Employee who has a. breached any terms and conditions of this Agreement b. has committed a data breach c. is in anyway not in compliance with Applicable Law
- (c) NSDC shall have the right to interview any of the Key Employees engaged by the Consultant to ensure they are duly qualified to provision the Services.
- (d) In the event that any of the Key Employees resign, or cease to provide their services due to reasons beyond the control of the Consultant, the Consultant shall immediately replace such Key Employees, with equally competent resources, and ensure that a complete knowledge transfer, and all other processes required to maintain business continuity.
- (e) In the event that any Key Employee fails to meet the reasonable expectations of NSDC, NSDC may request a replacement and the Service Provider shall promptly replace, with a suitable and equivalent replacement.

10. Compliance with Laws

Each Party shall at all times and at its own expense (a) strictly comply with all Applicable Laws, now or hereafter in effect, relating to its performance of this Agreement; (b) pay all fees and other charges required by such Applicable Laws; and (c) maintain in full force and effect all licenses, permits, authorizations, registrations and qualification from any Authority to the extent necessary to perform its obligations hereunder.

▪ Intellectual Property Rights

- (a) The Service Provider acknowledges that any Intellectual Property Rights already owned by NSDC shall remain the sole property of NSDC. However, so as to enable the Service Provider to provide the Services and to comply with its obligations under this Agreement, NSDC acknowledges that the Intellectual Property Rights or part thereof owned by NSDC will need to be made available to Service Provider and such property is made available only to enable the Service Provider to provide Services under this Agreement.
- (b) The Service Provider also acknowledges and assigns to NSDC in perpetuity and exclusively, Intellectual Property Rights in any deliverables created under this Agreement, in the course of provision of the Services. This includes reports, tables, presentations, handbook developed specifically for NSDC in furtherance of providing Services under this Agreement.
- (c) NSDC acknowledges that the Intellectual Property Rights owned by Service Provider, independently as separate from providing Services under this agreement, including tools for provision of Services of this Agreement, including discussion notes, learning tools, format and similar materials developed by the Service Provider in the course of its business, shall belong to the Service Provider only.

11. Indemnification

The Service Provider shall indemnify and hold the other Party harmless from third party claims arising from or related to:

- a. A breach of the terms of this Agreement; or**
- b. A violation of any Applicable Law.**

The foregoing is, however, conditional upon NSDC notifying the Service Provider in writing and in detail without undue delay

12. Limitation of Liability

- (a) Neither Party shall be liable for any consequential, incidental, special, indirect, exemplary or punitive damages, or damages for any loss of profits, revenue or business, regardless of the nature of the claim, even if the other Party has been notified of the possibility of such damages.
- (b) The Service Provider or any of their employees or vendors shall not be liable to NSDC or any other person or entity for an amount of damages under this Agreement in excess of the amount of Consideration paid or payable for the applicable Services
- (c) The above limitations of liability and exclusions from liability set forth in this Clause 13 shall not apply (i) in cases of gross negligence or wilful misconduct; or (ii) to any liability arising out of fraudulent conduct

13. Use of Confidential Information

- (a) The Service Provider may be given access to Confidential Information from NSDC in order to perform its obligations under this agreement.
- (b) **The Service Provider shall:**
 - a. use the Confidential Information of NSDC only for purposes of complying with its obligations under this Agreement and, without limiting the generality of the foregoing, shall not, directly or indirectly, deal with, use, exploit or disclose such Confidential Information or any part thereof to any person or entity or for any purpose whatsoever (or in any manner which would benefit any competitor of NSDC) except as expressly permitted hereunder or unless and until expressly authorized in writing to do so by NSDC;
 - b. use reasonable efforts to treat, and to cause all its officers, agents, servants, employees, professional advisors and contractors and prospective contractors to treat, as strictly confidential all Confidential Information. In no event shall such efforts be less than the degree of care and discretion as the Service Provider exercises in protecting its own valuable confidential information. Any contractors engaged by or prospective contractors to be engaged by the Service Provider in connection with the performance of the Services shall be required to assume obligations of secrecy equal to or greater than the obligations that the Service Provider has assumed in this Agreement with respect to the Confidential Information;
 - c. not, without the prior written consent of NSDC, disclose or otherwise make available NSDC's Confidential Information or any part thereof to any party other than those who need to know the Confidential Information for the purposes set forth herein;
 - d. not copy or reproduce in any manner whatsoever the Confidential Information of NSDC or any part thereof without the prior written consent of NSDC, except where required for her own internal use in accordance with this Agreement; and
 - e. promptly upon the request of NSDC, return and confirm in writing the return of all originals, copies, reproductions and summaries of Confidential Information or, at the option of NSDC, destroy and confirm in writing the destruction of the Confidential Information;
- (c) The obligations of confidentiality contained in this Agreement are intended to survive the termination of this Agreement.

14. Force Majeure

- (a) Neither Party shall be liable for any failure or delay in performance of any obligation, under this Agreement to the extent such failure or delay is due to a Force Majeure event. The Party

having any such cause shall promptly notify the other Party in writing of the nature of such cause and the expected delay.

- (b) If, however, it is not feasible for a Party to prevent the occurrence of the Force Majeure event as a result of which that Party is prevented from performing its obligation for more than thirty (30) days due to such Force Majeure Event (“Aggrieved Party”), the other Party may decide to release the Aggrieved Party from performing its obligation hereunder or may modify the relevant provisions of this Agreement affected by the Force Majeure event so long as the Force Majeure event continues, in order to enable the Aggrieved Party to perform its other obligations hereunder as so modified.

Governing Law and Dispute Resolution

(a) **This Agreement shall be governed by the laws of India.**

- a. In the event of any dispute, controversy or claim arising in any way out of or in connection with this Agreement (a “Dispute”), the Parties shall attempt in the first instance to resolve such Dispute through amicable discussion. If the Dispute is not resolved through such amicable discussion within 30 (thirty) days of a notice of Dispute being given or such longer period as the Parties agree to in writing, then any Party may refer the dispute for final resolution by arbitration.
- b. Any Dispute shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the Parties. The arbitration proceedings shall be held at New Delhi, India.
- c. The Parties to an arbitration shall keep the arbitration confidential and shall not disclose to any person, other than those necessary to the proceedings, the existence of the arbitration, any information submitted during arbitration, any documents submitted in connection with it, any oral submissions or testimony, transcripts or any award unless disclosure is required by law or is necessary for permissible court proceedings such as proceedings to recognise or enforce an award.

14.1 Jurisdiction: The Parties hereby agree that courts in New Delhi shall have the exclusive jurisdiction to determine any disputes arising out of, or in relation to, the terms and conditions of this Agreement.

15. Miscellaneous

- (a) **Entire Agreement:** This Agreement, the Annexures and recitals hereto (which are hereby expressly incorporated herein by reference) constitutes the entire understanding between the Parties and supersedes all other discussions and understanding between the Parties.
- (b) **Assignment:** This Agreement and the rights and obligations herein may not be assigned by either Party without the written consent of the other Party.
- (c) **Amendments and Waivers:** This Agreement may be amended only with the written consent of both Parties. Any amendment or waiver effected in accordance with this Clause shall be binding upon both Parties.
- (d) **Delays or Omissions:** No delay or omission to exercise any right, power or remedy accruing to any Party, upon any breach or default of any Party hereto under this Agreement, shall impair any such right, power or remedy of any Party nor shall it be construed to be a waiver of any such breach or default, or an acquiescence therein, or of any similar breach or default thereafter occurring; nor shall any waiver of any other breach or default theretofore or thereafter occurring. Any waiver, permit, consent or approval of any kind or character on the part of any Party of any breach or default under this Agreement or any waiver on the part of any Party of

any provisions or conditions of this Agreement, must be in writing and shall be effective only to the extent specifically set forth in such writing. All remedies, either under this in the Agreement, or by law or otherwise afforded to any Party shall be cumulative and not alternative.

- (e) **No Partnership:** Nothing contained in this Agreement shall be construed or interpreted as constituting a partnership or a joint venture between the Parties. Neither Party shall have any authority to bind the other Party in any manner whatsoever. This Agreement shall be construed to have been entered on a principal-to-principal basis.
- (f) **Notices:** Except as may be otherwise provided herein, all notices, requests, waivers and other communications (“Notices”) shall be deemed to be delivered as provided herein: (a) if delivered to the addressee (“Receiving Party”) by hand: upon the Notice being acknowledged by written receipt by the Receiving Party; (b) if sent by facsimile: upon the receipt of transmission report confirming transmission; (c) if sent via an overnight courier: upon receipt (evidenced by proof of delivery). The Notices shall be addressed to the Parties at the contact details provided below. Each Party shall promptly inform the other Parties of any change to its contact details.

To NSDC:

Address: 301, West Wing, World Mark – I,
Aerocity, New Delhi – 110037
Phone: 01147451600

To Service Provider:

- (g) **Severability:** The invalidity or unenforceability of any provision in this Agreement shall in no way affect the validity or enforceability of any other provision herein. In the event of the invalidity or unenforceability of any provision of this Agreement, the Parties will immediately negotiate in good faith to replace such a provision with another, which is not prohibited or unenforceable and has, as far as possible, the same legal and commercial effect as that which it replaces.
- (h) **Survival:** The provisions of Clauses and such other provisions of this Agreement, which are by their nature, intended to survive the termination of this Agreement, shall survive the termination of this Agreement.
- (i) **Counterparts:** This Agreement may be executed in two (2) counterparts, each of which when executed and delivered shall constitute an original of this Agreement but shall together constitute one and only the Agreement.

IN WITNESS WHEREOF the Parties hereto have duly executed this Agreement as of the date and year hereinabove first written.

<p>NSDC By _____ Name: Title:</p>	<p>II By _____ Name: Title:</p>
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SCHEDULE I

SERVICE DESCRIPTION

[SCOPE OF WORK TO BE INSERTED HERE ALONG WITH ANY SPECIFIC DELIVERABLES]

[OPTIONAL]
SCHEDULE -II

SN	Activity	Timeline	Amount Payable

[Other relevant terms, including permissible deductions]

Schedule -III Fraudulent or Corrupt Practices

16. Section 6. NSDC Policy – Corrupt and Fraudulent Practices

1.1 It should be kept in mind that all actions towards award of Contract and its implementation on the ground have to be fair, consistent, transparent and based on highest standard of ethics. Similarly, bidders/ suppliers/ contractors/ consultants associated in the procurement of Goods, Works & Consultancy, are expected to observe the highest standard of ethics during procurement and execution of contracts. In pursuance to above:

- a. Proposal for award may be rejected, if it determines that the bidder, recommended for award, and/or its employees, sub-contractors, sub-consultant, sub- vendors, agents have engaged in corrupt or fraudulent practices in competing for the Contract in question;
- b. Portion of the funds allocated to a contract may be cancelled, in full or in part, if it is determined that corrupt or fraudulent practices were engaged by contractor/consultant and/or its employees, subcontractors/sub-consultants, sub- vendors, agents for getting the Contract or during the execution of a Contract;
- c. A firm may be declared as ineligible, either indefinitely or for a stated period of time, to be awarded a Contract, if it, at any time, determines that the firm has been engaged in corrupt or fraudulent practices in competing for or in executing the Contract. For the purpose of above provision, the terms, "Corrupt Practice" and "Fraudulent Practice", mean following:

"corrupt practice" means offering, giving, receiving, or soliciting anything of value to influence the action of NSDC's official(s) in the procurement process or in the contract execution; and

"fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract and includes collusive practices among bidders (prior to or after bid submission) designed to establish bid/proposal prices at artificial, non- competitive levels.

[OPTIONAL]

Schedule IV- KEY PERSONNEL

[PROVIDE TITLE, DESIGNATION, CV OF KEY PERSONNEL]