STANDARD PROCUREMENT DOCUMENT

for

Empanelment of Training Partners for Implementation of Placement-Linked Skill Development Programme for Scheduled Caste Youth in Andhra Pradesh

Bid No: EOI/NSDC/SE/2026/80

Department- State Engagement

Important Dates:

Date of commencement of EOI	*18th November 2026*
Last Date and Time for receipt of queries on email id procurement@nsdcindia.org	*20th November 2026, 06:00 PM (IST)*
Last Date and Time for submission of Bid	*28th November 2026, 06:00 PM (IST)*
Place of Submission of Proposals	https://nsdc.eproc.in/

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SECTION I: INSTRUCTIONS TO BIDDER (ITB)

A. General Provisions

1. Definitions

1.1 "Affiliate(s)" means an individual or an entity that directly or indirectly controls, is controlled by, or is under common control with the Bidder.

1.2 "Applicable Law" means the laws and any other instruments having the force of law in India.

1.3 "Client" means "NSDC" i.e. "National Skill Development Corporation".

1.4 "Bidder" means a legally established professional consulting firm or an entity that may provide or provides the Services to the Client under the Contract.

1.5 "Contract" means a legally binding written agreement signed between the Client and the Bidder.

1.6 "Day" means a calendar day, unless otherwise specified as "Business Day". A Business Day is any day that is an official working day of the Client. It excludes the Client's official public holidays.

1.7 "Experts" means, collectively, Key Experts, Non-Key Experts, or any other personnel of the Bidder, Sub-Bidder or Joint Venture member(s).

1.8 "Government" means the Government of India.

1.9 "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.

1.10 "Key Expert(s)/Employees" 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.

1.11 "ITB" (this Section I of the EOI) means the Instruction to Bidders that provides the Bidders about all the information needed to prepare their Proposals.

1.12 "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.

1.13 "Proposal" means the Technical Proposal and the Financial Proposal of the Bidder.

1.14 "EOI" means the Expression of Interest to be prepared by the Client for the selection of Bidders.

1.15 "Services" means the work to be performed by the Bidder pursuant to the Contract.

1.16 "Sub-Bidder/Contractor" 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.

1.17 "Terms of Reference (TORs)" means the Terms of Reference that explain 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 select an Agency for Empanelment of Training Partners for Implementation of Placement-Linked Skill Development Programme for Scheduled Caste Youth in Andhra Pradesh (hereinafter called "Bidders").

2.2 The Bidders interested in participating in this bid are invited to submit a Technical Proposal and a Financial Proposal against this EOI.

2.3 The Bidders should familiarize themselves with the local conditions and take them into account in preparing their Proposals.

2.4 Pre-Proposal meeting will be held on date and time as specified in the important dates. Attending any such pre-proposal meeting is optional and is at the Bidder's expense.

2.5 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.

2.6 The information contained in this document or information provided subsequently to Bidder(s) whether verbally or in documentary form by or on behalf of the Client, is on the terms and conditions set out in this document and all other terms and conditions subject to which such information is provided.

2.7 This document is not an agreement and is not an offer or invitation by the Client 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 in the formulation of their proposals.

2.8 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. The Client 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.

2.9 The information contained in the document is selective and is subject to updating, expansion, revision, and amendment.

2.10 Client reserves the right of discretion to change, modify, reject, add to, or alter any or all the provisions of this document and/or the bidding process, without assigning any reasons whatsoever. Client in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this document.

2.11 The client 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 the Client 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, always 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 the Client.

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 **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 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 the Client 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 the Client throughout the selection process and the execution of the Contract.

4. Corrupt and Fraudulent Practices

4.1 The Client requires compliance with its policy regarding corrupt and fraudulent practices as set forth in **Section V**.

4.2 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 the Client 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 the client.

5. Eligibility Criteria

5.1 Only those Bidders who qualify for the eligibility criteria shall be evaluated technically.

5.2 Detailed eligibility criteria i.e. pre qualifications criteria are given under **"Section II"** of this EOI.

6. Duration of Assignment

6.1 The duration of the assignment shall be *1.6 years* from the date of issuance of the Notice to Proceed.

6.2 The performance of the Training Partner will be reviewed by the client at the end of each quarter.

6.3 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 the Client's discretion in writing by giving 30 days' notice to the Bidder. The bidder in these 30 days will ensure that they share / transfer all the knowledge, deliverable, software, documents developed during the period for this project to the Client or an agency appointed by the Client.

B. Preparation of Proposals

7. General Considerations

7.1 In preparing the Proposal, the Bidder is expected to examine the EOI in detail. Any deficiencies in providing the information and documents requested in the EOI may result in the rejection of the Proposal.

8. Cost of Preparation of Proposal

8.1 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.

8.2 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

9.1 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

10.1 The Proposal shall comprise the following documents as listed below

i. Documents to be submitted for Eligibility Criteria as per Section II
ii. Documents for Technical Evaluation Criteria as per Section III
iii. All Forms as per section IV
iv. Any other documents requested under this EOI

11. Only One Proposal

11.1 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

12.1 Bidder's Proposal must remain valid up to ***180 days*** after the Proposal submission deadline. Any bid with less validity is liable for rejection.

12.2 During this period, the Bidder shall maintain its original Proposal without any change, including the availability of Key Experts, the proposed rates and the total price.

12.3 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.

13. Extension of Proposal Validity Period

13.1 The Client will make its best effort to complete the evaluation of bid including negotiations within the proposal's validity period. However, should the need arise, the Proposals' validity will automatically extend for 180 days more without any change in the original Proposal submitted by the bidder.

13.2 The Consultant has the right to refuse to extend the validity of its Proposal, in which case such

Proposal shall not be further evaluated.

14. Substitution of Key Experts at extension of Proposal Validity Period

14.1 If any of the Key Experts becomes unavailable for the extended validity period, the Bidder shall seek to substitute for another Key Expert. The Bidder shall provide a written adequate justification and evidence satisfactory to the Client together with the substitution request. In such a case, a substitute Key Expert shall have equal or better qualifications and experience than those of the originally proposed Key Expert. The technical evaluation score, however, will remain based on the evaluation of the CV of the original Key Expert.

14.2 If the Bidder fails to provide a substitute Key Expert with equal or better qualifications, or if the provided reasons for the replacement or justification are unacceptable to the Client, such Proposal will be rejected.

15. Sub-Contracting

15.1 The bidder shall not subcontract whole, or any part of the services awarded to them against the EOI.

16. Clarification and Amendment of EOI

16.1 The Bidder may seek clarification on any part of the EOI till the date as mentioned under important dates. Any request for clarification must be sent in writing, by email to the Client's email address: procurement@nsdcindia.org. The Client may respond to all queries of the bidders (including an explanation of the query but without identifying its source) through publishing any corrigendum on Active Tenders | National Skill Development Corporation (NSDC) and https://nsdc.eproc.in/ only. Client may also respond to the queries raised by bidders through email if no change is required due to bidder's clarification or bidder's clarification is general. Bidder to ensure to raise their queries within the specified time.

16.2 No other method/means of submission of queries by bidders and / or replying to queries by the client except mentioned above is acceptable under this EOI.

16.3 Any addendum/corrigendum issued shall form an integral part of the EOI document.

16.4 Bidders may regularly visit the Active Tenders | National Skill Development Corporation (NSDC) and https://nsdc.eproc.in/ for any corrigendum/addendum, updated information with respect to EOI and matter incidental thereto.

16.5 If the Client deems it necessary to amend the EOI due to a clarification, it shall do so by following the procedure described below:

16.5.1 At any time before the proposal's submission deadline, the Client may amend the EOI by issuing an amendment in writing or by standard electronic means.

16.5.2 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.

16.5.3 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.

17. Technical Proposal Format and Content

17.1 The documents/information's for Eligibility criteria and technical marking would be submitted as per requirements given under **"Section II & III**" of the EOI.

17.2 The Technical Proposal shall be prepared using the format provided in **"Section II,III IV-Forms"** of the EOI

17.3 Only those proposals which qualify on all parameters of Pre-Qualification Criteria will be considered for technical evaluation.

17.4 The Technical Proposal shall not include any financial proposal / bid information. A Technical Proposal containing financial bid information shall be declared non-responsive.

17.5 Bidder shall not propose alternative Key Experts. Only one CV shall be submitted for each Key Expert position. Failure to comply with this requirement will make the Proposal nonresponsive.

17.6 Cloud link for submission of Proposal/documents/presentation will **not be accepted**. Please ensure that the size of the proposal submitted **does not exceed 20 MB**. If exceeding, multiple files can be uploaded on E-Proc Portal with attachment limit to max 25 MB.

18. Submission of Proposals

18.1 The Bidder shall submit a signed and complete Proposal comprising the documents and forms in accordance with the EOI. The Bidder shall submit Technical and Financial Proposal only through the method mentioned in the EOI.

18.2 Only one copy of the proposal can be uploaded. An authorized representative of the Bidder shall sign the original submission letters in the required format for the Technical Proposal and shall initial all pages. The authorization shall be in the form of a written power of attorney forming a part of the submitted proposal.

18.3 A Proposal submitted by a Joint Venture (if allowed under the EOI) shall be signed by all members so as to be legally binding on all members, or by an authorized representative who has a written power of attorney signed by each member's authorized representative.

18.4 Any modifications, revisions, interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

18.5 Bidders are advised to submit their Proposal strictly based in line with the terms and conditions contained in the EOI documents and without any deviations. Conditional Proposals shall be summarily rejected. However, proposals offered with better specifications/requirements than mentioned in the EOI, if any, may be accepted at the sole discretion of the Client.

18.6 Bidder shall submit the bid in time. The date and time of the e-Procurement server clock (also displayed on the dashboard of the consultants) shall be the reference time for deciding the closing time of the Proposal submission. Consultants are advised to ensure they submit their Proposal within the deadline of submission, taking the server clock as a reference, failing which the portal shall not accept the Proposal. No request on the account that the server clock was not showing the correct time and that a particular bidder could not submit their Proposal because of this shall be entertained. Failure or defects on the internet or heavy traffic at the server shall not be accepted as a reason for a complaint. The NSDC shall not be responsible for any failure, malfunction or breakdown of the electronic system used during the e-Tender process. However, NSDC reserves the right to extend the bid submission date at its sole

discretion.

18.7 Subject line while submitting queries to procurement@nsdcindia.org should be "EOI/NSDC/SE/2026/80: Queries: Empanelment of Training Partners for Implementation of Placement-Linked Skill Development Programme for Scheduled Caste Youth in Andhra Pradesh"

19. Confidentiality

19.1 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 and or financial proposal.

19.2 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 process completed.

19.3 Any attempt by Bidders or anyone on behalf of Bidder to improperly influence the Client in the evaluation of the Proposals or selection decisions may result in the rejection of its Proposal.

19.4 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.

19.5 This document is meant for specific use by the Bidders interested in participating in the current tendering process. This document in its entirety is subject to Copyright Laws. Client 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 the client. By downloading the document, the interested bidder is subject to confidentiality clauses.

20. Opening of Bid

20.1 Opening of Bid shall be done by client's evaluation committee in two phases as mentioned below

20.1.1 **Opening of Technical proposal:** First technical proposal shall be opened by client's opening committee / procurement team and documents shall be shared with the evaluation committee for evaluation of technical proposal including eligibility criteria.

21. Evaluation of Technical Proposals

21.1 The Client's evaluation committee shall evaluate the Technical Proposals in two phases

21.1.1 **Eligibility Criteria:** First evaluation of the documents submitted by bidders against the **"Eligibility Criteria"** shall be evaluated by the client's "Technical Evaluation Committee". The proposal meeting the requirement of Eligibility criteria shall be qualified for the technical evaluation.

21.1.2 **Technical Evaluation:** Technical evaluation of the bidder's qualifying the eligibility criteria shall be done as per the details/requirement specified in **Section III.**

22. Method of Selection:

22.1 All proposals received shall be evaluated by the Evaluation Committee in accordance with the technical evaluation criteria specified in this EOI. Bidders meeting the minimum

qualifying score, as prescribed in this EOI, shall be considered eligible for empanelment/onboarding.

22.2 NSDC proposes to onboard up to **eight (8) Training Partners** for the regular training component, subject to programme requirements, geographic coverage, job-role requirements, implementation capacity, and the recommendations of the Evaluation Committee. The final onboarding shall be subject to approval of the competent authority.

22.3 Eligible bidders shall be ranked based on their technical scores, with the highest-scoring bidder ranked first and subsequent bidders ranked accordingly. Selection of Training Partners shall be made from among the eligible and ranked bidders based on programme requirements and implementation needs.

22.4 In the event that two or more bidders obtain the same technical score, their ranking shall be determined based on their demonstrated financial capacity. If the tie persists, the Evaluation Committee may adopt such additional evaluation criteria as deemed appropriate. The final selection shall be subject to the recommendation of the Evaluation Committee and approval of the competent authority.

22.5 NSDC reserves the right to onboard fewer or more than eight (8) Training Partners, with the approval of the competent authority, depending upon programme requirements, geographic spread, availability of qualified bidders, job-role requirements, and effective programme implementation.

23. Negotiations

23.1 The negotiation will be held at the date and address confirmed by the client with the Bidder's representative(s) who must have written power of attorney to negotiate and sign a contract on behalf of the Bidder.

23.2 The Client shall prepare minutes of negotiations that are signed by the Client and the Bidder's authorized representative.

23.3 Negotiations will be carried out for the following

23.3.1 **Technical Negotiation:** Includes discussion of Terms of Reference (ToRs), proposed methodology, the Client's inputs, conditions of the Contract, and finalizing the "Description of Services / terms of references" part of the Contract. These discussions shall not substantially alter the original scope of services under the TOR or the terms of the contract, lest the quality of the final product, its price, or the relevance of the initial evaluation be affected.

24. Notice to proceed

24.1 NSDC will initially inform the successful bidder through an email enclosing the copy of **the notice to proceed** to start the work. The timeline will start from the date of notice to proceed.

25. Issuance of Purchase Orders

25.1 NSDC will issue a Purchase Order at the earliest after submission of Vendor Registration form and other KYC documents (if required) by successful bidder subject to verification of the documents by NSDC.

26. Signing of the Contract

26.1 NSDC will share the draft copy of contract/SLA with the successful bidder after completion of

the procurement process on the basis of the marks scored in technical evaluation, understanding of the capabilities of the Training Partner and negotiation (if any).

26.2 The signing of the agreement shall be done after acceptance of the contract documents by both the parties as per terms and conditions of the EOI.

27. Modification in the Value / Scope of the contract

27.1 NSDC reserves the right to increase or decrease the project order/scope (no of resources) during the tenure of the contract as per the following.

27.1.1 In case of decrease in project parameters, NSDC will give 15 days' written notice to the agency, the agency to ensure the required knowledge transfer and share other relevant documents of the project with the allocated team member of the agency.

28. Payment Terms

28.1 **Payment for services:** Payment to the selected vendor shall be made as per terms and conditions given in the Terms of Reference (ToR).

28.2 Liquidated Damages: Liquidated damages shall be deducted as per terms and conditions given in the Terms of Reference (ToR).

29. Time Allowed for Technical Clarifications During Technical Evaluation:

The Procuring Entity may, at its discretion, seek technical clarifications from the Bidders during the technical evaluation process to ensure a thorough understanding of the proposals. Bidders shall respond to any such requests for clarifications within a specified period.

29.1 Clarification Period: Bidders shall provide the requested technical clarifications within [2] working calendar days from the date of receipt of the Procuring Entity's request for clarification.

29.2 Mode of Communication: All clarifications must be submitted in writing via email or any other official communication medium specified by the Procuring Entity.

29.3 Impact on Evaluation Timeline: Failure to provide clarifications within the stipulated period may lead to the rejection of the proposal or may be considered at the sole discretion of the Procuring Entity without further reference.

29.4 No Additional Submissions: Bidders are not permitted to submit new information or modify their proposals beyond the scope of the requested clarifications.

30. Finalisation of Agreement with the Successful Bidder

The terms of the final agreement shall be subject to mutual discussions and negotiations with the successful bidder selected pursuant to this EOI

SECTION II: ELIGIBILITY CRITERIA

S. No.	Eligibility Criteria	Documents/ Copies to be submitted
1	Bidder must be a legal entity registered in India under Companies Act, Society Registration Act, Trust Act, LLP Act or Partnership Act and operational for minimum 3 years as on EOI submission date	Incorporation Certificate, PAN, GST
2	Average annual turnover of minimum ₹50 Lakhs during last 3 audited financial years from skill training programme only.	CA Certificate with UDIN
3	Bidder must be affiliated/empanelled with NSDC and/or any Central Government/State Government skill development programme for minimum 1 year	Affiliation/Empanelment Certificate
4	Bidder should have successfully trained minimum 1,000 Short term training (STT) candidates in skill development programmes during last 3 years	Work Orders/Agreement/Contract and Completion Certificates/CA Certificate
5	Bidder should have experience of implementing NSQF-aligned skill training projects.	Work Orders/Project Documents
6	The bidder should not be Debarred and / or blacklisted and / or Suspended by any Central / State Government Department/ other government agencies or government affiliate agencies/ Public Sector Undertakings (PSUs)/ any multilateral agency as on date of submission of this bid. A consistent history of court/arbitration decisions against the bidder or existence of ongoing high value disputes may lead to the rejection of the proposal. An entity or any Training Partner or any Training Center of the TP should not be currently backlisted for any project implemented by NSDC/ MSDE on the date of proposal submission	Undertaking to be submitted on letter head of the entity signed by the authorized signatory of the bidding organization.
7	Mandatory requirements: All requirements mentioned in the Terms of Reference and Scope of Work must be mandatory complied with. If bidder is not able to provide services according to TOR and SOW, they will be disqualified	Should submit an undertaking on its letterhead duly signed by the authorized representative

Note: - Submission of all the valid/legal legible documents in context to above table is mandatory. Only those Bidders whose proposals meet all the eligibility criteria would be shortlisted for further evaluation.

SECTION III: EVALUATION CRITERIA

The Bidder shall submit Technical and Financial Proposal only through the e-Proc Portal (Government e Market portal)

S. No.	Technical Evaluation Criteria and sub-criteria	Maximum Marks
1	Experience in Skill Development Projects: Experience in implementation of NSQF-aligned Skill Development Programmes under Central Government, State Government, NSDC, SSC, PSU, CSR or Industry-funded projects. • 3 years to 5 years: 5 Marks • More than 5 years and up to 8 years: 10 Marks • More than 8 years: 15 Marks Required Documents: • Work Orders/Agreements/Contract • Completion Certificates	15
2	Scale of Training Delivery: Number of candidates successfully certified under skill development programmes during the last three financial years. (STT + RPL) • 1,000 to 3,000 candidates: 5 Marks • More than 3,000 and up to 7,500 candidates: 10 Marks • More than 7,500 candidates: 15 Marks Required Documents: • CA Certificate with UDIN • Project Completion Reports • MIS Reports issued by the client/work order/completion certificate	15
3	Placement Performance: Number of candidates successfully placed under skill development programmes during the last three financial years. • 500 to 1,500 candidates placed: 5 Marks • More than 1,500 and up to 3,000 candidates placed: 7 Marks • More than 3,000 and up to 5,000 candidates placed: 10 Marks	15

	• More than 5,000 candidates placed: 15 Marks Required Documents: • CA Certificate with UDIN • Placement MIS Reports verified by client • Employer Certificates /Offer Letters/Joining Reports /Client Completion Certificates indicating placement outcomes	
4	Sector and Job Role Capability: Experience in implementation of training programmes in the identified sectors covered under the project namely Electronics, Life Sciences, Automotive, IT-ITeS, Agriculture and Green Jobs. • Experience in 3 to 5 sectors: 5 Marks • Experience in 6 to 10 sectors: 10 Marks • Experience in 11 to 15 or more sectors: 15 Marks • Experience in 16 or more sectors: 20 Marks Required Documents: • Relevant Work Orders • Completion Certificates /Client Certificates • Training Reports indicating sector-wise experience	20
5	Andhra Pradesh Presence and Local Implementation Experience: Experience and operational presence of the bidder within Andhra Pradesh. • Functional Office/Training Centre in Andhra Pradesh: 2 Marks • Experience of implementing skill development projects in Andhra Pradesh: 4 Marks • Presence and operations in five or more districts of Andhra Pradesh: 4 Marks Required Documents: • Office Address Proof /Lease Deed/Rent Agreement /Utility Bills • Centre Affiliation Documents • Work Orders and Completion Certificates executed in Andhra Pradesh	10
6	Trainer Availability and Training Centre Readiness: Availability of qualified trainers and infrastructure relevant to the proposed job roles. Trainer availability and infrastructure readiness shall be assessed with reference to the proposed job roles and training locations **A. Certified Trainers (5 Marks)**	10

	• 4 to 6 Certified Trainers: 3 Marks • 7 to 10 Certified Trainers: 4 Marks • More than 10 Certified Trainers: 5 Marks **B. Infrastructure and Centre Readiness (5 Marks)** • Availability of adequate infrastructure for the proposed sectors/job roles: 5 Marks <u>Required Documents:</u> • Trainer CVs • ToT Certificates • Employment/Engagement Letters • Accreditation/Affiliation Certificates • Centre/Equipment Photographs and Infrastructure Details	
7	<u>Financial Capacity:</u> Average Annual Turnover during Last Three Financial Years **Marking Methodology:** • ₹50 Lakh to ₹1 Crore: 2 Marks • More than ₹1 Crore to ₹3 Crore: 4 Marks • More than ₹3 Crore: 5 Marks <u>Required Documents:</u> • CA Certificate with UDIN	5
8	<u>Employer Network and Placement Ecosystem</u> Availability of active employer partnerships and placement ecosystem. **Marking Methodology:** • 5 to 10 active employer tie-ups: 2 Marks • 11 to 20 active employer tie-ups: 3 Marks • More than 20 active employer tie-ups: 5 Marks <u>Required Documents:</u> • Employer MoUs • Letters of Intent • Placement Agreements • Employer Engagement Reports • Recruitment Drive Records	5
9	<u>Technical Approach and Implementation Methodology</u>	5

	Assessment of the bidder's proposed implementation strategy for mobilisation, training delivery, placement and post-placement support. **Marking Methodology:** • Mobilisation and Counselling Strategy: 1 Mark • Training Delivery Methodology: 1 Mark • Placement and Employer Engagement Strategy: 2 Marks • MIS, SIDH, AEBAS and Post-Placement Tracking Mechanism: 1 Mark Required Documents: • Detailed Technical Proposal Presentation * Technical proposal and a presentation of 10–15 slides. The bidder may be invited to make an online or in-person presentation before the Technical Evaluation Committee (If required).	
	Total Marks	**100**

SECTION IV: FORMS

(Documents Comprising Technical & Financial Proposal)

1. Form 1: Technical Proposal Submission Form

EOI No.:
EOI Title:

{Location, Date}

To: [Write here *Name and address of the Client*]

Dear Sir:

We, the undersigned, offer to provide the services for *[Insert title of assignment]* in accordance with your Expression of Interest No. *[Insert EOI Number]* dated *[Insert EOI Date]* and our Proposal.
"We are hereby submitting our Proposal {in case joint venture allowed in EOI then "Insert a list with full name and the legal address of each member, and indicate the lead member"}, which includes Technical Proposal and a Financial Proposal, submitted separately through the applicable procurement method"

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) If extension of proposal validity required, Our Proposals' validity will automatically extend for 180 days more without any change in the original Proposal submitted by us and is binding upon us.
(d) We have no conflict of interest in accordance with ITB 3.
(e) 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 regarding corrupt and fraudulent practices as per **Section V – Code of Integrity**.
(f) We, along with any of our sub-Bidders, subcontractors, suppliers, or Training Partners 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.
(g) 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
(h) We undertake to negotiate a contract if required by client in accordance with ITB clause 26.
(i) Our Proposal is binding upon us and subject to any modifications.

We undertake, if our Proposal is accepted and the Contract is signed or Notice to proceed or PO is issued,

to initiate the Services related to the assignment no later than the date indicated in the contract/letter/PO. 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): _____

2. Form 2: Bidder Information Form

EOI No.:
EOI Title:

I. General Information

SN	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 Pre-Qualification Criteria to be furnished (Refer Section III):

SN	Particulars	Details (Enclose supporting documents, wherever required as per)
1.	Bidder's Date of Incorporation/ Registration	
2.	Annual Turnover: 2025-26 2024-25 2023-24	
3.	Relevant Experience:	
4.	Blacklisting Declaration	
5.	Other Declarations as required	

3. Form 3: Bidder Past Experience Form

EOI No.:
EOI Title:

1) **Relevant Experience**	
Assignment No:1	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	
Assignment No:2	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	
Add more details if required	
2) **Details of Same service as required in EOI**	
Assignment	
Name of Client:	
Brief of Services/Product Provided:	
Location and Country:	
Name of Project:	
Year:	
Project Duration:	
Project Value In INR:	
Email id and contact detail of client	
3) **Technical Presentation to be submitted covering the Understanding, A&M and proposing innovations (if any)**	

4. Form 4: Format for turnover and Financial Capability of Bidder

The annual turnover of M/S {insert name of the Bidder} for last three audited financial years are given below and certified that statement is true and correct:

Particulars/ Accounting Year (Immediate latest/last three years)	2023-24	2024-25	2025-26	Remark, if any
Turnover of the Firm				
Net worth				

Note: Attach certified copies of Annual Audited Balance Sheet and IT Returns Certificate for the past 3 years.

Signed by CA with UDIN

(with seal & registration no.)

(Signature of Bidder) with SEAL

5. Form 5: Declaration of Non-Debarment / Non-Blacklisting / Non-Suspension

To
[Procuring Authority Name]
[Department/Organization Name]
[Address]

Subject: Declaration of Non-Debarment / Non-Blacklisting / Non-Suspension

Dear Sir/Madam,

We, the undersigned, do hereby declare that:

1. We have not been debarred, blacklisted, or suspended by any Central Government, State Government, Government Department, Government Agency, Government-affiliated Agency, Public Sector Undertaking (PSU), or any Multilateral Agency at the time of submission of this bid.
2. There is no consistent history of court or arbitration decisions against us that adversely affect our ability to perform this contract.
3. We further declare that there are no ongoing high-value disputes or litigation/arbitration proceedings that may impact the execution of this project, should the contract be awarded to us.

We understand that any misrepresentation or concealment of facts in this declaration shall lead to immediate disqualification of our bid and may lead to termination of contract, if awarded, along with other legal actions as deemed appropriate by the Authority.

Signed:
Name:
Designation:
Company Name:
Address:
Seal of the Organization:
Date:

SECTION V: FRAUD AND CORRUPT PRACTICES

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.
d. 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.

"Anti-competitive practice" means 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 bidders, 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;

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

"Conflict of interest" means 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) bidder from the Procuring Entity with an intent to gain unfair advantage in the procurement process or for personal gain; and

"Obstructive practice" means materially impede the Procuring Entity'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;

SECTION VI: TERMS OF REFERENCE

1. Terms of Reference

National Skill Development Corporation (NSDC), in partnership with Andhra Pradesh Scheduled Castes Cooperative Finance Corporation Limited (APSCCFC), Government of Andhra Pradesh, proposes to empanel eligible and experienced Training Partners (TPs) for implementation of a Placement-Linked Skill Development Programme for Scheduled Caste (SC) youth in Andhra Pradesh.

The programme is designed to provide industry-aligned skill training, assessment, certification and employment linkages to approximately 4,000 SC youth across identified districts of Andhra Pradesh. The programme will follow an outcome-oriented Train–Deploy approach.

The programme will focus on industry-aligned skill training, assessment, certification and domestic placement opportunities across the identified sectors and job roles.

2. Background

APSCCFC, Government of Andhra Pradesh, is implementing initiatives aimed at improving employability and livelihood opportunities for Scheduled Caste youth. NSDC will support APSCCFC as the implementation and knowledge partner for establishing an industry-linked skilling ecosystem.

The programme covers identified job roles across Electronics, Life Sciences, Automotive, IT-ITeS, Green Jobs, Agriculture and Healthcare. Training Partners/Training Centres will support mobilisation, counselling, training, assessment, certification, placement and post-placement tracking.

3. About the APSCCFC–NSDC Programme

Particular	Details
Programme	Placement-Linked Skill Development Programme for SC Youth in Andhra Pradesh
Funding Partner	Andhra Pradesh Scheduled Castes Cooperative Finance Corporation Limited (APSCCFC)
Implementation & Knowledge Partner	National Skill Development Corporation (NSDC)
Target Beneficiaries	Approximately 4,000 Scheduled Caste youth
Geographical Coverage	Identified districts/locations across Andhra Pradesh
Training Model	Industry-aligned, placement-linked Train–Deploy / Recruit–Train–Deploy
Training Framework	NSQF-aligned Qualification Packs / approved curricula
Assessment & Certification	Relevant Sector Skill Council / authorised assessment mechanism
Digital Systems	SIDH, AEBAS and prescribed MIS/reporting systems
Work Order Validity	Up to 31 March 2028

4. Objectives of Engagement

- Mobilise and counsel eligible SC youth from identified locations.

- Provide industry-aligned, NSQF-compliant training through suitable Training Centres and qualified trainers.
- Facilitate assessment and certification through the relevant Sector Skill Councils/authorised agencies.
- Establish employer linkages and support placement of trained and certified candidates.
- Ensure accurate candidate records, SIDH/AEBAS/MIS compliance and post-placement tracking.

5. Project Scope and Target

The programme will cover approximately 4,000 SC youth across identified districts and job roles. NSDC may allocate specific district/location, job role/QP, training target, Training Centre and implementation timeline to empanelled Training Partners based on programme requirements.

Training Partners may be considered under the following two categories:

Category	Description	Broad Scope
Category A – Regular Training Partners	Partners implementing regular short-term training across identified sectors/job roles.	Mobilisation, counselling, training, assessment, certification, domestic placement and post-placement support.

Training Partners may be considered for the regular training category, subject to meeting the applicable requirements and demonstrating relevant capability.

6. Scope of Work of Training Partner

6.1 Mobilisation, Counselling and Enrolment

- Mobilise eligible SC youth in the locations allocated by NSDC and conduct awareness/counselling activities.
- Verify candidate eligibility, documents and suitability for the selected job role and support enrolment.
- Coordinate with APSCCFC/NSDC and concerned local stakeholders for mobilisation and candidate finalisation.
- Maintain candidate-wise mobilisation, counselling, screening and enrolment records.

6.2 Training Centre and Trainer Readiness

- Identify/operate suitable Training Centres at allocated locations and ensure applicable NSDC/SSC accreditation/affiliation requirements.
- Provide required classrooms, practical facilities, tools/equipment, utilities, safety and basic candidate facilities.
- Deploy qualified and ToT-certified trainers, wherever applicable, for the allocated job roles.
- Ensure Centre and trainer readiness before commencement of training and facilitate inspection/verification by authorised agencies.

6.3 Training Delivery

- Deliver training as per the approved QP, Model Curriculum and applicable NSQF/SSC guidelines.
- Provide theory, practical, employability/soft skills and OJT/industry exposure wherever applicable.
- Maintain prescribed batch size, attendance, training duration and quality standards.
- Ensure appropriate learning material, equipment and practical exposure are available.

6.4 Assessment and Certification

- Coordinate with the relevant SSC/authorised assessment agency for assessment scheduling and candidate readiness.
- Support assessment and certification processes and maintain relevant records.
- Facilitate re-assessment wherever applicable as per programme guidelines.

6.5 Placement and Employer Engagement

- Develop/maintain employer linkages and identify relevant employment opportunities.
- Facilitate employer interactions, interviews, recruitment drives and joining of selected candidates.
- Maintain documentary evidence of placement and submit placement reports in the prescribed format.
- Support post-placement tracking and report joining, retention/dropout or employment status as required.

6.6 MIS, SIDH/AEBAS and Reporting

- Ensure timely and accurate candidate, batch, attendance, assessment, certification and placement data on SIDH/AEBAS and other prescribed systems.
- Maintain physical and digital records and rectify discrepancies identified during monitoring.
- Submit periodic implementation and outcome reports and provide records required for monitoring/audit.

7. Training Centre Requirements

Training Centres proposed by the Training Partner shall, as applicable:

- Meet applicable NSDC/SSC accreditation or affiliation requirements.
- Have adequate classroom and practical/laboratory/workshop infrastructure.
- Have required tools, equipment and consumables for the allocated job role.
- Have basic safety, sanitation, accessibility and candidate facilities.
- Have electricity, internet connectivity and digital attendance/MIS capability.
- Be available for physical/virtual inspection by NSDC, SSC or authorised agencies.

8. SLA and penalty provisions

8A. Service Levels, Performance Standards and Penalty Framework

The following minimum service levels shall apply to Training Partners. Detailed timelines may be specified in the work order/allocation letter for the relevant batch/location.

1. Training Centre & Trainer Readiness – The Training Partner shall ensure readiness within the implementation timeline specified by NSDC before commencement of the allocated batch.
2. Batch Commencement – Allocated batches shall commence within the approved implementation schedule. Any anticipated delay shall be reported to NSDC with a corrective action plan.
3. Training & Attendance – The Training Partner shall maintain prescribed attendance, training hours, batch size and delivery standards and update attendance/training records on the prescribed systems.
4. MIS & Data – Candidate, batch, attendance, assessment, certification and placement data shall be updated accurately within 2 working days of the relevant activity, unless otherwise specified by NSDC.
5. Assessment & Certification – Assessment shall be scheduled promptly on completion of training and certification records shall be maintained as per the applicable SSC/authorised assessment mechanism.
6. Placement & Post-Placement – Employer engagement, placement/joining evidence and post-placement status shall be submitted within the timelines prescribed by NSDC.
7. Issue Resolution – Issues identified during monitoring shall be acknowledged within 1 working day and corrective action initiated within 3 working days, or within another timeline specified by NSDC based on issue severity.
8. Reporting – Weekly progress reports and other reports requested by NSDC shall be submitted within the prescribed timelines.
Performance / Penalty – Continued allocation of targets shall take into consideration implementation performance, quality, compliance and placement outcomes. In case of material non-performance, repeated SLA breaches, data/attendance irregularities or failure to meet agreed milestones, NSDC may issue a corrective action notice, withhold further allocation, suspend/de-allocate batches or take other action permitted under the applicable work order/agreement and NSDC policy. Any financial deduction/penalty, where applicable, shall be as specifically provided in the relevant work order/agreement and approved NSDC policy.

8B. Number of Training Partners and Selection Methodology

Up to 8 & more Training Partners are proposed to be onboarded for the regular training component, subject to final programme requirements, geographic coverage, job-role requirements and implementation capacity. NSDC may onboard fewer or additional Training Partners, with appropriate approval, if required for effective programme implementation.

Selection shall be through the EOI process prescribed by NSDC Procurement. Eligible applicants shall be evaluated against the approved eligibility criteria and technical parameters. Empanelment/selection may be undertaken for specific locations/job roles, and a Training Partner may be considered for multiple locations/job roles subject to demonstrated capacity.

Final allocation of targets, locations and job roles shall be based on programme requirements, technical capability, past performance, geographical presence and operational capacity.

8C. Financial Terms

The financial terms for Training Partners shall be governed by the approved project cost structure, applicable NSDC norms and the specific work order/allocation issued to the selected Training Partner.

The payments will be made to the training parters as per CCN norms.

9. Monitoring and Performance

NSDC shall monitor implementation through Centre/batch reviews, attendance and training records, assessment and certification status, placement verification, MIS/SIDH/AEBAS data and post-placement tracking. Training Partners shall provide all records and support required for monitoring, inspection and audit.

Continued allocation of targets may take into consideration implementation performance, quality, compliance, placement outcomes and overall programme requirements.

Annexure I – Finalised Job Roles

S.No.	District / Location	Sector	QP / Job Role*	QP Code	NSQF	Category	Hours*
1	Srikakulam	Electronics	Electrician – Smart Energy and IoT-enabled Systems OEM Name – Electrician	ELE/Q5804	4	I	360
2	Eluru	Electronics	Assistant Technician – Computer and Peripheral	ELE/Q4609	3	I	330
3	Visakhapatnam	Life Sciences	Lab Technician – Pharma, Biologics and Medical Devices	LFS/Q0509	3.5	I	360
4	Kakinada	Automotive	Electric Vehicle Maintenance Technician	ASC/Q6809	3.5	I	390
5	Vijayawada	IT-ITeS	AI Data Engineering Analyst	SSC/Q8106	5	II	390
6	Ongole	IT-ITeS	Junior Software Developer	SSC/Q0508	4	II	360
7	YSR Kadapa	Green Jobs	Solar PV Installer (Suryamitra)	SGJ/Q0101	4	I	360
8	Anantapuram	Agriculture	Kisan Drone Operator	AGR/Q1006	3	I	180
9	---	Automotive	Four wheeler service Technician	ASC/Q1402	4	I	450

*This is tentative and may vary.

Note: Job roles and locations are as finalised based on APSCCFC inputs and the approved programme proposal. Any subsequent change shall be made with mutual understanding/agreement of NSDC and APSCCFC.

Annexure II – Proposed Training Locations / Centres

S.No.	District	Proposed Training Centre / Location
1	Srikakulam	DTDC, DRDA Etcherla
2	Visakhapatnam	Social Welfare Skill Training Centre
3	Kakinada	DRDA Training Centre (Mahila Samakhya), Tallarevu
4	Eluru	SW Boys Hostel, Yetigattu / SW Girls Hostel, Ameenapeta
5	Vijayawada	Social Welfare Skill Training Centre
6	Ongole	DRDA TTDC, Bhagyanagar
7	YSR Kadapa	SW Boys Hostel, Prakashnagar / SW Girls Hostel, Sankarapuram
8	Anantapuram	SW Boys/girls Hostel, Adimurthy Nagar / Adimurthy Nagar

The above locations are proposed implementation locations and shall be subject to final confirmation, Training Centre readiness, applicable accreditation/affiliation and programme requirements.

Platform Support for Tender Preparation:

1. C1 India Private Limited: Training Partner to provide the e-Tendering Software and facilitate the process of e-tendering on Application Training Partner (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@c1ndia.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 procurement@nsdcindia.org and helpdesk at nsdcsupport@c1india.com. This will help serving the participant better.
Note: The subject line must be mentioned in mail heading "**Empanelment of Training Partners for Implementation of Placement-Linked Skill Development Programme for Scheduled Caste Youth in Andhra Pradesh"**

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.

j) For technical support, you may reach out to the C1 Team. The contact details are provided below.

Dedicated Helpdesk for NSDC E-proc			
Contact Person	E-Mail ID	Tel. No.	Helpdesk Nos are open from
1. Mr. Prakash Mishra	nsdcsupport[at]c1india[dot]com	+91-9953761136	MON - FRI
2. Mr. Govind Parihar	nsdcsupport[at]c1india[dot]com	+91-9999432157	MON - FRI
3. Mr. Gaurav Singh	nsdcsupport[at]c1india[dot]com	+91-7291981138	MON - FRI
Escalation Level 1			
Mr. Sandeep Bhandari	sandeep[dot]bhandari[at]c1india[dot]com		