



**National Skill Development Corporation**  
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**Request for Expression of Interest (REOI) for Application Development and Maintenance  
Agency for NSDC's Skill wallet Initiatives**

REOI/NAPS/2022/012

**Important Dates:**

<b>Date of commencement of REOI</b>	26 <sup>th</sup> March 2022
<b>Pre bid meeting.</b> <i>Virtual via MS Teams. Link to be provided later</i>	30 <sup>th</sup> March 2022, 11:30 am
<b>Receipt of Queries by email to</b> <a href="mailto:procurement@nsdcindia.org">procurement@nsdcindia.org</a>	30 <sup>th</sup> March 2022, 6:00 pm
<b>Last Date and Time of Receipts of Technical Proposals</b>	14 <sup>th</sup> April 2022, 06:00 pm
<b>Place of Submission of Proposals</b>	<a href="https://nsdc.eproc.in/ProductNSDC/publicDash">https://nsdc.eproc.in/ProductNSDC/publicDash</a>

1. **Introduction:** National Skill Development Corporation (NSDC) is a not-for-profit public limited company incorporated under section 25 of the Companies Act, 1956 (corresponding to section 8 of the Companies Act, 2013). NSDC was set up by Ministry of Finance as Public Private Partnership (PPP) model. The Government of India through Ministry of Skill Development & Entrepreneurship (MSDE) holds 49% of the share capital of NSDC, while the private sector has the balance 51% of the share capital. NSDC is a one of its kind, Public Private Partnership in India. It aims to promote skill development by catalyzing creation of large, quality, for-profit vocational institutions. It provides funding to build scalable, for-profit vocational training initiatives. Its mandate is also to enable support systems such as quality assurance, information systems and train the trainer academies either directly or through partnerships and setting up Sector Skill Councils.
2. 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.
3. 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.
4. **Objective of REOI:** NSDC is inviting Expression of Interest to prepare a short list of bidders for **Application Development and Maintenance for NSDC's SKILL wallet Initiatives** as per the Terms of Reference mentioned in this REOI at **Annexure-II**. Bidders should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.
5. Bidders are required to furnish the information/documents as per the format given under Annexure-I (Eligibility Criteria)
6. **Duration:** Shortlisting of bidders will be valid for a period of 1 year. An RFP will be shared with only shortlisted bidders with detailed SOW and SLAs.
7. EOIs will be evaluated on the basis of eligibility criteria and bidders fulfilling all eligibility criteria will be part of short list. Evaluation and selection criteria shall be mentioned in specific RFP. Bidder selected after RFP process will be issued contract.
8. During the REOI process, bidders have to inform NSDC when firms undergo material changes (internal or external) which can impact the obligation.
9. Bidders who fulfill all the eligibility criteria as mentioned in **Annexure-I** and interested in this assignment as per Terms of Reference may submit their application in the prescribed format along with relevant documents on NSDC website: <https://www.nsdcindia.org/active-tender> and NSDC

eProcurement portal <https://nsdc.eproc.in> in accordance with the instructions enumerated in **Annexure -III** on or before last date and time of submission.

**10. No Courier/Hand Delivery of physical documents is allowed.**

**Eligibility Criteria:**

<b>Criteria</b>	<b>Documents</b>
<p>The bidder must be a registered legal entity in India; and in existence for last 5 years in similar space. For Start-up* applicants, existence of 5 years is not applicable.</p> <p>The bidder should be registered under GST Act and with Income Tax department.</p>	<p>-Certification of Incorporation -PAN -GST</p>
<p>The bidder should be handling minimum 50 lakh payment transactions per month with the capacity to take up at least 1 Cr payment transactions per month.</p>	<p>Self-certified copy of report filed with RBI/CA certificate with UDIN for monthly transactions.</p>
<p>The bidder should have valid authorization and licenses/permissions and approvals in place from appropriate authority in India for owning, running, operating the business of PPI wallet.</p>	<p>Letter of authorization.</p>
<ul style="list-style-type: none"> <li>▪ Bidder should have never been involved in any illegal activity or financial frauds.</li> <li>▪ 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.</li> <li>▪ The Bidder and its affiliates should not have been blacklisted by any Government Agency/Public Sector Undertaking/ Autonomous Bodies of Government/ for breach of applicable laws or violation of regulatory provisions or breach of agreement.</li> </ul>	<p>Undertaking on letter head of the Bidder.</p>

**Submission of all the valid/legal documents in context to above table is mandatory. Only those bidders whose proposals meet all the eligibility criteria will be shortlisted.**

\*An entity shall be considered as a **Start-up** as defined under DIPP/Start-up India Policy. The bidder in this category should submit relevant document confirming it as a Start-up.

## Organisation Details

[On the letter head of firm]

Name of the Firm	
Date of Incorporation of Firm (DD/MM/YY):	
Place of Incorporation:	
PAN Card No. <i>(Copy of PAN card to be attached)</i>	
GSTIN <i>(Copy of GST certificate to be attached)</i>	
Registered Address	
Turnover of past 4 years	2021-22 - INR 2020- 21- INR 2019- 20 -INR 2018-19 - INR
Telephone:	
Website:	
Concerned person's Name and Designation	
Mobile No:	
Email ID:	



**Letter Head of the Firm**

**Declaration**

**Date:.....**

**To whomsoever it may concern**

I/We hereby solemnly take oath that I/We am/are authorized signatory and hereby declare that I / Our firm/ Agency/ Institute/Company/Organization do not face any sanction or any pending disciplinary action from any authority against our myself/ firm / Company /Organization or partners."

Further, it is also certified that our firm including our affiliates have not been blacklisted by any Government Agency/Public Sector Undertaking/ Autonomous Bodies of Government/ for breach of applicable laws or violation of regulatory provisions or breach of agreement.

In case of any change in this declaration subsequent to its issue, we undertake to promptly notify the same to NSDC.

Authorized signatory  
(with seal)

**Terms of Reference**

**Background and Objective**

NSDC is currently the implementation partner for Ministry of Skill Development and Entrepreneurship (MSDE) for optional trades under the Apprentices Act, 1961. NSDC is also responsible for the implementation of the National Apprentice Promotion Scheme. National Apprenticeship Promotion Scheme (NAPS) is a scheme to provide financial support to establishments engaging apprentices. NAPS was launched on 19th August 2016.

Apprenticeship training is a course of training in an all types of industry or establishment, under a contract of apprenticeship which consists of:-

- a) Basic training component and
- b) on-the-job-training (OJT)/practical training at workplace

The scheme has the following two components:-

- a. Reimbursement of 25% of prescribed stipend subject to a maximum of Rs. 1500/- per month per apprentice by the Government of India to all employers who engage apprentices.
- b. Reimbursement of cost of basic training (up to a limit of Rs. 7500/- for a maximum of 500 hours= Rs. 15/hour) by the Government of India to Basic Training Providers (BTPs) in respect of apprentices who come directly for apprenticeship training without any formal training.

The Agency is required to develop a Mobile Application to provide assistance to all the Apprentice, Establishments & NSDC to smoothly implement the Scheme.

**Key Stakeholders**

- a. NSDC

The Apprenticeship Program in India under the Apprenticeship Act 1961 is implemented by the Ministry of Skill Development and Entrepreneurship (MSDE) at the National level. The MSDE has entrusted the Directorate General of Training [DGT] to implement the apprenticeship training falling under “Designated Trades” and made the National Skill Development Corporation [NSDC] responsible for apprenticeship training under “Optional Trades”. For more details please visit [www.nsdcindia.org](http://www.nsdcindia.org)

- b. An **apprentice** is a person who has entered into a contract of apprenticeship with the employer for apprenticeship training under the Apprentices Act. Any individual who has completed 14 years of age (18 years in case of Hazardous Industries defined under the Apprenticeship Rules), is a minimum of 5th class pass (for Optional Trade), is meeting the standard of physical fitness for the course and having minimum educational qualification prescribed for a trade can undergo apprenticeship training. Please refer to the Apprentices (Amendment) Act, 2014 & Rules 2019 for more details – both can be found on the landing page of the apprenticeship portal - <https://apprenticeshipindia.gov.in>.

Below categories of apprentice are covered under the Apprentice program

- ITI Pass Outs
  - Graduates / Diploma Holders
  - All Pass Outs from the NSQF aligned courses including PMKVY/DDUGKY etc.
  - Dual-Learning Mode from it is
  - Perusing Graduation / Diplomas
  - Fresh apprentices
- c. **Establishments – MSME’s, Large Corporate providing on the Job training registered under the scheme.** An employer/ establishment is a person/entity who has a business in any trade or occupation and having infrastructure for providing On the Job Training (OJT).



Establishments have to access the apprenticeship portal <https://apprenticeshipindia.gov.in> and register themselves online for the apprenticeship program in case they opt for Optional Trades or Designated Trades..

- All establishments having work force (regular and contract employees) of 30 or more are mandated to undertake Apprenticeship Programs in a range from 2.5% -15% of its workforce (including direct contractual employees) every year.
  - For establishments having a workforce between 4 - 29 this is optional.
  - Establishments have a workforce of 3 or less are not permitted to engage apprentices.
- d. Apprenticeship Portal For more details regarding Trades & Courses please visit apprenticeship portal <http://apprenticeshipindia.gov.in>

### **Current Reimbursement Process**

Establishment pays a monthly stipend to each apprentice, in line with the provisions of the Apprenticeship rules and guidelines. The establishment will be paying stipend to the apprentices each month, after adjusting unauthorized leaves.

The establishment has two routes to stipend payment - 'Offline' or 'Online'.

1. The offline method means that the establishment will use its own payment method and not the payment gateway available on the portal.
2. Under the "online" option, the establishment gets the option to pay stipend through the apprenticeship portal by using the payment gateway.

The stipend reimbursement amounts to 25% of prescribed stipend or to Rs.1500/month (per candidate) whichever is lower. The establishment is required to submit claim for stipend reimbursement at the end of each quarter. While establishments are required to pay stipend at prescribed rates on pro rata basis to those apprentices who drop-out during a quarter; reimbursements cannot be claimed for such apprentices.

If the establishment has chosen the 'offline' payment option (i.e. the establishment has paid stipend through their own payment method and not through the portal), they will have to submit certain documents (refer to SOP for NAPS Claims and reimbursement under "Notices and Advisories" on the portal). The claim will go through two levels of verification. The establishment will then be provided a random sample of candidates for whom they would need to produce a bank certificate, which will confirm stipend payment made to the apprentices. Once they successfully submit the bank certificate, the reimbursement amount will be sent to their bank account.

In case the establishment had chosen the "online" stipend payment method (i.e. the establishment has paid stipend through their portal), they will not have to submit these support documents. The establishments will be able to see the claim status by clicking on the link (PFMS know your payment)

### **Skill Wallet**

In both the above payment options, the stipend has to go into the Aadhar linked bank account of the apprentice. However, the Skill Application will have semi closed PPI wallet embedded into it. The PPI Wallet will be used by all the Establishments to pay Monthly stipend to the Apprentice. The Apprentice can transfer wallet balance to their bank A/c. This wallet balance can also be used for making online payment to Training Partners under the Skill ecosystem and also providing a high level of security in payments. This wallet is required to offer rapid transactions as well as uninterrupted refunds.

As per Apprenticeship Rules 1992 (amended upto 2019) minimum rate of stipend has been fixed as per educational/ technical qualification. Employers are free to pay higher rates of stipend. The reimbursement under NAPS for the on the job training period would however be limited to the 25% of the actual stipend amount paid or Rs 1500/- whichever is minimum, per month per apprentice. Payments

to the apprentices though the entire apprenticeship lifecycle will be made through this skill wallet. Candidate will get a monthly stipend from the Establishment during the entire period of the apprenticeship training, which includes the basic training period and the on the job training period. The payable stipend will be calculated using the stipend amount as per the contract and the eligible days in a month.

The skill wallet needs to confirm to NSDC that the funds have been received by the candidate and can be utilized by them. Basis this confirmation, the skill wallet should ease payment of reimbursement from NSDC to the establishments in their accounts. The funds will be transferred from PFMS but there should be a direct link between PFMS and the skill wallet. All transactions to the skill wallet need to be stored along with the details of the transaction. This includes the reimbursements made to the establishments basis payment confirmation by apprentices.

The wallet mandatorily covers following aspects:

1. Cross platform
2. Vernacular
3. Light weight
4. Privacy & Security
5. Opensource (not OEM specific)
6. Interactive and Smooth UI/UX
7. Analytical based
8. Ease of use and seamless transactions
9. Cloud based technology
10. Wearable device integration
11. GPS tracking and navigation
12. Open & compatible for periodic OS upgrade

### **Tentative SLAs**

While the detailed SLAs will be shared as part of the RFP, below are some high-level SLA descriptions:

- a. SLA on Development & Deployment of Skill Application.
- b. SLA on delay of deliverables.
- d. SLA on Maintenance of Skill Application.
- e. SLA on Security breach

### **Time Schedule of the Project**

Initially the project will be for a duration of 3 years, extendable at the option and discretion of NSDC.

### **Place of Project**

The place of project will primarily be New Delhi.

### **Confidentiality and Non-Disclosure Agreement**

NSDC handles extremely sensitive AADHAR related information, and as a result supreme importance is accorded to the confidentiality of the data. It may be informed in this regard that the successful Agency would be required to sign a Corporate NDA with NSDC, before they are on boarded.

**Sub-Contracting:** Any subcontracting will be responsibility of primary bidder. The details of sub-contractor, if any, should be submitted along with the EOI

**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](http://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](mailto: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](mailto: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.