

REQUEST FOR PROPOSAL (RFP)

FOR ENGAGEMENT OF

CALL CENTER AND BACK-OFFICE SUPPORT AGENCY

FOR ORGANIZING

NATIONAL ENTREPRENEURSHIP AWARDS 2019



Issued by: IITM Incubation Cell

Inquiries, quoting "Reference: National Entrepreneurship Awards 2019 RFP", should be directed to:	
Lead Partner	IITM Incubation Cell
Website:	www.incubation.iitm.ac.in
Phone:	+91 (0)44 66469869, 870
E-mail id:	priyamohan@incubation.iitm.ac.in kalyani@incubation.iitm.ac.in

Contents

Cover Letter for Request for Proposal (RFP).....	4
Section I - General Procedural Information	5
1.1. Summary.....	5
1.2. Questions/Inquiries	6
1.3. Addenda to RFP and Corrigenda	6
1.4. Presentations.....	6
1.5. Assistance	6
1.6. Process Modification	6
1.7. Projected schedule of events	8
Section II - Specifications	9
2.1 Closing Date & Submission Requirements	9
2.2 Duration of Proposal Offer	10
2.3 Discretion, Cancellation, Negotiation, Contracting, Rejection, Clarification.....	10
2.4 Corrupt or Fraudulent Practice	10
2.5 Incurred Expenses	11
2.6 Confidentiality	11
2.7 General Contractual Conditions	11
2.8 Conflict of Interest:.....	12
2.9 Penalty for deficiency in Services:.....	12
Section III - Statement of Work	13
3. Statement of Work of the Call centre and back-office support agency	13
3.1. Statement of Work of the Call centre and back-office support agency	13
3.1.1. Provide Call Centre and Back-Office Support for NEA 2019	13
3.1.2. Telephonic Support:.....	13
3.1.3. Chat Support:	13
3.1.4. Email Helpdesk:	13
3.1.5. Document Verification Support:	13
3.1.6. Supplementary Information:	14
3.1.7. Metrics:	14
3.1.8. Liaison:	14
3.1.9. Undertaking Preliminary Scrutiny of Nominations and Applications. Error! Bookmark not defined.	
3.1.10. Preparing and Submitting a Summary Report:	14
Section IV –Proposals and Evaluation of Proposals	15
4.1 Pre-Qualification Criteria.....	15
4.2 Financial Proposal – Suggested Format.....	16
4.3 Deliverables for this RFP.....	16
4.4 Evaluation of Proposals	16
4.5 Negotiation Phase	16

Section V - Other Terms and Conditions	18
Annexure A – A Brief about NEA 2019.....	19
Annexure B - Partner Institutions	22

Cover Letter for Request for Proposal (RFP)

TITLE: ENGAGEMENT OF CALL CENTER AND BACK - OFFICE SUPPORT AGENCY FOR ORGANISING NATIONAL ENTREPRENEURSHIP AWARDS SCHEME 2019

Tender Reference Number: ICSR/NEA/Call Center/01/2019

Date of Issue: 14th June 2019
Last Date of Submission: 28th June 2019
Time (IST): 17:00 Hrs

To:

Senior Manager
Project Purchase
IC&SR, 2nd Floor
IIT Madras , Chennai

Dear Sir/Madam,

IITM Incubation Cell intends to enter into an arrangement for providing services outlined in the RFP through a limited-but-competitive bidding process. In this respect, IITM Incubation Cell would like to invite your organization to submit a Technical & Financial proposal as outlined in this RFP.

The Proposal (Technical & Financial bid) should be submitted in a sealed envelope (separately) latest by the date and time mentioned above. Any Proposals received after the stipulated date and time shall not be considered.

Yours sincerely,
For IITM Incubation Cell

Chief Executive Officer, IITM Incubation Cell

Section I - General Procedural Information

1.1. Summary

The Ministry of Skill Development and Entrepreneurship (MSDE), Government of India, has entrusted **IIT Madras**, as the Lead Partner, to implement the National Entrepreneurship Awards Scheme for 2019.

The MSDE has already initiated the Advocacy campaign across Central Ministries, State Governments and the Organizations under their Administrative Controls, to promptly spread the awareness to mobilize nominations of deserving candidates in good numbers for this National Award.

The call for Nominations for NEA 2019 will open from 10th July 2019, and is likely to be open for a period of 45 days.

A brief background on NEA 2019 is attached here in **Annexure A** for reference.

The Lead Partner along with 11 other premier institutions across India will be working together for the implementation of NEA at a national level.

The list of the Partner institutions is attached here as **Annexure B**.

In this context, the Lead Partner is entrusted to hire a Support Agency/Agencies, and hence seeks to appoint an Agency/Agencies (Support Agency or Support Agencies, referred as “SA” throughout this document) for

- Call centre and back-office support for the administration for NEA 2019

The Call centre and back-office support agency will be working in close coordination with the Partner Institutions and the Lead Partner.

With regard to the above, the Lead Partner has prepared this document, the Request for Proposal (RFP) for appointment of the Call centre and back-office support agency, through a limited tender process.

The key criteria of the Call centre and back-office support agency and the information required are provided in the Statement of Work.

The proposals are invited from Proposers having relevant experience to handle such programs and activities, and are interested to provide their services for 'National Entrepreneurship Awards Scheme 2019.

The closing date for submission of proposals is mentioned in the **NEAS 2019 RFP Projected Schedule of Events**.

1.2. Questions/Inquiries

1. All Questions/Inquiries must be submitted in writing and must be received not later than the Last date for receiving questions/inquiries referred to in the **NEAS 2019 RFP Projected Schedule of Events**, contained in this document.

Inquiries, quoting "Reference: National Entrepreneurship Awards 2019 RFP", should be directed to:	
Lead Partner	IITM Incubation Cell
Website:	www.incubation.iitm.ac.in
Phone:	+91 (0)44 66469869, 870
E-mail id:	priyamohan@incubation.iitm.ac.in kalyani@incubation.iitm.ac.in

2. Questions/inquiries will be accepted by email, details are available in the **NEAS 2019 RFP Projected Schedule of Events**, contained in this document.

1.3. Addenda to RFP and Corrigenda

1. If the Lead Partner finds it necessary to revise any part of this RFP or correct any errors, an addendum will be provided.
2. Any addenda will be issued in the same form as the RFP was issued to the prospective Proposers.

1.4. Presentations

Shortlisted Proposers may have to give a presentation about their proposals at place decided by the Lead Partner, likely to be in Chennai or New Delhi or some other location, at a time to be determined. Proposers will be responsible for their own expenses associated with such presentations.

1.5. Assistance

The Lead Partner may seek the assistance of others in the fulfilment of its responsibilities in regard to the evaluation of responses to this RFP.

1.6. Process Modification

The Lead Partner may choose to re-open the RFP or to enter into further negotiations with one or more of the providers if the situation warrants.

1.7. Projected schedule of events

The Lead Partner intends to process this RFP in accordance with the following schedule:

NEAS 2019 RFP Projected Schedule of Events

Date	Activity
June 14, 2019	Limited Tender - Email to Select Short-listed Parties
June 19, 2019	Last Date for receipt of Questions/Inquiries
June 24, 2019	Issuance of Responses, if any, to Questions/Inquiries, if any
June 28, 2019	Last Day for Submission of Proposals (Technical & Financial) by Proposers
June 29, 2019	Opening of the bids (technical & financial) (1030 am)
June 29, 2019	Evaluation of the bids
July 1 st , 2019	Award of Contract
July 1 st , 2019	Meeting of MSDE, the Lead Partner, Regional Partners, Support Agency

Inquiries, quoting "Reference: National Entrepreneurship Awards 2019 RFP", should be directed to:	
Lead Partner	IITM Incubation Cell
Website:	www.incubation.iitm.ac.in
Phone:	+91 (0)44 66469869, 870
E-mail id:	priyamohan@incubation.iitm.ac.in kalyani@incubation.iitm.ac.in

Section II - Specifications

2.1 Closing Date & Submission Requirements

In order to be considered, the proposal (technical & financial) shall be submitted not later than the date and time referred to in the NEAS 2019 RFP Projected Schedule of Events. Agencies are required to submit their bids in sealed packets as per the details given below:-

(a) **First envelope:-** Necessary prequalification documents & Technical bid (This envelope should be super scribed as '**Technical packet for appointment of a Call centre & Back office Support Agency**')

(b) **Second envelope:-** Financial bid (This envelope should be super scribed as '**Financial bid for appointment of Call centre & Back office Support Agency**')

Proposals or unsolicited amendments to the proposals arriving after the closing time and date will not be considered.

All the pages of the proposal being submitted must be signed and sequentially numbered by the Proposer irrespective of nature of content of the documents before submission.

In preparing the technical proposal, proposers are expected to examine this RFP document in detail. The proposal should cover all aspects mentioned in the Statement of Work.

Any proposal not found responsive with this RFP document may be rejected. Material deficiencies in providing the information requested will also result in rejection of the proposal.

Selection of the Call centre and back-office support agency will be based on the aggregate of the Technical and Financial Evaluation.

Both Technical and Financial bids should be sealed in a separate envelope. The envelopes should be appropriately super scribed as mentioned above.

Both the sealed envelope as mentioned above should be kept in a bigger envelope to be super scribed as **Technical and Financial Bid for appointment of Media Planning agency** with due date of submission. The Bottom Left corner of the outer cover should carry the full name, address, telephone nos., e-mail ID etc. of the agency submitting the Proposal. The outer sealed envelope containing the sealed Technical and Financial bids should be addressed to :

**Senior Manager
Project Purchase
IC&SR , 2nd Floor
IIT Madras
Chennai - 600036**

Bid received will be opened in the presence of competitive authorities at **1030 hrs. on 29th June 2019 at the Conference Hall, IC&SR, IIT Madras**

2.2 Duration of Proposal Offer

Proposals shall be valid and irrevocable for at least 14 days following the closing date of this RFP. This period may be extended by written agreement between a Proposer and the Lead Partner.

2.3 Discretion, Cancellation, Negotiation, Contracting, Rejection, Clarification

The Lead Partner may, any time, cancel this RFP, in whole or in part, at any time without assigning any reason.

The Lead Partner may obtain the assistance of others in fulfilment of its responsibilities in regard to the evaluation of responses to this RFP.

The Lead Partner may disqualify proposals that it deems to be non-responsive.

The Lead Partner may reject a proposal if the proposer:

- a. Fails to submit by the deadline; or
- b. Fails to submit the information required; or
- c. Fails to submit a Proposal in accordance with the required format; or
- d. Fails to submit a cost quotation response; or
- e. Fails to respond to requests for clarification, make a presentation, or perform tests if requested; or
- f. For any other reason the Lead Partner, in its sole discretion, deems to be reasonable

The Lead Partner may seek clarification of any element of a proposer's proposal.

The Lead Partner may shortlist one or more proposer for contract negotiations on the basis of the strength, viability, technical and financial terms of their proposals and presentations, their known track records for similar functions, and the credentials and experience presented in their proposals. The Lead Partner does not make any commitment regarding the outcome of these negotiations.

The Lead Partner will seek to enter into contract(s) with one or more proposer(s) that the Lead Partner deems, in its sole discretion, to represent the best value combination of performance and cost, not necessarily the lowest proposer.

2.4 Corrupt or Fraudulent Practice

In the event of the proposer engaging in any corrupt or fraudulent practice during the Proposal process, as per the judgment of the Lead Partner, the proposal will be rejected. Any decision of the Lead Partner in this regard shall be final and binding on the proposer.

For the purpose of this clause: 'Corrupt Practice' means the offering, giving, receiving or soliciting of anything of value to influence the action of the Lead Partner in the selection process. It also includes bringing undue influence through any quarter or interfering directly or indirectly in the selection process to affect its outcome.

'Fraudulent Practice' means a misrepresentation of facts in order to influence selection process to the detriment of the Lead Partner.

All proposals and related documents, on their submission to the Lead Partner, shall become the property of the Lead Partner.

2.5 Incurred Expenses

The proposer shall be responsible for any cost incurred in the preparation and submission of a proposal, presentations in support of such proposal, performance of any tests, and preparation of a services agreement.

2.6 Confidentiality

The Proposer shall maintain strict confidentiality with regard to all the data, reports etc. made available/generated during rendering of the Services.

The MSDE shall also have sole ownership of the data, reports etc. which shall not be shared/used by the Proposer anywhere during the period of agreement and even subsequently without prior permission of the Lead Partner and/or MSDE.

2.7 General Contractual Conditions

The contract to be executed with one or more successful Proposer(s) shall contain the general provisions included in this RFP.

This RFP, including the Statement of Work will be incorporated by reference and made a part of the contract.

The **SA** shall give the payment schedule, however, 10% of the total payable amount to be released only after the certificate of satisfactory completion of event by the Organizing Secretary/Committee.

The **SA** shall be directly responsible for any/all disputes arising between itself and its personnel/workers and shall keep the Lead Partner indemnified against all losses, damages and claims arising thereof.

The **SA** shall be solely responsible for payment of wages/salaries/all applicable taxes and allowances to their personnel that are applicable under the laws in force including any new act or order of Government that may become applicable. The Lead Partner shall have no liability whatsoever in this regard.

The **SA** shall be fully responsible for theft, burglary, fire or any mischievous deeds by its staff.

All consumable items & material used by the Proposer shall be of standard make and approval of designated officer of the Lead Partner shall be taken for the same.

The **SA** will make his own arrangement for watch and ward till the completion of the work.

The **SA** will work in close co-ordination with the Lead Partner.

Insurance of complete activities mentioned in the statement of work and all Licenses and permissions for execution of contract will be the responsibility of the **SA**. The Lead Partner will have no responsibility in the case of fire, theft of goods etc.

The Lead Partner reserves the right to award the work in full or in part to one or more than one Proposer(s) and to reject any one or all the Proposals without assigning any reason.

Besides the Proposals, the **SA** would be required to give presentations as required by the Lead Partner from time to time in Chennai or New Delhi or other locations as specified from time to time.

Since the **SA** shall be required to coordinate with various agencies, only the service charge or event management fee as a percentage to the total cost must be mentioned in the financial Proposal.

2.8 Conflict of Interest:

- a. The Lead Partner requires that **SA** must provide professional and objective services and at all times hold the Lead Partner's interest paramount, strictly avoid conflicts with other assignment/jobs or their own corporate interests and act without any consideration for future work.
- b. Conflicting relationships: The Proposer/**SA** (including its Personnel and Sub-Consultants) that has a business or family relationship with a member of the Lead Partner staff who is directly or indirectly involved in any part of (i) the preparation of the Terms of Reference of the assignment/job, (ii) the selection process for such assignment/job, or (iii) 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 Lead Partner.

2.9 Penalty for deficiency in Services:

In case of minor deficiency in service (as decided by the Lead Partner), a written warning to the **SA** will be issued and in case of major deficiency in service causing adverse effect on the Event, other penal action including stoppage of complete payment may be initiated by the Lead Partner. Additionally, the Lead Partner will also be entitled to recover any actual or potential loss suffered due to commission / omission of the service provider attributable to the deficiency in service as aforementioned. The decision regarding minor/major deficiency will be taken by the Lead Partner and shall be binding on the SA.

Section III - Statement of Work

3. Statement of Work of the Call centre and back-office support agency

Proposals are being sought for:

- Call centre and back-office support for the administration for NEA 2019

Proposers may propose for Call centre and back-office support.

The below mentioned statement of work is indicative and not exhaustive. Changes/additions can be made by the Lead Partner as and when necessary in discussion with the Call centre and back-office support agency.

3.1. Statement of Work of the Call centre and back-office support agency

3.1.1. Provide Call Centre and Back-Office Support for NEA 2019

The Call centre and back-office support agency will need provide communication support, documentation Support and other types of Support for various aspects of the NEA 2019 program. Apart from this, the Back-Office Support Agency is expected to publish metrics and prepare FAQs.

3.1.2. Telephonic Support:

Telephonic Support will be required for both Incoming and Outgoing calls. Telephonic Support will play the role played by a Call-Centre, to address queries and complaints from Prospective Nominees, Nominees, Nominators, Program Partners and the wider-public, who may be interested in knowing about the program. As and when required, the Agency will make outgoing calls to the appropriate parties to facilitate completion of applications. The Telephonic Support will also need to support outgoing calling to close out the queries and complaints received through other modes such as Chat and Email.

3.1.3. Chat Support:

Operate a chat window to address queries and complaints from Prospective Nominees, Nominees, Nominators, Program Partners and the wider-public, who may be interested in knowing about the program.

3.1.4. Email Helpdesk:

Operate an Email Helpdesk to address similar objectives as the Telephonic Support. Emails received from Prospective Nominees, Nominees, Nominators, Program Partners and the wider-public who may be interested in knowing about the program will need to responded to. The helpdesk will also need to support bulk emailing. The email helpdesk will also need to support by emailing to close out the queries and complaints received through other modes such as Telephone & Chat.

3.1.5. Document Verification Support:

As part of the NEA Awards application process, the applicants are expected to fill out online forms and upload supporting documentation. Verification of the entered data against the supporting documentation, as well as against national registries will need to be done.

3.1.6. Supplementary Information:

Collection and verification of additional data that may be required for shortlisted nominees.

3.1.7. Metrics:

Daily as well as up till date Metrics to be published on the entire statement of work including all the above aspects.

3.1.8. Liaison:

Coordination with the website support vendor, Regional Partners, Lead Partner, MSDE.

3.1.9. Preparing and Submitting a Summary Report:

Documentation of the Program; should cover own activities, observations about implementation of the scheme, recommendations for future versions of the award. All records of call/email/chat to be handed over to the Lead Partner.

Section IV –Proposals and Evaluation of Proposals

The proposals must be submitted by the Proposers, duly accompanied by all supporting documents.

The proposals will be evaluated by an Evaluation Committee led by the Lead Partner using the technical and financial details submitted by the Proposer. Financial and Technical qualifications will both have a weightage for the evaluation of the proposal.

In case the Proposer is presently associated or was associated any time in the past with the Lead Partner, the Proposer's past performance shall be considered while evaluating the Proposal.

4.1 Pre-Qualification Criteria

- 4.1.1 The Proposer shall be a single entity and shall be a company incorporated under Companies Act 1956 or non-profit organization. The copy of memorandum and article of association should be enclosed.
- 4.1.2 The Proposer shall be an Income Tax Assessee for the last three years.
- 4.1.3 The Proposer shall have at least 10 regular professional manpower having relevant experience in the subjects described in the Statement of Work. Profiles of 5 such professionals to be provided.
- 4.1.4 The Proposer shall have minimum annual turnover of atleast Rs.2 crores in any of the last 2 financial year. The copies of the audited financials Accounts of last three years should be provided.
- 4.1.5 A Certificate from a Chartered Accountant certifying the turnover of Proposer from Services delivered similar to those described in the Statement of Work should be attached;
- 4.1.6 The Proposer should have carried out at least 2 programs/projects in the last 2 financial years for the Lead Partner, Government of India or any Central Ministry, of which one event should be of a minimum value of Rs. 1 crore.
- 4.1.7 Copies of work orders of the projects handled for the Lead Partner, Government of India or any Central Ministry or Corporate in the last three years should be submitted along with the Technical Proposal.
- 4.1.8 The Proposer should be able to provide the Call centre and back office Support Agency(SA) services in the following languages: Hindi,English,Tamil,Telugu,Kannada,Malayalam,Oriya,Bengali,Assamese,Gujarati,Marathi, Punjabi and Urdu.
- 4.1.9 The Proposer should not have been blacklisted by the Lead Partner, any Central or State Government(s)/Public Sector Undertaking.
- 4.1.10 The Proposer shall not have any legal case pending by/against the Lead Partner, any Central Ministry, before any court of law.

4.2 Financial Proposal – Suggested Format

Item-wise costing for each of the components listed in the Statement of Work is to be provided in Financial Proposal. A suggested format is prescribed below:

Serial Number (from Statement of Work)	Cost Components/Elements (Multiple Rows/Columns may be used)	Total Cost
1.1.1		
1.1.2		
1.1.3		
...		
...		
...		
Any Others (to be listed)		
Total		

4.3 Deliverables for this RFP

- Technical Proposal
 - o A Letter of Intent to participate in this RFP process.
 - o Documentary evidence to establish having met Eligibility Criteria
 - o Proposed Plan in language support of coverage described in the Statement of Work
 - o Profiles of Key Personnel
- Financial Proposal
 - o Commercials for the accomplishing the Statement of Work

4.4 Evaluation of Proposals

- 4.4.1 An Evaluation Committee led by the Lead Partner shall evaluate each Proposal, considering the criteria as prescribed in the RFP.
- 4.4.2 The evaluation will be done based on the responses received against the Activities/Statement of Work,
- 4.4.3 The Lead Partner and/or the Evaluation Committee reserves the right to tweak and change the process and also to get into a final round of commercial negotiations with the shortlisted Proposers.

4.5 Negotiation Phase

The Lead Partner may enter into contract(s) with one or more Proposer(s) that represents the best value combination of performance and cost, not necessarily the low Proposer.

The Lead Partner will submit questions to each Proposer seeking clarification of any element of their Proposal, if needed.

Negotiations may include face-to-face sessions. Proposers are responsible for their own expenses associated therewith.

The Lead Partner reserves the right to solicit a best and final offer from each remaining Proposer.

Section V - Other Terms and Conditions

- A. Intellectual Property Rights: All work performed by the Provider shall be “work for hire” and the Provider shall obtain no rights there from. All rights belong to the Lead Partner.
- B. The successful Proposer upon award of the contract shall be liable for and indemnify, defend, hold harmless and keep indemnified the Lead Partner, its associates, partners or its directors or its employees from and against any claim or loss including without limitation, fines, penalties, fees, damages, costs (including legal fees and expenses), liability (whether criminal or civil) suffered and/or incurred by the Lead Partner, its affiliates or its directors or its employees arising from or in connection with the performance of the services by the successful Proposer or due to any breach of the terms and condition of the contract including any covenants, obligations and representations and warranties of the successful Proposer, or breach of applicable laws and regulations governing the performance of the services by the successful Proposer.
- C. Any entity which has been barred by the Lead Partner, the Central Government, any State Government, a statutory authority or a public sector undertaking, as the case may be, from participating in any project, and the bar subsists as on the date of the Proposal, would not be eligible to submit a Proposal either by itself or through its Associate.
- D. This RFP is not an agreement or an offer. The purpose of this RFP is to provide interested Proposers with information that may be useful to them in the formulation of their Proposals pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived in relation to the Work. The assumptions, assessments etc. contained in this RFP, may not be complete, accurate, adequate or correct. Each Proposer should, therefore, conduct its own investigations and analysis and should check their accuracy, adequacy, correctness, reliability and completeness. The Lead Partner, its employees and advisers make no representation or warranty and shall have no liability to any person including any Proposer under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way in this Selection Process.

Annexure A – A Brief about NEA 2019

India and the Indian Economy are undergoing a Cultural Shift. The attitudes, mindset and orientation of the younger generation are slowly but surely shifting from jobs to enterprise.

The National Entrepreneurship Awards (NEA) 2019 is the 4th edition in the NEA series. The NEA program was started in 2016, and continued in 2017 and 2018.

The NEA seeks participation of Young Entrepreneurs and Entrepreneurial Ecosystem Builders in the National Entrepreneurship Awards 2019, from all across India. It seeks to instil and entrench the entrepreneurial attitude among the future-generations and the Youth of India.

A total of **45 Awards** under NEA 2019 has been carefully considered to enable participation of young achievers **below the age of 40 years** and their ecosystem builders **across sectors, geographies and socio-economic background** through the **process of nomination**.

Winners will receive a Trophy, Certificate and a Cash Prize, in a high-profile Award Ceremony proposed to be held on Saturday, 9th November 2019.

Enterprise Awards Tracks

45 (Forty-Five) Awards will be presented to deserving candidates

- a. Of this, 39 (Thirty-Nine) awards will be awarded in the 'Enterprise Award Track'. This is to honour the entrepreneurs who have created exemplary enterprises, primarily in the unconventional and untapped spaces.
- b. The remaining 6 (six) awards will be awarded in the 'Ecosystem Builders Track', to recognize the contribution of Ecosystem builders in creating the entrepreneurial ethos in the country.

The Scheme is divided into two tracks:

- a. **Enterprise Award Track** –winners will be identified through a process of nomination, screening, multi-stage evaluation, physical verification and jury selection.
- b. **Ecosystem Builders Track** –winners will be identified through a process of nomination, screening, evaluation, and jury selection.

The details of the Enterprise Awards are listed below:













Sector Code	Sector	(A1) Enterprise Award Track - Initial Investment up to ₹ 1 Lakh - (9 Nos)	(A2) Enterprise Award Track - Initial Investment above ₹1 Lakh to ₹ 10 Lakhs - (9 Nos)	(A3) Enterprise Award Track - Initial Investment above ₹10 Lakhs to ₹1 Crore - (9 Nos)
General Category Awards				
Code	Sector	A1	A2	A3
S01	Agriculture ++	1	1	1
S02	Chemicals ++	1	1	1
S03	Engineering ++	-	1	1
S04	Handicrafts	1	1	1
S05	Healthcare	1	1	1
S06	Hospitality ++	1	1	1
S07	Logistics ++	1	1	1
S08	Renewables ++	1	1	1
S09	Retail ++	1	-	-
S10	Textiles ++	1	1	1
Special Category Awards				
Code	Sector	A1	A2	A3
S90	Women Entrepreneurs	1	1	1
S91	Entrepreneurs from SC/ST Category	1	1	1
S92	Entrepreneur from PwDs Category	1	1	1
S93	Entrepreneurs from Difficult Areas	1	1	1

Ecosystem Builders Track

The Ecosystem Builders' award aims to recognise the Institutions, Incubators, Mentors and Promoters/Facilitators of rural entrepreneurship who are building the soft and hard infrastructure in the country to enable the entrepreneurship grow. There are six (6) awards provisioned in this track which are as follows:

- a. **Entrepreneurship Development Institutes/Organisations**, refers to Institutes/Organizations teaching, training and offering courses on entrepreneurship development
- b. **Incubation Centres**, refers to Institutes/Organizations providing incubation, mentorship and handholding support, **2 awards for Incubation Centres, one for Public Sector Incubation Centres and one for Incubation Centres from the Private Sector**
- c. **Mentor**, refers to educationists, advisors, consultants working towards entrepreneurship development, 2 awards for Mentors, one for Mentors from the Public Sector, and one for Mentor from the Private Sector
- d. **Promoters of Rural Producer Enterprises**, refers to Institutions/Organizations or individuals directly involved in the promotion of farmer producer companies/cooperatives or SHG enterprises through mentoring and providing soft skill support such as development of organisational structure, training on management skills, conflict resolutions, etc. Such institutions/organisations may be governmental, non-governmental, private institutions or persons working in their individual capacity.

Annexure B - Partner Institutions

Sl#	Name of the Partner	Short Name, Location	Logo	Geography Covered
1	Indian Institute of Technology Madras	IITM, Chennai		Tamil Nadu, Kerala, Puducherry, Lakshadweep
2	Indian Institute of Technology Bombay	IITB, Mumbai		Maharashtra, Goa
3	Indian Institute of Technology Delhi	IITD, New Delhi		Delhi, Punjab, Haryana, Jammu & Kashmir, Chandigarh
4	Indian Institute of Technology Guwahati	IITG, Guwahati		Sikkim and North- East States
5	Indian Institute of Technology Kanpur	IITK, Kanpur		Uttar Pradesh
6	Institute of Rural Management	IRMA, Anand		Rajasthan, Gujarat, Daman & Diu, Dadra & Nagar Haveli
7	National Bank for Agriculture and Rural Development	NABARD, Mumbai		Bihar
8	National Innovation Foundation	NIF, Ahmedabad		Uttarakhand, Himachal Pradesh, Odisha
9	National Institute of Agricultural Extension Management	MANAGE, Hyderabad		Andhra Pradesh, Telangana
10	Rural Development & Self Employment Training Institute	RSETI, Bangalore		Karnataka, Madhya Pradesh, Odisha
11	Tata Institute of Social Sciences	TISS, Mumbai		Chhattisgarh, West Bengal
12	Xavier School of Management	XLRI, Jamshedpur		Jharkhand, A&N Islands