



Scaling up Industry 4.0 transformation in Gujarat's Manufacturing Sector

(SIP Project #4)

National Productivity Council
Regional Directorate Gandhinagar

Pre-EoI submission meeting 05th Jan 2026 (Online mode)



National Productivity Council



Flow of Presentation / Meeting

About National Productivity Council

Slide 3 to 9

About the Project and EoI

Slide 10 to 19

Attendees in the meeting

Slide 20

Reply to Queries received till 2nd Jan 2026

Slide 21 to 34





ABOUT NATIONAL PRODUCTIVITY COUNCIL

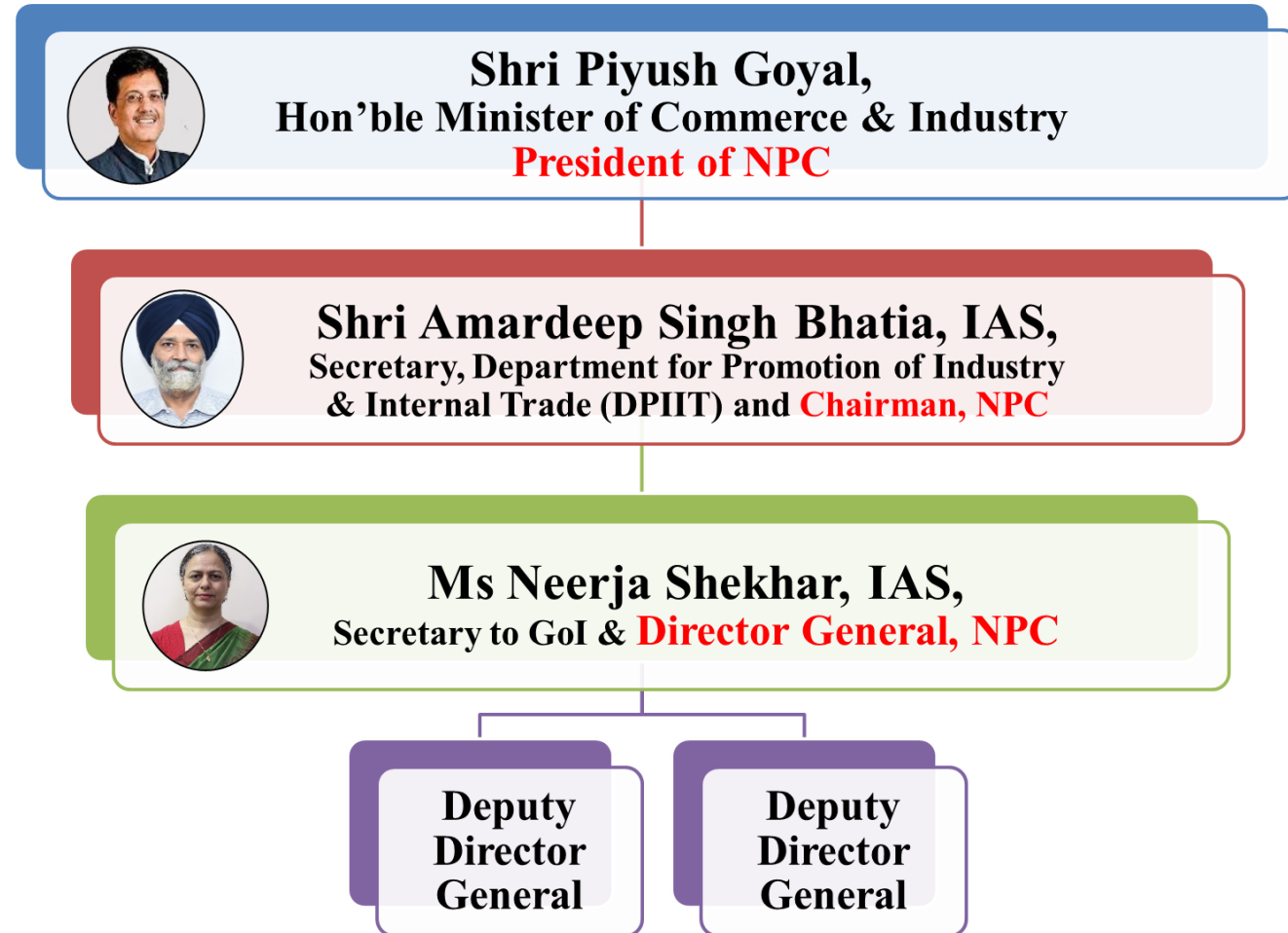


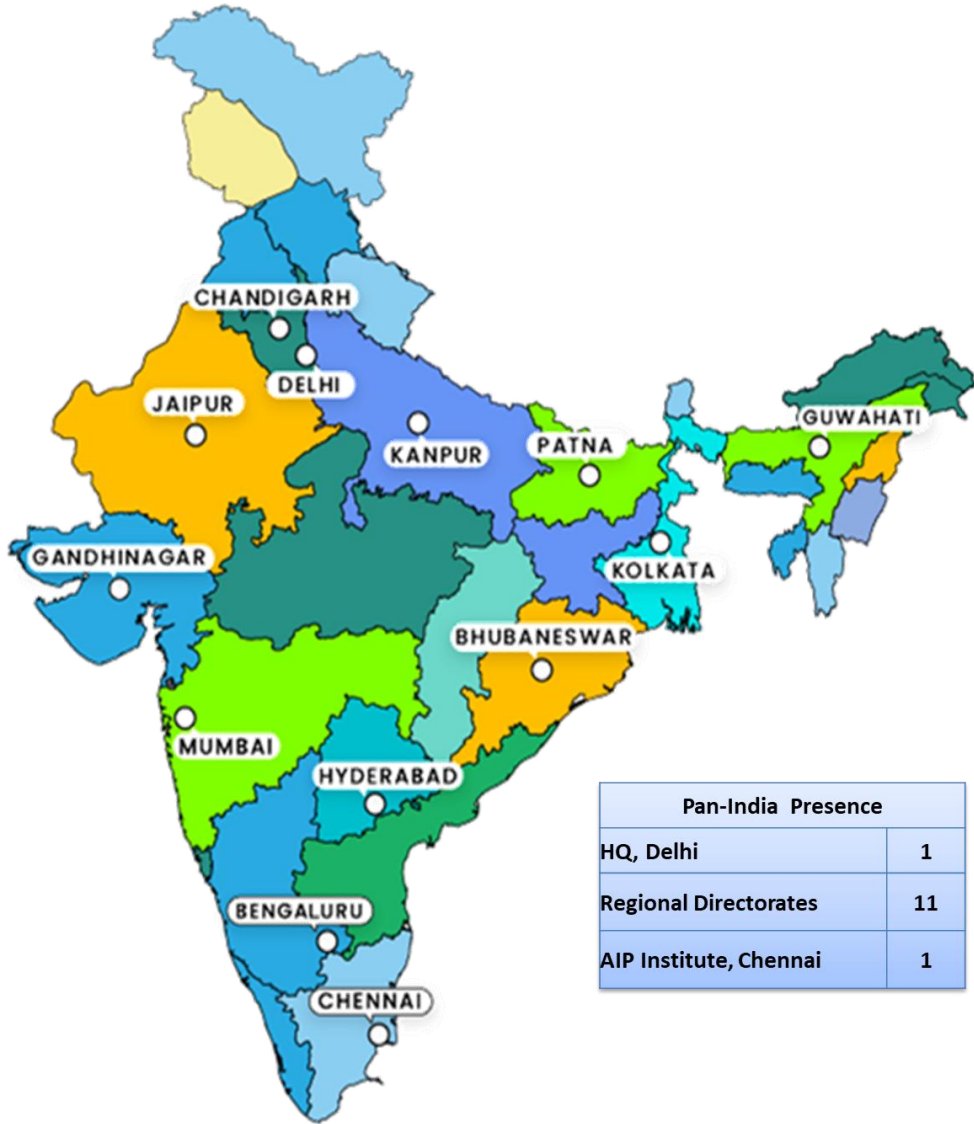


About NPC

- Apex body for enhancing Productivity, established in 1958 based on recommendations of Productivity delegation to Japan headed by Dr Vikram Sarabhai.
- Autonomous, registered society under administrative control of Department for Promotion of Industries & Internal Trade (DPIIT), Ministry of Commerce and Industry
- Not-For-Profit, Tri-partite organization
- Governing Body has equal representation from Employer Associations, Employee Unions, Representatives of Government of India and nominated members from professional bodies and institutions.

Structure





Pan-India Presence	
HQ, Delhi	1
Regional Directorates	11
AIP Institute, Chennai	1

Premier Management Consultancy Organization providing services in varied techno-managerial fields.

Mandate to promote productivity consciousness for socio economic development through productivity promotion and dissemination through Consultancy, Research and Training activities.

NPC represents Govt. of India in Tokyo based Asian Productivity Organization (APO).

Network
 APO, NPOs, LPCs
 UNIDO, UNEP, UNDP, ILO
 WB, ADB, EU,GTZ, GIZ



Techno - Managerial Services

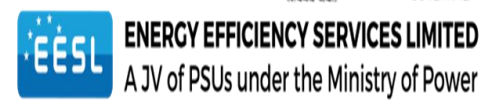




Industrial Engineering Group

Energy Management Group Environment & Climate Action Group

Organisational Restructuring and Manpower Optimization	Production Norms / Incentive Scheme design	5S Certification	Energy Audit	Water Audit	Capacity Building Offline, Online, eLearning
HR Interventions – Competency Mapping, TNA	Lean Management Implementation Support	Audit and inspection	Material Flow Cost Accounting	Cleaner Production	ESG & BRSR reporting
Consultancy & Training on Industry 4.0	Monitoring and Evaluation	Capacity Building Offline, Online, eLearning	Pollution Prevention	Third-party performance evaluation of pollution control equipment	Resource Efficiency



National Productivity Council





ABOUT THE PROJECT AND EOI





About RAMP

- Raising and Accelerating MSME Performance (RAMP) Programme
 - Central sector scheme, supported by World Bank
 - Outlay of ₹ 6,062.45 crores
 - Duration of 5 years (2022-2027)
 - Target of 5,55,000 MSMEs
 - Key result areas
 - Strengthening institutions and governance of MSME programmes, and
 - Support for market access, **firm capabilities** and access to finance
 - Each state was to submit Strategic Investment Plans (SIPs)
 - One of the SIP proposed by MSME Commissionerate, Government of Gujarat
“Scaling up Industry 4.0 Transformation in Gujarat’s Manufacturing Sector”



Objectives

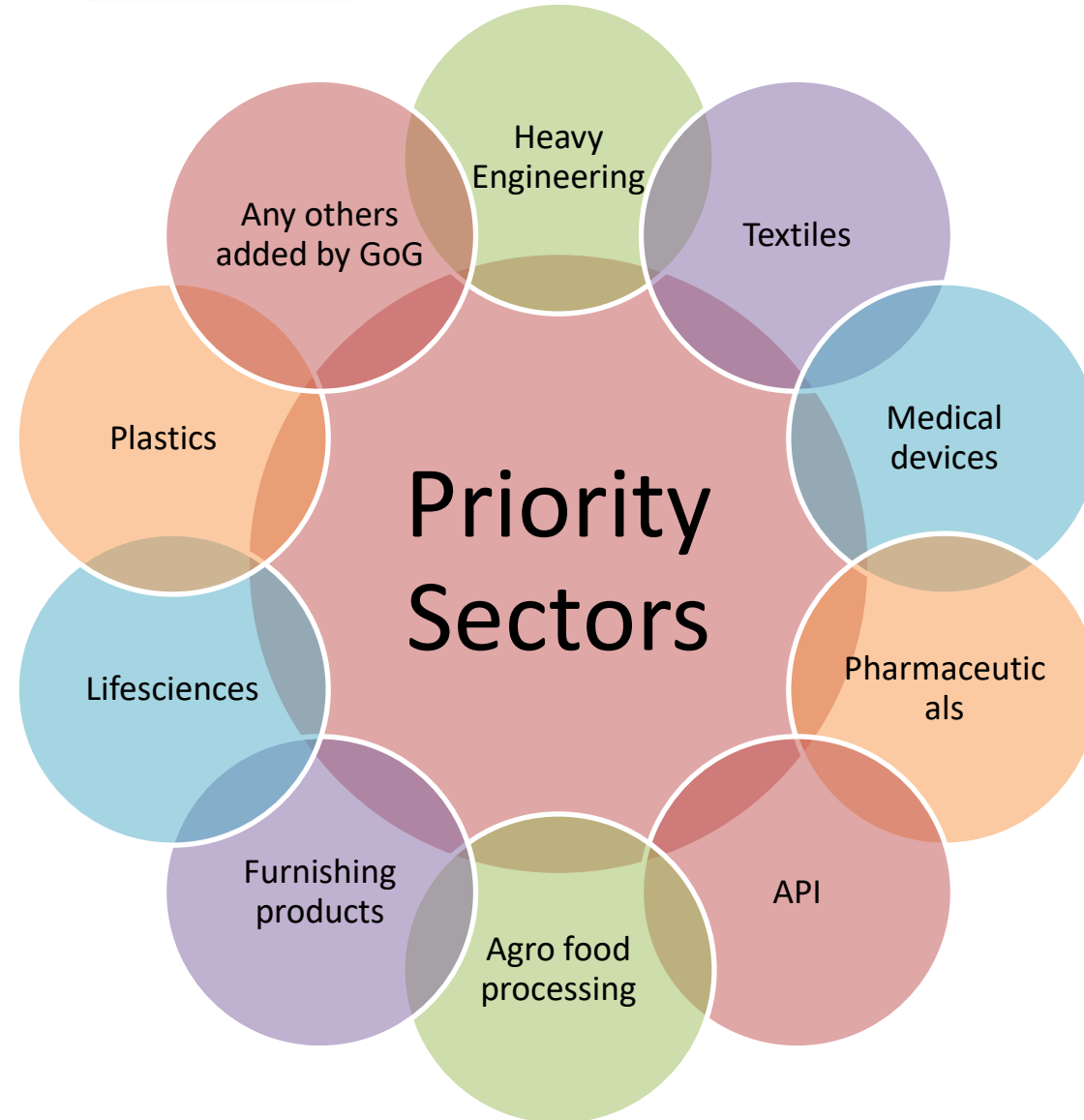
Implement Industry 4.0 to enhance manufacturing processes and productivity for MSMEs

Improve product quality & reduce defects through **real time monitoring and control**

Enhance supply chain management & logistics using IoT and data analytics

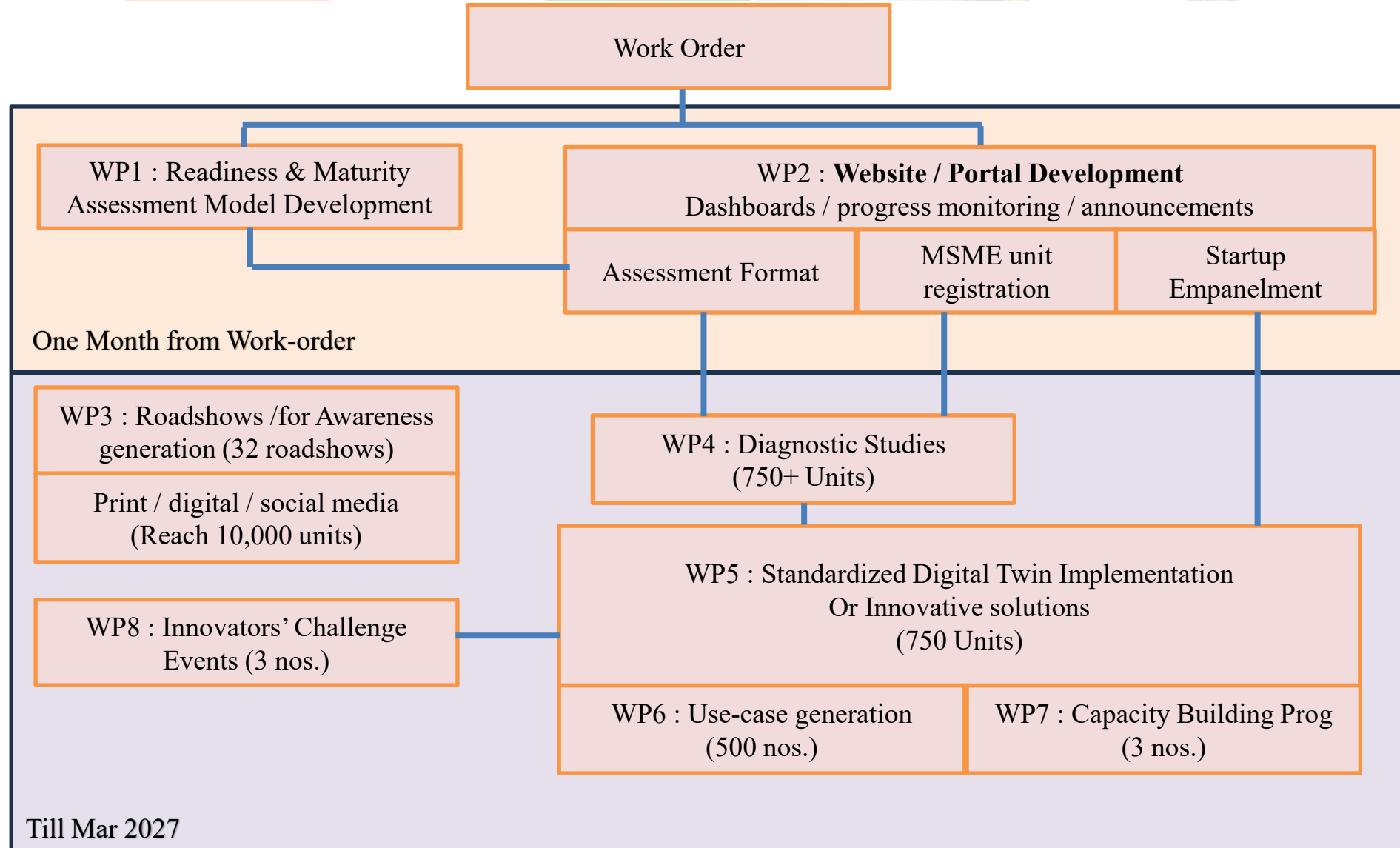
Enable MSMEs to adapt to changing customer demands and markets swiftly

Co-create solutions working with MSMEs & startups



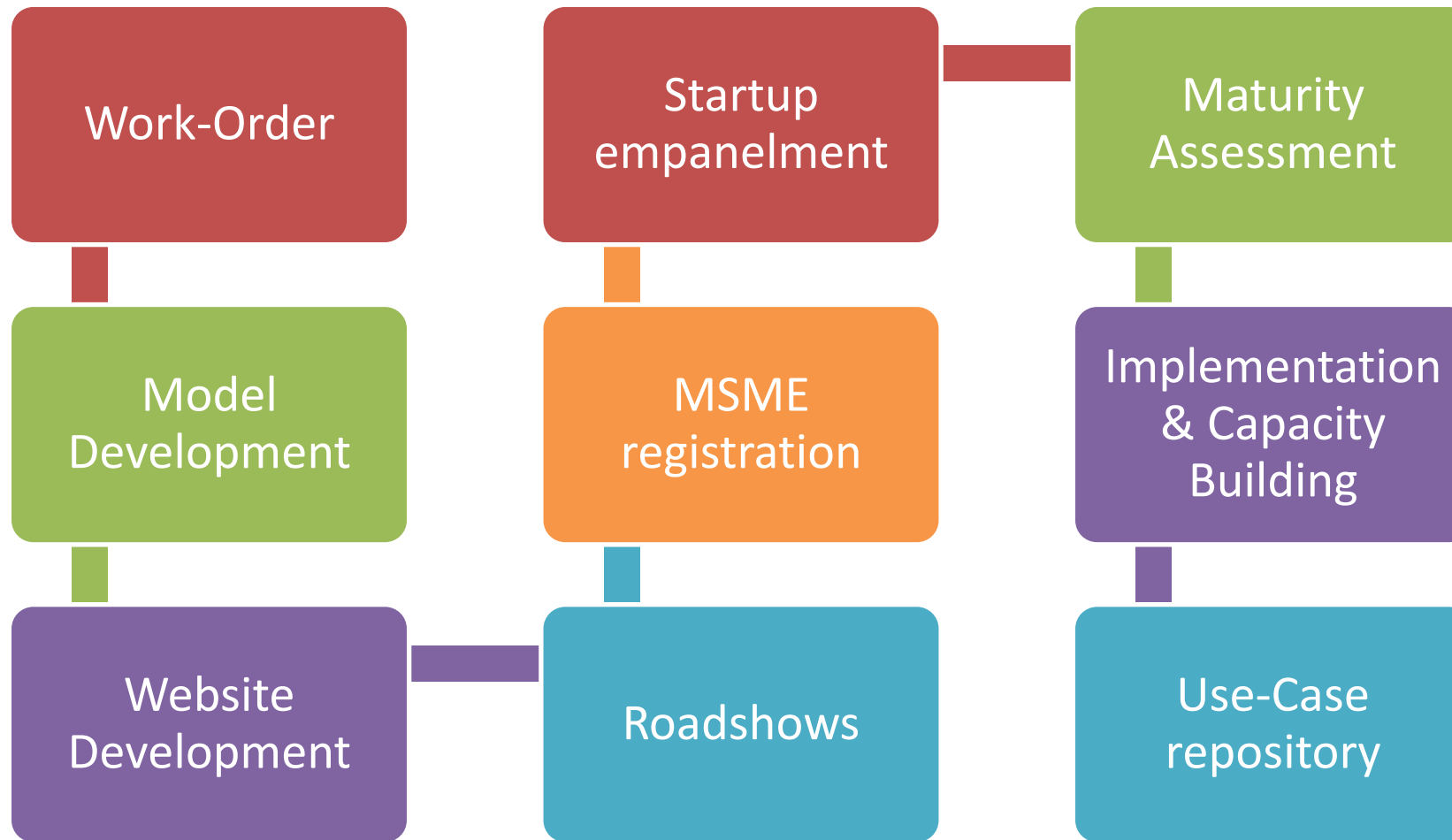


Work-Packages and their dependencies





Flow of Project





WP 5 – Adoption / Implementation

- Adoption without monetary support is a challenge in MSMEs
- A standardized solution has been proposed “Shopfloor Insight & Monitoring kit (SIM-kit)” having 4 modules.
- Implementation to be plug-n-play type, and should be replicable for other machines at a later date.
- MSMEs will get a PoC and startups would get an entry.
- Such eco-system would be a win-win for all stakeholders including the Government.



Shopfloor Insight & Monitoring kit (SIM-kit)

- Digitization & Visualization of Overall Equipment Effectiveness (OEE)
 - Captures 3 critical aspects : Availability, Performance & Quality
 - Downtime Analysis
 - Digitization of Preventive Maintenance Schedules, leading to identification of slippages. Digitization & Visualization of Condition based monitoring
 - Sensors are utilized to capture vibration which may lead to predictive maintenance of equipment
 - Digitization and Visualization of Electricity Consumption
- All on web-dashboard and mobile application



Eol Important Dates

- Publish Date 24th Dec 2025
- Last date for sending queries 02nd Jan 2026
- Pre-submission Meeting 05th Jan 2026
- Last date for submitting Eol 16th Jan 2026
- Eol opening date 19th Jan 2026

- Eol processing fees ₹ 1,180 /- (Bank details in Eol)



WP6 – Use Case generation

- Implementing Startups to generate standard format based, unique use-cases @ ₹ 3,000 per use case.
- These use-cases would be available on MSME-GoG website for perpetuity
- NPC logo and startup logo may be placed on a standard format
- Minimum 500 Use cases need to be generated
- At closure of the project these Use cases would be published and unveiled by senior dignitary from GoG



Attendees during the pre-EoI submission meeting

Startups

- Mr. Nilesh Shedge, Chief Technical Officer, Inizent Internet Solutions Pvt Ltd
- Mr. Tarun Purohit, Founder & CEO, LimelightIT Research Private Limited
- Mr. Sameep Suriya, CEO, Here Quality Excellence Pvt Ltd
- Mr. Srihari. D, Director & Co-founder, Leanworx Technologies Pvt.Ltd
- Ms. Payal Saluja, Co-founder & Chief Product Office, digiXLT Consulting LLP
- Mr. Keyur Bhalavat, Co-Founder & CEO, Plutomen
- Mr. Rayaprole Rammohan, CEO, EnergiSpeak Analytics Private Limited

National Productivity Council

- Mr. Rahul Kirkire, Regional Director, NPC RD Gandhinagar
- Mr. Chandan Choudhary, Deputy Director, NPC RD Gandhinagar



QUERIES RECEIVED ON EOI TILL 2ND JAN 2026



Queries (Stagewise Software Solutions Private Limited)

1. Post-Deployment Customer Support Expectations

What level of customer support is expected from solution providers post-deployment?

- Are providers required to maintain a dedicated helpline, ticketing system, multilingual support, or on-call resources?
- Are Service Level Agreements (SLAs) centrally defined by NPC or individually managed by each provider?

Expected support: Business-hours remote support for the 12-month included term (health, data visibility, KPI/report clarifications, minor rule/label tweaks).

Helpline/ticketing/language/on-call: One dedicated email and single phone contact mandatory; ticketing recommended; English mandatory (local language desirable); on-call during business hours for Severity-1.

SLAs: Centrally defined by NPC; providers may offer stricter SLAs, but baseline remains common.



Queries (Stagewise Software Solutions Private Limited)

2. Machine Protocol Diversity & Integration Effort

Given the wide range of supported protocols (e.g., Modbus, OPC-UA, various sensor interfaces):

- How standardized are machines across MSMEs in practice?
- How are cases handled where machine documentation is missing, proprietary, or unreliable?
- Is there a defined limit or guideline on integration effort expected per machine?

Machine for implementation will be selected during diagnostic phase

Standardization: Very wide variation across MSMEs is expected.

If docs/tags unavailable: Provider shall use its standard legacy-digitization approach, so the site still passes acceptance.

Effort limit: Included at no extra cost within the per-site price. Vendors must submit their execution plan for legacy machines and cite prior experience while submitting the EOI.



Queries (Stagewise Software Solutions Private Limited / digiXLT Consulting LLP)

3. Legacy & Manual Machine Sensor Retrofitting

For legacy or manual machines requiring sensor retrofitting:

- What constitutes the standard sensor pack versus chargeable customization?
- Are mechanical modifications, special fixtures, or control panel changes included within the base scope or treated as exclusions?

Standard vs customization: No separate payments beyond the EOI price. All standardized offerings needed to meet acceptance must be included and working.

Mechanical/fixtures/panel changes: Within the fixed price; no external payment. Providers are expected to deliver a standard solution without seeking site-level add-ons.



Queries (Stagewise Software Solutions Private Limited)

4. Change Management Post-Commissioning

How are change requests handled after commissioning?:

- Is there a formal change-order or commercial approval mechanism for adding new sensors, KPIs, logic changes, dashboards, or reports?

Changes after commissioning: Items outside EOI scope (new sensors, bespoke KPIs/logic, custom dashboards/reports) are a direct commercial matter between MSME and provider. NPC has no role, but providers must notify NPC of such upgrades during the program period.



Queries (Stagewise Software Solutions Private Limited)

5. Data Rights & Usage

While MSMEs retain ownership of their machine data:

- Are solution providers permitted to retain rights to anonymized or aggregated data for analytics, benchmarking, AI model training, or product improvement?

Ownership: MSME owns it's data.

Anonymized use: Providers may use anonymized/aggregated data for benchmarking/AI/product improvement with **MSME consent** and without any re-identification.



Queries (Stagewise Software Solutions Private Limited)

6. Third-Party Messaging & Communication Costs

Who bears the cost of WhatsApp Business API, SMS gateways, and other third-party communication services?

- Are these included in the base subscription or billed separately to the MSME?

Who pays: No separate NPC payments. Any WhatsApp/SMS/email costs must be covered within the provider's offer (as per EOI).

If an MSME later opts for additional messaging beyond the provider's fair-use, that is outside NPC scope



Queries (Stagewise Software Solutions Private Limited)

7. SLA Applicability Under Site Constraints

How are SLAs treated in cases of site-level constraints such as power outages, network instability, or operator non-cooperation?

- Are SLAs commercially binding under such circumstances?

Power/network/operator issues:

Provider must document constraints to NPC; SLA timers pause during such periods.

Commercial binding: Not binding under excusable constraints with proof; otherwise baseline SLAs apply.



Queries (Stagewise Software Solutions Private Limited)

8. Exit Scenario & Continuity Obligations

In the event a solution provider exits the program:

- What happens to deployed devices, subscriptions, and ongoing customer support?
- Are there any lock-in or handover obligations post-exit?

If a provider exits: Existing MSME sites will be **serviced until reassignment**; the provider must **continue** support through program end or **until NPC reassigns** the sites.

Deployed portable kits are **retrieved** by the provider; **CSV/tag-map/status** are handed over to enable continuity.



Queries (Stagewise Software Solutions Private Limited)

9. Order Allocation & Volume Assurance

- Is there any guaranteed minimum number of MSME deployments or purchase orders for selected solution providers?
- If multiple vendors are empaneled, how is order allocation or prioritization determined?

No guaranteed minimum. Totally depends upon number of startups getting empaneled. Total MSMEs for adoption is 750.

Allocation: NPC will assign monthly cohorts based on cluster proximity, capacity, past performance, sector fit, and program equity across empaneled providers.



Queries (Inizent Internet Solutions Pvt Ltd / LimelightIT Research Pvt. Ltd.)

- 1. Office Requirement :** The EOI mentions that startups should have a functional office in the state of Gujarat. Is this mandatory, or would having an established channel partner network in Gujarat be considered sufficient.
- 2. Subscription fees :** The post-1st year subscription price of up to ₹499 + applicable taxes — is this amount per month or per year ?

Not mandatory.

But desirable, as SLA is to be honoured.

The cap of ₹499 + applicable taxes is a **monthly** fee per MSME unit (per machine), for any continuation beyond the included 12-month service term



Queries (Inizent Internet Solutions Pvt Ltd / LimelightIT Research Pvt. Ltd.)

- 3. Module Delivery :** Is the startup expected to deliver all the listed Functional Modules for a given MSME unit, or will the implementation be requirement-based? Additionally, who will be responsible for defining the scope?
- 4. Module based allocation :** Will MSME units be allocated to startups based on the Functional Module requirements specific to each MSME?

Providers are expected to deliver the standardized scope (all listed functional modules) for the one-machine deployment at each MSME. NPC defines the baseline scope; providers execute accordingly. MSME-specific asks beyond the standard scope are outside the programme and may be taken up directly between MSME and provider.

Units will not be split module-wise. NPC will allocate MSME units to providers capable of delivering the full standard scope.



Queries (Inizent Internet Solutions Pvt Ltd / LimelightIT Research Pvt. Ltd.)

5. **Allocation Methodology** : How will the allocation criteria for MSME units among empanelled startups be determined (e.g., sector expertise, geographic proximity, or implementation capacity)?

6. **Payment Milestones** : Could you please clarify the payment milestones, such as the percentage payable on delivery, successful site acceptance, and after completion of the 12-month support period?

Allocation is at NPC's sole discretion, considering: sector expertise; geographic proximity to clusters; demonstrated capacity/readiness; prior experience (especially legacy-machine digitization); ongoing programme performance (acceptance rate, uptime/SLA adherence, reporting timeliness); and equity across providers.

We plan to follow 15 days payment cycle
Successful site acceptance : 90%
After 12-month support period : 10%



Queries (Inizent Internet Solutions Pvt Ltd / LimelightIT Research Pvt. Ltd.)

7. **Sensor costs for legacy machines :**

Does the standardized cost of ₹50,000 include the cost of all required sensors for legacy machines, or is there a provision for additional billing in case specialized sensors (e.g., vibration or flow sensors) are required?

The fixed ₹50,000 (inclusive, as per EoI) covers all standardized works necessary to meet acceptance, including legacy-machine digitization via the provider's standard approach. No additional payment will be made by NPC for specialized or extra sensors. If an MSME later seeks add-ons beyond the standard scope, that is a direct commercial matter between the MSME and the provider; NPC must be informed of such upgrades during the programme period



Thank you