

**Request for Proposal for  
Empanelment of Training Agencies  
For  
C-TOSS & CITROP  
Programmes**



**Society for Promotion of Information Technology in Chandigarh (SPIC)**

**SPIC IT Centre, PEC Campus, Sector: 12, Chandigarh.**

**Tele-fax: 91-0172-2744235/2745502**

**[www.spicindia.com](http://www.spicindia.com)**

**[info@spicindia.com](mailto:info@spicindia.com)**

**NOTICE INVITING SHORT TERM e-TENDER NO.: SPIC/2015/28836 Dated : 20-07-2015**

Tenders are invited in the form of **e-Tender as well as sealed hard copy** of the same tender for the following job from reputed organizations having sufficient experience and credentials for providing Soft Skills & IT Training.

<b>BRIEF DESCRIPTION OF WORK</b>	<b>TENDER PROCESSING FEE (₹)</b>	<b>EARNEST MONEY DEPOSIT (EMD) (₹)</b>	<b>START DATE OF TENDER AVAILABIL ITY</b>	<b>LAST DATE AND TIME OF TENDER SUBMISSION</b>	<b>DATE OF OPENING OF TENDER (QUALIFYI NG BID)</b>
Soft Skills & IT Training	₹2,000/- (In the form of a DD in favour of SPIC payable at Chandigarh)	₹5,000/- (In the form of a DD in favour of SPIC payable at Chandigarh)	20/08/20 15	09/09/2015 up to 03:00 PM	09/09/20 15 at 03:30 PM
<b>Pre-Bid meeting, Bid Submission &amp; Opening Venue</b>	<b>Society for Promotion of Information Technology in Chandigarh PEC University of Technology Campus , Sector : 12 , Chandigarh Telefax : 0172-2744235, 2745502</b>				

Interested bidders can download the tender document from e-Tendering Site <http://etenders.chd.nic.in/nicgep/app> or Official website of Chandigarh Administration or from SPIC's website <http://www.spicindia.com> and submit the bid with a Demand Draft of ₹2,000/- (Rupees Two thousand only) in favor of SPIC payable at Chandigarh, as non refundable Tender Processing Fee and ₹5,000/- (Rupees Five thousand only) in favor of SPIC payable at Chandigarh, as Earnest Money Deposit.

For technical/other terms and conditions queries regarding this tender please contact SPIC Office at PEC University of Technology Campus, Sector: 12, Chandigarh or through e-mail as mentioned below on or before 28/08/2015 , 03:00 PM:

1. E-Mail ID of SPIC : [info@spicindia.com](mailto:info@spicindia.com)

All queries have to be submitted in writing to SPIC Office, on or before 17/07/2015 , 03:00 PM in the format given below on the company letter head.



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## FACT SHEET

### 1.1. SCHEDULE OF DATES

S. No.	Events	Date & Time
1.	Start date for Issuance of RFP Document:	20.08.2015
2.	Date and time for Pre-Bid Meeting:	28.08.2015
3.	Last date and time for Bid submission:	09.09.2015 upto 3:00 pm
4.	Opening of Technical Bids:	09.09.2015 at 3:30 pm

### 1.2. PROCESSING FEE

All Bids must be accompanied by a Processing Fee of **Rs. 2,000/-** (Rupees Two thousand only) & Earnest Money Deposit(EMD) **Rs. 5,000/-** (Rupees Five thousand only) of in form of Bank Draft drawn on a Nationalized/Scheduled Bank in favour of 'Society for Promotion of IT in Chandigarh', payable at Chandigarh. The Bank Draft should be separately sealed in envelope with caption '**PROCESSING FEE**'.

### 1.3. CONTACT COORDINATES

Society for Promotion of IT in Chandigarh (SPIC)  
PEC University of Technology Campus,  
Sector 12, Chandigarh – 160012.  
Tele Fax: +91 172 2744235; +91 172 2745502.  
info@spicindia.com, www.spicindia.com

### GENERAL INFORMATION

Tenders are being invited from training agencies having sufficient experience and credentials for implementation of C-TOSS & CITROP Programme of Department of Information Technology (DIT), Chandigarh Administration.

SPIC reserves the right to accept or reject any tender/s without assigning any reason thereof.

### 2.1. PURPOSE OF RFP

The objective of this RFP is to empanel training agencies that would provide soft skills and IT skills training to the students of 81 Govt. Schools and students of underprivileged & minority community. The RFP details the scope of work, eligibility criteria, commercial bid format and general instructions to the bidders for the said purpose.



## 2.2. BID PROCESS

Bidders are required to submit the bid at SPIC Office before the time and date specified in the schedule of the tender notice. In the event of the specified date for the submission of tender offers being declared a holiday, the offers will be received up to the appointed time on the next working day.

The SPIC may, at its discretion, extend this deadline for submission of offers by issuing corrigendum.

The Technical bid & Financial bid will be opened on the date and time mentioned in the fact sheet (*refer Section I*) and in the presence of authorized representatives of the bidders. The venue for bid opening would be:

SPIC  
PEC University of Technology Campus,  
Sector 12, Chandigarh – 160012.

After opening of technical bids & Financial bids, the eligibility of the bidders shall be evaluated and will be assigned scores as per the methodology described in this RFP. The selection would be based on empanelment criteria laid down in this document.

### BACKGROUND INFORMATION

Chandigarh Administration has taken up a major initiative in the sphere of human resource development by starting of the Chandigarh Training on Soft Skills Programme (C-Toss) and Chandigarh IT Reach Out Programme (CITROP). Objective of programmes is to develop and align the talent pool of Chandigarh to the industry needs and making the UT a destination of choice for the knowledge focused growth industries.

### 3.1. C-TOSS PROGRAMME

As a first step, this initiative was taken up at grass root level by launching C-TOSS in Govt. Schools of UT Chandigarh. An exclusive C-TOSS school curriculum was designed with the help of inputs from Industry and training industry. C-TOSS was introduced initially in 6 Government Schools for Class XI and XII students in 2004. After receiving heartening response to the program the number of schools was extended to 38 in 2007-08. In order to broaden the benefit of this program to more school it was extended to 48 schools in 2008-09 and then to 55 Schools in 2009-10 which included all the rural schools of UT Villages also. In year 2011-12 this program was rolled out to



81 Govt. Schools of UT and was introduced in IX, X classes of High Schools & IX, X & XI classes of Senior Secondary Schools. In year 2014-15 this program was again successfully implemented in 86 Govt. Schools of UT..

In an endeavor to create an eco system which can nurture the under privileged children with English language proficiency an initiative has been taken up Administration by starting a free C-TOSS programme in year 2007-08 for the children of underprivileged and minority community at Bal Bhawan sector 23 and students of Madarsa, Manimajra in association with United Progressive Muslim Front to enhance their communication skills. In year 2012-13 this program was extended to Madarsa of Gobindpura and Arbiya Faizul Islam, sector – 45.

The C-TOSS programme is being funded by the Department of Information Technology (DIT), Chandigarh Administration and no fee is being charged from the school students.

### 3.2. CITROP PROGRAMME

To enable the youths of Chandigarh to explore their untapped potential and to utilize the benefits of the technology revolution to empower all sections of society by bridging the digital divide Administration started Chandigarh IT Reach Out Program in year 2007-08 in Bhal Bhawan, sector 23 and in Madarasa Manimajra.

## INSTRUCTION TO BIDDERS

### 4.1. INVITATION TO BID

Society for Promotion of Information Technology in Chandigarh, hereinafter called “**Implementer**” invites bids from the bidders, hereinafter called “**Bidder**” or “**Training Agency**” against the published RFP for empanelment of Training Agencies for Chandigarh Training on Soft Skills (CTOSS) & Chandigarh IT Reach Out (CITROP), hereinafter referred to as “**The Project**”.

### 4.2. CONTENTS OF INVITATION TO BID

This Invitation to Bid document consists of:

- This RFP document.
- Annexure to this document.
- Proposal Form if any.
- Any other addendum that the Implementer might release on a later date.

Wherever the term “Invitation to Bid” is referred, it should be considered as inclusive of all the documents mentioned above.



#### 4.3. INSTRUCTIONS TO BIDDER

- Bidder can bid for both C-TOSS & CITROP projects or either one of them.
- The RFP cannot be transferred and can be led only by the bidder to whom this RFP has been issued.
- Bidders shall provide such evidence of their continued eligibility satisfactory to the Implementer, as the Implementer shall reasonably request.
- All the Bidders, for the purpose of submitting a Proposal shall treat the content of this document as private and confidential.
- Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one Proposal will be disqualified.

#### 4.4. AUTHORIZED PERSON OF THE BIDDER

The bidder shall indicate the authorized signatory who can discuss and correspond with the Implementer, with regard to the obligations under the tender notice or Contract. The selected bidder shall submit at the time of signing the contract, a certified copy of the resolution of their Board, authorizing an official or officials of the company to discuss, sign agreements/contracts with the Implementer, raise invoice and accept payments and also to correspond. The bidder shall furnish proof of signature identification for above purposes as required by the Implementer.

#### 4.5. CLARIFICATION

The bidder requiring any clarification of the RFP documents may notify the implementer in writing, only through email, at the following e-mail id: **info@spicindia.com**

The format for seeking clarification has been outlined in Annexure II

#### 4.6. AMMENDMENT OF RFP DOCUMENTS

At any time prior to the deadline for submission of Proposal, the Implementer may amend the RFP documents by issuing suitable Addenda.

Any addenda thus issued shall be part of the RFP document, and will be made available on the website **www.spicindia.com**. To give reasonable time to the bidders, so that they can take Addendum into account in preparing their Proposals, the Implementer might extend the deadline for submission of Proposals. All the notices / corrigendum related to the project will be published in the leading newspapers and will be made available on the website **www.spicindia.com**.





#### 4.7. PROPOSAL VALIDITY

The bids shall be valid for a minimum period of **“SIX MONTHS”** from the date of submission of the bid. On completion of the validity period, in case required, the Implementer may solicit the bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing by post or email.

#### 4.8. LANGUAGE OF PROPOSAL

The Proposal, and all correspondence and documents related to the Proposal exchanged between the bidder and the Implementer, should be in English. Supporting documents and printed literature furnished by the bidder may be in any language other than English provided they are accompanied by an accurate translation of the relevant passages in English language. Supporting material, which is not translated in English, will not be considered for evaluation. For the purpose of evaluation and interpretation of the bid proposal, the English language translation shall prevail.

#### 4.9. DOCUMENTS COMPRISING THE PROPOSAL

The proposal submitted by the bidder shall comprise the following documents:

- Scanned copy of demand draft of Rs.5,000/- for Processing Fee
- Technical Proposal including all the forms, as attached in Annexures of this RFP Document, duly filled in along with all attachments/schedules duly completed and duly signed by the authorized signatory of the Bidder.
- Any other information that should be submitted during the course of Proposal process.

#### 4.10. BID SUBMISSION

Bidders are required to submit the bid at SPIC Office before the time and date specified in the schedule of the notice. In case of non-receipt of processing fee within prescribed time, same will be rejected. Only bid of those bidders will be opened who have submitted bid along with processing fee..

For the submission of the hard copy of the bid, interested bidders are required to submit the bid as per below mentioned guidelines:

The Cover letter, Processing Fee, Technical Bid & Financial bid shall be placed in 4 separate sealed envelope clearly marked **“COVER LETTER”** , **“PROCESSING FEE”**, **“TECHNICAL BID & FINANCIAL BID FOR C-TOSS & CITROP”** respectively followed by the name and reference number of the RFP. All the 4 envelopes shall be placed into the outer envelope which shall bear the submission address, reference number and title of



the RFP along with the name, address, contact number and e-mail id of the bidder and should be sealed properly. The Implementer shall not be responsible for misplacement, losing if the outer envelope or envelopes of any of the three proposals and not sealed as stipulated. This circumstance may be case for Proposal rejection. If the Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the bid non-responsive.

#### **4.11. ADDRESS FOR PROCESSING FEE SUBMISSION**

The Processing Fee, shall be submitted to the following address on or before the last date of bid submission.

**Society for Promotion of IT in Chandigarh (SPIC)  
PEC University of Technology Campus,  
Sector 12, Chandigarh – 160012.**

#### **4.12. DEADLINE FOR BID SUBMISSION**

Proposals must be uploaded at the website specified in the RFP not later than the dates as mentioned in this RFP.

The Implementer may in exceptional circumstances and at its discretion, extend the deadline for submission of Proposals by issuing an Addendum. In this case, all rights and obligations of the Implementer and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

#### **4.13. LATE SUBMISSION**

Late submission will not be entertained.

#### **4.14. APPOINTMENT OF OPERATORS AND SUB LICENCE**

The successful bidder will not be entitled to sub-license or to enter into any arrangement with any other person / organization with a view to delegating and/or transferring the rights, benefits, obligations and duties granted to it or undertaken by it under this agreement.

#### **4.15. RIGHT TO ACCEPT / REJECT THE BID**

Notwithstanding anything contained in this document, the Implementer reserves the right to accept or reject any or all the bids. Implementer also reserves the right to



cancel the bid process at any time prior to signing the contract and will have no liability for above-mentioned actions.

#### **4.16. CORRUPT OR FRAUDULENT PRACTICE**

In the event of the bidder engaging in any corrupt or fraudulent practices during the bidding process, the bid will be summarily rejected.

For the purpose of this clause:

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value to influence the action 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 Implementer.

#### **BID EVALUATION**

##### **5.1. EVALUATION PROCESS**

The technical bid will be opened on the date and time mentioned in the fact sheet. It will be opened in the presence of authorized representatives of the bidders.

1. Initial Bid scrutiny will be held and incomplete details as given below will be treated as non-responsive. If Proposals;
  - Submitted without Processing Fees
  - Are not submitted in as specified in the RFP document
  - Received without the Letter of Authorization (Power of Attorney)
  - Are found with suppression of details
  - With incomplete information, subjective, conditional offers and partial offers submitted
  - Submitted without the documents requested in the checklist
  - Have non-compliance of any of the clauses stipulated in the RFP
  - With lesser validity period
2. All responsive Bids will be considered for further processing as below:  
The Implementer will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the RFP. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process defined in this RFP document. The decision of the Committee will be final in this regard.



## 5.2. EVALUATION CRITERIA FOR CTOSS

### 5.2.1. Pre-Qualification

Sl. No	Requirement	Criteria	Supporting Documents To Be Attached
1.	Legal Entity	The bidder should be Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008	Self Certified Copy of Certificate of incorporation Refer Annexure VI
2.	Statutory Compliance	The bidder should be registered with the Income Tax and Service Tax Authorities	Self Certified Copy of PAN Card and Service Tax Registration Certificate Refer Annexure III
3.	Financial Strength	The bidder should have an annual turnover of INR 15 lakhs (from soft skills training services only) in any of the 3 financial years in last 5 years Refer Annexure III	Certificate from Chartered Accountant OR Extracts of Audited Balance sheets of last three financial years, duly verified by authorized signatory Refer Annexure III



Sl. No	Requirement	Criteria	Supporting Documents To Be Attached
4.	Experience	<p>The bidder should have successfully COMPLETED, in any of the 3 (three) financial year in last 5 years:</p> <ul style="list-style-type: none"> <li>- At least 1(one) Soft Skills Training projects in at least 5 Govt. schools.</li> <li>- Training curriculum of each of these projects should be at least 50 hours.</li> <li>- The value of each of these projects should be at least Rs.10 lakh</li> </ul> <p>Refer Annexure III</p>	<p>Self certified copy of Completion Certificate</p> <p>Refer Annexure III</p>
5.	Manpower / Trainers	<p>The bidder should have at least 10 Soft-Skills Trainers with at least 1 (one) year experience in Soft Skills training and following qualification:</p> <p><i>Minimum Degree in English</i></p> <p>The above mentioned trainers should be on rolls of the bidder for one year preceding the date of submission of bid.</p>	<p>Resumes of trainers, duly verified by authorized signatory.</p> <p>Refer Annexure VII</p>
6.	Blacklisting	<p>The bidder shall not be blacklisted by PSU and / or Govt. of India and / or any State Govt. of India.</p>	<p>Certificate of Undertaking duly signed by authorized signatory</p> <p>Refer Annexure VI</p>
7.	Consortiums	<p>Bidder should be an individual firm/agency.</p> <p><b>Consortiums are not allowed</b></p>	----



Sl. No	Requirement	Criteria	Supporting Documents To Be Attached
8.	Power of Attorney	The Proposal should be accompanied by a power-of-attorney in the name of the authorized signatory of the proposal.	Power-of-attorney in the name of the signatory of the proposal, authorized by the board.

### 5.3. EVALUATION CRITERIA FOR CITROP

#### Pre-Qualification

Sl. No	Requirement	Criteria	Supporting Documents To Be Attached
1.	Legal Entity	The bidder should be Company registered under Companies Act, 1956 or a partnership firm registered under LLP Act, 2008	Self Certified Copy of Certificate of incorporation Refer Annexure III
2.	Statutory Compliance	The bidder should be registered with the Income Tax and Service Tax Authorities	Self Certified Copy of PAN Card and Service Tax Registration Certificate Refer Annexure III
3.	Financial Strength	The bidder should have an annual turnover of INR 5 lakhs (from soft skills training services only) in any of the 3 financial years in last 5 years Refer Annexure III	Certificate from Chartered Accountant OR Extracts of Audited Balance sheets of last three financial years, duly verified by authorized signatory Refer Annexure III



Sl. No	Requirement	Criteria	Supporting Documents To Be Attached
4.	Experience	<p>The bidder should have successfully COMPLETED, in any of the 3 (three) financial year in last 5 years:</p> <ul style="list-style-type: none"> <li>• At least 1 (one) IT skills training projects <ul style="list-style-type: none"> <li>- Training curriculum of each of this project should be at least 40 hours.</li> <li>- The value of each of these project should be at least Rs. 5 lacs..</li> </ul> </li> </ul> <p>Refer Annexure III</p>	<p>Self certified copy of Completion Certificate AND Self certified copy of Work Order mentioning training duration and value. Refer Annexure III</p>
5.	Manpower / Trainers	<p>At least 2 IT Skills Trainers with at least 1 (one) year experience in IT skills training and following qualification:</p> <p><i>Minimum MCA/BE/B.Tech (Computer Science/IT/ Electronics Engineering)</i></p> <p>The above mentioned trainers should be on rolls of the bidder for one year preceding the date of submission of bid.</p>	<p>Resumes of trainers, duly verified by authorized signatory. Refer Annexure VII</p>
6.	Blacklisting	<p>The bidder shall not be blacklisted by PSU and / or Govt. of India and / or any State Govt. of India.</p>	<p>Certificate of Undertaking duly signed by authorized signatory Refer Annexure VI</p>



Sl. No	Requirement	Criteria	Supporting Documents To Be Attached
7.	Consortiums	Bidder should be an individual firm/agency. <b>Consortiums are not allowed</b>	----
8.	Power of Attorney	The Proposal should be accompanied by a power-of-attorney in the name of the authorized signatory of the proposal.	Power-of-attorney in the name of the signatory of the proposal, authorized by the board.

#### 5.4. Technical Evaluation for C-TOSS

Bidders who meet the pre-qualifications criteria would be considered as qualified to the next stage.

The evaluation committee will evaluate the Technical Bids on the basis of the technical criterion as provided below:

Sl. No.	Criteria	Max Points
1.	Experience of the bidder (Provide details in Annexure III)	30
2.	Experience & Qualification of soft skill Trainers proposed for Deployment (Provide details in Annexure III)	30
3.	Geographical Location of the Bidder's Office	5
4.	Manpower Strength of the Bidder	5
5.	Work Plan Approach & Methodology	10
	<b>TOTAL POINTS</b>	<b>80</b>





The bidders would be scored as per point system outlined in the table below:

**I. Experience in soft skills training (Max Points: 30)**

**a. No. of hours trained(Max Points – 15)**

Duration of Training	Points p er project
>= 75 hours	5 per project
< 75 hours but >= 50 hours	4 per project

*Note: The number of the projects quoted by the bidder would be arranged in descending order in terms of number of hours trained. For evaluation purpose top 3 projects would be considered and assigned score as per the table above.*

**b. Value of the Project (Max Points – 15)**

Value of the project	Points per project
>=Rs. 15 lakh	05 per project
< Rs. 15 lakh but >= 13 lakh	04 per project

*Note: The number of the projects quoted by the bidder would be arranged in descending order in terms of value of the project. For evaluation purpose top 3 projects would be considered and assigned score as per the table above.*

**II. Experience & Qualification of soft skill Trainers proposed for Deployment  
(Max Points: 30)**

No. of trainers	Points per trainer
With >= 3 years experience and Degree in English	3 per trainer
With < 3 years but >= 1 year experience and Masters Degree in English	2.5 per trainer

*Note: The number of the trainer quoted by the bidder would be arranged in descending order in terms of years of experience. For evaluation purpose top 10 trainers would be considered and assigned score as per the table above.*

**III. Geographical Location of the Bidder's Office (Max Points: 5)**

Office Location	Points
Branch Office / Head Office in Chandigarh/Mohali/Panchkula	5
Branch Office / Head Office outside Chandigarh/Mohali/Panchkula	0



**Certificate of undertaking in support to be provided by the bidder**

**IV. Manpower Strength of the Bidder**

Manpower Strength	Points
On Rolls More than 10 soft skill trainers	5
On Rolls less than 10 soft skill trainers	0

**Certificate of undertaking in support to be provided by the bidder**

**V. Work Plan Approach & Methodology(10 Marks)**

Scoring would be based on the work plan and methodology as submitted by the bidder. The bidders are required to submit their plan based on the modules laid down in Section 13 of this RFP. The bidders are required to mention the time frame during which each module would be completed. During training, it would be responsibility of the selected bidder to strictly adhere to the work plan submitted along with the bid (the proposed work plan may be fine tuned by the implementer before according approval to it). The plan should outline Pedagogy and should clearly undertake the use of their audio-visual aids during training in each class-section.

**The bidders scoring at least 60 points would be termed as Technically Qualified Bidder (TQB)**

**5.5. Technical Evaluation For CITROP**

Bidders who meet the pre-qualifications criteria would be considered as qualified to the next stage.

The evaluation committee will evaluate the Technical Bids on the basis of the technical criterion as provided below:

Sl. No.	Criteria	Max Points
1.	Experience of the bidder in IT skills Training (Provide details in Annexure III)	10
2.	Experience & Qualification of IT Trainers proposed for Deployment (Provide details in Annexure III)	10
3.	Geographical Location of the Bidder's Office	5
4.	Manpower Strength of the Bidder	5



5.	Work Plan Approach & Methodology	10
	<b>TOTAL POINTS</b>	<b>40</b>

The bidders would be scored as per point system outlined in the table below:

**I. Experience of bidder in IT skills Training (Max Points: 10)**

**a. No. of hours trained (Max Points-5)**

Duration of training	Points per trainer
>= 70 hours	5 per project
< 70 hours but >= 40 hours	4 per project

*Note: The number of the project quoted by the bidder would be arranged in descending order in terms of years of experience. For evaluation purpose top 1 project(s) would be considered and assigned score as per the table above.*

**b. Value of the Project (Max Points – 5)**

Value of the project	Points per project
>=Rs. 5 lakh	05 per project
< Rs. 5 lakh but >= 3 lakh	04 per project

*Note: The number of the project quoted by the bidder would be arranged in descending order in terms of years of experience. For evaluation purpose top 1 project(s) would be considered and assigned score as per the table above.*

**II. Experience & Qualification of IT skills Trainers proposed for Deployment (Max Points: 10)**

No. of trainers	Points per trainer
With >= 3 years experience and MCA/BE/B.Tech (Computer Science/IT/ Electronics Engineering)	5 per trainer
With < 3 years but >= 1 year experience and MCA/BE/B.Tech (Computer Science/IT/ Electronics Engineering)	4 per trainer

**III. Geographical Location of the Bidder's Office (Max Points: 5)**

Office Location	Points
Branch Office / Head Office in Chandigarh/Mohali/Panchkula	5



Branch Office / Head Office outside Chandigarh/Mohali/Panchkula	0
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**Certificate of undertaking in support to be provided by the bidder**

#### **IV. Manpower Strength of the Bidder**

<b>Manpower Strength</b>	<b>Points</b>
On Rolls More than 2 IT skill trainers	5
On Rolls less than 2 IT soft skill trainers	0

**Certificate of undertaking in support to be provided by the bidder**

#### **V. Work Plan Approach & Methodology (Max Points – 10)**

Scoring would be based on the work plan and methodology as submitted by the bidder. The bidders are required to submit their plan based on the modules laid down in Section 13 of this RFP. The bidders are required to mention the time frame during which each module would be completed. During training, it would be responsibility of the selected bidder to strictly adhere to the work plan submitted along with the bid (the proposed work plan may be fine tuned by the implementer before according approval to it). The plan should outline Pedagogy and should clearly undertake the use of their audio-visual aids during training in each class-section.

**The bidders scoring at least 30 points would be termed as Technically Qualified Bidder (TOB)**

#### **6.FINANCIAL EVALUATION FOR C-TOSS**

Financial evaluation process would be based on LEAST VALUE COMMERCIAL BID (L1). Financial BID of only those bidders would be considered for FINANCIAL BID opening, who have qualified in the 'QUALIFYING CUM TECHNICAL EVALUATION PROCESS'. The bid cost would be calculated based on the Cost matrix given in the Price BID( Annexure V) and would be evaluated by Committee. The Bidder that obtains the Lowest Commercial BID would be declared as L1 Bidder which will be considered as actual bid price and other bidders who agrees to reduce their financial bid to actual bid price will be empanelled.



## 7.EMPANELMENT CRITERIA

- a. Implementer shall create an empanelment of agencies through this RFP for a period of two years extendable by another one year on the basis of the performance/audit of the Training Agencies.
- b. Implementer will consider the Financial BID of only those bidders for opening who have qualified in the 'QUALIFYING CUM TECHNICAL EVALUATION PROCESS'.
- c. Bidder whose Financial bid is the lowest would be considered as L1 bid prince.
- d. Implementer will empanel those bidders who agrees to reduce their financial bid to L1 bid price .
- e. A letter of award shall be issued to the bidders selected through this process which shall be followed by signing of the agreement between Implementer and the selected bidders.
- f. SPIC reserves the right to accept or reject

## 8.PERIOD OF CONTRACT

- a. The period of contract will be for 2 years from date of signing of the Contract. The Contract may be extended for 1 year (only once) on the basis of the performance/audit of the Training Agency. However, there would not be any increase in the contracted price.
- b. Contract can be terminated by the Implementer and vice versa with a 1 (one) month notice.

## 9. TERMS AND CONDITIONS OF PAYMENT

The payment to the Agency will be made in the following manner in respect of Chandigarh Training on Soft Skills Project under this agreement as under:

- a. The Contract amount will be paid to the Training Agency for 6 months @ L1 Bid Price/- per month per class per school, after the attendance is certified by the Principal of the concerned school and submission of monitoring report certified by respective school principal.



- b. The Contract period will start with the start of C-TOSS classes in School and classes at Madrasa and BAL Bhawan. Training will be delivered one hour each in schools/classes/Bal Bhawan/Madrasa on every working day.
- c. Payment will be linked to the quality assessment of the training.
- d. Income Tax and other deductions will be made from the bill of the contractor at source as per the rates applicable from time to time in accordance with instructions/rules in this regard.

## **10.SCOPE OF WORK**

The scope of work for the selected training agency has been laid down below:

- a. To impart soft skills training of 75 hrs duration to approximately 23,000 students spread across approximately 450 class-sections in 90 Govt. Schools(including Madrassas). The training is to be provided in the premises of Government Schools and Madarsa in accordance to the periods allocated by the concerned authorities. The bidders may refer Annexure X for number of students trained in previous years.
- b. To impart IT skills training of 70 hrs duration to approximately 600 students. The training is to be provided at Bal Bhawan Sector 23 and in Madarsa Manimajra. The bidders may refer Annexure X for number of students trained in previous years.
- c. However, the total work would be divided equally among the empanelled agencies.
- d. Training to be conducted on all working days of School (i.e. 6 days a week) as per the curriculum provided by the Implementer and schedule / time table provided by the School / Madarsa.
- e. The selected training agency will impart training in accordance with the Training manual provided by the Implementer.
- f. The selected training agency will provide administrative as well as faculty staff for managing and delivering the requisite training.



- g. The selected training agency shall continue with the same trainers, details of which are to be submitted in their bid and no changes shall be made in the trainers during the entire academic session. If for any inevitable circumstances agency has to replace the trainer, the agency will take prior permission from the CEO-SPIC, in writing.
- h. The selected training agency will recruit at its own expense and sole responsibility and will ensure maintaining Trainer quality standards as stipulated, from time to time by the Implementer.
- i. For soft skills training, the Trainers should be minimum Degree in English with good aptitude & knowledge of Soft Skills, and should have minimum 1 (one) year of experience in soft skills training.
- j. For IT skills training the Trainers should be minimum MCA/BE/B.Tech (Computer Science/IT/ Electronics Engineering) with good aptitude & knowledge of IT Skills, and should have minimum 1 (one) year of experience in IT skills training.
- k. The selected training agency at its own cost will provide training to the trainers as determined internally by Training Agency.
- l. The selected training agency will have to conduct the pre-assessment of all the trainees in all class-section for better understanding of the target segment. The selected training agency to prepare report on such pre-assessment and submit the same, to the Implementer with a copy to DIT, Chandigarh Administration (Address: 5<sup>th</sup> floor, Additional Deluxe Building, Sector – 9D, Chandigarh)
- m. The trainers would have to conduct evaluation of trainees after completing 25 hours and 50 hours of C-TOSS & CITROP training and will provide evaluation report/result to students about their performance (**Bidders to submit sample of performance evaluation papers**). The selected training agency will have to submit to the Implementer and Principal of the Schools/ Madarsa, monthly reports on the progress of the trainees. The reports for both programmers (C-TOSS and CITROP) to be got endorsed by School / Madarsa co-coordinator, as applicable
- n. At the end of trainings the selected training agency to submit comprehensive evaluation report of all the students / trainees to the Implementer with a copy to DIT, Chandigarh Administration (Address: 5<sup>th</sup> floor, Additional Deluxe Building,



Sector – 9D, Chandigarh). The reports to be got endorsed by School / Madarsa co-coordinator, as applicable

- o. Within 1 month after completion of the training of each class-section, the Implementer would conduct an exam of the trained students / trainees. If in any class-section 50% or more trainees score less than 60% marks, extra sessions for these students will have to be arranged by Training Agency, at no extra cost to the Implementer. Such extra classes will have to be completed before the end of same session.
- p. The selected training agency will have to submit an assessment report for each class-section at the end of training session. One copy of the report is to be submitted to the Implementer with a copy to DIT, Chandigarh Administration (Address: 5<sup>th</sup> floor, Additional Deluxe Building, Sector – 9D, Chandigarh).
- q. The selected training agency will have to submit for each class-section monthly progress report on the hours of training conducted along with modules completed / in progress. This certificate would have to be got verified by the Principal & Coordinator of the Schools / Madarsas.
- r. The selected training agency will have to submit for each class-section monthly attendance records of the trainer and the trainees, in the first week of the succeeding month. The attendance records should contain trainees' name, signatures and date of the session. The records should be got verified by the Principal & Coordinator of the Schools / Madarsas.
- s. The selected training agency will have to use audio-visual aids for teaching. The ownership and security of the infrastructure for such (e.g.: projector, laptop, etc.) would be the responsibility of the selected training agency.
- t. The selected training agency would submit the exact batch schedule of the training classes to SPIC at the start of the training along with trainee assigned.
- u. All the above tasks shall be conducted by the selected training agency in close coordination with the Principals of the concerned Schools / Madarsas.

#### **11. ROLE OF PRINCIPAL & COORDINATOR OF SCHOOL / MADARSA**

- a. The Principal / Coordinator will mark the daily attendance and will monitor the regularity and behaviour of the trainer.





- b. The Principal & Coordinator will verify the monthly reports on the hours of training conducted (for each class-section) and attendance of the trainees and the trainers.
- c. The Principal & Coordinator will endorse the evaluation report on completion of 25 hours and 50 hours of C-TOSS & CITROP training.
- d. The Principal/ Coordinator will allot the classroom / section to the trainer in the start of the session.

## **12.ROLE OF IMPLEMENTER**

- a. To design and provide training curriculum and training manual to the selected training agency. Every year the Implementer would update training curriculum and manual.
- b. To implement audit report recommendations.
- c. To conduct exam within 1 (one) month from the end of the training, in order to evaluate the performance of the trainees. Implementer to prepare a report on the performance of the trainees (including modalities for improving the training) and submit it to DIT, Chandigarh Administration.
- d. To evaluate the performance of the trainers by seeking feedback from the trainees and co-ordinator of the School/Madarsa. Evaluation to be done on completion of 25 hours and 50 hours of C-TOSS training & CITROP training and submit the report to DIT, Chandigarh Administration. This report should also include the status of training conducted vis-à-vis plan in the technical bid submitted by the selected training agency.
- e. To make payments due to the selected training agency as per the payment terms.

## **13.COURSE FOR TRAINING**

The broad course for training has been outlined below.

Detailed modular breakup and broad outlines/lecture schedule will be provided by the Implementer to the selected training Agency. The selected training Agency will have to strictly adhere to the course contents/lecture schedule laid down by the Implementer.

### **1. Modules for C-TOSS program (75 hours):**

#### **i. COMMUNICATION SKILLS (50 Hours)**

##### **- Introduction**



- **Cool English**
- **Grammar Comprehension (22hours):**
  - i. Subject & Verb Agreement
  - ii. Pronouns
  - iii. Prepositions
  - iv. Modifiers(Adjectives & Adverbs)
  - v. Modals
  - vi. Verb Tenses
  - vii. Capitalization
  - viii. Punctuations
- **Presentation Skills/Fluency/Structured Speech (28 Hours):**
  - i. Informal Speech- Extempore (Higher Level)
  - ii. Basic Listening Skills
  - iii. Familiarization Of English In Situations / Drama / Tv
  - iv. Writing Skills
  - v. The News
  - vi. Short Compositions
  - vii. Reading Skills
  - viii. Comprehension
  - ix. Vocabulary- Building Word Power

**ii. ACCENT NEUTRALIZATION(15 Hours)**

- Sound Articulation
- Differences In Sounds  
Consonants, Vowels, Phonetic Usage
- Pronunciation
- Difference Between Global And Indian English Pronunciation
- Syllables And Syllable Stress
- Voice Modulation
- Components Of Voice
- Volume
- Rate Of Speech
- Pitch
- Breathing Patterns
- Clarity
- Rhythm & Stress
- Mother Tongue Influence (Vernacular English)
- Intonation Patterns



- Most Commonly Used Words/Phrases

**iii. Life Skills(10 Hours)**

- Building Confidence
- Positive Attitude
- Inter-Personal Skills
- General Mannerism & Etiquette
- Letter Writing ( Formal & Semi- Formal)

**2. Modules of CITROP program (70 hours):**

**i. Fundamentals of Computer (15 Hours)**

- Introduction
- Input / Output & Processing (CPU)
- Memory Device
- Types Of Computers
- Characteristics Of Computer
- History & Generation
- Applications Of Computer

**ii. Windows XP Overview (25 Hours)**

- Some Basic Terminology & Typing Skills
- Desktop Settings & Control Panel
- MS Dos
- MS Paint
- Wordpad
- Accessories & Multimedia

**iii. E-mail & Internet (10 Hours)**

- Introduction
- E-Mail Account & Its Functions
- Search Engine
- Surfing Webpages
- Basics Of Social Networking Site

**iv. Data Entry Training (20 Hours)**

- Programs in Data Entry.
- Administrative Assistant
- Office Technology
- Informative Session on Self-employment



The Training Agency will stringently impart training in accordance to the training manual and work books as provided by the Implementer.

#### **14. PAYMENT TERMS**

The payment to the Agency will be made in the following manner in respect of C-TOSS & CITROP Project under this agreement as under:

- a. The payment will be paid to the Training Agency for 6 months @ L1 bid price/- per month per class per school, after receipt of Monthly certificate (on the hours of training conducted), the attendance records of the trainers duly certified by the Principal of the concerned school/Madarsa and monitoring report from the Principal of respective Schools.
- b. Payment will be linked to the quality assessment of the training.
- c. Income Tax and other deductions will be made from the bill of the contractor at source as per the rates applicable from time to time in accordance with instructions/rules in this regard.
- d. Statutory Tax deductions will be made from the bill of the selected training agency, at source, as per the rates applicable from time to time in accordance with instructions/rules in this regard.
- e. All payments shall be made in local currency i.e. Indian Rupees.

#### **15.EXIT MANAGEMENT**

##### **15.1.PURPOSE**

- a. This clause sets out the provisions which will apply on expiry or termination of the Contract signed between the Implementer and Selected agency.



- b. In the case of termination of the Contract Agreement due to illegality, the Parties ('Implementer', 'Selected Agency') shall agree at that time whether, and if so during what period, the provisions of this clause shall apply.

## **15.2.COOPERATION AND PROVISION OF INFORMATION**

- a. The selected agency will allow Implementer as well as DIT, Chandigarh Administration to have access to information reasonably required to define the then current mode of operation associated with the provision of the services to enable it to assess the existing services being delivered.
- b. Promptly on reasonable request by the Implementer as well as DIT, Chandigarh Administration, the selected agency to have access to and originals / copies of all information held or controlled by it which it has prepared or maintained in accordance with the Contract relating to any material aspect of the services (whether provided by the selected agency). Implementer and DIT, Chandigarh Administration shall be entitled to copy all such information. Such information any document / data / information connected with scope of work under this RFP. The selected agency shall permit the Implementer and DIT, Chandigarh Administration and/or any Replacement agency to have reasonable access to its employees and facilities as reasonably required to understand the methods of delivery of the services employed by the selected agency and to assist appropriate knowledge transfer.
- c. It would be responsibility of the selected agency to provide to the Implementer and / or DIT , Chandigarh Administration all the information sought by them within 10 days from date of request.

## **16.GENERAL TERMS & CONDITIONS**

### **16.1 .SIGNING OF CONTRACT**

After the Implementer notifies the successful bidder that its proposal has been accepted, Implementer shall enter into a contract, incorporating all clauses, pre-bid clarifications and the proposal of the bidder between Implementer and the successful bidder. The Draft Contract is provided at Annexure IX as a template. Any other terms and conditions, mutually agreed or inputs from Legal Department, Chandigarh prior to finalization of the order / agreement shall be binding on the selected training agency.

### **16.2.TERMINATION FOR DEFAULT**

Default is said to have occurred:



- i. If the selected Bidder fails to deliver any or all contracted services as per service standards specified in the Contract.
- ii. If the selected Bidder fails to perform any other obligation(s) under the Contract.
- iii. If the selected Bidder in the judgment of the Implementer has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
- iv. If the selected Bidder provides insufficient / doctored / fake document.
- v. If the selected Bidder resorts to any malpractices in connection with faculty/ trainees associated with C-TOSS and CITROP programme.

If the selected agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from the Implementer (or takes longer period in spite of what the Implementer may authorize in writing), Implementer may terminate the contract / work order in whole or in part. In addition to above, Implementer may at its discretion also take the subsequent actions.

In the event Implementer terminates the Contract in whole or in part, Implementer may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the selected agency shall be liable to Implementer for any excess costs for such similar services. However, the Bidder shall continue performance of the Contract to the extent not terminated. Alternately, Implementer would be free to fully take over the assets and operations earlier being undertaken by the Bidder on mutually agreed terms, without prejudice to any other action as contemplated in the Contract.

## **17. TERMINATION FOR INSOLVENCY**

The Implementer may at any time terminate the contract by giving 30 days written notice to the selected agency if the later becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the selected agency, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the Implementer.

## **18. FORCE MAJEURE**

- a. The successful Bidder shall not be liable for forfeiture of its Performance Bank Guarantee, Liquidated Damages, or termination for default if and to the extent



that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- b. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful Bidder and not involving the successful Bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- c. If a Force Majeure situation arises, the selected agency shall promptly notify the Implementer in writing of such condition and the cause thereof. Unless otherwise directed by the Implementer in writing, the selected agency shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## **19.RESOLUTION OF DISPUTES**

- a. The Implementer and the selected agency shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.
- b. If, after thirty (30) days from the commencement of such informal negotiations, The Implementer and the selected agency have been unable to resolve amicably resolve dispute, either party may require that the dispute be resolved by arbitration in accordance with the Arbitration and Conciliation Act, 1996. The dispute may be referred for resolution to Secretary, Information Technology, Chandigarh Administration.
- c. All Arbitration proceedings shall be held at Chandigarh, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

## **20.NOTICES**

Any notice given by one party to the other pursuant to the Contract shall be sent to the other party in writing or by telex, cable or facsimile and confirmed in writing to the party's address.

A notice shall be effective from the date when delivered, tendered or affixed on notice board whichever is earlier.



## **21. CONFIDENTIALITY**

The selected agency shall not, without the Implementer's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample of information furnished by or on behalf of the Implementer in connection therewith, to any person other than a person employed by the selected agency in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

The selected agency or his employees will not disclose the content of documents given to the selected bidder for performance of the contract, the details of the Implementer, to any person and allow its unauthorized use. The selected bidder should not also disclose the above to any of its existing or future clients.

## **22. APPLICABLE LAW & JURISDICTION**

The Contract with the selected agency shall be governed by and construed in accordance with the Laws of India. The parties hereby agree that the court in the City of Chandigarh alone shall have jurisdiction to entertain any application or any award/s made by the Sole Arbitrator or other proceedings in respect of anything arising under this Contract.

## **23. RELATIONSHIP OF PARTIES**

This engagement should not be construed as creating a partnership, joint venture, franchise, agency or other such relationship. This contract represent a nonexclusive relationship between parties and nothing contained herein will preclude either party from participating in other similar relationships with third parties at any time, either during the term of or after the termination of this contract for any reason.

## **24. OTHER TERMS & CONDITIONS**

- a. The selected agency shall perform the services and carry out its obligations under the Contract with due diligence and efficiency, in accordance with generally accepted techniques and practices used in the industry and with professional engineering and training/consulting standards recognized by national/international professional bodies and shall observe sound management, technical and engineering practices. It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. The Bidder shall always act, in respect of any matter relating to this Contract, as faithful advisors to the Implementer and shall, at all times, support and safeguard the Implementer's legitimate interests in any dealings with Third parties.





- b. The Implementer reserves the right to assess the performance of the bidder prior to commencement or in between the work progress. The assessment may cover all areas related to the assigned work order, especially methodology, manpower, infrastructure etc.
- c. The selected agency shall indemnify the Implementer against all third party claims of infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied software/ hardware/manpower etc. and related services or any part thereof.
- d. If the selected agency is not able to fulfil its obligations under the contract, which includes non completion of the work, the Implementer reserves the right to select another bidder to accomplish the work. Any costs, damages etc. resulting out of the same shall have to be borne by the selected agency. This might attract forfeiture of PBG.
- e. The selected agency shall not outsource the works assigned to any other party. This violation might attract forfeiture of PBG and cancellation of work order. The cost incurred on executing the work order through alternate sources will also be recovered from the outstanding bills or by raising claims.



# ANNEXURES



**ANNEXURE I – PROPOSAL COVER LETTER**

Date:

Reference No.:

To,  
Society for Promotion of Information Technology in Chandigarh.  
PEC Campus, Sector 12, Chandigarh - 160012.  
Tele Fax: +91 172 2744235; +91 172 2745502.

**Subject: Proposal for Selection of training agency for C-TOSS & CITROP  
Programme in Chandigarh**

Dear Sir,

1. We, the undersigned, having carefully examined the referred RFP, offer to Propose for the selection as training agency for imparting C-TOSS & CITROP training, in full conformity with the said RFP.
2. We have read the all the provisions of RFP and confirm that these are acceptable to us and we will abide by them in their true spirits.
3. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
4. We agree to abide by this proposal, consisting of this letter, Technical Proposal and all attachments, for a period of 180 days from the date fixed for submission of Proposals as stipulated in the RFP and modifications resulting from contract negotiations, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.
5. Until the formal final Contract is prepared and executed between us, this Proposal, together with your written acceptance of the Proposal and your notification of award, shall constitute a binding contract between us.
6. We declare that we do not have any interest in downstream business, which may ensue from the RFP prepared through this assignment.
7. We hereby declare that all the information and statements made in this proposal are true and accept that any misrepresentation or misinterpretation contained in it may lead to our disqualification or termination of contract during any stage of the project.



8. We hereby declare that we would be responsible for all the statutory requirements ( with respect to the firm and trainers deputed for this project) on our part.
9. We understand you are not bound to accept any proposal you receive, not to give reason for rejection of any proposal and that you will not defray any expenses incurred by us in bidding.

**Signature:** .....

**In the capacity of:** .....

**Duly authorized to sign Proposal for**

**And on behalf of:** .....

**Date:** .....

**Place:** .....



**ANNEXURE II – FORMAT FOR SEEKING CLARIFICATION(S)**

<b>Name of the Bidder</b>			
<b>Name &amp; Designation of the person submitting the queries</b>			
<b>Contact details (telephone &amp; email id)</b>			
Sl. No.	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification



**ANNEXURE III – PROPOSAL SUMMARY SHEET**

<b>CONTACT DETAILS</b>		
1.	Name of the Organisation	
2.	Name of the Head of the Organisation	
3.	Address	
4.	City	
5.	District	
6.	State	
7.	Pin Code	
8.	Telephone No.	
9.	Mobile No.	
10.	Fax No.	
11.	E-mail ID	
12.	Web Site	
<b>ORGANIZATION DETAILS</b>		
13.	Registered Company Name (If different from sr. no.1)	
14.	Registration number & Date of registration	
15.	Permanent Income Tax Account number(PAN)	
16.	Service TAX registration number & Date	
17.	Registered Office Address	
18.	Current Number of Full time Employees	
<b>COMPANY WORK PROFILE</b>		
1.	Total experience in Soft Skills training (in Years.)	



2.	Total experience in IT Skills training (in Years.)	
<b>DETAILS of SOFT-SKILLS TRAINING PROJECTS</b>		
<b><u>PROJECT 1</u></b>		
1.	Name of the Project	
2.	Project Description	
3.	Name of the Client	
4.	Address of the Client	
5.	Name & Phone No. of the Contact Person of the Client	
6.	No. of trainees trained	
7.	Start Date – End Date	
8.	Value of work order	
<b><u>PROJECT 2</u></b>		
1.	Name of the Project	
2.	Project Description	
3.	Name of the Client	
4.	Address of the Client	
5.	Name & Phone No. of the Contact Person of the Client	
6.	No. of trainees trained	
7.	Start Date – End Date	
8.	Value of work order	
<b><u>PROJECT 3</u></b>		
1.	Name of the Project	
2.	Project Description	
3.	Name of the Client	



4.	Address of the Client	
5.	Name & Phone No. of the Contact Person of the Client	
6.	No. of trainees trained	
7.	Start Date – End Date	
8.	Value of work order	

#### DETAILS of IT SKILLS TRAINING PROJECTS

##### PROJECT 1

1.	Name of the Project	
2.	Project Description	
3.	Name of the Client	
4.	Address of the Client	
5.	Name & Phone No. of the Contact Person of the Client	
6.	No. of trainees trained	
7.	Start Date – End Date	
8.	Value of work order	

##### PROJECT 2

1.	Name of the Project	
2.	Project Description	
3.	Name of the Client	
4.	Address of the Client	
5.	Name & Phone No. of the Contact Person of the Client	
6.	No. of trainees trained	
7.	Start Date – End Date	





8.	Value of work order				
<b>FINANCIAL PERFORMANCE SUMMARY</b>					
<b>In Indian Rupees (in Lacs)</b>		<b>FY -</b>	<b>FY -</b>	<b>FY -</b>	
1	Turn Over (from training services)				
<b>DETAILS OF TRAINERS</b>					
Sr	Name of the Trainer	Educational Qualification	Experience in Soft Skills training (In number of years)	Experience in IT Skills training (In number of years)	Total working Experience with Current Employer (In no. of Yrs.)
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
<b>ATTACHMENTS DETAILS</b>					
Sr	Particulars	Page No./Flag No.			
1.	Certificate of CA for annual turnover of last 3 Financial Years ( 2010-2011, 2011-2012 & 2012-13)				



2.	Audited Balance sheets of last three financial years ( 2010-2011, 2011-12 & 2012-2013)	
3.	Resumes of the trainers duly verified by authorized signatory	
4.	Certificates of PAN and Service Tax Number	
5.	Work Order/Contract Letter for all the quoted projects (Soft Skills as well as IT Skills training)	
6.	Detailed Company Profile	
7.	Completion Certificate for each of the executed SOFT-SKILLS & IT SKILLS Training projects.	
8.	Samples of performance evaluation papers	
9.	Certificate of Undertaking	
10.	Technical Proposal	
11.	Power of Attorney	



ANNEXURE I V – FORMAT FOR FINANCIAL BID

<i>Item</i>	<i>Description</i>	<i>Quantity</i>	<i>Cost per batch per month</i>	<i>Service tax/any other tax</i>	<i>Final Bid Price</i>
1	Cost for holding C-TOSS training per month per batch	One			
2	Cost for holding CITROP training per month per batch	One			

NOTE: LOWEST FINANCIAL BID OF ITEM 1 & 2 WOULD BE DECLEARED SEPARATELY



**ANNEXURE VI – FORMAT FOR CERTIFICATE OF UNDERTAKING**

(To be given on Company's Letter Head)

To,  
Society for Promotion of Information Technology in Chandigarh.  
PEC Campus, Sector 12, Chandigarh - 160012.  
Tele Fax: +91 172 2744235; +91 172 2745502.

This is with reference to the RFP published in \_\_\_\_\_ on date\_\_\_\_\_.  
It is to certify that:

1. The undersigned is not in litigation with Chandigarh Administration.
2. The undersigned has not made any false representation in the forms, statements and attachments submitted in proof of the pre-qualification requirements.
3. The undersigned has not any record of poor performance such as abandoning of any allotted project, inability to complete any allotted project, delay in completion of any allotted project etc.
4. The undersigned has not been black listed by any PSU, Central or State Government.

Yours faithfully,

**Signature:** .....

**In the capacity of:** .....

**Duly authorized to sign Proposal for**

**And on behalf of:** .....

**Date:** .....

**Place:** .....



**ANNEXURE VII – FORMAT FOR CV FOR PROPOSED TRAINER**

Name of the Firm/Entity:

Name of the Staff:

Designation in the Firm/Entity:

Date of Birth and Nationality:

Years with Firm/Entity \_\_\_\_\_ Total Years of Experience \_\_\_\_\_

**Educational Background:**

[College/university education of staff member, with names of school/College/University, year of completing, degrees obtained]

**Professional Background:**

[Other specialized/management/professional education of staff member, with names of institute, year of completing, degrees/certificate obtained]

**Employment Record:**

[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organizations, titles of positions held, and locations of assignments. For experience in last Five years, also give very briefly the types of activities performed and client references, where appropriate. Use about three-quarters of a page]

**Relevant Experience:**

[Give a description of staff member's in-depth and successful experience in maximum five assignments most pertinent to tasks on this assignment. Details required are as under:

Name and Objective of Assignment, Role on the assignment, Year and Duration of assignment, Location, Name of Client and a description of the key activities performed by the staff member and staff member's contribution to the project.]

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

\_\_\_\_\_ Date: \_\_\_\_\_

[Signature of staff member and authorized representative of the Firm]  
Day/Month/Year

Full name of staff member: \_\_\_\_\_

Full name of authorized representative: \_\_\_\_\_



## ANNEXURE VII - DRAFT CONTRACT

This Contract is made on the \_\_\_ day of \_\_\_\_ 2013 (hereinafter referred to as the effective date)

BETWEEN

**Society for Promotion of Information Technology in Chandigarh**, under the aegis of Department of Information Technology, Chandigarh Administration having its office at PEC University of Technology, Sector 12, Chandigarh, (hereinafter referred to as “**SPIC**”), which expression shall unless repugnant to the subject or the context, mean and include its successors-in-interest, nominees and assigns of the **ONE PART**.

AND

**<name of the selected training agency>**, having its office at <address of the selected training agency>, (hereinafter referred to as “\_\_\_\_\_”), which expression shall unless repugnant to the subject or the context, mean and include its successors-in-interest, nominees and assigns of the **OTHER PART**.

**WHEREAS** SPIC, having decided to implement programme C-TOSS and CITROP (hereinafter referred to as “**Project**”) had floated RFP for selection of training agency for C-TOSS and CITROP.

**WHEREAS** \_\_\_\_\_, in response to the published RFP had submitted a proposal and was declared the lowest bidder. The \_\_\_\_\_ would provide training on soft skills and IT skills under the programme C-TOSS and CITROP, at the locations already mentioned by SPIC in published RFP.

**WHEREAS** SPIC, having considered the above referred proposal of \_\_\_\_\_, has agreed to engage \_\_\_\_\_ for implementation of the Project. The said proposal has been annexed in Annexure \_\_\_\_\_

Accordingly the parties herein have agreed to enter into this agreement to record the terms and conditions agreed between the parties.

**NOW, THEREFORE, THE PARTIES HERETO AGREE AS FOLLOWS:**

### 1. Duration



The duration of this contract shall be for 2 years from date of signing of the Contract.

## **2. Scope of Work**

1. To impart soft skills training of 75 hrs duration to approximately 23,000 students. The training is to be provided in the premises of Government Schools and Madarsa in accordance to the periods allocated by the concerned authorities.
2. To impart IT skills training of 70 hrs duration to 630 students. The training is to be provided at Bal Bhawan sector 23 and in Madarsa Manimajra.
3. Training to be conducted during all working days of School (i.e. 6 days a week) as per the curriculum provided by the Implementer
4. The \_\_\_\_\_ will impart training in accordance with the Training manual provided by SPIC.
5. The \_\_\_\_\_ will provide administrative as well as faculty staff for managing and delivering the requisite training.
6. The \_\_\_\_\_ shall continue with the same trainers details of which are to be submitted in their bid and no changes shall be made in the Trainers during the entire academic session. If for any inevitable circumstances agency has to replace the trainer, the agency will take prior permission from SPIC, in writing.
7. The \_\_\_\_\_ will recruit at its own expense and sole responsibility and will ensure maintaining Trainer quality standards as stipulated, from time to time by SPIC.
8. For soft skills training the Trainers should be minimum Graduate with good aptitude & knowledge of Soft Skills, and should have minimum 1 (one) year of experience in soft skills training.
9. For IT skills training the Trainers should be minimum Graduate with good aptitude & knowledge of IT Skills, and should have minimum 1 (one) year of experience in IT skills training.
10. The \_\_\_\_\_ at its own cost will provide training to the trainers as determined internally by \_\_\_\_\_.



11. The \_\_\_\_\_ will have to conduct the pre-assessment of the trainees at Section level for better understanding of the target segment.
12. The trainers would have to conduct internal evaluation at the end of each unit and will provide feedback to students about their performance. The \_\_\_\_\_ will have to submit to SPIC, quarterly reports on the progress of the trainees.
13. 2 months before the end of the session SPIC would conduct an exam of the students trained. If the result of class is below satisfactory levels extra classes may have to be arranged by \_\_\_\_\_, at no extra cost to SPIC. Such extra classes will have to be completed before the end of same session.
14. The \_\_\_\_\_ will have to submit a self-assessment report for each batch at the end of session.
15. The \_\_\_\_\_ will have to submit monthly certificate on the hours of training conducted. This certificate should be duly verified by the Principals & Coordinator of the Schools / Madarsas.
16. The \_\_\_\_\_ will have to submit monthly attendance records of the trainer and the trainee, in the first week of the succeeding month. The records should be duly verified by the Principals & Coordinator of the Schools / Madarsas.
17. The \_\_\_\_\_ will have to use audio-visual aids for teaching. The security of the infrastructure for such (e.g.: projector, laptop, etc.) would be the responsibility of the \_\_\_\_\_.
18. The \_\_\_\_\_ would submit the exact batch schedule of the training classes.
19. All the above tasks shall be conducted by the \_\_\_\_\_ in close coordination with the Principals of the concerned Schools / Madarsas.

### **3. Obligations of Principal & Coordinator of School & Madarsa**

1. The principal will mark the daily attendance and will monitor the regularity and behaviour of the trainer.
2. The principal & Coordinator will verify the monthly certificate on the hours of training conducted and attendance of the trainee and the trainer.





3. The principal/ Coordinator will allot the time table to the trainer in the start of the session.
4. The principal/Coordinator will monitor the performance of the trainer and the program

#### **4. Obligations of Implementer**

1. To provide training curriculum and training manual to \_\_\_\_\_.
2. To evaluate the performance of the trainees, SPIC to conduct exam 2 (two) months before the end of the session.
3. To periodically evaluate the performance of the trainer by seeking feedback from the trainees and co-ordinator of the School/Madarsa.
4. To make payments due to \_\_\_\_\_ as per the payment terms.

#### **5. Project Schedule**

The Schedule for the project would be as below:

<<to be provided by selected training bidder>>

#### **6. Consideration & Payment Terms**

The fees of this engagement has been finalised and agreed upon at \_\_\_\_\_ as applicable.

The above said payment will be made as per table below:

1. Payment will be made after receipt of monthly certificate (on the hours of training conducted), the attendance records duly certified by the Principal of the concerned school/Madarsa and the proof for statutory payments made to the staff engaged for this assignment.
2. Statutory Tax deductions will be made from the bill of the selected training agency, at source, as per the rates applicable from time to time in accordance with instructions/rules in this regard.



3. All payments shall be made in local currency i.e. Indian Rupees.

#### **7. FAILURE/REFUSAL TO EXECUTE JOBS ASSIGNED, ENTRUSTED**

- Under no circumstances \_\_\_\_\_ can stop work relating to this contract under circumstances whatsoever. Remedial measures as provided in this contract shall have to be taken by \_\_\_\_\_ in case of any dispute.
- If \_\_\_\_\_ fails to execute the job within a reasonable period or refuse to execute or arrange to execute for any reason whatsoever, SPIC reserves the right to get the job done by any other service providers at the risk and cost of \_\_\_\_\_ besides recovery of all losses on this contract and adjust the bills towards the losses.

#### **8. COMPLIANCE TO THE LAWS**

- The \_\_\_\_\_ shall be responsible to secure compliance with all central and state laws as well as the rules, regulations, by-law/notifications and orders of the local authorities and statutory bodies as may be in force from time to time. The \_\_\_\_\_ shall make good at his own cost, any damages to the property of anybody, persons, local authorities etc. due to or arising from his operations involved under this contract.
- The \_\_\_\_\_ shall give to the statutory bodies, local authorities, police and other relevant authorities, all such notices, documents, etc. as may be required by law and obtain all requisite licenses and pay all fees, taxes etc. in connection therewith as may be leviable on account of his operations involved under the agreement. SPIC has the right to recover the cost of damages payable by itself from the bills payable to the \_\_\_\_\_.

#### **9. INDEMNITY**

The \_\_\_\_\_ shall indemnify and keep SPIC indemnified against all claims, demands, actions, suits and proceedings, whatsoever that may be brought or made against the SPIC by or on behalf of any person, body authority whomsoever and whatsoever and all duties, penalties, levies, taxes, losses, damages, costs, charges and expenses and all other liabilities of whatsoever nature which the SPIC may now or thereafter be liable to pay, incur or sustain by virtue of or as a result of the performance or non performance or observance or non-observance by the \_\_\_\_\_ of any of the terms and conditions of this



contract. Without prejudice to the other rights, the SPIC will be entitled to deduct from any service charges or other dues payable to the \_\_\_\_\_, the amount payable by SPIC as a consequence of any claims, demands, costs, charges and expenses. The SPIC shall not be responsible for death, injury or accidents to the \_\_\_\_\_'s employees in relations to their duties on or about the SPIC's property and Premises and in the event that SPIC is made liable to pay any damages or compensation in respect of such employees, the \_\_\_\_\_ hereby agree to pay to the SPIC such damage or compensation upon demand.

#### **10. TERMINATION FOR DEFAULT**

Default is said to have occurred:

- i. If \_\_\_\_\_ fails to deliver any or all agreed services as per service standards specified in this Contract.
- ii. If \_\_\_\_\_ fails to perform any other obligation(s) under this Contract.
- iii. If \_\_\_\_\_ in the judgment of SPIC has engaged in corrupt or fraudulent practices in competing for or in executing this engagement.

If \_\_\_\_\_, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from SPIC (or takes longer period in spite of what SPIC may authorize in writing), SPIC may terminate this engagement / Contract in whole or in part. In addition to above, SPIC may at its discretion also take the subsequent actions.

In the event SPIC terminates this Contract in whole or in part, SPIC may procure, upon such terms and in such manner as it deems appropriate, services similar to those undelivered, and the \_\_\_\_\_ shall be liable to SPIC for any excess costs for such similar services. However, the \_\_\_\_\_ shall continue performance of the Contract to the extent not terminated. Alternately, SPIC would be free to fully take over the assets and operations earlier being undertaken by the \_\_\_\_\_ on mutually agreed terms, without prejudice to any other action as contemplated in the Contract.

#### **11. TERMINATION FOR INSOLVENCY**

SPIC may at any time terminate this Contract by giving 30 days written notice to the \_\_\_\_\_ if the later becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the \_\_\_\_\_, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to SPIC.



## **12. SEVERABILITY**

If one or more of the provisions hereof shall be void, invalid, illegal or unenforceable in any respect under any Applicable Law or decision, the validity, legality and enforceability of the remaining provisions herein contained shall not be affected or impaired in anyway. Each Party hereto shall, in any such event, execute such additional documents as the other Party may reasonably request in order to give valid, legal and enforceable effect to any provision hereof which is determined to be invalid, illegal or unenforceable.

## **13. AMENDMENTS**

All amendments, alterations, deletions, modifications and clarifications to the above terms and conditions may be made any time with mutual consent in case of any difficulties / ambiguities observed during operation but the same shall essentially be done in writing signed by both the parties.

## **14. WAIVER**

No forbearance, indulgence or relaxation or inaction by any Party at any time to require performance of any of the provisions of this Agreement shall in any way affect, diminish or prejudice the right of such Party to require performance of that provision. Any waiver or acquiescence by any Party of any breach of any of the provisions of this Agreement shall not be construed as a waiver or acquiescence of any right under or arising out of this Agreement or of the subsequent breach, or acquiescence to or recognition of rights other than as expressly stipulated in this Agreement.

## **15. FORCE MAJEURE**

- A Party shall not be liable to the other Party for any loss, injury, delay, damages or other casualty suffered or incurred by the latter due to Force Majeure, and any failure or delay by any Party in performance of its obligations under this Agreement due to Force Majeure or its effect, shall not be considered as a breach of this Agreement.
- The Party suffering Force Majeure shall notify the other Party in writing promptly after the occurrence of such Force Majeure and shall, to the extent reasonable and lawful, use its best efforts to remove or remedy such cause. Upon the occurrence of any circumstances of Force Majeure the Party claiming Force Majeure shall use all reasonable endeavours to continue to perform its obligations under this Agreement



and to minimize the adverse effects of such circumstances. Such a Party shall notify the other Party of the steps it proposes to take including any reasonable alternative means for performance. However, it is clarified for the avoidance of doubt that if the event of Force Majeure or its effect continues for a period of 3 (three) months, then the other Party has the right to terminate the Agreement.

## **16. RESOLUTION OF DISPUTES**

- SPIC and the \_\_\_\_\_ shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with this Contract.
- If, after thirty (30) days from the commencement of such informal negotiations, SPIC and the \_\_\_\_\_ have been unable to resolve amicably resolve dispute, either party may require that the dispute be resolved by arbitration in accordance with the Arbitration and Conciliation Act, 1996. The dispute may be referred for to the mutually agreed arbitrator.
- All Arbitration proceedings shall be held at Chandigarh, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

## **17. NOTICE**

Any notice, approval, request or other communication given under this Agreement shall be in writing and delivered by hand, post, cable, telex or facsimile to the registered office of the Parties. Notice and instruments will be deemed served within seven days after posting and upon receipt in the case of hand delivery, cable, telex or facsimile.

## **18. CONFIDENTIALITY**

The \_\_\_\_\_ shall not, without SPIC's prior written consent, disclose the Contract, or any provision thereof, or any specification, plan, drawing, pattern, sample of information furnished by or on behalf of SPIC in connection therewith, to any person other than a person employed by the \_\_\_\_\_ in the Performance of the Contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance



**IN WITNESS WHEREOF**, the Parties hereto have caused this contract to be executed in duplicate, each of which shall be considered as an original, by their duly authorized representatives as on the date, month and year first above written.

**SIGNED, SEALED AND DELIVERED  
DELIVERED**

For **SPIC**

**SIGNED, SEALED AND**

For \_\_\_\_\_

Designation:

Designation:

In the presence of

In the presence of

1.

1.

2.

2.

