

Tender No: **NIELIT, CHANDIGARH CENTRE**

Scheme-3

(FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)

LIMITED TENDER ENQUIRY

**Providing Training Facilities
(ITES-BPO (Customer Care And Banking.))
in IECT area**



LAST DATE OF SUBMISSION: (**21st Dec 2011**)

NIELIT , CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)

NIELIT , CHANDIGARH CENTRE , SCO 114-116 SECTOR 17-B CHANDIGARH

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1. Preamble

NIELIT, is an autonomous scientific society of Department of Information Technology, Ministry of Communications & Information Technology, Govt. of India. The **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** offers courses in areas like Embedded Systems, VLSI, Instrumentation, Bioinformatics, ITES-BPO, Information Security, Cyber Law, Networking, CCC and other areas of Information Technology. **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** has also organized various free training programmes for SC/ST and Minority communities under different government projects.

DOEACC has to provide the **“Training in ITES – BPO (Customer Care and Banking) to improve the employability of the Rural youth belonging to Women, SC/ST & Minority Communities.”** in the state(s) **Rajasthan**. The syllabus of courses is given in **Annexure -B**.

This is a tender enquiry inviting quotes from eligible organizations/firms, based in India to submit their proposals to provide **“Training in ITES – BPO (Customer Care and Banking) to improve the employability of the Rural youth belonging to Women, SC/ST & Minority Communities “** in **District1, District2, District3 of the Rajasthan state .**

This tender enquiry includes the objectives of **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** and explains the technical area of focus, required qualifications of the agency applying, and criteria for evaluating offers and provides information on proposal format and other relevant information.

2. Schedule

S.No	Name of the activity	Date
1	Dispatch of bidding document & website display.	12 th Dec 2011
2	Last date for submission of quotation.	21 st Dec 2011 before 2:30 PM
3	Tender Evaluation & Meeting of the Committee.	21 st DEC 2011 at 3:30 PM
4	Finalization of agency.	Will be intimated later on

3. Objectives of “Training in ITES – BPO (Customer Care and Banking) to improve the employability of the Rural youth belonging to Women, SC/ST & Minority Communities”.

The Objectives of this training are:

- To conduct free training programme of 3 months/ 5 months duration for **Women , SC/ST & minority communities** candidates.
- To meet the need of acute trained manpower shortage in the field of **ITES – BPO (Customer Care and Banking)** especially in rural & small towns.
- To ensure continuous and rapid upgradation of skills for the candidates having job experience.
- Demonstrate that skills can be developed/ upgraded through the application of Skill Development Training Programmes.
- Enhance quality of services/ products and thereby enhance income generation among skilled workers.
- Focus on providing market driven jobs for for **Women , SC/ST & minority communities** candidates.

4. Tender Enquiry Focus

This tender enquiry is intended for selecting companies/agencies interested in providing Training Facilities in “**ITES – BPO (Customer Care and Banking)** “.

Identified agency should be capable of delivering the aforementioned training to achieve the objectives of the program.

5. Terms and Conditions:

- The selected Training Institute** (hereinafter referred as ‘**Participating Institute**’) shall conduct Training Programs in **ITES – BPO (Customer Care and Banking)** specially for **Women, SC/ST & minority communities** candidates under exclusive supervision of **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** .
- Participating Institute** will provide infrastructure facilities and manpower for training of candidates at one or more locations . The Districts where scheme is to be implemented is as **per ANNEXURE-D** only.

State	Districts	Number of Courses	Number of batches	Students in each batch	Total Students
Rajasthan	District1	(1+1)	(8+4)	25	300
	District2	(1+1)	(8+4)	25	300
	District3	(1+1)	(8+4)	25	300
				Sub total	900

- iii. The complete infrastructure like classroom, Lab for Training Modules, OHP, Audio/Visual training aids required for training will be provided by **Participating Institute**.
- iv. Training will be conducted by **Participating Institute** locations in rural areas.
- v. **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** shall select the list of eligible candidates for the training from the applicants for each course.
- vi. The training has to be provided by **Participating Institute** at their nearby location in rural part of districts.
- vii. **Participating Institute** will tie up with local industries for providing/ arranging employment opportunities to the trainees.
- viii. A database of the trainees will be maintained by Participating Institute along with UID (If not allotted, any identification number such as voter ID Card, Driving License, Passport, Identity Card issued by Govt. Authority/ School Authority etc. to avoid duplicity). This information will be passed to **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** from time to time.
- ix. The Training Program shall be conducted as per syllabus designed and developed by **NIELIT** and approved by DIT.
- x. **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** reserves its right to update the training program by adding new modules and Technical know - how. Training should be provided for 2-4 days in a week.
- xi. **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** shall be entitled to evaluate the performance of the students and facilities available at the **Participating Institute** from time to time and shall also have the right to demand correction/up gradation if any degradation of standard norms prescribed are noticed during such evaluation.
- xii. Examination supervisor and invigilator would be selected from the faculties of the respective Institute. **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** may appoint observers or send its own staff during examination to the centre for surprise check.
- xiii. **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** shall award certificates to all candidates successfully completing the course.

xiv. Responsibilities:

a) Responsibilities of NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE) :

- Overall coordination for implementation of the project
- Regular Monitoring and support to **Participating Institute** for smooth conduct of training.
- Shall select the list of candidates to be trained from the applicants as per the guidelines of Department of IT.
- Shall provide the required syllabus, course/training materials etc.
- Shall organize evaluation of trainees and issue certificates to the successful candidates.

b) Responsibilities of Participating Institute

- Shall provide space for training facility.
- Shall provide computer lab facility to accommodate at least 11 Nos. of PC's.
- Shall provide classroom to accommodate at least 20 Trainees with required infrastructure
- Shall provide required trained faculty (for soft skill, computing skill etc. as per the requirement of the course) for conduction of the course as mutually decided.
- Shall also provide required space for office room, Faculty room/ Library etc for use of faculty members and Trainees.
- Supporting Staff, Sweeper/ Cleaners/ peons and Local Management services shall be provided.
- Standby power arrangement shall be provided.

xv. An Agreement will be signed with selected Agency for providing Training in **ITES – BPO (Customer Care and Banking)** . Terms of the Agreement will be as per details given in this tender document. However **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** Centre may alter/modify the terms and conditions as per requirement of successful & timely completion of work.

xvi. The Director **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** reserves the right to accept/reject any or all tenders without assigning any reason and also will not be responsible for postal delays.

6. Evaluation of Proposals

All offers received in response to this tender enquiry will be reviewed initially based on the demonstration of technical expertise by each company/ firm. An expert committee constituted for this purpose will review proposals and the following criteria will be used for competitive evaluation:

- The extent to which the company demonstrates prior understanding of and experience in providing training in the **ITES – BPO (Customer Care and Banking)** enhancement programme.
- The company's technical capability, ability to manage such activities proposed under this enquiry.
- The lowest bidder for each location.

7. Payment Terms:

- a. Payment will be given on successful completion of a batch upon submission of bill on the basis of no of candidates appeared for the examination. Bill should be forwarded by concerned agency along with attendance of candidates and syllabus completed.
- b. Payment will be made subject to deduction of service tax as per Govt. norms.

8. Guidelines for submission:

The following conditions should be observed while submitting the quotation:

- (i) The bid should be submitted as per Annexure-A. The bidder should seal financial bids in envelop duly super scribed and sealed. Envelop should also be duly super scribed: **"Quotation against Limited Tender no. 'NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE) ' for providing Training in ITES – BPO (Customer Care and Banking) ."**
- (ii) The bidder should quote the price as per **Annexure –A**.
- (iii) The price quoted should be inclusive of all royalty, government taxes, duties, levies office and documentation expenses, consumables, cost of handling, carriage, incidental expenses, etc., required for executing the work.
- (iv) Canvassing in any form, direct or indirect, on part of bidder will render the tender liable for exclusion from consideration.
- (v) Incomplete or late Bids will not be considered. This office will not be responsible for any postal delays.
- (vi) Bids complete in all respects, should be submitted at following address before last date & time: **THE DIRECTOR, NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE) , SCO 114-116 SECTOR 17-B CHANDIGARH.**

9. Earnest Money Deposit (EMD):

(i) All bids submitted in response to this tender document should be accompanied by Earnest Money Deposit (EMD) of Rs. 10,000 (Rupees Ten Thousand only) in the form of Demand Draft issued by a nationalized bank, drawn in favour of “**The Director, NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** ” payable at Chandigarh.

(ii) Forfeiture of Earnest Money Deposit (EMD)

The EMD submitted along with the bid shall be forfeited under the following conditions:

- a) If the Bidder tries to influence the evaluation process.
- b) If the Bidder withdraws his Bid during evaluation.
- c) If the Bidder is successful and fails to sign the Contract within the time stipulated by the **NIELIT , CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** .
- d) If the Bidder refuses to take up the job within the time stipulated by the **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** .

(iii) Refund of EMD

The EMD will be refunded as follows:

- a) In the case of unsuccessful bidders, the EMD will be returned to them without any interest accrued thereon at the earliest after the final bid validity period and latest on or before the 30th day after the award of the contract to the successful bidder.
- b) In the case of selected bidder(s), the EMD shall be refunded after successful completion of work.

ANNEXURE A – Financial BID

(To be placed in a separate sealed envelope duly super subscribed)

Financial Bid for **“Providing Training in ITES – BPO (Customer Care and Banking) ”**

Name of the firm: _____

Address: _____ PinCode _____

Telephone: _____ Fax: _____ Email: _____

Total Course Duration is 3/5 months. Please give the rate per candidate:

Work/ Description	Rate Per Candidate for each Location (specify the location)*
<p>Charges Per Candidate for Providing following:</p> <ul style="list-style-type: none">• Manpower for taking classes with demonstration, Practical and other Work. A) ITES BPO Customer Care - 3 months 180 hrs) (Mention Rate per Candidate)B) ITES BPO Banking - 5 months 300 hrs), (Mention Rate per Candidate)• Class Room,• Contingencies, Postal Charges, Projector, Utilities, Consumables etc.	
No. of Candidates participating Institutes willing to train	

We hereby undertake that we accept all terms and conditions of the tender unconditionally.

Signature of Authorized Signatory with Seal

Place:

Date:

(Name and Designation)

ANNEXURE- B

Syllabus for “Training in ITES – BPO (Customer Care and Banking) to improve the employability of the Rural youth belonging to Women , SC/ST & Minority Communities”

Name of Course	Sr no.	Syllabus	Eligibility	Duration
1. ITES BPO (Customer Care)	<p>Section A: COMPUTING SKILLS(IT Skills):</p> <p>Section B: Soft Skills</p> <p>Section C: English Skills</p>	<ul style="list-style-type: none"> ❖ Introduction to ITES/ Call Centre ❖ Introduction to Computer Fundamentals ❖ Internet ❖ MS Office Automation Tools-MS-WORD ❖ MS Office Automation Tools-MS-EXCEL ❖ MS Office Automation Tools-MS-PowerPoint ❖ Common Utilities ❖ Communication using PC ❖ MS-Access + MySQL ❖ Basics of Information Security ❖ Communication Skills & Call Handling Skills ❖ Corporate culture ❖ CRM Concepts ❖ Selling skills ❖ Behavioral Skills- Time Management ❖ Behavioral Skills-Stress Management ❖ Grammar ❖ Vocabulary Development ❖ Pronunciation ❖ Reading ❖ Listening And Speaking ❖ Writing ❖ Integrated Skills ❖ Non-Verbal Communication 	10+2 or equivalent	3 months (180 hrs)
2. ITES BPO (Banking)		<ul style="list-style-type: none"> ❖ Basics of banking ❖ Basics of finance 	10+2 or equivalent	5 months (300 hrs)

Annexure-C

AGREEMENT

This agreement entered into on this _____ day of < > Two thousand and eleven between **NIELIT, CHANDIGARH CENTRE (FORMERLY DOEACC SOCIETY, CHANDIGARH CENTRE)** (a unit of NIELIT, which is an autonomous scientific society of Department of Information Technology, Ministry of Communications & Information Technology, Government of India), **SCO 114-116 SECTOR 17-B CHANDIGARH** (hereinafter referred to as **First Party** which term and expression shall mean and include its successors and assignees) represented by its Director on the **ONE PART**:

AND

The <.....Training Agency.....> (hereinafter referred to as **SECOND PARTY** which expression shall include its successors and assignees) and represented by authorized signatory Mr XXX, Head /Director on the **OTHER PART**:

WHEREAS **First Party** invited tenders for providing training for " **Training in ITES – BPO (Customer Care and Banking) to improve the employability of the rural youth belonging to Women, SC/ST & Minority Communities**" with assistance of DIT, Govt. of India and whereas the **SECOND PARTY** tendered to provide the same.

AND WHEREAS **FIRST PARTY** awarded the contract for the said training to **SECOND PARTY**.

AND WHEREAS **SECOND PARTY** has a security deposit for the due fulfillment of his obligation under this deed – Deposit amount of `XXXX/- being 5 percent of the contract (in the form of DD or Bank Guarantee No. _____ dated _____)

WHEREAS **FIRST PARTY** and **SECOND PARTY** desire to mutually associate with each other to commence the **training program in "Training in ITES – BPO (Customer Care and Banking) to improve the employability of the rural youth belonging to Women, SC/ST & Minority Communities"** through its training centers in the said states.

Now it is hereby agreed by and between the two parties hereto as follows:

1) **SCOPE:**

- a) **SECOND PARTY** will conduct **training program in "Training in ITES – BPO (Customer Care and Banking) to improve the employability of the rural youth belonging to Women, SC/ST & Minority Communities "** through its centres in Rajasthan.
- b) **Training program: "Training in ITES – BPO (Customer Care and Banking) to improve the employability of the rural youth belonging to Women, SC/ST & Minority Communities"** as per details given in the **Annexure-B**.

- c) **SECOND PARTY** through its respective district coordinators will ensure the availability of necessary infrastructure and qualified and trained faculty suitable for conducting the respective training programs at the respective training centre.
- d) The total estimated number of candidates to be trained district-wise which may vary, are as follows:-
 - i) **District 1**
 - ii) **District 2**
 - iii) **District 3**

2) **OBLIGATION OF SECOND PARTY:**

“Training in ITES – BPO (Customer Care and Banking) to improve the employability of the rural youth belonging to Women, SC/ST & Minority Communities” for the state of Rajasthan.

- i) **SECOND PARTY** proposing to conduct the training program shall furnish an undertaking that that it fulfils all the necessary requirements in terms of infrastructure, hardware, software, faculty and library if applicable, etc for conducting the training programs and shall allow the **FIRST PARTY** personnel or its representatives for inspections of the training centre if they so desire.
- ii) If the training is not carried out to the satisfaction of **FIRST PARTY**/end user and if the behavior or character or conduct of the personnel engaged by the **SECOND PARTY** are found to be unsatisfactory at any time during the period of operation of the contract, **FIRST PARTY** reserves the right to terminate the contract with one month’s notice and if the contract is so terminated the **SECOND PARTY** shall not have any claim whatsoever for compensation for the remaining period of contract. The security deposit of the **SECOND PARTY** shall be forfeited in such cases.
- iii) **SECOND PARTY** or its district offices shall monitor and coordinate the training programs conducted through its training centres and ensure that the training programs are conducted as per the syllabus maintaining the requisite quality.
- iv) The **SECOND PARTY** shall ensure that the persons employed for training possess the minimum essential qualification(s) and maintain a trainee: PC ratio of 2:1 to ensure quality of the program
- v) **SECOND PARTY**’s Training charges for the Courses including service tax and other applicable overhead charges will be <`..... > per candidate which covers cost of printed material also.
- vi) **SECOND PARTY** shall maintain a Student Registration Register, a Student Record Register and Student Attendance Register as given below
 - (1) **Student Registration Register:** Student Registration Register shall contain details like Serial No.; Student Name & Address; Student ID Number; Date of Admission; Course Name, Course Code & Duration; Batch Code, Start Date & End Date. Sex, date of birth, caste, community details.

(2) **Student Record Register:** Student Record Register shall contain details like Serial No.; Student Name; Student ID; Course Name; Period of Study; Assignment/Test paper/Model Exam Nos. & marks/Grades awarded.

(3) **Attendance Register:** with signatures of the candidates for each of the day's attendance

vii) **SECOND PARTY** shall print and distribute the necessary Course material/handouts for the program as per the NIELIT syllabus/course material.

viii) **SECOND PARTY** will ensure the quality of the training programme by implementing a Two-Tier Evaluation Scheme: (1) Continuous evaluation by means of Assignments & Class Tests and (2) Final Evaluation by means of Model Examination.

ix) Each of the training centres of the **SECOND PARTY** will register with NIELIT for conducting the training and provide facilities free of cost for the conduct of the exam for the candidates it has trained.

x) The **SECOND PARTY** shall tie-up with the local industries for providing placement assistance for the candidates.

xi) **SECOND PARTY** shall provide any other reports or information required by **FIRST PARTY** in connection with this training program.

xii) **SECOND PARTY** shall nominate a Co-ordinator for this project.

xiii) **SECOND PARTY** shall not sub-contract the whole or part of the contract or assign the contract or any part thereof to any other Second Party.

3) **OBLIGATION OF FIRST PARTY:**

i) **FIRST PARTY** shall co-ordinate with other Central Government Departments/agencies involved in the project regarding funding of the Course.

ii) **FIRST PARTY** shall coordinate the selection of the candidates based on the applications received and the candidates will be allocated to the nearest training centre of the **SECOND PARTY**.

iii) **Payment terms:** Payment shall be made on completion of the courses based on the actual number of candidates trained on receipt of attendance and syllabus covered. The payment shall be made by DD/At Par cheque (Multi city) in favour of the **SECOND PARTY** payable at their state Head Office.

1. Tenure /Renewal of the Agreement

This agreement shall come into force when duly signed by the representatives of both the parties and shall be valid for a period of **One Year** from the date of such signing. On the expiry of One year, parties hereto shall be entitled to renew by mutual consent on such terms as may be then be agreed upon. If not renewed, **SECOND PARTY** shall be entitled to stop conducting the training program for the candidates in this scheme. Before such action, both the parties shall ensure that the Courses already started are fully completed, examination conducted and certificates issued. This agreement shall not be terminated until successful completion of any pending Course.

2. Breach of Terms of this Agreement

If either party commits breach of any of the terms of this agreement, the other party may bring the fact of breach to the notice of the former and the former shall immediately take steps to rectify the breach and in case he fails to do so and the breach continues for a period of 1 Month, the aggrieved party may treat this agreement as repudiated by the other party and forthwith serve a notice of termination and the aggrieved party will have the right to claim from the other party the damages in respect of losses already sustained by him for the unexpired period of the agreement on account of such termination of the agreement. The agreement will automatically be terminated within 1 month after the receipt of such notice, subject to the liability and arbitration clause. In the event of breach of any of the terms and conditions of the agreement signed by the **SECOND PARTY**, the security deposit will also be forfeited.

In case of any such termination of this agreement, in the middle of a Course, which has already been started, both the parties should take sufficient steps so as to complete the Course, already started. Termination of the agreement should be implemented in such a way that the future of the students/trainees is not affected by the termination. In case of such termination of the agreement, both the parties shall ensure that the Courses already started are fully completed, examination conducted and certificates issued.

3. Termination of contract

The contract is liable to be terminated by either side on one month's notice. Abrupt termination or breach of the contract by the **SECOND PARTY** for reasons attributable to the **SECOND PARTY** will entail forfeiture of the Security Deposit of the **SECOND PARTY**.

If the **SECOND PARTY** (a) abandons the contract or has failed to proceed with the work or does not adhere to the committed schedules or technological requirements due to negligence or the progress on any particular item or items is slow (b) has failed to execute the work in accordance with the terms and conditions of the contract, (c) is persistently or frequently neglecting to carry out their obligation under the contract, then **FIRST PARTY** shall be competent to terminate the contract unilaterally at its discretion at any time without notice and without paying any compensation or any other amounts and to proceed with the balance of the work through any other agencies and the **SECOND PARTY** is liable to compensate **FIRST PARTY** for losses incurred by it in such cases. In such termination of the contract, the Security Deposit made by the **SECOND PARTY** shall also be forfeited

4. Jurisdiction

This Agreement shall be governed by the Laws of Indian Union in force. Both the parties here in agree that all disputes between them shall be subject to the jurisdiction of courts in <...place& State.....>

5. Arbitration or Mediation

Any dispute arising between the parties if not resolved between them shall be referred after mutual consent of both the parties to an arbitrator or mediator. The selection of the arbitrator shall be decided by the above parties mutually.

In case of termination of this agreement, in the middle of a Course, which has already been started, both the parties should take sufficient steps so as to complete the Course, already started. Termination of the agreement should be implemented in such a way that the future of the students/trainees is not affected by the termination. In case of such termination of the agreement, both the parties shall ensure that the Courses already started are fully completed, examination conducted and certificates issued.

6. Modifications

The modifications in the Agreement can be done with the mutual consent of both the parties.

- 7. The tender documents and the record of the negotiation meeting held between **FIRST PARTY** and **SECOND PARTY** also form part and parcel of this agreement.

IN WITNESS WHEREOF, the parties hereto have caused this AGREEMENT to be executed in duplicate on the day and the year first above written.

For The Second Party

For NIELIT,CHANDIGARH CENTRE

Director

Director

WITNESSED BY:

WITNESSED BY:

Annexure-D

Name Of Districts in Rajasthan state

- **Udaipur**
- **Banswara**
- **Alwar**
- **Dungapur**
- **Chittorgarh**
- **Sriganganagar**
- **Nagaur**
- **Karauli**
- **Jodhpur**