

**Tender No: NIELIT/GKP/SC-ST-M/ITES-BPO/INFRA**

**OPEN TENDER ENQUIRY**

for

**Providing Training Facilities (Infrastructure, Manpower etc.)  
in ITES BPO ( Customer Care & Banking) Area**



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**LAST DATE OF SUBMISSION: 16.01.2012**

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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, Gorakhpur 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, NIELIT, Gorakhpur Centre has also organized various free training programmes for SC/ST and Minority community under different government projects.

DOEACC has to provide the “Training in ITES-BPO (Customer Care & Banking ) Area ” in the Uttar Pradesh, Bihar & Odisha states.

The syllabus of courses is given in **Annexure -C**.

This is a tender enquiry inviting quotes from eligible organizations/firms, based in India to submit their proposals to provide “Training Facilities (Infrastructure , Manpower etc.) in ITES-BPO (Customer Care & Banking) Area” for the rural youth belonging to SC/ST and Minority Candidates in Sultanpur, Hardoi, Bijnor districts in U. P. , Paschim Champaran, Samastipur & Aurangabad districts in Bihar and Gajapati, Sundargarh & Baleshwar districts in Odisha.

This tender enquiry includes the objectives of NIELIT, Gorakhpur 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.	Open Advertisement & website display.	25/12/2011
2.	Last date for submission of quotation.	16/01/2012
3.	Tender Evaluation & Meeting of the Committee.	19/01/2012
4.	Finalization of agency.	24/01/2012

## 3. Objectives of “Training in ITES-BPO (Customer Care & Banking) Area”

The Objectives of this training are:

- To conduct free training programme of for SC/ST and Minority community as per syllabus of ITES-BPO
- To meet the need of acute trained manpower shortage in the field of ITES-BPO 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 SC/ST and Minority community youth.

#### 4. Tender Enquiry Focus

This tender enquiry is intended for selecting companies/agencies interested in providing Training Facilities (Infrastructure, Manpower etc.) in ITES-BPO (Customer Care & Banking) Area.

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

#### 5. Terms and Conditions:

**I. The selected Training Institute** (hereinafter referred as **Participating Institute**) shall conduct Training Programs in ITES-BPO (Customer Care & Banking) Area specially for SC/ST and Minority candidates under exclusive supervision of **NIELIT, Gorakhpur Centre**.

**II. Participating Institute** will provide infrastructure facilities and manpower for training of candidates at one or more locations from the following list:

State	Districts	Courses	Students in each course
Uttar Pradesh	Sultanpur	ITES- BPO (Customer Care)	100
		ITES- BPO (Banking)	50
	Hardoi	ITES- BPO (Customer Care)	100
		ITES- BPO (Banking)	50
	Bijnor	ITES- BPO (Customer Care)	100
		ITES- BPO (Banking)	50
Bihar	Paschim Champaran	ITES- BPO (Customer Care)	100
		ITES- BPO (Banking)	50
	Samastipur	ITES- BPO (Customer Care)	100

		ITES- BPO (Banking)	50
	Aurangabad	ITES- BPO (Customer Care)	100
		ITES- BPO (Banking)	50
Odisha	Gajapati	ITES- BPO (Customer Care)	100
		ITES- BPO (Banking)	50
	Sundargarh	ITES- BPO (Customer Care)	100
		ITES- BPO (Banking)	50
	Baleshwar	ITES- BPO (Customer Care)	100
		ITES- BPO (Banking)	50
			1350

- 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, Gorakhpur 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 duplication). This information will be passed to NIELIT, Gorakhpur 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, Gorakhpur 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, Gorakhpur 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, Gorakhpur Centre may appoint observers or send its own staff during examination to the centre for surprise check.
- XIII.** **NIELIT, Gorakhpur Centre** shall award certificates to all candidates successfully completing the course.
- XIV. Responsibilities:**
- a. Responsibilities of NIELIT, Gorakhpur Centre:**
- i. Overall coordination for implementation of the project
  - ii. Regular Monitoring and support to **Participating Institute** for smooth conduct of training.
  - iii. Shall select the list of candidates to be trained from the applicants as per the guidelines of Department of IT.
  - iv. Shall provide the required syllabus, course/training materials etc.
  - v. Shall organize evaluation of trainees and issue certificates to the successful candidates.
- b. Responsibilities of Participating Institute**
- i. Shall provide space for training facility.
  - ii. Shall provide computer lab facility to accommodate at least 11 Nos. of PC's.
  - iii. Shall provide classroom to accommodate at least 20 Trainees with required infrastructure
  - iv. 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.
  - v. Shall also provide required space for office room, Faculty room/ Library etc for use of faculty members and Trainees.
  - vi. Supporting Staff, Sweeper/ Cleaners/ peons and Local Management services shall be provided.
  - vii. Standby power arrangement shall be provided.
- XV.** An Agreement will be signed with selected Agency for providing Training Facilities (Infrastructure, Manpower etc.) in ITES-BPO (Customer Care & Banking) Area. Terms

of the Agreement will be as per details given in this tender document. However NIELIT, Gorakhpur Centre may alter/modify the terms and conditions as per requirement of successful & timely completion of work.

**XVI.** The Director, NIELIT, Gorakhpur 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 IT skill 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:**

- I. 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.
- II. 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 & Annexure-B. The bidder should seal the bids in envelop duly super scribed and sealed. Envelop should also be duly super scribed: **“Quotation against Limited Tender no. NIELIT/GKP/SC-ST-M/ITES-BPO/INFRA for providing Training Facilities (Infrastructure, Manpower etc.) in ITES-BPO (Customer Care & Banking) Area”**.
- 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 responsible for any postal delays.
- vi. Bids complete in all respects, should be submitted at following address before last date & time: THE DIRECTOR, NIELIT, Gorakhpur Centre, M.M.M. Engineering College Campus Deoria Road, Gorakhpur 273010 .

## **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 favor of “The Director, DOEACC Society, Gorakhpur Centre” payable at Gorakhpur.**

### **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, Gorakhpur Centre.
- d) If the Bidder refuses to take up the job within the time stipulated by the NIELIT, Gorakhpur 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 Facilities (Infrastructure, Manpower etc.) in ITES-BPO (Customer Care & Banking) Area “

Name of the firm: \_\_\_\_\_

Address: \_\_\_\_\_ PinCode \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Total Course Duration is ..... Please give the rate per candidate:

<b>Work/ Description</b>	<b>Rate Per Candidate for each Location (specify the location)*</b>
<b>Charges Per Candidate for Providing following:</b> <ul style="list-style-type: none"><li>• Manpower for taking classes with demonstration. (duration as per syllabus),</li><li>• Class Room</li><li>• Manpower &amp; other practical work (duration as per syllabus)</li><li>• Contingencies, Postal Charges, Projector, utilities, consumables etc.</li></ul>	
<b>No. of Candidates participating Institutes willing to train</b>	

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 - TECHNICAL BID**

**PART A: ORGANIZATION PROFILE**

**(1) Short notes/tables on:**

- (i) About organization
- (ii) Its Set-up
- (iii) When it was established (With Proof)
- (iv) Year of Experience

**(2) List of offices/Centres etc as per below given format:**

S. No.	Name of City/ State	Name of contact person, Address, Telephone, Fax, Email Address	No. of staff available/deputed including field staff	Infrastructural facilities available ( in brief)
1				
2				
3				
4				

**(3) Any other details (if desired to be submitted by organization)**

**PART B: Financial Strength & Turnover for the previous three years:**

S. No.	Financial Year	Total Income/Turnover (Rs.)
1	2008- 2009	
2	2009- 2010	
3	2010- 2011	

**PART C: Details of Available Trainer/ Instructor**

S. No.	Name of the Trainer/ Instruction	Educational Qualification	Brief Experience

Place:

Signature of Authorized Signatory with Seal

Date:

(Name and Designation)

**ANNEXURE- C**

**“Training in ITES-BPO (Customer Care & Banking) to improve the employability of the rural youth belonging to SC/ST & Minority Communities”**

**Syllabus:**

<b>Name of The Course</b>	<b>Syllabus</b>	<b>Eligibility</b>
ITES BPO ( Customer Care) Duration: 3 months	<ul style="list-style-type: none"><li>• IT Skills</li><li>• Soft Skills</li><li>• English Skills</li><li>• Banking</li><li>• Finance</li></ul>	10+2
ITES BPO (Banking) Duration: 5 months	<ol style="list-style-type: none"><li>1. COMPUTING SKILLS(IT Skills):<ul style="list-style-type: none"><li>• Introduction to ITES/ Call Centre</li><li>• Introduction to Computer Fundamentals</li><li>• Internet</li><li>• Office Automation Tools: MS Office + OpenOffice</li><li>• Common Utilities</li><li>• Communication using PC</li><li>• MS-Access + MySQL</li><li>• Basics of Information Security</li></ul></li><li>2. Soft Skills<ul style="list-style-type: none"><li>• Communication Skills &amp; Call Handling Skills</li><li>• Corporate culture</li><li>• CRM Concepts</li><li>• Selling skills</li><li>• Behavioral Skills</li></ul></li><li>3.English Skills<ul style="list-style-type: none"><li>• Vocabulary Development</li><li>• Pronunciation</li><li>• Reading</li><li>• Listening And Speaking</li><li>• Writing</li><li>• Integrated Skills</li><li>• Non-Verbal Communication</li></ul></li></ol>	10+2