

No. 10(09)/2023-NICSI
NATIONAL INFORMATICS CENTRE SERVICES INC.
(A Government of India Enterprise under NIC)
Ministry of Electronics & Information Technology
Hall No. – 2 & 3, 6th Floor, NBCC Tower
15, Bhikaiji Cama Place, New Delhi: - 110 066
Phone: 91-11-26105054 Fax: 91-11-26105212
Email: tender-nicsi@nic.in

Date: - 28.02.2024

Corrigendum-I (Extension Of Dates, Modification of Clauses and Reply of Queries)

Tender No: NICSI/ Training Services/2023/09

Refer NICSI's open tender no. NICSI/ Training Services/2023/09 for Request for proposal for Empanelment of Agencies to provide Training Services.

1. Bid Submission will start from 14:30 Hours on 06.03.2024 and the last date for Bid Submission of tender has been extended to 14.03.2024 till 15:00 Hours. The same will be opened on 15.03.2024 at 15:30 Hours.
2. The modification in respective sections of the RFP through this corrigendum is enclosed herewith and this corrigendum shall be read along with the published tender document (Annexure-A).
3. Reply of Queries attached herewith (Annexure-B).

न. 10(09)/2023-NICSI

नेशनल इन्फार्मेटिक्स सेंटर सर्विसेज इंक.

(गवर्नमेंट ऑफ इंडिया एंटरप्राइज अंडर एनआईसी)

इलेक्ट्रॉनिक्स और सूचना प्रौद्योगिकी मंत्रालय

हॉल नंबर - 2 और 3, छठी मंजिल, एनबीसीसी टॉवर

15, भीकईजी कामा प्लेस, नई दिल्ली:-110066

दूरभाष: 91-11-26105054 फैक्स: 91-11-26105212

ईमेल : tender-nicsi@nic.in

दिनांक: - 28.02.2024

शुद्धिपत्र-I (तिथियों का विस्तार, खंडों में संशोधन और प्रश्नों का उत्तर)

निविदा संख्या: निक्सी/ ट्रेनिंग सर्विसेज /2023/09

एनआईसीएसआई ने खुली निविदा सं. निक्सी/ ट्रेनिंग सर्विसेज/2023/09 प्रशिक्षण सेवाएँ प्रदान करने के लिए एजेंसियों को सूचीबद्ध करने हेतु प्रस्ताव हेतु अनुरोध हेतु।

1. बोली जमा करने की प्रक्रिया 06.03.2024 को 14:30 से शुरू होगी और निविदा जमा करने की अंतिम तिथि 14.03.2024 को 15:00 बजे तक बढ़ा दी गई है। इसे 15.03.2024 को 15:30 बजे खोला जाएगा।
2. इस शुद्धिपत्र के माध्यम से आरएफपी के संबंधित अनुभागों में संशोधन इसके साथ संलग्न है और इस शुद्धिपत्र को प्रकाशित निविदा दस्तावेज़ के साथ पढ़ा जाएगा (अनुबंध - ए)।
3. प्रश्नों का उत्तर इसके साथ संलग्न है (अनुबंध - बी)।

Annexure-A (Corrigendum)

TENDER NO. NICSI/Training Services/2023/09

Request for proposal for Empanelment of Agencies to provide Training Services

The modification in respective sections of the RFP vide TENDER NO. NICSI/ NICSI/Training Services/2023/09 through this corrigendum is as below and this corrigendum shall be read along with the published tender document:

S. No.	Section	Clause	Reference Page No.	Existing Clause/Section	Modified Clause/Section
	10. EMPANELMENT	28	10.2. Security Deposit for Empanelment	b. The Security Deposit amount for the empanelment is 30 Lakhs.	b. The Security Deposit amount for the empanelment is 20 Lakhs.
	Annexure-4	ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET	45	Annexure-4/ Point No.: 8	Please refer revised Annexure - 4 in this Corrigendum
2	Annexure-4	Annexure 4: Eligibility compliance sheet; Sl.no.4	44	Annexure-4/ Point No.: 4	Please refer revised Annexure - 4 in this Corrigendum
3					
4	Annexure-4	ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET	45	Annexure-4/ Point No.: 9	Please refer revised Annexure - 4 in this Corrigendum

ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET

S. No.	Eligibility Requirements	Documents Required	Bidder Compliance (Y/N)	List of Documents/ Proofs with Page No.
1	The bidder should be a company registered in India under the relevant act such as Companies Act 1956/2013, OR a partnership registered under the India Partnership Act 1932 OR Partnership firm registered under Limited Liability Partnership Act 2008	<ul style="list-style-type: none"> • Certificate of Registration attested by Signing Authority/Certificate of Incorporation • Partnership deed (in case of partnership firm)/summary for partnership should be submitted. 		
2	Power of Attorney in the name of authorized signatory authorizing him for signing the bid documents	Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or Board Resolution in Letter Head in original in case of Registered Limited Companies Or Original Authorization in Letter Head in case of Partnership Firm		
3	The bidder should have positive net worth in any three out of past five Financial Years i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 Net-Worth of any parent, subsidiary, associated or other related entity shall not be considered.	Copy of the certificate from CA with registration number and seal		
4	The bidder should have an average turnover of minimum 03 Crores from IT training services in any of the 3 out of last 6 Financial years i.e., 2018-19, 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 Note: i) Provisional certificate of FY 23-24 will be considered ii) Turnover of any parent, subsidiary, associated or other related entity shall not be considered	Copy of the certificate from CA with registration number and seal clearly mentioning turnover from required services		
5	The bidder must have filed its Income Tax Returns for the 3 financial years i.e., 2020-21, 2021-22, 2022-23	Duly signed and stamped copies of Income Tax Returns Digitally signed ITR may be provided		
6	The bidder must have: <ul style="list-style-type: none"> i. Valid PAN ii. Valid GST registration number 	Duly signed & stamped copy of: <ul style="list-style-type: none"> i. PAN (card / certificate) ii. GST Registration certificate 		
7	The bidder must have successfully executed at least 3 training assignments worth at least 10 Lakhs rupees each, for Central Government/ State Government/PSU organisation during last 5 years (1 st Jan 2019 onwards)	Duly signed & stamped copy of: <ul style="list-style-type: none"> i. Work order ii. Completion certificates from the client. OR <ul style="list-style-type: none"> i. Work order ii. Self-certificate of completed/ phase completion/ Ongoing project (Certified by the statutory auditor) <p style="margin-left: 20px;">AND</p>		

		Assignment details as per Annexure 6 to be provided for each project.		
8	<p>The bidder should have their own Training Centre, with minimum 15 computer systems having internet access, or direct franchisee/Partner Facility in at least 5 States/UTs. These centres/facilities should be preferably in following cities (Delhi, Bangalore, Mumbai, Kolkata, Chennai)</p> <p>Or</p> <p>Bidder should have experience of arranging training logistics/ infrastructure for conducting capacity building trainings to Government departments. (at least 20 different cities)</p> <p>Note: Bidder to provide undertaking citing previous experience, availability of training infrastructure (Computer, projectors, etc.) along with Work Orders.</p>	<p>i) Attach state wise list of Training centers with address in alphabetical order of state.</p> <p>ii) Also attach proof of one training conducted in each of the above 5 states/UTs. OR Self-declaration confirming that courses are conducted at the mentioned centers is acceptable.</p> <p>Annexure 7</p> <p>For "<i>Bidder should have experience of arranging training logistics/ infrastructure for conducting capacity building trainings to Government departments.</i>" Provide undertaking citing previous experience, availability of training infrastructure (Computer, projectors, etc.) along with Work Order/competition certificate supporting the same.</p>		
9	The bidders should have at least 25 employees on their payroll for the last 1 year.	Undertaking on Company's letterhead by HR head, counter-signed by authorized signatory as per Annexure-10		
10	Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting as per Annexure-9	Copy of self- Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting is to be submitted as per format provided as per Annexure-9.		
11	Certificate by authorized signatory confirming acceptance of all tender terms and conditions.	Copy of the certificate signed by the authorized signatory		

Annexure-B

Reply of Queries

TENDER NO. NICSI/Training Services/2023/09

S. No.	Relevant Section / Annexure of RFP	RFP Page No.	Relevant Content from RFP	Vendor's Query / Comment	Response
1	ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET, S. No.:7	45	The bidder must have successfully executed at least 3 training assignments worth at least 10 Lakhs rupees each, for Central Government/ State Government/PSU organisation during last 5 years (1st Jan 2019 onwards)	The bidder must have successfully executed at least 3 training assignments worth at least 10 Lakhs rupees each, for Central Government/ State Government/PSU organisation during last 7 years (1st Jan 2017 onwards)	No Change
2	8.1 Online bid submission	19	Scanned copy of Original Power of Attorney	In case of authorisation letter or self certificate, is it required to be submitted phycally ?	No need to submit physically.
3	Annexure-4	44	Power of Attorney	Any physical submission required or not	All documents to be submitted online.
4	ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET/ Point No.:7	45	The bidder must have successfully executed at least 3 training assignments worth at least 10 Lakhs rupees each, for Central Government/ State Government/PSU organisation during last 5 years (1st Jan 2019 onwards)	Kindly allow bidders to submit a self declaration on letterhead along with Invoice Receiving document affirming the completion of the work order/training.	No Change
5	ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET/ Point No.:8	45	The bidder should have their own Training Centre, with minimum 15 computer systems having internet access, or direct franchisee in at least 5 States/UTs. These centres should be preferably in following cities(Delhi, Bangalore, Mumbai, Kolkata, Chennai)	We have franchise centers located across Pan India, which we utilize for delivering Retail Training. However, the work orders/testimonials provided by the client do not include the center names. We are seeking suggestions on how to submit proof of training conducted in these centers. One option is to provide a self declaration stating that courses are being conducted at our centers. This declaration can serve as evidence of the training conducted.	Kindly refer Corrigendum.

S. No.	Relevant Section/ Annexure of RFP	RFP Page No.	Relevant Content from RFP	Vendor's Query/ Comment	Response
			Attach state wise list of Training centers with address in alphabetical order of state. Also attach proof of one training conducted in each of the above 5 states/UTs. Annexure 7		
6	Annexure 4: Eligibility compliance sheet; Sl.no.4	44	The bidder should have an average turnover of minimum 03 Crores from IT training services in any of the 3 out of last 5 Financial years i.e., 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 Note: i) Turnover of any parent, subsidiary, associated or other related entity shall not be considered	Taking into account the diverse training needs across various subjects within the Government department, it is requested to rephrase the clause. Also, current Financial year may be considered The bidder should have an average turnover of minimum 15 Crores from any training services including IT services in any of the 3 out of last 5 Financial years i.e., 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 Note: i) Turnover of any parent, subsidiary, associated or other related entity shall not be considered Provisional certificate of FY 23-24 may be considered	Kindly refer Corrigendum.
7	Annexure 4: Eligibility compliance sheet; Sl.no.8	45	The bidder should have their own Training Centre, with minimum 15 computer systems having internet access, or direct franchisee in at least 5 States/UTs. These centres should be preferably in following cities (Delhi, Bangalore, Mumbai, Kolkata, Chennai)	It is requested the clause may be rephrased as per detail below: The bidder should have their own Training Centre, with minimum 15 computer systems having internet access, or direct franchisee in at least 5 States/UTs. These centres should be preferably in following cities (Delhi, Bangalore, Mumbai, Kolkata, Chennai) Or Bidder should have experience of arranging training logistics/ infrastructure for conducting capacity building trainings to Government departments. Note: Bidder to provide undertaking citing previous experience, availability of training infrastructure (Computer, projectors, etc.)	Kindly refer Corrigendum.
8	10. EMPANELMENT	28	10.2. Security Deposit for Empanelment	Security deposit/ Bank Guarantee or e-Bank Guarantee with amount 30 Lakhs: Is this upfront submission - Or, once the Tender has been awarded then only the winning Party/	Kindly refer Corrigendum.

S. No.	Relevant Section / Annexure of RFP	RFP Page No.	Relevant Content from RFP	Vendor's Query / Comment	Response
				Supplier has to submit this? (i.e. post Empanelment?)	
9	ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET	45	Point 8. The bidder should have their own Training Centre, with minimum 15 computer systems having internet access, or direct franchisee in at least 5 States/UTs. These centres should be preferably in following cities(Delhi, Bangalore, Mumbai, Kolkata, Chennai)	We have been conducting sessions/ classes in many cities and states- we do have signed MoU engagements with many Institutes- to use their Infrastructure - in such cases where a basic Lab facility is available that can be use in mentioned requirements. So- instead of using 'direct franchies' can you please use ' Partner facility'?	Kindly refer Corrigendum.
10	ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET	45	Point 09 : The bidder should have minimum faculty strength of 25 professionals on their payroll for the last 1 year.	as explained- these courses and curriculum are best delivered by Industry Practitioners- rather than by a Subject Teacher- as Industry Practitioners carry a vast experience from the real time scenarios and as most of them are already on payrolls of an Enterprise and conducts sessions as 'off role' employees : Instead of using 25 Professionals on payroll- you may look in to mentioning their experience- such as 10+ years experience in the same field	Kindly refer Corrigendum.

For any information, other modifications and/or corrigendum may kindly visit <https://etenders.gov.in/eprocure/app>.

Sd/-
(Authorised Signatory)

File No. No. 10(09)/2023-NICSI

**National Informatics Centre Services Incorporated
(A Government of India Enterprise under NIC)
Ministry of Electronics & Information Technology (MeitY)
Government of India**

**Request for proposal
for
Empanelment of Agencies to provide
Training Services**



TENDER NO. NICSI/Training Services/2023/09

**1st FLOOR, NBCC TOWER,
15 BHIKAJI CAMA PLACE,
NEW DELHI - 110066.
TEL - 22900525,534,535 FAX - 26105212**

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DISCLAIMER

The sole objective of this document (the Request for Proposal or the RFP) is to solicit Techno commercial offers from interested parties for taking part in the empanelment process leading to empanelment of vendor(s) for the scope of work as mentioned in this document. While this document has been prepared in good faith, no representation or warranty, express or implied, is or will be made, and no responsibility or liability will be accepted by NICS I or any of their employees, advisors, or agents as to or in relation to the accuracy or completeness of this document and any liability thereof is hereby expressly disclaimed. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFP Document and wherever necessary, obtain independent advice from appropriate sources.

Interested Parties may carry out their own study/analysis/ investigation as required before submitting their Techno commercial proposals.

This document does not constitute an offer or invitation, or solicitation of an offer, nor does this document or anything contained herein, shall form a basis of any agreement or commitment whatsoever.

NICS I Representatives, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP Document.

Some of the activities listed to be carried out by NICS I subsequent to the receipt of the responses are indicative only. NICS I has the right to continue with these activities, modify the sequence of activities, add new activities or remove some of the activities, as dictated by the best interests of NICS I.

It is advised through this tender that materialistic misrepresentation of facts shall be dealt with seriously and may lead to barring of the bidder from all NICS I tender for a period of 2 (two) years. Bidders are requested to share information which is true and based on some tangible proofs.

1. FACTSHEET

Particulars	Details
Tender No.	NICSI/Training Services/2023/09
Name of Organization	National Informatics Centre Services Inc. (NICSI)
Tender Type	Open Tender
Tender Category	Services
Type of Contract	Empanelment
Service Category	To Provide training services
Contract (Empanelment) Period	Two (2) years from the date of contract awarded and an additional One (1) year extension upon mutual consent.
Vendor Panel Size	Up to six (06) vendors for basic level, three (03) for Intermediate level, three (03) for Advance level & three (03) for Application specific training
Bid Security Deposit/ Earnest Money Deposit (EMD)	Bid Securing Declaration Form
Bid Validity	180 days from the date of bid Opening
Date of Publication	09.02.2024 at e-procurement portal site https://etenders.gov.in
Pre-Bid queries submission last date:	19.02.2024 till 11:00 Hours Note: Bidder who had sent their queries through e-mail(tender-nicsi@nic.in) will only be allowed to attend the pre-bid meeting.
Pre-bid Meeting Date & Venue:	20.02.2024 at 11:30 Hrs. at NICSI
Last date and time for Bid submission	07.03.2024 at 15:00 Hrs. Proposals that are received late WILL NOT be considered in this procurement process
Opening of Bids	08.03.2024 at 15:30 Hrs.
Opening of Financial Bids	Will be Informed Later after Technical Evaluation
Issuance of Letter of Empanelment (LOE)	Will be Informed Later
Re-Bid Submission allowed?	Yes (Before last date of bid submission)
Bid Withdrawal allowed?	Yes (Before last date of bid submission)
Address for Communication	Tender Division NICSI National Informatics Centre Services Inc. 1stFloor, 15 NBCC Tower, Bhikaji Cama Place, New Delhi-110066 Email: tender-nicsi@nic.in , Phone: 011-22900534/35

2. INTRODUCTION

In a landscape characterized by rapid technological evolution and dynamic workforce requirements, the importance of robust training programs cannot be overstated. NICSI recognizes the pivotal role that proficient training agencies play in shaping skilled individuals and empowered organizations. As a key player in advancing technology and skill development, NICSI is excited to announce the commencement of a Request for Proposal (RFP) seeking the empanelment of agencies to provide comprehensive "Training Services." The purpose is to empanel reputed firms having relevant experience to deliver as per the requirement of NICSI/NIC and/or its client.

NICSI seek agencies capable of offering "Course Designing & Training/Lecture Services for University/College Students as Course Work Classroom." The goal is to engage partners who can create and deliver courses seamlessly integrated with academic curricula, providing students with a holistic and enriching learning experience.

Secondly, we are interested in collaborating with agencies specializing in "Participation/Certification Based Training Services for Govt. Employees." This category focuses on enhancing the skills and competencies of our public service workforce, ensuring they are well-equipped to meet the challenges of governance effectively.

Lastly, we invite agencies adept at providing both "Conducting General & Application-Based Specific Training." In a world characterized by constant change, this category is designed to cater to the diverse needs of individuals and organizations, empowering them with the latest knowledge and skills relevant to their respective domains.

The empanelled bidders will provide training/consultancy services anywhere in India. Interested parties may view and download the tender document containing the detailed terms & conditions, free of cost from the NICSI's e-procurement site <http://etenders.gov.in>

Bidder should be an individual organization i.e., a single bidding entity. Consortiums/Joint Venture/ subsidiaries are not allowed. The credentials of subsidiaries or affiliated companies will not be considered for the evaluation.

This empanelment presents an exciting opportunity for training agencies to partner with NICSI in shaping the future of education and professional development. Your participation is not just a response to an RFP; it is an invitation to be a catalyst for positive change, playing a vital role in the development and enhancement of skills across various sectors. We look forward to your enthusiastic participation and the prospect of jointly impacting the educational and professional landscape.

3. ABOUT NICSI

The National Informatics Centre Services Inc. (NICSI) was set up in 1995 as a section 25 Company (now Section 8 Company) under National Informatics Centre, Ministry of Electronics & Information Technology, Government of India to provide total IT solutions to the Government organizations. NICSI provides services for several e-Governance projects undertaken by NIC and MeitY.

Main Objectives:

- To provide economic, scientific, technological, social and cultural development of India by promoting the utilization of Information Technology. Computer-Communication Networks, Informatics etc. by a spin-off of the services, technologies, infrastructure and expertise developed by the NIC of the Government of India including its Computer-Communication Network, NICNET and associated infrastructure and services.
- To promote further development of services, technologies, infrastructure and expertise supplementing that developed by NIC in directions which will increase the revenue earning capacity of NIC.
- To develop and promote value added computer and computer-communications services over the basic infrastructure and services developed by NIC including NICNET.

In furtherance of these objectives, NICSI has been providing various products & services to organizations in the Central Government, State Governments and PSUs etc. Products and Services include Hardware, Systems Software, Application Software, Software Development, Intra-Networking, Wide Area Networking, Video Conferencing, IT Consultancy, IT Implementation Support among others.

One of the activities pursued by NICSI is to provide appropriate computer training at various levels in the Government. This tender is to seek industry support for its training activities throughout the nation. Agencies with proven competence in the field of computer training and has presence Nationwide, will be empanelled for a period of two years in the first instance. The empanelment can be extended for a further period of one year through mutual consent. The rates finalized through this tender will remain unchanged throughout the period of empanelment/extended empanelment.

4. DEFINITIONS

In this document, the following terms shall have respective meanings as indicated:

- **"NICS I"** shall mean National Informatics Centre Services Incorporated, New Delhi. The term NICS I includes successors and assigns of NICS I.
- **"NIC"** shall mean National Informatics Centre, New Delhi.
- **"Client"** shall mean the department/organisation for which the order is being placed.
- **"e-Governance"** ICT (Information and Communication Technology) based projects in government sector.
- **"Consulting Service"** means any subject matter of procurement (which as distinguished from 'Non Consultancy Services' involves primarily non-physical project-specific, intellectual and procedural processes where outcomes/ deliverables would vary from one consultant to another), other than goods or works, except those incidental or consequential to the service, and includes professional, intellectual, training and advisory services or any other service classified or declared as such by a procuring entity.
- **"RFP"** shall mean Request for Proposal, Tender Document or Bidding Document including the written clarifications issued by NICS I in respect of the RFP.
- **"Authorized Representative/Agency"** shall mean any person/agency authorized.
- **"Contract"** shall mean the Work Order placed by NICS I on successful Bidder and all attached exhibits and documents referred to therein and all terms and conditions thereof together with any subsequent modifications thereto.
- **"Financial Year"** (FY) period from 1st of April till 31st of March of subsequent year.
- **"Site"** shall mean the location(s) for which the work has been allotted and where the services are to be delivered.
- **"Specifications"** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Bidding Documents.
- **"Bidder"** means the firm/consortium offering the solution(s), services and/or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after intimation of Successful Bidder shall mean the Successful Bidder, also called "Agency", on whom NICS I places Work Order for Delivery of services.
- **"Party"** shall mean NICS I or Bidder individually and "Parties" shall mean NICS I and Bidder collectively.
- **"Services"** means requirements defined in this document including all additional services associated thereto to be delivered by the Bidder.
- **"SME"** means subject matter expert is an individual with a deep understanding of a particular job, process, department, function, technology, machine, material or type of equipment.
- **"Offices"** means any establishment described as a Registered Office, Corporate Office or Branch offices by the company(bidder).

5. BACKGROUND AND OBJECTIVE

In the dynamic landscape of education and professional development, the need for high-quality training services has become increasingly crucial. Recognizing this imperative, NICS I is undertaking the empanelment of agencies specializing in three key categories:

1. Participation/Certification Based Training Services for Govt. Employees:

For the efficient functioning of any government, a skilled and well-trained workforce is indispensable. NICS I seeks agencies proficient in providing training services tailored for government employees. The objective is to enhance their competencies, ensuring a workforce that is well-equipped to meet the demands of public service.

2. Conducting General & Application-Based Specific Training:

In an ever-evolving professional landscape, continuous learning is paramount. NICS I is looking to collaborate with agencies capable of offering general and application-based specific training. The objective is to cater to the diverse needs of individuals and organizations, empowering them with the latest knowledge and skills relevant to their domains.

3. Course Designing & Training/Lecture Services for University/College Students as Course Work Classroom:

This category aims to engage agencies with expertise in developing and delivering impactful courses for university and college students. The objective is to create a collaborative learning environment that aligns with academic curricula, fostering intellectual growth and practical skills acquisition.

The overarching objective of this empanelment is to create a roster of qualified and experienced training agencies that can be engaged by NICS I and other government entities to deliver impactful, industry-relevant, and outcome-driven training programs. We invite interested agencies to participate in this exciting opportunity to contribute to the development and enhancement of skills across various sectors. Your partnership with NICS I will play a pivotal role in shaping the future workforce and contributing to the overall growth and development of our nation.

6. SCOPE OF WORK

1. The agencies who have vast experience in the field of computer training will be considered for empanelment for imparting “General and Application Specific Computer Training” in the Government Sector at all-India level.
2. As part of training activity, the empanelled agencies will provide competent faculty, infrastructure, course-ware both agency developed and subject certified literature by original software developers. Also appropriate refreshment & lunch arrangements will be made by them. The agencies will impart such training at any place in India either at their own premises or at the user’s premises. However, it may be noted that Application Specific Training would be conducted only at user’s premises and not at agency premise.
3. In places where neither the empanelled agencies nor the user have their own infrastructure for conducting the training, the empanelled agency will organize adequate infrastructure for the training at mutually agreed site.
4. Four levels of training have been identified, and are as follows:
 - i. Basic Level - for the beginners
 - ii. Intermediate Level - for officials with basic IT knowledge
 - iii. Advanced Level - for IT professionals
 - iv. Application Specific Training - for officials with basic IT Knowledge

For certain training programmes, the vendor may be required to prepare / arrange preparation of CBT CD customized to training requirements at an additional cost. This capability of the vendor will not be part of eligibility criteria, but added technical information about the vendor. As and when CBT CDs required to be prepared for certain training programme, specifications will be finalized by NICS I and quotations will be asked from the empanelled agencies. The job will be executed at L1 by all the empanelled agencies. Adequate time will be provided for CBT CD preparation.

The training module should be designed with flexibility, incorporating various instructional methods such as interactive lectures, online sessions, audiovisual games, on-the-job training, case studies, pre-post assessments, brainstorming sessions, concept checks, role plays, and PowerPoint presentations, as deemed necessary based on the specific requirements of the training sessions.

The training module, which may include the aforementioned instructional methods as needed, will be structured with **three distinct levels – basic, intermediate, and advanced**. Participants will have the flexibility to select the training level that aligns with their specific requirements and proficiency, ensuring a tailored learning experience.

The scope of work for this Request for Proposal (RFP) is detailed below:

1. Participation/Certification Based Training Services for Govt. Employees:

a. Customized Training Programs:

- Tailor training programs to meet the specific needs of government employees.
- Address key competencies and skills required for effective public service.

b. Certification Process:

- Design a certification framework for successful completion of training.
- Ensure certifications are recognized and valued within government entities.
- As per user requirements, OEM certificates to be made accessible at a discounted rate for participants who successfully complete the training.

c. Monitoring and Evaluation:

- Implement mechanisms for ongoing monitoring and evaluation of the training's effectiveness.
- Gather feedback from participants and government stakeholders for continuous improvement.

2. Conducting General & Application-based Specific Training:

a. Diverse Training Modules:

- Develop a catalogue of training modules covering general and application-based specific topics.
- Offer flexibility in training delivery methods, including workshops, seminars, and online modules.

b. Industry Relevance:

- Ensure that training content is up-to-date and aligned with industry trends.
- Provide practical, hands-on exercises to reinforce theoretical concepts.

c. Certification Process:

- Ensure certifications are recognized and valued within government entities/industries.
- As per user requirements, OEM certificates to be made accessible at a discounted rate for participants who successfully complete the training.

d. Feedback and Improvement:

- Establish a feedback mechanism to continuously enhance training content.
- Adapt training programs based on emerging trends and participant feedback.

3. Course Designing & Training/Lecture Services for University/College Students as Course Work Classroom:

a. Curriculum Development:

- Develop and design courses aligned with academic curricula for university/college students.

- Ensure the integration of practical, industry-relevant content into the coursework.

b. Lecture Delivery:

- Conduct engaging lectures that complement the course material.
- Foster an interactive and collaborative learning environment.

c. Assessment and Feedback:

- Develop assessment tools to measure student understanding.
- Provide timely and constructive feedback to enhance learning outcomes.

d. Certification Process:

- Ensure certifications are recognized and valued.
- As per user requirements, OEM certificates to be made accessible at a discounted rate for participants who successfully complete the training.

General Requirements:

a. Documentation and Reporting:

- Submit detailed course outlines, materials, and schedules in advance.
- Provide regular progress reports, including attendance, participant feedback, and any adjustments made during the training period.

b. Quality Assurance:

- Implement quality assurance measures to uphold the standard of training delivery.
- Ensure compliance with NICSI guidelines and industry best practices.

c. Collaboration and Flexibility:

- Collaborate with NICSI for the customization of training programs as per specific needs.
- Demonstrate flexibility to accommodate changes in the training schedule or content.

For Basic, Intermediate and Advanced levels of trainings, an indicative list of courses for which trainings may be required is listed as below:

- Programming Languages, Frameworks, Platforms
- Full Stack, Backend, Frontend Development, MVC
- Cyber Security, Cybersecurity for AI, Cryptography
- Networking
- Operating Systems
- Software Engineering and Programming Tools
- Database Concept & Design, Database Administration
- Enterprise Architecture
- Computer Aided Embroidery & Designing
- MATLAB, Auto CAD
- Visual Studio, Android Studio, Xamarin, Netbeans, AWS Cloud9, firebase, React, Arduino, IntelliJ, 3D Studio MAX
- Photoshop, CorelDRAW, PageMaker
- Multimedia, Animation & Special Effect, Flash, 2D Animation, 3D Studio MAX,

- Image processing
- Digital Marketing
- Web Designing, UI/UX Design
- CMMI/ISO Standards
- DevOps
- Quality Assurance (QA)
- Data Centre and Cloud Technologies
- Data Analytics, Integration, Visualization and Business Intelligence & Tools
- Datafication, Data Science, Data Warehousing, Data Mining, Accelerated Data Processing etc., Big Data
- Mobile Application Development Frameworks
- Internet of Things, Smart(er) Devices, Industrial IOT
- Augmented Reality & Virtual Reality, Extended Reality, Metaverse, Digital Twins
- Low & NO code Applications
- Neural Networks, Artificial Intelligence, Machine Learning, Deep Learning, Generative-AI, Natural Language Processing, Industrial AI systems
- Drones and Unmanned Aerial Vehicles (UAVs)
- Robotics, Robotic Process Automation
- 3D Printing
- Digital Signature, eSign
- Blockchain, Digital Trust, Ethical Hacking
- Cloud Computing, Edge Computing, Quantum Computing
- Remote Sensing and GIS, Land Survey Technology
- Office Products: Computer Basics, MS-Office, Open Office, etc.
- G-Suite
- Digital Forensics
- Digital Marketing and Analytics
- Cryptocurrency
- Information Security, Cyber Security & Forensics
- Multilingual & Heritage Computing
- Ubiquitous Computing
- Smart Card Technologies
- Intelligent Transportation Systems
- Learning Management System
- Health Informatics, Agriculture Informatics, Environment Informatics etc
- Information Technology
- System & Server Administration
- Web Application Technologies
- Embedded Applications
- Data Entry & Office Assistant
- Basic Computer Course
- Computer Hardware & Networking Maintenance
- Computer Software Application
- Computer Desktop Publishing

- Computer Teacher Training
- Cyber Cafe Management
- BPO/Call Centre Management, Soft Skills, Management Skills
- Cyber Warrior
- Computer Typing
- Computer Application Accounting and Publishing
- Digital Literacy
- Project Management and tools
- Work Productivity Tools
- Semiconductor packaging - Analysis, Design, Assembly, Test and Manufacturing
- Computer Financial Accounting Software like Tally, Hospital Management Software, Supply Chain Management Software, Retail Billing Software on similar lines ERP, SAP, Income Tax & GST Filing Portal etc.
- CCNA Routing and Switching for CCENT/CCNA
- Any other relevant IT trainings

APPLICATION SPECIFIC TRAINING (for participants with basic knowledge of IT)

- i. Extensive hands-on Training on Software Applications developed by NIC/NICSI to users
- ii. Awareness Training on Software Application for Management/Supervisors
- iii. Administrative trainings such as GeM, e-proc, RTI etc.

Note: It may be noted that the training courses mentioned above are indicative and bidder would need to provide trainings on latest topics/courses as the need may be at the time of training.

For Application Specific Training (AST), up to 10 master trainers/instructors from the Agency would be trained by NIC / NICSI officials for a period up to one week, on the application at NIC Hdqrs/State Center. The trained faculty will further train other faculty/instructors, from the agency, if necessary to provide the AST to intended users at desired locations. However, the faculty/instructors trained by the initially trained 10 master trainers/instructors will be evaluated by NIC/NICSI Officials before certifying them as Trained Faculty.

Trainer Categorization and User Flexibility:

In order to ensure a diverse and qualified pool of trainers, the procurement process for the "Empanelment of Agencies to provide Training Services" includes the categorization of trainers into three levels based on their qualifications and experience. The criteria for categorization are as follows:

Category	Level	Education Qualification
Category A (0-3 Yrs Experience)	Level 1	Graduate
	Level 2	Postgraduate (PG)
	Level 3	Graduate with relevant Certification
	Level 4	PG with relevant Certification

Category B (4-6 Yrs Experience)	Level 5	Graduate
	Level 6	Postgraduate (PG)
	Level 7	Graduate with relevant Certification
	Level 8	PG with relevant Certification
Category C (7+ Yrs Experience)	Level 9	Graduate
	Level 10	Postgraduate (PG)
	Level 11	Graduate with relevant Certification
	Level 12	PG with relevant Certification

Code	Description	Total Cost in Rs.		
		User Site	Agency Site	Online
1	2	3	4	5
	Minimum Number of persons expected in training	15	10	30
A	Trainer Category A			
	Level 1	A1 <i>(to be filled by bidder)</i>	A3 <i>(to be filled by bidder)</i>	A5 <i>(to be filled by bidder)</i>
	Level 2	A2 <i>(to be filled by bidder)</i>	A4 <i>(to be filled by bidder)</i>	A6 <i>(to be filled by bidder)</i>
	Level 3	A1 + 10%	A3 + 10%	A5 + 10%
	Level 4	A2 + 10%	A4 + 10%	A6 + 10%
B	Trainer Category B			
	Level 5	B1 <i>(to be filled by bidder)</i>	B3 <i>(to be filled by bidder)</i>	B5 <i>(to be filled by bidder)</i>
	Level 6	B2 <i>(to be filled by bidder)</i>	B4 <i>(to be filled by bidder)</i>	B6 <i>(to be filled by bidder)</i>
	Level 7	B1 + 10%	B3 + 10%	B5 + 10%
	Level 8	B2 + 10%	B4 + 10%	B6 + 10%
C	Trainer Category C			
	Level 9	C1 <i>(to be filled by bidder)</i>	C3 <i>(to be filled by bidder)</i>	C5 <i>(to be filled by bidder)</i>
	Level 10	C2 <i>(to be filled by bidder)</i>	C4 <i>(to be filled by bidder)</i>	C6 <i>(to be filled by bidder)</i>
	Level 11	C1 + 10%	C3 + 10%	C5 + 10%
	Level 12	C2 + 10%	C4 + 10%	C6 + 10%

User Flexibility:

The end user retains the flexibility to choose trainers based on the specific needs and requirements of each training program. While the three trainer levels serve as a guideline for the qualifications

and experience, the user may choose trainers from any level based on the unique demands of each training initiative. Bidders are encouraged to provide detailed information on the qualifications and experience of trainers in each level to facilitate informed decisions by the end user.

This flexibility ensures that the training needs of diverse programs can be met with trainers possessing the most suitable qualifications and experience, allowing for a tailored and effective training experience.

ANNEX 51

7. BIDDING PROCESS

Bidders are advised to study the Tender Document carefully. Submission of the Bid shall be deemed to have been done after careful study and examination of Tender document (including corrigendum, if any) all instructions, eligibility norms, terms and requirement specifications with full understanding of its implications. Bids not complying with all the given clauses in this tender document or failure to furnish all information required or submission of a bid not substantially responsive in every respect will be at bidder's risk and may result in the rejection.

7.1. Availability of Tender

- (i) The tender document is available at NICSI e-procurement site <http://etenders.gov.in>
- (ii) Prospective bidders desirous of participating in this tender may view and download the tender document free of cost from the above-mentioned website.
- (iii) The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.
- (iv) Online bidding can be done through NICSI e-Procurement System at NICSI e-procurement site <http://etenders.gov.in>.

7.2. Pre-Bid Meeting

- (i) NICSI shall hold a pre bid meeting with the prospective bidders as per the schedule provided in **Section- FACTSHEET**. Queries received from the bidders regarding bidding conditions, bidding process, item specifications, evaluation criteria, etc., in writing, or over email (preferably in an excel file), **up till two days prior to the pre bid meeting**, shall be addressed. The queries can be sent to NICSI through email at tender-nicsi@nic.in
- (ii) **Only those pre-bid queries which are received in the following format (in .xls) shall be entertained:**

Company name		M/s.....		
S. No.	Relevant Section / Annexure of RFP	RFP Page No.	Relevant Content from RFP	Vendor's Query / Comment

- (iii) NICSI is not bound to clarify any query received after the day as described above. NICSI will review every query and on due consideration will issue corrigendum (if require). However, NICSI does not undertake to answer each individual query(ies). Bidders shall not assume that their unanswered queries have been accepted by NICSI.
- (iv) The Pre-Bid meeting shall be organized at NICSI. All interested prospective bidders (maximum two authorized representative) may participate in the pre-bid meeting.
- (v) Pre-Bid meeting shall be organized by concerned authorities/ departments and all interested prospective bidders (one authorized representative) may participate in the pre-bid meeting.
- (vi) To join the Pre-bid meeting, interested bidders are required to provide following details on

email id at "tender-nicsi@nic.in" two days before the schedule pre-bid meeting date. The meeting detail will be shared later over the email to the bidder.

Name of the company: M/s _____

Name of the authorised representatives to attend: _____

Email Id of the representative: _____

Contact No. of representative: _____

7.3. Amendment of Tender Documents

- i. At any time prior to the last date for receipt of bids, NICSII, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the tender documents through an amendment/corrigendum. The amendment will be notified through CPP portal, which will be binding on all prospective bidders to consider the amendment and accordingly submit their proposal/ quotation.
- ii. To give prospective bidders reasonable time to take the amendment into account in preparing their bids, NICSII may, at its discretion, extend last date for the receipt of bids.
- iii. No bid may be modified after the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval may result execution of Bid Securing Declaration.

7.4. Language of Bid

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and NICSII, shall be written in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

7.5. Bidding Cost

The Bidder shall bear all costs associated with the preparation/submission of the Bid. NICSII will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

7.6. Bid Security Deposit/Earnest Money Deposit Declaration

- a. The Bidders shall submit "**Bid Security Deposit Declaration Form**" as per the format mentioned in **Annexure-3: FORMAT FOR BID SECURITY DECLARATION FORM/EARNEST MONEY DEPOSIT** through uploaded onto the CPP Portal as per bid submission section.
- b. The bids without Bid Security Deposit Declaration Form in the prescribed format as mentioned above, will be summarily rejected.
- c. In case the Bid Securing Declaration is not received by the stipulated time then the Purchaser reserves the right to forth with and summarily reject the Proposal of the concerned Bidder without providing any opportunity for any further correspondence by the concerned Bidder.

8. BID SUBMISSION

- (i) Bidder shall adhere to the timelines as mentioned in the Section: FACT SHEET. No bids shall be accepted post the deadline as mentioned in this schedule.
- (ii) Bids submitted in Online will be only considered for the tender opening process and further evaluation.
- (iii) Incomplete bids will be rejected straight away and will not be considered.

8.1. Online Bid Submission

- (i) Online bids (complete in all respect) must be uploaded on <https://etenders.gov.in> latest by the time & date mentioned in **the Section FACTSHEET**.
- (ii) The Online bids should be submitted as under with mentioned two packets online:

Packet Number	Documents to be uploaded	Packet File Format
Packet-1 (Technical Bid)	<p>The files should be saved in a PDF version as '<i>packet1<Bidder Name>.pdf</i>'</p> <ol style="list-style-type: none"> 1. Scanned copy of Covering Letter in Company Letter Head as per Annexure-2: COVERING LETTER for Bid duly sealed & signed (PDF) 2. Scanned copy of Bid Securing Declaration Form duly sealed and signed as per the format mentioned in Annexure-3: FORMAT FOR BID SECURITY DECLARATION FORM/EARNEST MONEY DEPOSIT (PDF) 3. Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or Board Resolution in Letter Head in original in case of Registered Limited Companies or Original Authorization in Letter Head in case of Partnership Firm Or Original Self Certificate in Letter Head in case of Proprietorship naming/indicating the person authorized to sign the bid (PDF). 4. Scanned copy of Bidder's Profile as per Annexure-1 duly filled in, signed and stamped along with all supporting documents. 5. Scan copy of duly filled signed and stamped Eligibility Compliance Sheets as per Annexure-5 and all the supporting/mandated documents and Annexures required for eligibility criteria. 6. Scan copy of duly filled signed and stamped supporting/mandated documents and Annexures required for Technical evaluation of the bid as per the evaluation criteria. <p><i>Note: The PDF file not containing the above documents or containing the financial bid in the explicit/implicit form will lead to rejection of the bid.</i></p>	PDF
Packet-2 (Financial Bid)	<p>Financial Bids to be uploaded as:</p> <ol style="list-style-type: none"> 1. Financial bid as per Annexure-8: DETAILED FINANCIAL BID (in .pdf format). The Financial Bid scanned pdf files, then should be saved in a RAR '<i>Financial_Bid<Bidder's Name>.RAR</i>' 	.XLS & RAR

<i>All the bid documents duly signed by the authorized signatory of the company and stamped with company seal</i>	
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Instructions for Online Submission

I. Instructions for Packet-1

- a. It shall be the sole responsibility of the bidder to check (and double-check) the page number referencing made for supporting documents in the checklist indicated under Annexure-4: Eligibility Compliance sheet.
- b. No relevant information/ document should be left, whether listed above or not.
- c. Bidder must provide all documents mandated for bidder's profile, prequalification criteria and for Technical evaluation criteria.
- d. All pages of the bid being submitted must be sequentially numbered by the bidder.
- e. Relevant referencing shall be done by the bidder, clearly indicating all page numbers where supporting documents are provided.
- f. The document should have a Table of Contents indicating page no. where supporting document are placed. All pages in the bid document should be sequentially numbered, stamped and signed by the authorized signatory.
- g. Eligibility Criteria proposal and the Technical proposal should not contain any financial information.
- h. If any bidder does not qualify in technical evaluation, the financial proposal of that bidder shall not be considered for evaluation.

II. Instructions for Packet-2

- a. The Bidder must upload the Financial Bid as per the format provided. The bidder must adhere to terms and conditions.
- b. The bidder must strictly follow the prescribed format as mentioned in the detailed Financial Bids.
- c. During financial opening, Financial Bid shall be opened for determining the L1 bidder based on the lowest value of respective level of trainings.
- d. All the bid documents should be duly signed by the authorized signatory of the company and stamped with company seal.

8.2. General Instructions for Bid Submission

- i. NICS I will not be responsible for any delay on the part of the vendor in submission of bid.
- ii. Bids submitted by Fax/E-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- iii. Conditional Bids shall not be accepted on any ground and shall be rejected straightway. (A bid is conditional when bidder submits its bid with his own conditions & stipulations extraneous to the terms and conditions specified in this tender) If any clarification is required, same should be obtained before submission of bids i.e., during pre-bid meeting.
- iv. No bids will be accepted after the expiry of the deadline as stated in the Fact Sheet.
- v. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in

- the timings.
- vi. All pages of the bid being submitted must be signed by the authorized signatory, stamped and sequentially numbered by the bidder irrespective of the nature of content of the documents. Un-signed & un-stamped bid may be summarily rejected.
 - vii. At any time prior to the last date for receipt of bids, NICSI, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by publishing an amendment/corrigendum. The amendment will be notified on NICSI's CPP portal <https://etenders.gov.in> and should be taken into consideration by the prospective agencies while preparing their bids. It is the responsibility of the bidder to check website for any such notice/changes and submit its bid accordingly.
 - viii. In order to give prospective agencies reasonable time to take the amendment into account in preparing their bids, NICSI may, at its discretion, extend the last date for the receipt of bids. No bid may be modified after the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the tender. Withdrawal of a bid during this interval may result in execution of Bid Securing Declaration.
 - ix. Printed terms and conditions of the vendors will not be considered as forming part of their bid. In case any terms and conditions of the tender document is/are not acceptable to the bidder or submitted any deviation, the bid shall be rejected summarily.
 - x. Bids not submitted as per the specified format and nomenclature may be rejected.
 - xi. Ambiguous/Incomplete/Illegible bids may be out rightly rejected. Not quoted bids shall be consider as non-responsive and shall be rejected.
 - xii. Any alteration/overwriting/cutting in the bid should be duly countersigned else it will be out rightly rejected.
 - xiii. Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, eligibility norms, terms and required specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish all information required in the tender Document or submission of a bid not substantially responsive to the tender document in all respects will be at the vendor's risk and may result in the rejection of the bid.
 - xiv. Tender process will be over after the issuance of empanelment letter(s) to the selected agency (ies).
 - xv. For additional instructions, refer to the Section Bid Evaluation, Technical Evaluation and Financial Bid Evaluation, etc.
 - xvi. Submission of false/forged documents will lead to execution of Bid Securing Declaration and blacklisting of agency for a minimum period of 3 years from participating in NICSI tenders.

8.3. Bid Opening

- i. NICSI shall convene a bid opening session as given in the **FACTSHEET**, where one representative from the agencies, who have successfully uploaded the bid, can

- participate.
- ii. NICS I will download the **Packet-I** from e-tender portal at first. Agencies' representatives can remain present during the bids download process.
 - iii. Bids will then be passed on to a duly constituted Technical Evaluation Committee (TEC).
 - iv. Financial bids of only those bidders whose bids are found qualified by the Evaluation Committee as per both Pre-Qualification & Technical criteria will be opened in the presence of the bidder's representatives subsequently for further evaluation.
 - v. Financial bids, original and revised, if any, of only technically qualified agencies shall be opened on a notified date and time in the presence (physical/ Video Conference) of agency's representatives who chose to remain present.
 - vi. Financial bids will then be passed on to a duly constituted Financial Evaluation Committee (FEC) for evaluation.

8.4. Bid Validity

- i. All the bids must be valid for a period of **180 days** from the date of bid opening.
- ii. If necessary, NICS I shall seek extension in the bid validity (as required) validity period.
- iii. The bidders, not agreeing for such extensions will be allowed to withdraw their bids.

9. BID EVALUATION

1. Any effort by a bidder to influence NICS's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bidder's bid and execution of Bid Securing Declaration. No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee / its authorized representative and office of NICS can make any enquiry / seek clarification from the bidders, which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected.
2. NICS reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder or bidders, of any obligation to inform the affected bidder of the grounds for NICS's action and without assigning any reasons.
3. Printed terms and conditions of the vendors will not be considered as forming part of their bid. In case any terms and conditions of the tender document are not acceptable to the bidder, the bid shall be summarily rejected.

9.1. Technical Evaluation

- a. A duly constituted Technical Evaluation Committee (TEC) will first evaluate bidders based on Annexure-4: Eligibility Compliance Sheet of this tender.
- b. The TEC will examine the eligibility documents of the bidders as per the tender specifications. Bids of the bidders, not satisfying the eligibility criteria shall be rejected.
- c. Only bidders who satisfy all the conditions of the eligibility criteria completely will be considered for further technical evaluation.
- d. The TEC will further evaluate the documents of the eligible bidders as per the Annexure-4: Eligibility Compliance sheet as per the technical evaluation criteria.
- e. The presentation made by the bidders will be technically evaluated and marked as part of marking scheme provided in Annexure-4: Eligibility Compliance sheet and the decision of TEC will be final in this regard.
- f. If required by the TEC, the bidders shall also assist the TEC in getting relevant information from the bidders' references. Agencies failing to adhere to the specified time limit will not be considered for further evaluation.
- g. The TEC may decide to visit the premises of the bidder to verify the information submitted by them. For this the bidder shall extend all cooperation, shall present the documents desired by the TEC at the premises and adhere to the time targets set by the TEC. NICS will bear all expenditure of the TEC visits.

9.2. Financial Evaluation

- a. On a designated day and time, the Financial Bids of only technically qualified bidders will be opened electronically in the presence of their representatives on a specified date and time duly notified. The financial bids will then be passed on to a duly constituted Financial Evaluation Committee (FEC) for evaluation.
- b. Bidders have the flexibility to submit quotes for one or more training levels (i.e., Basic,

- Intermediate, Advanced, and Application-Specific). Furthermore, bidders must ensure that they do not leave any fields blank for their selected level of training.
- c. Each training level will be evaluated as a separate tender with all other terms of the tender remaining the same.
 - BL is the sum-total of items W1, X1, Y1 for Basic level training.
 - IL is the sum-total of items W2, X2, Y2 for Intermediate level training.
 - AL is the sum-total of items W3, X3, Y3 for Advance level training.
 - AS is the sum-total of items W4, Y4 for Application specific training
 - d. L1 for Basic level, Intermediate level, Advance level and Application Specific training is the agency quoting least value of BL, IL, AL and AS respectively.
 - e. A panel of maximum six (06) agencies will be kept for basic level, three (03) for Intermediate level, three (03) for Advance level & three (03) for Application specific training.
 - f. For this, L2, L3...and so on will be asked to match L1 rates. If L2 agrees it will be accepted for empanelment. If L2 refuses, opportunity will be extended to L3 and so on. If none of L2, L3...agree to match L1 rates then L1 will alone be on the panel. The process will be repeated for each level of training.
 - g. The rates will be applicable for locations all over India.
 - h. If any discrepancy found in L1 bid during financial evaluation process, then L2 bidder will be considered as L1. Similarly, if any discrepancy is also found with L2 bidder, L3 bidder will be considered as L1 till the finalization of L1 bidder. Similarly, the process will continue till empanelment of specified no. of bidders.
 - i. The bidder with the Second Lowest among the Financial Bids will be the L2 bidder and will then be asked to match the item-wise price of L1, category wise in order to be placed on the panel (within a timeframe prescribed by NICSII). If L2 does not agree, L3, L4 & so on...will be asked to match the item-wise price of L-1. Thus, by way of successive opportunity a **panel of vendors as per defined category wise** will be formed.
 - j. If none of L2, L3, L4.... agree to match the L1 rates then L1 shall be the sole vendor on the panel. The decision of NICSII arrived at, as per above will be final for empanelment and no representation of any kind shall be entertained.
 - k. If NICSII considers necessary, revised Financial Bids could be called from the eligible Bidders, before opening the original financial bids for recommending final empanelment.
 - l. In the event of revised financial bids being called the revised bids should not be higher than the original bids, otherwise the bid shall be rejected. There will be no negotiation regarding the financial/ commercial bid.
 - m. Quoting '0' (Zero) value of an item with a view to subverting the tender process shall be rejected straight away and execution of Bid Securing Declaration of such bidders.
 - n. If there is a mismatch between values quoted in figures and words, the value quoted in words shall prevail.
 - o. A Financial Evaluation Committee (FEC) would scrutinize the commercial bids. Bids found lacking in strict compliance to the commercial bid format shall be rejected straightaway.
 - p. If there is only one bid, NICSII reserves the right to process the single bid or take recourse to the process of re-tendering.

- q. Arithmetical error will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price with quantity/weightage, the unit price shall prevail, and the total price shall be corrected. If the bidder does not accept the correction of the errors, its bid will be rejected, and Bid Securing Declaration will be executed. If there is a discrepancy between words and figures, the amount in words will prevail.
- r. NICS I reserves the right to use this tender to service its clients'/NICS I needs.
- s. The rates quoted should be as per industry standards for the prescribed experience. The bids in which the bidder quote NIL charges/considerations, such bid will be treated as unresponsive and will not be considered.
- t. Bids of those bidders whose Financial Bid's have a deviation **beyond 30% (thirty Percent)** on either side from the Average financial bid of all the technically qualified bidders would be disqualified.
- u. The Financial Evaluation Committee (FEC) retains the right to apply or not the deviation percentage clause. Also, it reserves the right to review and adjust the deviation percentage, as specified in the Financial Bid's clause, based on prevailing market conditions, industry standards, and other pertinent factors, in response to the deviation criteria specified in the Financial Bid's clause.
- v. NICS I reserve the right to reject bid of a bidder in view of wide disparity in the item wise rates.
- w. No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of NICS I can make any enquiry/seek clarification from the bidders, which the bidders must furnish within the stipulated time else bid of such defaulting bidders will be rejected.

10. EMPANELMENT

10.1. Signing of Contract

- a. Empanelment will be initially for a period of two years, extendable for next one more year solely at the discretion of NICS I on same terms and conditions or additional mutually agreeable conditions.
- b. NICS I would form a panel of panel of maximum six (06) agencies for basic level training and panel of three (03) agencies each for rest of the level who will provide the Training Services.
- c. The Training schedule will be provided 2 weeks in advance to the agency by the user/NIC/NICS I.
- d. The empanelment under this tender, with all its terms and conditions, can be used by NIC also.
- e. The rates finalized shall remain valid during empanelment/extended empanelment.
- f. The incidental expenses of execution of agreement/contract shall be borne by the empanelment vendor.
- g. After empanelment, selection procedure for issuance of Work Order / Purchase Order will be at the sole discretion of NICS I/User Department. The Bidder will provide services as per NICS I/User Department's requirements.
- h. Escalation Matrix for Problem solving: The Empanelled agency should provide an escalation matrix for problem resolution to the user by providing the Names, Designations, Contact Number(s) and Email ID's of the persons to be contacted. The Empanelled agency should also provide website URL for such purpose.
- i. On written communication from NICS I for having qualified for empanelment the bidder shall sign contract (letter of empanelment) within 7 days of such communication. Failing which the offer shall be treated as withdrawn and execution of Bid Securing Declaration.
- j. Empanelled agencies must honor all tender conditions and adherence to all aspect of fair-trade practices in executing the purchase orders placed by NICS I on behalf of its clients. Failing this, NICS I may execute of Bid Securing Declaration and stop further participation of such agency(ies) for three years in NICS I tendering process.
- k. In the event, an Empanelled Company or the concerned division of the Company is taken over /bought over by another company, all the obligations and execution responsibilities under the agreement with NICS I, should be passed on for compliance by the new company in the negotiation for their transfer.
- l. During the empanelment, NICS I may ask the agency to submit the supporting documents which may be required to ensure that the tender terms and conditions are fulfilled.
- m. The agency should not assign or sublet the empanelment or any part of it to any other agency in any form. Any such attempt shall result in termination of empanelment and forfeiture of security deposit, revocation of bank guarantees (including the ones submitted for other work orders)
- n. NICS I may, at any time, terminate the empanelment by giving written notice to the Empanelled agency without any compensation, if the Empanelled agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NICS I.

- o. Reasons for rejecting tender/bid will be disclosed to a bidder only where enquiries are made.
- p. NICS I may verify the CA certificate along with required supporting documents submitted as part of bid by the bidder 'as and when required' during bid evaluation or/and the course of empanelment.
- q. The selected agency will not, without NICS I's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, sample of information furnished by or on behalf of NICS I in connection therewith, to any person other than a person employed by the Agency in the Performance of the Contract. Disclosure to any such employed person will be made in confidence and will extend only as far as may be necessary for purposes of such performance.
- r. The selected agency or its employees will not disclose the content of training, the details of NIC/NICS I/user department application software, to any outside person or allow its unauthorized use. The selected agency should not also disclose the above to any of its existing or future clients. The training literature, proposed to be distributed to NIC/NICS I end-user trainees should carry a high quality NICS I LOGO sticker, approved by NICS I, on the cover page.
- s. The selected agency will not outsource the training assignments to any other agency except their direct franchisees under any circumstances. This violation will attract forfeiture of EMD/Security deposit and cancellation of work order. The cost incurred on executing the work order through other empanelled source will also be recovered from the outstanding bills or by raising claims.
- t. NICS I/user department reserves the right to inspect the performance of the agency prior to commencement or in between the work progress. The inspection may cover all areas related to the assigned work order, especially methodology, manpower, infrastructure etc. NICS I reserves the right to cancel the work order assigned to the agency at any time which includes the time after the completion of assigned work without assigning any reason for the same. In case the work order is cancelled then the costs incurred will be borne by the agency and under no circumstances the agency will be eligible for any payment or damages from the NICS I/User department.
- u. For Intermediate and Advance level trainings NICS I/NIC/user department will examine the suitability of the faculty before start of the training at its discretion.
- v. For Application SW specific training, Trainers Training Programme will be conducted for agency trainers on applications by NICS I/NIC officers and these trainers will further train the participants.
- w. If the selected agency is not able to fulfill its obligations under the contract, which includes non-completion of the work, NICS I reserves the right to cancel the Purchase/work order and select another agency to accomplish the work. Any costs, damage etc. resulting out of the same will have to be borne by the selected agency.
- x. NICS I reserves the right to cancel any work assignment given to the agency without assigning any reason for the same. In case any work order is cancelled then NICS I is not liable to pay any cost incurred thereof.
- y. The end product of all the work assignments carried out by the agency, in any form, will be the sole property of NICS I.
- z. NICS I may at any time terminate the Contract by giving written notice to the selected

- Agency, without compensation to the selected Agency, if the selected Agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to NICSI.
- aa. NICSI may by written notice sent to the Agency, terminate the work order and/or the Contract, in whole or in part at any time as per project requirement. NICSI reserves the right to elect:
- To have any portion completed of the work order at the contract terms and prices: and/or
 - To cancel the remainder and pay to the selected Agency for partially completed Services at contract terms and prices.
- bb. In the event of any dispute or difference arising under these conditions or any special conditions of contract in connection with this contract, the same will be referred to the Chairman, NICSI for final decision and the same will be binding on all.
- cc. All panel agencies will have to enter into a written agreement with NICSI for honoring all aspects of fair trade practices in executing the Work orders placed by NICSI /NIC
- dd. NICSI will process the tender as per NICSI's standard procedures. NICSI would not be under obligation to give any clarification to those agencies whose tenders have been rejected.

10.2. Security Deposit for Empanelment

- a. Selected bidder(s) will submit the security deposit in the form of a Bank Guarantee or e-Bank Guarantee in an acceptable form for the duration of empanelment plus 90 days or extended period if any (with 90 days add on period), in favour of NICSI, New Delhi.
- b. **The Security Deposit amount for the empanelment is 30 Lakhs.**
- c. NICSI will have the right to forfeit the security deposit if the empanelled agency fails to meet the terms and conditions of the tender document or perform any other obligation under the contract, fails to execute the work orders issued by NICSI.
- d. Apart from this NICSI also reserves the right to cancel the empanelment of the selected agency in case of repeated default.
- e. Empanelled agencies shall be required to submit Security Deposit within 14 days of issuance of Empanelment letters by NICSI.
- f. In the event wherein the Empanelment is extended by NICSI beyond 2 years, the selected agency shall ensure submission of a fresh Security Deposit within 14 days of issuance of letter for extension of Empanelment by NICSI. The Validity of this Security Deposit shall also be for an additional period of 90 (Sixty) days beyond the period of extension of Empanelment.
- g. The BG will be released without any accrued interest after the empanelment or execution of all pending POs whichever is later.

10.3. Performance Bank Guarantee (PBG)

- a. The selected Service Provider shall be required to furnish a **Performance Bank Guarantee(PBG)** equivalent to **3% (Three Percent)** of the Work Order/Purchase Order value.
- b. PBG will be in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial bank, an unconditional and irrevocable Bank Guarantee, Bankers Cheque

from a Commercial bank or online payment in an acceptable form drawn in the name of National Informatics Centre Services Inc. (NICSI), New Delhi.

- c. PBG should remain a period of 60(Sixty days) beyond the date of completion of all contractual obligations of the supplier.
- d. PBG must be submitted after award of contract but before signing of contract.
- e. The successful service provider must renew the PBG on same terms and conditions for the period up to contract including extension period, if any.
- f. PBG would be returned (without any accrued interest) only after successful completion of tasks/ deliverables assigned to them as per PO and only after adjusting/ recovering any dues recoverable/payable from/by the Service Provider on any account under the contract.
- g. NICSI will have the right to forfeit the PBG along with the Security Deposit without assigning any reasons if selected agency defaults or deemed to have defaulted or in case of non-acceptance of purchase orders and thereafter the empanelment will be cancelled.
- h. Empanelled agencies shall be required to give PBG as per the following timelines (For work related to Manpower mode and Project Mode). For projects duration between 0-6 months, PBG should be submitted within 15 days of issuance of PO by NICSI and for projects duration greater than 6 months, PBG should be submitted within 30 days of issuance of PO by NICSI.
- i. In the event of default/ delay in submission of PBG within the stipulated time, the agency shall be liable for a penalty amounting to 0.1% (Zero Point One Percent) of the PO value per day delay with a Maximum penalty capping of 10% of PO value.
- j. In the event wherein a PO is released by NICSI for project renewal, or a fresh PO is released, the bidder shall ensure extension/submission of PBG with 15 days of issuance of the PO.

10.4. Information Security

- a. Service Provider shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by NICSI, out of premises without prior written permission from NICSI.
- b. Service Provider acknowledges that NIC's business data and other NICSI proprietary information or materials, whether developed by NICSI or being used by NICSI pursuant to a license agreement with a third party (the foregoing collectively referred to herein as "proprietary information") are confidential and proprietary to NICSI; and Service Provider agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by Service Provider to protect its own proprietary information.
- c. Service Provider recognizes that the goodwill of NICSI depends, among other things, upon Service Provider keeping such proprietary information confidential and that unauthorized disclosure of the same by Service Provider could damage NICSI and that by reason of Service Provider's duties hereunder. Service Provider may come into possession of such proprietary information, even though Service Provider does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to

perform the services required by this agreement. Service Provider shall use such information only for the purpose of performing the said services.

- d. Service Provider shall, upon termination of this agreement for any reason, or upon demand by NICSI, whichever is earliest, return all information provided to Service Provider by NICSI, including any copies or reproductions, both hardcopy and electronic.
- e. The Appointed agency will not disclose any information, to anyone in any form about software, hardware, network topology, IP Schema, and network security policies of NICSI/user. Information disclosure to anyone shall be only with prior written consent of NICSI/User.

10.5. Confidentiality

Empanelled bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to services, contract or business or operations of NICSI or its clients without prior written consent of NICSI.

10.6. Indemnity

- a. NICSI/User Department stand indemnified of all legal obligations, past/present/future, of the empanelled agency with its professionals/resources.
- b. NICSI/User Department stand absolved of any liability on account of death or injury sustained by the staff deployed by the empanelled agency during the performance of the empanelment and for any damages or compensation due to any dispute between the empanelled agency and its staff so deployed.
- c. The empanelled bidder will indemnify NICSI of any infringement of third-party rights under the Patents Act or the IPR.

10.7. Security

- a. Bidder/vendor must ensure that they are following the ECI/user guidelines.
- b. The bidder/vendor will ensure that no information about the software, hardware, database, assignment, policies of user etc., have taken out in any form including electronic form or otherwise, by the manpower posted by them.

11. PLACEMENTS OF WORKORDERS

- i. NICS I may place the work orders on empanelled agencies for its own requirement or for its projects on behalf of its clients.
- ii. This tender is for empanelment of multiple agencies. In view of NICS I's order on Procurement Preference Policy, preference shall be given to L1 bidder of such category for distribution of projects (purchase orders)/work in that category. However, NICS I/User shall have right to choose any other eligible bidder for allotment of projects (purchase orders)/work considering various parameters like performance, location, mix of project etc. or any other factors depend on situations.
- iii. Work Order may encompass the complete scope of work or may require few services. Depending on requirement, the work orders may be placed to anyone of the empanelled agency; more than one depending on the project requirement or the TOR may be given to more than one empanelled agency for their proposals for the specific scope of work using the L1 rates. In the document, work order can be read as work order/Purchase order.
- iv. On receipt of request from a User department, NICS I would inform the User Department/ Agency/Institution about the Empanelled agencies and GFR compliant procedure followed in the empanelment.
- v. In case User Department clearly and specifically states in writing the name of a particular agency, NICS I may assign the work to that agency. In such cases, the responsibility for adhering to relevant financial/procurement rules would be that of Department concerned.
- vi. Terms of Reference/Scope of Work will be shared among all Empanelled agencies and would be invited by the Committee to make presentations and submission of technical proposal and financial effort estimate in a separate sealed envelope regarding project under consideration. Presentations may be evaluated objectively, based on which most suitable agency may be assigned the work by NICS I, on the recommendation of above Committee. There should be full participation and involvement of User Department in the process of selection of agency. For assignment of work to Empanelled agencies, above mentioned Standard Operating Procedure (SOP) is followed or implementation of new guidelines from time to time.
- vii. Proposal of selected agency along with supporting document/minutes of meeting are then forwarded to NICS I by user department for issuance of Proforma Invoice (PI).
- viii. Once the requisite funds are transferred to NICS I against issued PI, Work Order will be placed on selected agency as per terms and conditions of empanelment and scope of work.

12. PAYMENT TERMS & SCHEDULE

- a) Failure in abiding by the scope of work, for reasons accountable to the vendor, shall render the vendor liable for penalty.
- b) All aspects of safe delivery of services shall be the exclusive responsibility of the vendor. The schedule to be given for delivery/installation at site is to be strictly adhered to in view of the strict time schedule for implementation of various Projects.
- c) Proof of Satisfactory Delivery of services duly signed by the User Department, should be submitted along with bills.
- d) The agency will submit pre-receipted bills in triplicate (having details of concerned work-order number, Date and Project-Number of NICSI) in the name of National Informatics Centre Services Incorporated, New Delhi along with relevant supporting documents. Payment will be made only upon submission of the Bill along with all the completed documents. An invoice will contain the items ordered under one Purchase Order only. Bill / Invoice shall not be combined for more than one purchase order.
- e) Purchaser shall make payments to the vendor after the service is completed for the respective event and client. Bidder will furnish Satisfaction Certificate duly signed by the client along with the bill.
- f) No invoice for extra work/change order on account of change order will be submitted by the Bidder unless the said extra work /change order has been authorized/ approved by the Purchaser in writing.
- g) Payments shall be subject to deductions of any amount for which the supplier is liable under the empanelment or tender conditions. Further all payments to agency will be made subject to deduction of applicable penalty and TDS (Tax deduction at Source) as per the income Tax Act, 1961, and other taxes, if any, as per Government of India rules.
- h) In case the submission of bills to NICSI, along with the necessary documents, is delayed by the agency beyond 30 days from the date of issue of bill, the entire liability towards payment of interest/penalty to the tax authorities would be on the cost of respective agencies. The entire amount will be deducted from the payment due to respective vendor.
- i) All payments will be made through RTGS only.
- j) GST would be paid as may be applicable from time to time.
- k) It is the bounden duty of the empanelled agency to regularly pay the deployed manpower their entitlements like monthly salaries/wages/annual increment/EPF/ESI/Bonus/Medical Insurance/Accidental Insurance etc. as may be applicable and submit the proof thereof to NICSI along with Vendor Invoices for the processing of the bills.
- l) In case the submission of monthly bills to NICSI is delayed by the agency beyond 15 days from the last day of the month in which the services have been provided, the entire liability towards payment of interest/penalty to the tax authorities would be borne by the respective agency; so that NICSI is not burdened unnecessarily with this amount/penalty etc. The entire amount will be deducted from the payment due to respective agency.

13. DELIVERY OF SERVICES

- (i) The empanelled agency will undertake all the indicative activities defined in the detailed Scope and any other associated activities. Adequate resources will be deployed by the empanelled agency so that no activities are lost sight of and all of them are handled with reasonable efficiency.
- (ii) To discharge its responsibility, the agency will deploy experienced people with proven competence and rich working experience.
- (iii) In case any additional item/service/module needs to be added in future which is not listed in this tender document by the Election commission of India/State Election commission/ PSU election/ local bodies/ any other elections during this empanelment tenure then a quotation for that specific work/item/service/module can be taken from empanelled vendor's only and order will be awarded to the lowest quoted vendor.

14. PENALTY FOR NON-PERFORMANCE

1. The empanelled agency will organise trainings in accordance with the time schedule specified by the NICSI in its work order assignment or in discussion/direction of user/NIC . Any un-excused delay by the selected agency in the performance of its obligations under the contract will render the selected agency liable to a penalty at the rate of 1.5% of the total amount of work order per week of delay, to a maximum of 7.5% of the total amount of the work order. Beyond 4 weeks, NICSI can get the training organised through alternate sources at the cost and risk of the defaulting agency.
2. Recurring delay on the part of empanelled agency for three occasions and/or unsatisfactory performance in the training courses may lead to the forfeiture of the security deposit and/or termination of the Contract for default.
3. If at any time during performance of the Contract, the selected agency should encounter conditions impeding timely performance of Services, the selected agency should promptly notify NICSI in writing of the fact of the delay, its likely duration and its cause(s). After receipt of the agency's notice, NICSI will evaluate the situation and may at its discretion extend the time for performance in writing.
4. If the selected agency is not able to fulfill its obligations under the contract, which includes delayed/non compliance of the purchase order, NICSI reserves the right to accomplish the work done through another agency and EMD / Security Deposit of the defaulting agency will be forfeited. Also any costs, damages etc. resulting out of the same will have to be borne by the selected agency.

Note - Any delay not attributable to the agency will not result in penalty for the agency.

15. GENERAL TERMS & CONDITIONS

- (i) Consortiums are not allowed for the scope of this tender.
- (ii) All panel agencies automatically agree with NICS I for honouring all aspects of fair-trade practices in executing the work orders placed by NICS I.
- (iii) The selected bidder will be responsible for any damage to equipment, property and third-party liabilities caused by acts on the part of its deployed manpower or while execution of the scope of work as per this tender. All equipment will be used only for the purpose of carrying out legitimate business and will not be put into any other use.
- (iv) NICS I will be free to allocate the work to any of the empanelled agencies.
- (v) Work order will be placed on the empanelled bidder(s) in hardcopy format or in softcopy mode either through e-mail containing the scanned copy of the Work Order or an alert through e-mail for downloading the Work Order from the official Web Site of NICS I.
- (vi) Objection, if any, to the Work Order must be reported to NICS I by the selected bidder within two (2) working days counted from the Date of Issue of Work Order for modifications, otherwise it is assumed that the selected bidder has accepted the Work Order in totality. This is applicable in case of electronic publishing/ delivery of Work Order also.
- (vii) For the manpower deployed, the bidder will keep with them, their Aadhaar Number, Permanent Account Number (PAN), present and permanent address, educational and technical qualification details, character verification certificates, specimen signature and two passport size photographs and furnish this details/ information to NICS I at the time of deployment or soon thereafter as the case may be.
- (viii) Staff of the agency must carry Identity card issued by the agency while on duty at NICS I/User Department. Be it private or public areas, the employees are to be frisked/checked by the security personnel, both while entering and leaving the premises.
- (ix) The selected bidder will provide escalation matrix for problem resolution.
- (x) Bid documents submitted by the bidder in hard copies (if any, as per the requirements of the tender document) must be signed and stamped by the authorised signatory of the bidder.
- (xi) The bidder must comply with the guidelines and requirements of OM no. 6/18/2019-PPD dated 23rd July 2020 issued by Department of Expenditure, Ministry of Finance, Government of India.
- (xii) Bidders are strictly advised that bidding for multiple tiers is not allowed. Each bidder is permitted to submit a proposal for only one tier. Failure to adhere to this requirement will result in disqualification from the evaluation process.
- (xiii) An annual increment of 8% shall be applicable to the empanelled rate for all levels of training. This increment will be calculated based on the initial empanelled rate and will be applicable for the entire empanelment duration, including any extensions.

15.1. Termination of Contract

15.1.1. Termination by NICSI

NICSI reserves the right to suspend any of the services and/or terminate this agreement in one or more of the following circumstances by giving 30 days' notice in writing:

- In case NICSI/User Department finds the illegal use of connections, hardware and software tools that are dedicated to NICSI or its clients only.
- In case the empanelled agency is not meeting the Qualification, experience of the manpower as per the terms and conditions of the tender or is not delivering the assignment up to the satisfaction of the user department.

NICSI reserves the right to suspend any of the services and/or terminate this agreement in the following circumstances by giving 90 days' notice in writing:

15.1.2. Termination for Insolvency, Dissolution etc.

NICSI may at any time terminate the contract by giving written notice to the qualified bidder without compensation to the qualified bidder, if the qualified bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or affect any right of action or remedy which has accrued thereafter to NICSI.

15.1.3. Termination for Default:

NICSI may without prejudice to any other remedy for breach of contract, (including forfeiture of security deposit) by written notice of default issued to the empanelled agency, terminate the contract in whole or in part after sending a notice to the empanelled agency in this regard.

- a) If the empanelled agency fails to deliver any or all the services within the time period(s) specified in the contract, or any extension thereof granted by NICSI, or
- b) If the empanelled agency fails to perform any other obligation under the contract.

15.1.4. TERMINATION FOR CONVENIENCE

NICSI may by written notice, sent to the selected bidder, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for NICSI's convenience, the extent to which performance of work under the work-order and/or the contract is terminated and the date upon which such termination becomes effective. NICSI reserves the right to cancel the remaining part and pay to the selected bidder an agreed amount for partially completed Services.

15.1.5. CONDITIONS FOR TERMINATION

- a) Upon occurrence of an event of default as set out in above clauses, NICSI will deliver a default notice in writing to the Agency which shall specify the event of default and give the Agency an opportunity to correct the default.
- b) At the expiry of notice period, unless the party receiving the default notice remedied the default, the NICSI may terminate the agreement.

15.1.6. NO CLAIM CERTIFICATE

The qualified bidder shall not be entitled to make any claim, whatsoever, against NICS I or its clients under or by virtue of or arising out of this contract nor shall NICS I or its clients entertain or consider any such claim after Bidder shall have signed a "no claim" certificate in favour of NICS I or its client in such forms as shall be required by NICS I after the works are finally accepted.

15.1.7. SUSPENSION

NICS I may by a written notice of suspension, suspend all payments to the qualified bidder under the contract, if the qualified bidder failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension:

- Shall specify the nature of the failure and
- Shall request the qualified bidder to remedy such failure within a specified period from the date of issue of such notice of suspension.

15.2. Force Majeure

- a) Force majeure clause will mean and be limited to the following in the execution of the contract/work-orders placed by NICS I:
- War/hostilities.
 - Riot or Civil commotion.
 - Earthquake, flood, tempest, lightning or other natural physical disaster.
 - Restriction imposed by the Government or other statutory bodies, which is beyond the control of the agencies, which prevent or delay the execution of the order by the agency.
- b) The agency will advise NICS I in writing, duly certified by the local Chamber of Commerce, the beginning and the end of the above causes of delay, within seven days of the occurrence and cessation of the force majeure conditions. In the event of a delay lasting for more than one month, if arising out of clauses of force majeure, NICS I reserve the right to cancel the order without any obligation to compensate the agency.

15.3. Arbitration

NICS I and the agency will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the agreement/work-order. If any dispute arises between parties on aspects not covered by this agreement, or the construction or operation thereof, or the rights, duties or liabilities under these except as to any matters the decision of which is specially provided for the general or the special conditions, such dispute will be referred to two arbitrators, one to be appointed by each party and the third to be appointed by the Ministry of Electronics & Information Technology (MeitY) and the award of the arbitration, as the case may be, will be final and binding on both the parties. The arbitrators or the umpire as the case may be, with the consent of parties, may modify the time frame for making and publishing the award. Such arbitration will be governed in all respects by the provision of the Indian Arbitration Act, 1996 or later and the rules thereunder and any statutory modification or re-enactment, thereof. The arbitration proceedings will be held in New Delhi, India.

15.4. Applicable Law

The Agreement/Contract/work-order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.

The bidder and their deployed personnel either during the contract or after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of NICS I without the prior written consent of NICS I.

NICS I

16. ANNEXURES

The Annexures are given in the following pages.

ANNEXURE

ANNEXURE-1: BIDDER'S PROFILE

<On Company's Letter Head>

Name of the Bidder (in CAPITAL letters only): _____

Date of Incorporation in India as: _____

Registration No: _____

Complete Address with PIN: _____

Contact Person Name:						
Designation:						
Telephone:						
Fax:						
E-mail:						
Goods & Service Tax No. (GSTN)						
Whether Bidder is Micro/Small Enterprise: (Yes/No) (if Yes, please attach Udyam Registration)	If yes, a) Type of Enterprise: _____ b) Udyam Registration No.: _____					
Whether Bidder is DPIIT Recognised Start-up Enterprise: (Yes/No) (if Yes, please attach DPIIT Recognition Certificate)	if Yes, Enter DIPP Certificate No. _____					
PAN No.:						
ISO Certification(s):						
Total Number of employees						
Annual Turnover (in INR Crores)	2018 - 19	2019 - 20	2020 - 21	2021 - 22	2022- 23	Avg. Turnover
Overall Annual turnover						
From Security Audit						
Whether Bidder is blacklisted: (Yes/No)						
Whether any Litigation Arbitration/ proceeding: (Yes/No)						

Note: Copies of the supporting documents should be attached along with the proposal.

Signature (Bidder Seal)

In the capacity of

Duly authorized to sign proposals for and on behalf of:

ANNEXURE-2: COVERING LETTER

(To be submitted on the letterhead of the bidder)

<Place>

<Date>

To

The Managing Director,

National Informatics Centre Services Incorporated (NICSI)

1st Floor, NBCC Tower,

Bhikaji Cama Place, New Delhi-110066

Subject: Submission of Bid for Empanelment of Tender No.

Dear Sir,

This is to notify that our company is submitting technical bid in response to Tender No <.... Tender No...> for <...Name of the Tender...> for <...Name of the Category...> Primary & Secondary contact for our company are as follows:

<M/s Company Name>	Primary Contact	Secondary Contact
Name		
Title		
Address		
Phone		
Mobile		
Fax		
E-mail		

We are responsible for communicating to the NICSI in case of any change in the Primary or/and Secondary contact information mentioned above. We shall not hold NICSI responsible for any non-receipt of bid process communication in case such change of information is not communicated and confirmed with NICSI on time.

We are submitting our bid for _____ as per the scope and requirements of the tender document:

By submitting the proposal, we acknowledge that we have carefully read all the sections of this tender document including all forms, scheduled and appendices hereto, and are fully informed to all existing conditions and limitations. We also acknowledge that the company agrees with terms and conditions of the tender and the procedure for bidding and evaluation.

Deviations:

We declare that all the services shall be performed strictly in compliance with the Tender Document. Further, we agree additional conditions, if any, found in the bid documents, other than those stated in the tender document, shall not be given effect to.

Bid Pricing:

We do hereby confirm that our bid prices exclusive all taxes, as applicable on the last date of submission of bid. We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

Qualifying Data:

We confirm having submitted in qualifying data as required by you in your tender document. In case you require any further information/ documentary proof in this regard before evaluation of bid, we agree to furnish the same in time to your satisfaction.

We confirm that information contained in this response or any part thereof, including documents and instruments delivered or to be delivered to NICSI are true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part misled NICSI in its evaluation process.

We fully understand and agree that on verification, if any of the information provided here is found to be misleading the evaluation process or result in unduly favors to our company in evaluation process, we are liable to be dismissed from the selection process or termination of the contract during the empanelment with NICSI.

We understand that you are not bound to accept the lowest or any bid you may receive.

Have/undertake to open within 60 days of our empanelment, branch offices in the locations as stipulated in

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Yours sincerely,

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Place:

Date:

ANNEXURE-3: FORMAT FOR BID SECURING DECLARATION FORM/ EARNEST MONEY DEPOSIT (EMD)

<On Company's Letter Head>

Date: _____

Tender No.: _____

To *(insert complete name and address of the purchaser)*

I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a. have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b. have been notified of the acceptance of our Bid by the purchaser during the period of bid validity
 - i. fail or refuse to execute the contract, if required, or
 - ii. fail or refuse to furnish the Performance Security, in accordance with the instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of

- i. the receipt of your notification of the name of the successful Bidder; or
- ii. thirty days after the expiration of the validity of my/our Bid.

Signed: *(insert signature of person whose name and capacity are shown)*

in the capacity of *(insert legal capacity of person signing the Bid Securing Declaration)*

Name: *(insert complete name of person signing the Bid Securing Declaration)*

Duly authorized to sign the bid for an on behalf of: *(insert complete name of Bidder)*

Dated on _____ day of _____ *(insert date of signing)*

Corporate Seal (where appropriate)

ANNEXURE-4: ELIGIBILITY COMPLIANCE SHEET

S. No.	Eligibility Requirements	Documents Required	Bidder Compliance (Y/N)	List of Documents/ Proofs with Page No.
1	The bidder should be a company registered in India under the relevant act such as Companies Act 1956/2013, OR a partnership registered under the India Partnership Act 1932 OR Partnership firm registered under Limited Liability Partnership Act 2008	<ul style="list-style-type: none"> • Certificate of Registration attested by Signing Authority/Certificate of Incorporation • Partnership deed (in case of partnership firm)/summary for partnership should be submitted. 		
2	Power of Attorney in the name of authorized signatory authorizing him for signing the bid documents	Scanned copy of Original Power of Attorney letter in a Non-Judicial Stamp Paper of at-least Rs.100/- or Board Resolution in Letter Head in original in case of Registered Limited Companies Or Original Authorization in Letter Head in case of Partnership Firm		
3	The bidder should have positive net worth in any three out of past five Financial Years i.e. 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 Net-Worth of any parent, subsidiary, associated or other related entity shall not be considered.	Copy of the certificate from CA with registration number and seal		
4	The bidder should have an average turnover of minimum 03 Crores from IT training services in any of the 3 out of last 5 Financial years i.e., 2018-19, 2019-20, 2020-21, 2021-22, 2022-23 Note: i) Turnover of any parent, subsidiary, associated or other related entity shall not be considered	Copy of the certificate from CA with registration number and seal clearly mentioning turnover from required services		

5	The bidder must have filed its Income Tax Returns for the 3 financial years i.e., 2020-21, 2021-22, 2022-23	Duly signed and stamped copies of Income Tax Returns Digitally signed ITR may be provided		
6	The bidder must have: i. Valid PAN ii. Valid GST registration number	Duly signed & stamped copy of: i. PAN (card / certificate) ii. GST Registration certificate		
7	The bidder must have successfully executed at least 3 training assignments worth at least 10 Lakhs rupees each, for Central Government/ State Government/PSU organisation during last 5 years (1 st Jan 2019 onwards)	Duly signed & stamped copy of: i. Work order ii. Completion certificates from the client. OR i. Work order ii. Self-certificate of completed/ phase completion/ Ongoing project (Certified by the statutory auditor) AND Assignment details as per Annexure 6 to be provided for each project.		
8	The bidder should have their own Training Centre, with minimum 15 computer systems having internet access, or direct franchisee in at least 5 States/UTs. These centres should be preferably in following cities(Delhi, Bangalore, Mumbai, Kolkata, Chennai)	Attach state wise list of Training centers with address in alphabetical order of state. Also attach proof of one training conducted in each of the above 5 states/UTs. Annexure 7		
9	The bidder should have minimum faculty strength of 25 professionals on their payroll for the last 1 year.	Undertaking on Company's letterhead by HR head, counter-signed by authorized signatory as per Annexure-10		
10	Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting as per Annexure-9	Copy of self- Declaration-Cum-Undertaking Regarding Blacklisting / Non-Blacklisting is to be submitted as per format provided as per Annexure-9.		
11	Certificate by authorized signatory confirming acceptance of all tender terms and conditions.	Copy of the certificate signed by the authorized signatory		

On behalf of [bidder's name]

Authorized Signature [In full and initials]:

Name & Title of signatory:

Name of Firm:

Address:

Seal/Stamp of bidder:

Note:

- *Relevant portions, in the documents submitted in pursuance of eligibility criteria mentioned above, shall be highlighted and all pages of the bid document should be serially numbered.*
- *Undertaking for subsequent submission of any of the above document will not be entertained under any circumstances. However, NICS I reserves the right to seek fresh set of documents or seek clarifications on the already submitted documents.*
- *All documents should be submitted electronically in PDF format.*
- *Bidder must ensure that all required documents have been uploaded/submitted along with the bid to justify his/her eligibility.*
- *If there is any information that can't be shared due to a NDA with a client, that can be masked but the financial value and details of services provided should be mentioned.*
- *The bid submitted by any bidder not fulfilling the eligibility conditions / criteria stipulated above, will not be considered.*

ANNEXURE-5: SELF-DECLARATION

(To be submitted on the letter head of the bidder)

To

The Managing Director,

National Informatics Centre Services Incorporated (NICSI)

1st Floor, NBCC Tower,

Bhikaji Cama Place, New Delhi-110066

In response to the Tender No. _____ dated _____ for “ _____ ”, as a Proprietor/Partner/Director/Auth. Sign. of _____, I/ We hereby declare that presently our Company/firm _____, at the time of bidding:

- a) possess the necessary professional, technical, financial and managerial resources and competence required by the Bidding Document issued by the Procuring Entity;
- b) have fulfilled my/ our obligation to pay such of the taxes payable to the Union and the State Government or any local authority as specified in the Bidding Document;
- c) is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State/Central government/PSU/UT.
- d) does not have any previous transgressions with any entity in India or any other country during the last three years;
- e) does not have any debarment by any other procuring entity
- f) is not insolvent in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and is not the subject of legal proceedings for any of the foregoing reasons;
- g) does not have, and our directors and officers have not been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement contract within a period of three years preceding the commencement of the procurement process, or not have been otherwise disqualified pursuant to debarment proceedings;
- h) does not have a conflict of interest as mentioned in the bidding document which materially affects the fair competition.
- i) Complies with requirements of Contract Labour (Regulation & Abolish) Act, wherever applicable.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by GoI, my/our EMD/security deposit may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Thanking you,

Name of the Bidder:

Authorised Signatory:

Seal of the Organization:

Date:

Place:

MNCST

ANNEXURE-6: ASSIGNMENT/PROJECT DETAILS

Assignment Detail Ref. No.:		Reference page no. :
S. No.	Item	Bidder's Response
1	Name of the Client with address	
2	Project Name and summary (5 lines)	
3	Project Start Date:	
4	Project/Phase Completion Date:	
5	Total Project Cost (INR):	
6	Name of the Client's Contact person with phone number & email id	Contact Name: _____ Phone No.: _____ email: _____
7	Nature of Assignment: (Training)	
8	(Government/PSU, Agency or Private Entity)	
9	Enclosed relevant document(s) specifying the Scope of work, indicating Engagement value, Consulting Assignment's Profile and Assignment's discipline (Mandatory): a. Copy of Work Orders/LOI /Purchase orders/Contract + Completion Certificates received from the client OR b. Copy of Work Orders/LOI /Purchase orders/Contract + Self-certificate of completed/ phase completion/ Ongoing project (Certified by the statutory auditor)	<Mention relevant document submitted (a. or b.) and reference Page No. of Bid Proposal>

Note:

- (i) Kindly attach this filled in annexure assignment details as supporting document for establishing the eligibility and Technical evaluation. This must be furnished with page numbers indicated in the index. Please use separate sheets wherever necessary.
- (ii) To demonstrate an experience, multiple Work Orders which are the extension of the Same Project (in continuation) may be considered.
- (iii) The assignments which are under Non-Disclosure Agreement (NDA), where bidder is restricted to disclose any of the assignment's details which may breach the confidentiality terms and conditions of the NDA, shall not be submitted for evaluation.
- (iv) However, where it would not be possible for the bidder to share the copies of LOI/ WO/ Completion Certificates for the projects which are covered by Non-Disclosure Agreement(NDA), A certificate signed by CA (Statutory Auditor) AND (One of the Director/Partner/CS) of the bidder's company may be submitted, clearly mentioning all the requisite details required for the purpose of evaluation and ' Non-Disclosure Agreement' as a reason for the non-submission for projects of LOI/WO/Completion Certificates copies.

ANNEXURE-7: Bidder's Training Centre Details

1. Name of the Agency:
2. Address of the Agency Corporate office:
3. Number of States/UTs where you have Training Centers (Should be minimum 05):
4. Training Centre details: [Repeat (13(a) -13(f) for each State Training Centre, State wise alphabetical)]
 - a) Name of the State:
 - b) Total number of centers:
 - c) Own Centers:
 - d) Franchisee Centers:
 - e) Total No. of Faculty:
 - f) Number of Courses run in the past three years:

Signature: [Authorized Signatory]

Name:

Designation:

Date and Company Seal:

ANNEXURE-8: FINANCIAL BID

Name of the Agency _____

Applying for

- a. Basic Level of Training: Yes/No
- b. Intermediate Level of Training: Yes/No
- c. Advanced Level of Training: Yes/No
- d. Application specific Training: Yes/No

Table 8.1 "Cost per participant per day for providing Training for full day for Basic Level".

Code	Description	Total Cost in Rs.		
		User Site	Agency Site	Online
1	2	3	4	5
	Minimum Number of persons expected in training	15	10	30
A	Trainer Category A			
	Level 1			
	Level 2			
B	Trainer Category B			
	Level 5			
	Level 6			
C	Trainer Category C			
	Level 9			
	Level 10			
		W1=	X1=	Y1=
	Total cost			W1+X1+Y1

Total Cost for Basic Level: 'BL' = W1+X1+Y1

Table 8.2 “Cost per participant per day for providing training for full day at Intermediate Level”

Code	Description	Total Cost in Rs.		
		User Site	Agency Site	Online
1	2	3	4	5
	Minimum Number of persons expected in training	15	10	10
A	Trainer Category A			
	Level 1			
	Level 2			
B	Trainer Category B			
	Level 5			
	Level 6			
C	Trainer Category C			
	Level 9			
	Level 10			
		W2=	X2=	Y2=
	TOTAL			W2+X2+Y2

Total Cost for Intermediate Level: 'IL'=W2+X2+Y2

Table 8.3 “Cost per participant per day for providing training for full day for Advanced Level”

Code	Description	Total Cost in Rs.		
		User Site	Agency Site	Online
1	2	3	4	5
	Minimum Number of persons expected in training	15	10	10
A	Trainer Category A			
	Level 1			
	Level 2			
B	Trainer Category B			
	Level 5			
	Level 6			
C	Trainer Category C			
	Level 9			
	Level 10			
		W3=	X3=	Y3=
	Total cost			W3+X3+Y3

Total Cost for Advanced Level: 'AL'=W3+X3+Y3

Table 8.4 “Cost per participant per day for providing training for full day for Application Specific”

Code	Description	Total Cost in Rs.	
		User Site	Online
1	2	3	5
	Minimum Number of persons expected in training	15	10
A	Trainer Category A		
	Level 1		
	Level 2		
B	Trainer Category B		
	Level 5		
	Level 6		
C	Trainer Category C		
	Level 9		
	Level 10		
		W4=	Y4=
	Total cost		W4+Y4

Total Cost for Application Specific: 'AS'=W4+Y4

Taxes extra as applicable

Terms of Financial Bid:

1. No separate charges for Requirement Analysis & Course Designing. The quoted training cost is expected to cover all associated expenses, including these stages. Bidders are advised to incorporate all relevant costs within the comprehensive training quote.
2. Bidders have the flexibility to submit quotes for one or more training levels (i.e., Basic, Intermediate, Advanced, and Application-Specific). Furthermore, bidders must ensure that they do not leave any fields blank for their selected level of training.
3. **Training at agency site means:** One Faculty for training/lectures + One instructor for practice sessions, Course material, Stationary, Infrastructure, tea/coffee/biscuits twice in a day, and working lunch.
4. **Training at user site means:** One Faculty for training/lectures + One instructor for practice sessions, Course material and Stationery. **(Infrastructure, tea/ coffee, and working lunch would be provided by the user).**
5. **Infrastructure to be used for training means:**
 - a. The Hardware and System software used for training should be under AMC and there should be one to one man machine ratio for participants Internet access should be available on all computers used for training.
 - b. There should be LCD projector and a white board in the class room with a comfortable seating arrangement.
6. For Application Specific Training (AST), up to 10 instructors from the Agency would be trained by NIC / NICS I officials for a period up to one week, on the application at NIC Hdqrs/State Center. The agency will bear the TA/DA of its instructors deputed for building agency Master trainers for Applications Specific Training (AST) at NIC hqrs/State Centers.
7. The trained Master trainers will further train other instructors, from the agency, if necessary to provide the AST to intended users at desired locations.
8. The agency will provide agency developed user friendly relevant printed course material, including that for the AST, to each participant in all the training courses conducted for NICS I.

9. All bidders must quote for Basic, Intermediate, and application specific training. Bidders must quote for all items A to D of the above table for consideration of their bids. However, a bidder not quoting for Advance level training will not be disqualification.
10. Each training level will be evaluated as separate tender.
- BL is the sum-total of items W1, X1,Y1 for Basic level training.
 - IL is the sum-total of items W2, X2,Y2 for Intermediate level training.
 - AL is the sum-total of items W3, X3,Y3 for Advance level training.
 - AS is the sum-total of items W4,Y4 for Application specific training.
11. Principle certified course material is to be provided if required by user/NIC/NICSI and the payment will be made as per submission of actual bills from principle.

Note:

- All fields, for chosen training levels, in the financial bid format are MANDATORY.
- The Bidder's billing Location must be anywhere in India only.
- Prices must be quoted in Indian Rupees and indicated both in figures and words. Price in words will prevail, in the event of any mismatch.
- The Basic Cost, taxes as applicable and other levies must be quoted explicitly.

Users, as per their requirement/needs, have the flexibility to request quotes (as indicated in the table below) from all empanelled vendors for the discounted price of OEM certificates. Please note that the vendor offering training services and the vendor providing discounted OEM certificates may be different entities.

OEM Certificates Discount Rates	Number of Certificates	Discounted Rate per Certificate
XYZ Manufacturer		
ABC Corporation		
DEF Enterprises		

In this table:

OEM Certificates Discount Rates: List the names of the OEMs for which discounted rates are being negotiated.

Number of Certificates: Bidders should specify the number of certificates for each OEM for which the discounted rate is being offered.

Discounted Rate per Certificate: Bidders should specify the discounted rate per certificate for each OEM.

On behalf of [bidder's name]

Authorized Signatory

Name

Date:

Place

Company Seal

Note:

- i. *All fields in the financial bid format are MANDATORY.*
- ii. *Prices must be quoted in Indian Rupees and indicated both in figures and words. All the price quoted should be exuding of GST and other taxes. Price in words will prevail, in the event of any mismatch.*
- iii. *Prices should be quoted in Indian Rupee only and indicated both in figures and words. The amount mentioned in words will prevail.*

ANNEXURE-9:DECLARATION-CUM-UNDERTAKING REGARDING BLACKLISTING / NON-BLACKLISTING

I / We, Proprietor/ Partner(s) / Director(s) of M/S. _____ hereby declare that the firm/company namely M/s. _____, as on the date of bid submission, has not been blacklisted or not under active blacklisting period/active debarred list by NICS I or any of the Central or State Government Organisation / Public Sector Undertaking / Autonomous Body etc.

In case the above information found false I/We are fully aware that the tender/ contract will be rejected/cancelled by NICS I and execution of Bid Securing Declaration. Also, the agency will be debarred for two years to participating in any tender published through NIC/NICS I. In addition to the above NICS I will not be responsible to pay the bills for any completed / partially completed work if tender was allotted.

OR

I / We Proprietor/ Partner(s)/ Director(s) of M/S. _____ hereby declare that the firm/company namely M/s. _____ was blacklisted or debarred by NICS I, or any other Central or State Government Organisation / Public Sector Undertaking / Autonomous Body etc. for a period of ____ months /years w.e.f. _____. The period is over on _____ and, as on the date of bid submission the firm / company is not in active blacklisting period and now entitled to take part in Government tenders.

In case the above information found false I/We are fully aware that the tender/ contract will be rejected/cancelled by NICS I and execution of Bid Securing Declaration. Also, the agency will be debarred for two years to participating in any tender published through NIC/NICS I. In addition to the above NICS I will not be responsible to pay the bills for any completed / partially completed work if tender was allotted.

(Signature of Bidder with Seal)

Name:

Capacity in which as signed:

Name & address of the Company / Firm:

Date:

Place:

ANNEXURE-10: EMPLOYEES DETAIL UNDERTAKING

<On Company's Letter Head>

<Date>

To

The Managing Director,
NICSI, 1st Floor, NBCC Tower
Bhikaji Kama Place,
New Delhi

Sub: Undertaking for employees on company pay-roll for the past one year

Dear Sir,

This is to certify that <Mention Bidder's company Name> have _____ number of employees on company's payroll for the past one year. The qualification and years of experience of mentioned number of employees complies with scope of work of NICSI's tender no.<.....>.

S No.	Name of Employee	Education Qualification	Certifications	Total Work Experience

Signature: [Authorized Signatory]

Name:

Designation:

Date and Company Seal:

Note:

- 1) Bidders must submit the list of employees.
- 2) For Eligibility and Technical bid evaluation the proposed number of employees for both the profiles should be on company's payroll from past 1year.

ANNEXURE-11: Training Feedback Form

Empaneled Agency Name:

Training Name	
Training Duration	
Dates of Training	

Please provide the following information about yourself:

Name	
Organisation	
Department	

Please indicate your impression of the items listed below.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1. The training met my expectations.	<input type="radio"/>				
2. I will be able to apply the knowledge learned.	<input type="radio"/>				
3. The training objectives for each topic were identified and followed.	<input type="radio"/>				
4. The content was organized and easy to follow.	<input type="radio"/>				
5. The materials distributed were pertinent and useful.	<input type="radio"/>				
6. The trainer was knowledgeable.	<input type="radio"/>				

7. The training provided enough Practical sessions

8. The trainer met the training objectives.

9. Class participation and interaction were encouraged.

10. Adequate time was provided for questions and discussion.

11. How do you rate the training overall?

Excellent Good Average Poor Very poor

12. How do you rate the quality of food (if applicable) provided to you during the training?

Excellent Good Average Poor Very poor

13. What aspects of the training could be improved? Other comments?