

## **Advertisement for Expression of Interest**

### **Notice Inviting Expression of Interest (EoI)**

#### **Partnership for Training in Communication and Soft Skills**

NIELIT intends to add a component of Professional Communication & Soft Skills development in its existing courses such as O/A/B/C Level, Skill Oriented short/long term Courses in IECT and IT Literacy courses BCC/CCC etc. Expression of Interest is invited from agencies competent in the field to develop course contents of Professional Communication & Soft Skills and also for conducting related training programmes in partnership with NIELIT.

The interested agencies may visit our website <http://www.nielit.gov.in> for more details. Last date for submission of EoI in sealed envelopes is 28-09-2015, 03:00 P.M.

Additional Director(Admn.)

## **Expression of Interest (Eol)**

### **For** **Partnership for Training in Communication** **and Soft skills**

**(Ref No: NIELIT/Eol/2015/SS/01 Date: 01-09-2015)**



**NATIONAL INSTITUTE OF ELECTRONICS AND INFORMATION TECHNOLOGY**  
*An Autonomous Scientific Society of*  
*Department of Electronics and Information Technology,*  
*Ministry of Communications and Information Technology, Government of India*

Electronics Niketan,  
6, C G O Complex, Lodhi Road  
New Delhi – 110003

[www.nielit.gov.in](http://www.nielit.gov.in), 011- 2436 3330-2, Fax: 011-2436 3335

## 1. Invitation for Expression of Interest

NIELIT invites EOIs from reputed Companies/Organisations (hereafter referred as 'Agencies') to **"Partnership for Training in Communication and Soft Skill"** viz. O/A/B/C Level, short term Skill Oriented courses and BCC/CCC etc.

The related information and the broad scope of work are detailed in this document. It may be noted that this information is indicative only. The actual Scope of work will be defined in the Request for Proposal (RFP) document which will be issued shortly, to the eligible / short-listed agencies selected through this EOI.

Interested Agencies fulfilling the minimum qualification criteria as stated in the EOI, may send their complete details as per details given in this Eol document on or before **28-09-2015 03:00 P.M.**, to the following address by post/hand in a sealed envelope superscribing **"Expression of Interest (EOI) for Partnership for Training in Communication and Soft Skills"** for short-listing the interested parties for the Request For Proposal (RFP).Eol will be opened on **28-09-2015, 03:15 P.M.** :

The Managing Director,  
National Institute of Electronics and Information Technology (NIELIT),  
Electronics Niketan,  
6, CGO Complex,  
Lodhi Road,  
New Delhi - 110 003  
<http://www.nielit.gov.in>

For any further queries and clarifications you may contact Sh. Rajneesh Asthana, *Deputy Director* (System) on Telephone No 011-24367714, 24367715 or by e-mail to: [rajneesh@nielit.gov.in](mailto:rajneesh@nielit.gov.in).

## **2. About NIELIT:**

**National Institute of *EL*ectronics and *IN*formation *T*echnology (NIELIT)**, (erstwhile DOEACC Society), an Autonomous Scientific Society of Department of Electronics & Information Technology (DeitY), Ministry of Communications and Information Technology, Govt. of India, was set up to carry out Human Resource Development and related activities in the area of Information, Electronics & Communications Technology (IECT). The Society is engaged both in the Formal & Non-Formal Education in the area of IECT besides development of industry oriented quality education and training in the state-of-the-art areas and to establish standards to be the country's premier institution for Examination and Certification in the field of IECT. It is also one of the National Examination Body, which accredits institutes/organizations for conducting courses in IECT in the non-formal sector of IECT Education & Training.

NIELIT has 31 Centres/ extension centres located at Agartala, Aizawl, Ajmer, Aurangabad, Calicut, Chandigarh, Chennai, Chuchuyimlang, Churachandpur, Delhi, Gangtok, Gorakhpur, Guwahati, Imphal, Itanagar, Jammu, Jorhat, Kohima, Kolkata, Kokrajhar, Leh, Lucknow, Lunglei, Patna, Ranchi, Senapati, Shillong, Shimla, Silchar, Srinagar, Tezpur with its Head quarters at New Delhi.

In the Non-Formal Sector, the NIELIT is implementing the DOEACC Scheme on computer courses, a joint scheme of the erstwhile Department of Electronics (DoE) now Department of Electronics & Information Technology (DeitY), and AICTE (MHRD) at the National Level by utilizing the facilities and infrastructure available with the institutions/organizations in the non-formal sector. Under the Scheme, 'O' Level (equivalent to Foundation Level), 'A' Level (equivalent to Advanced Diploma), 'B' Level (equivalent to MCA) and 'C' Level (designed to be at M.Tech Level) are being offered. O, A & B level courses are recognized by MHRD for the purpose of employment. Since the inception of the Society, 8.76 lakhs candidates have been registered and about 1.69 lakhs candidates have qualified (theory papers) the various DOEACC Computer Courses at O/A/B & C Levels.

The Computer literacy programme of the NIELIT is an outcome of the recommendation of National Task Force on Information Technology and Software Development. Based on the recommendation, the Society in the year 1999 has launched a programme on computer literacy viz. 'Course on Computer Concepts', now popularly known as 'CCC'. The programme equips a person to use the computers in day-to-day life for professional as well as personal use. It is an 80 hrs. programme, which has got recognition from various State and Central Government Departments as basic course for IT/Computer literacy for recruitment and career promotions. Since inception of the CCC course, over 8 lacs candidates have applied for examination and over 5 lacs candidates have passed to date.

The Institute is embarking upon training programme to develop entrepreneurs and provide IECT based services to users and is also undertaking government sponsored projects in the field of IECT & related activities.

### **3. Purpose of Eol:**

NIELIT is engaged in carrying out Education and Training Programmes- both in Formal and Non-Formal sectors in the area of IECT. It is also a National Examination Body which accredits institutes/organizations for conducting its non-formal courses viz. O/A/B/C Level, Short term / long term Skill Oriented Courses in IECT and IT Literacy Programmes BCC/CCC. NIELIT intends to conduct the training on Soft Skills as an add on component for its various courses in IECT.

Government of India, under its various initiatives and its vision on Make in India, Digital India and Skill India has put a greater emphasis on enhancing the employability. For enhancing the employability today we need to develop and use soft skills in our day to day work to add value to our personal and professional skills. Taking view of this NIELIT has decided to add a component of Communication and soft Skill in its various courses in IECT.

Given the importance of having good communicative and soft skills, NIELIT has decided to integrate it with its different training programs so as to enhance the employability of the candidates undergoing these programmes. The communication and soft skills modules would be offered in modules ranging from 10 hours to 50 hours depending upon the duration of the base training program in IECT.

NIELIT invites Expression of Interest for conducting a 10 hours to 50 hours training to the trainees of various Skill Up gradation Training programmes at various centres of NIELIT across the country, from reputed agencies having at least 3 years experience in training and development of course curriculum and course content on soft skills, communicative English, interview techniques, personality development etc.

### **4. Scope of work:**

- a. Designing Course Curriculum on Communication & Soft Skills of durations 10, 20, 30, 40 & 50 hrs and its integration with its different training programs in IECT.
- b. The training curriculum to be designed and delivered should target to hone soft skills in a manner to develop the attitude and attributes of the trainee in the areas of:  
*“Communication skills, Interpersonal skills, Problem solving skills, Effective Communication Skills – verbal, non-verbal, pronunciation and intonation, identifying and removing barriers to communication, acquisition of different styles of communication. Business Presentation Skills – negotiation,*

*structuring effective presentation, assertiveness. Behavioral Traits - attitude, motivation , time and stress management, business, ethics, leadership and inter personal skills and team building. Problem-solving Skills - creative, critical and analytical thinking, conflict, handling, and decision-making.”*

- c. To develop course content for above including e-learning material.
- d. To develop methodologies for assessment.
- e. To conduct masters training programme at NIELIT Centres.

## 5.

### a. Cost of EOI

The soft copy of the EOI may be downloaded from the website: [www.nielit.gov.in](http://www.nielit.gov.in). The bidders are required to submit a demand draft of **Rs.1000/- in favour of “NIELIT“ payable at New Delhi** (non-refundable) along with the EOI. EOI document will not be sent by post and no physical sale of EOI will be done by NIELIT.

**b. Cost of tender value** : Rs. 15,00,000 approximately

**c. Bid validity** : 6 months

## 6. Instructions to the Bidders

### a. Completeness of Response

- i. Bidders are advised to study all instructions, forms, requirements and other information in the EOI documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications.
- ii. The response to this EOI should be full and complete in all respects. Failure to furnish any information required by the EOI documents or submission of a proposal not substantially responsive to this document will be at the Bidder's risk and may result in rejection of its Proposal.

### b. EOI Proposal Preparation Costs & related issues

- i. The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by NIELIT to facilitate the evaluation process.

- ii. NIELIT will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- iii. This EOI does not commit NIELIT to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this EOI.
- iv. All materials submitted by the bidder will become the property of NIELIT and may be returned completely at its sole discretion.

**c. Pre-Bid Meeting**

- i. NIELIT shall hold a pre-bid meeting with the prospective bidders on **14-09-2015 by 03:00** P.M at , Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi - 110003
- ii. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to Sh. Rajneesh Kumar Asthana, Deputy Director (Sys) (Nodal Officer), Telephone No 011-24367714, 24367715 Fax No 011-24363335 e-mail [rajneesh@nielit.gov.in](mailto:rajneesh@nielit.gov.in) by post, facsimile or email on or before **11-09-2015**. All queries to be raised in the pre-bid meeting will relate to the EOI alone and no queries related to detailed analysis of Scope of work, payment terms and mode of selection will be entertained. These issues will be amply clarified at the RFP stage.

**d. Responses to Pre-Bid Queries and Issue of Corrigendum**

- i. The Nodal Officer notified by the NIELIT will Endeavour to provide timely response to all queries. However, NIELIT makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does NIELIT undertake to answer all the queries that have been posed by the bidders.
- ii. At any time prior to the last date for receipt of bids, NIELIT may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the EOI Document by a corrigendum.
- iii. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on the <http://www.nielit.gov.in> only and emailed to all participants of the pre-bid conference.
- iv. Any such corrigendum shall be deemed to be incorporated into this EOI.
- v. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, NIELIT may, at its discretion, extend the last date for the receipt of EOI Proposals.

**e. Right to Terminate the Process**

- i. NIELIT may terminate the EOI process at any time and without assigning any reason. NIELIT makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- ii. This EOI does not constitute an offer by NIELIT. The bidder's participation in this process may result in short listing the bidders.

**f. Submission of Responses**

- i. The bids shall be submitted in a single sealed envelope and superscribed "***EOI for Partnership for Training in Communication and Soft Skill***". This envelope should contain the signed, stamped and numbered copy of EOI proposal along with all relevant documents.
  - Bids shall consist of supporting proofs and documents as defined in the Pre-qualification Criteria section.
  - Bidder shall submit all the required documents as mentioned in the annexure including various templates (Form 1 to Form 3) and a signed copy of this EOI. It should be ensured that various formats mentioned in this Eoi should be adhered to and no changes in the format should be done.
- ii. Envelope should indicate clearly the name, address, telephone number, Email ID and fax number of the bidder
- iii. Copy of the EOI should be a complete document and should be bound as a volume. The document should be page numbered, must contain the list of contents with page numbers and shall be stamped and initialled by the Authorized Signatory of the bidder.
- iv. Eoi document submitted by the bidder should be concise and contain only relevant information as required.

**g. Bid Submission**

- i. The entire proposal shall be strictly as per the format specified in this Invitation for Expression of Interest and any deviation may result in the rejection of the EOI proposal.
- ii. NIELIT shall not be responsible for any postal delay or non-receipt/ non-delivery of the documents. No further correspondence on the subject will be entertained.
- iii. NIELIT reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities vis-à-vis urgent commitments.
- iv. The bids submitted by telex/telegram/fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.



**h. Venue and Deadline for Submission**

Proposals must be received at the address specified below latest by **28-09-2015 by 03:00 P.M**

The Managing Director,  
National Institute of Electronics and Information Technology (NIELIT),  
Electronics Niketan,  
6, CGO Complex,  
Lodhi Road,  
New Delhi -110 003 India

Any proposal received by the NIELIT after the above deadline shall be rejected and returned unopened to the Bidder. Eol will be opened on **28.09.2015, 3:15 P.M.** at, Electronics Niketan, 6, CGO Complex, Lodhi Road, New Delhi - 110003.

**i. Short listing Criteria**

- i. NIELIT will shortlist bidders who meet the Pre-Qualification criteria mentioned in this Invitation to Expression of Interest.
- ii. Any attempt by a Bidder to influence the Eol evaluation process may result in the rejection of its EOI Proposal.

**j. Evaluation Process**

- i. NIELIT will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders.
- ii. The Proposal Evaluation Committee constituted by the NIELIT shall evaluate the responses to the EOI and all supporting documents & documentary evidence. Inability to submit requisite supporting documents or documentary evidence, may lead to rejection of the EOI Proposal.
- iii. Each of the responses shall be evaluated to validate compliance of the bidders according to the Pre-Qualification criteria, Forms and the supporting documents specified in this document.
- iv. The decision of the Proposal Evaluation Committee in the evaluation of responses to the Expression of Interest shall be final. No correspondence will be entertained outside the evaluation process of the Committee.
- v. The Proposal Evaluation Committee may ask for presentation / meetings with the bidders to evaluate its suitability for the assignment.
- vi. The Proposal Evaluation Committee reserves the right to reject any or all the proposals.

## 7. Pre-Qualification Criteria

S. No	Eligibility Criteria	Documents Required to be submitted with EOI
1	The Agency should be ISO 9001:2008 certified to conduct training programmes in communication & soft skills.	Copy ISO Certificate
2	The agency should have valid registration with appropriate statutory authorities as required under law. A copy of all such registrations such as Incorporation Certificate, MOA, PAN and Service Tax, etc. must be enclosed.	Copy of Certificate of Incorporation; and Copy of Service Tax/ VAT Registration Certificate, PAN etc
3	The company should have been in the business of Training (of its own and not as part of the consortia) in Communication & Soft Skill and its Course Content Development at least for 3 (three) continuous years and has served for at least 5 (five) clients.	<ul style="list-style-type: none"> <li>• Proof of commencement of business</li> <li>• List of clients and copy of work order</li> </ul>
4	The company is required to submit the details of Training in Communication & Soft Skill and its Course Content Development done by them during last 3 years. The bidder should also provide details of Reputed Clients presently the firm is working with.	The completion certificate along with the feedback of the client agency as a documentary proof of having successfully completed the project
5	The Average annual turnover of the company during last 3 years should be Rs. 20 Lacs. The turnover should be specifically related to trainings conducted for Soft Skills. The companies can produce the certificate of CA's to segregate the turnover of soft Skill in case of mixed activities.	Extracts from the audited Balance Sheet and Profit & Loss Statement OR Certificate from the statutory auditor
6	The company should possess the essential infrastructure & manpower facilities on its regular roll, which are required to carry out the activities across the country.	<ul style="list-style-type: none"> <li>• List of technical experts on its regular roll.</li> <li>• The bidder has to give an undertaking on its letter head that it has the necessary infrastructure and expertise to handle this project and shall not outsource this project to a third party.</li> </ul>
7	The firms having black-listed/ debarred in participating in any procurement activities by any State or Central Government in India are not allowed to bid.	Undertaking to this effect shall be submitted by the bidder on his letter head that the agency has not been blacklisted / debarred from participating in tender/bids by any State or Central Govt. organization in India. (Annexure-I)

**Note:** Apart from the above documents, the bidder is required to submit the Power of Attorney in the name of the Authorized Signatory.

## 8. Evaluation Criteria

- a. Eligible bidders would be given an opportunity to present a demo of its solutions against the scope of work before a panel formed by NIELIT. Based on the live-demo of the presentation, marking would be done by NIELIT panel. Presentation should include the criteria mentioned in the below table.

SNo	Criteria	Maximum Marks	Minimum Marks Needed	Marks Obtained
Col-I	Col-II	Col-III	Col-IV	Col-V
1	Understanding of Requirements	15	7.5	
2	Bidder's Experience in "Similar" Projects (for which Work Order / Completion Certificates are being provided) and Demonstration of similar Solutions already implemented at other clients including already is used	30	15	
3	List of experts / faculty on its regular roll and their Educational Qualification	15	7.5	
4	Adequacy of suggested scope of work, approach & methodology for Training in Communication & Soft Skills and its Course Content Development including e-contents	15	7.5	
5	Tie ups with other Govt / Pvt Universities / Institutes for Professional Communication Soft Skills development & its training	10	5	
6	Work plan (For example Gantt chart for all activities)	15	7.5	
<b>Total</b>		100	50	
Approach and Methodology will be evaluated based on quality of the solution, presentation/discussions with bidder and the solution's ability to meet the requirement.				

- b. The criteria for qualification
- Minimum marks in each criterion as per the column IV (Min. marks needed) in above table.
  - Bidder fulfilling requirements and compliance as per FORM 3
- c. These marks would not be counted on subsequent stages and the RFP document shall be issued to qualified bidders only.

## **Appendix I: Bid Submission forms**

The bidders are expected to respond to the Eol using the forms given in this section and all documents supporting Pre-Qualification / Eol Criteria.

Proposal / Pre-Qualification Bid shall comprise of following forms:

**Form 1: Covering Letter with Correspondence Details**

**Form 2: Details of the Applicant's Operations and Consulting Business**

**Form 3: Compliance Sheet for Pre-Qualification Criteria**

**Form 1: Covering Letter on Letterhead of the Bidder with Correspondence Details**

<Location, Date>

To,

**The Managing Director,**  
NIELIT, Electronics Niketan,  
6, CGO Complex, Lodhi Road,  
New Delhi – 110003

**Subject: Expression of Interest for Partnership for Training in Communication and Soft Skill.**

Dear Sir,

This is with reference to your advertisement inviting Eol for Partnership in Training in Communication and Soft Skill and its course Content Development as an add on component with NIELIT Courses, We, the undersigned, offer to provide the services for the same, please find below the details of our agency for your consideration

S. No.	Information	Details
1.	Name of the Contact Person	
2.	Address of the Contact Person	
3.	Name, designation and contact, address of the person to whom, all references shall be made, regarding this EOI.	
4.	Telephone number of the Contact Person.	
5.	Mobile number of the Contact Person	
6.	Fax number of the Contact Person	
7.	Email ID of the Contact Person	
8.	Corporate website URL.	
9.	Name of the Organization:	
10.	Head of the Organization (with designation):	
11.	Legal Status	
12.	Address of Head Office:	
13.	Number of Offices (including Head Office): India & Abroad	
14.	Annual Turnover (in Lakhs):	

	(Last three Years)	
15.	Years of Operation (in Years):	
16.	PAN Number	
17.	Sales Tax/ VAT Registration Number	
18.	Service Tax number	
19.	Number of Employees:	
20.	Number of Teaching Staff	
21.	Number of Non-Teaching Staff	
22.	List of major Soft Skill Training and Content Development work done with details	1. 2. 3.
23.	List five present major clients in Soft Skill Training and Content Development projects	1. 2. 3. 4. 5.

We are hereby submitting our Expression of Interest in printed format. We understand you are not bound to accept any Proposal you receive.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process or unduly favours our company in the short listing process, we are liable to be dismissed from the EOI selection process or termination of the contract during the project.

We agree to abide by the conditions set forth in this EOI.

We hereby declare that our proposal submitted in response to this Eol is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

<Applicant's Name with seal>  
Name: <<Insert Name of Contact>>  
Title: <<Insert Name of Contact>>  
Signature: <<Insert Signature>>

**Form 2: Details of the Applicant's Operations and Business**

<b>Sl No.</b>	<b>Information Sought</b>	<b>Details to be Furnished</b>
1.	Name and address of the bidding Agency	
2.	Legal status of the Agency	
3.	Year of Establishment	
4.	Date of registration	
5.	ROC Reference No.	
6.	Details of agency registration	
7.	Details of registration with appropriate authorities for service tax	
8.	Name, Address, email, Phone nos. and Mobile Number of Contact Person	

**Form 3: Compliance Sheet for Pre-Qualification Criteria**

SI No.	Basic Requirement	Documents Required	Provided	Reference & Page Number
1.	Institute/Organisation	Copy of Registration/Accreditation	Yes / No	
2.	Turnover for Companies only	Extracts from the audited Balance sheet and Profit & Loss; OR Certificate from the statutory auditor	Yes / No	
3.	Technical Capability	<b>For Companies</b> Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client.	Yes / No	
4.	General Requirements	Self Certification by the authorized signatory	Yes / No	
5.	Certifications	Copy of the Certification	Yes / No	
6.	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes / No	
7.	Legal Entity	Proof of Setup/ Legal entity /Incorporation; and Copy of Service Tax Registration Certificate	Yes / No	
8.	Manpower Strength	Self Certification by the authorized signatory	Yes / No	
9.	Blacklisting	A self certified letter	Yes / No	
10.	ISO Certificate	Agency should submit ISO 9001:2008 certificate for conducting training programmes in communication & soft skills.	Yes / No	



**Annexure-I**

**SELF-DECLARATION – NON BLACKLISTING**

To,  
The Managing Director,  
National Institute of Electronics and Information Technology (NIELIT),  
Electronics Niketan,  
6, CGO Complex,  
Lodhi Road,  
New Delhi - 110 003, India

Sir,  
In response to the EOI Ref No. \_\_\_\_\_ Dated \_\_\_\_\_ for **Partnership for Training in Communication and Soft Skill**, I/ We hereby declare that presently our Company/ Firm \_\_\_\_\_ 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/Autonomous Body.

We further declare that presently our Company/ firm \_\_\_\_\_ is not blacklisted and not declared ineligible for reasons other than corrupt & fraudulent practices by any State/ Central Government/ PSU/ Autonomous Body on the date of Bid Submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Yours faithfully,

Signature:-  
Name of the Bidder: -  
Authorized Signatory: -  
Seal of the Organization: -  
Date:  
Place:

## **IMPORTANT DATES**

S.NO.	ACTIVITY	DATE & TIME
1	DATE OF ADVERTISEMENT	01-09-2015, TUESDAY,
2.	LAST DATE FOR SUBMISSION OF QUERY FOR PRE BID	11-09-2015, FRIDAY
3.	PRE BID MEETING	14-09-2015, 3:00 P.M., MONDAY
4	LAST DATE FOR SUBMISSION OF EOI	28-09-2015, 3:00 P.M. , MONDAY
5	DATE OF OPENING OF EOI	28-09-2015, 3:15 P.M., MONDAY