

M P STATE ELECTRONICS DEVELOPMENT CORPORATION LTD.
(A Govt. of M.P Undertaking)

TENDER DOCUMENT

For

Providing Computer Training

(Tender No. MPSEDC/ADCGM/CTC/2010/577)

(All pages of this document except for Commercial-bid to be submitted in original duly signed on each page along with the technical bid envelope. The Commercial bid in original is to be enclosed in a separate sealed envelope)

M.P. State Electronics Development Corporation Ltd.

147, Zone-I, M.P. Nagar, Bhopal-462011 (M.P.)

Ph. 0755-2769816 Fax: 0755-2769824

www.mpsedc.com

TECHNICAL BID

INVITATION FOR BIDS

M.P. State Electronics Development Corporation Ltd (MPSEDC), Bhopal invites sealed bids, in two envelopes system, from bidders for 'Providing Computer Training'. Interested bidders may obtain further information from the office of:

M.P. State Electronics Dev. Corp. Ltd.
147, Zone-1,
Maharana Pratap Nagar, BHOPAL-462011 (M.P.)
Phone: 0755-2769816, Fax No.0755-2769824

Bid Schedule:

Scope of Work	'Providing Computer Training'
Cost of bid document	Rs.500.00 (non-refundable) by DD/Cash in favour of MPSEDC Ltd., Bhopal
Sale of Tender Documents	11 th May to 29 th May, 2010 (10:30 a.m. to 05:30 p.m.)
Last date of submission of Bid	29 th May, 2009 upto 03:00 p.m.
Date of opening of Technical Bid	29 th May, 2009 at 04:00 p.m.
Earnest Money Deposit/Bid Security	Rs. 10, 000/- (Rupees Ten Thousand only) in the form of Demand Draft

The Tender Document can also be downloaded from our website www.mpsedc.com. In case of downloaded documents, the cost of Bid document should be enclosed alongwith the Technical Bid in the form of DD payable to MPSEDC Ltd., Bhopal.

All further amendments in Tender Document or Bid Schedule shall be notified on our website www.mpsedc.com only.

Letter for Submission of Bids

To
M/s MPSEDC Ltd
147 Zone I, M P Nagar
Bhopal (M P)

Dated _____, 200__.

Ref: "Tender for Computer Training" against Tender no. MPSEDC/ADCGM/CTC/2010/577
due for opening on 29th May, 2010.

Dear Sir,

Having examined the tender document relating to 'Providing Computer Training' as detailed in your tender, Conditions and scope of Training etc., and having understood the provisions and requirements relating to the assignments and all other factors governing the tender, We hereby submit our offer for the proposed items in accordance with terms and conditions and confirm our acceptance to execute the assignments within the time period specified in the tender document, at the rates quoted by us in the accompanying Technical & commercial Bid.

Having accepted the tender, if, we fail to complete the assignments as per the order. We agree that M/s. M.P. State Electronics Development Corporation Ltd., Bhopal shall have full authority to forfeit the earnest money and cancel our order with no obligation on their part.

We confirm having deposited earnest money of Rs 10,000/- (Rupees Ten Thousand only) by Demand Draft No.....dated drawn onBank Branch attached here to, and general information required is as per annexure attached.

We further confirm that:-

We have successfully executed orders of similar nature and we have sufficient experience and financial strength in handling orders of this nature.

The quoted rates shall be valid till the completion of the order and not less than 90 days of the date of opening of tender.

We further confirm that all chapters of the tender documents have been read, understood and signed and there is no deviation/discrepancy

We hereby declare that the information provided by us is correct and accept that if the information is found to be incorrect at any stage of the Tender or after the Tender, our Bid/Work Order shall stand cancelled.

We agree to accept the extension order for a mutually agreed period

Signature of the Tenderer
With stamp and date

GENERAL INFORMATION AND EMD DETAILS

EMD Details DD No and date: Amount in Rs. Name of the Bank:	
Name and Address of the Tenderer:	
Contacts:	
Telephones:	
Fax:	
E-mail:	
Mobile No:	
Category of the tenderer (Whether company, partnership firm or Proprietary concern)	
Name of Chief Executive Officer and Telephone No.	
Year of Establishment	
Name(s), contact number and Address(s) of proprietor or partners or Directors	
Sales Tax/Commercial Tax/ CST nos.	
Income Tax PAN/GIR No.	
Yearly Turn over in Education Services of the Last 3 years. 2006-07 2007-08 2008-09	
Name and Address of the Banker	
List of major Clients and details of work executed	

Note: Separate sheets may be attached wherever necessary.

Signature of the Tenderer
With stamp and date

TERMS AND CONDITIONS

A General Terms and Conditions

1. The organisation should have pool of experienced trainers for the conduct of training. Proof of the same should be attached with the bid.
2. The details provided of professionals working with the organisation as part time /full time faculty from at least last one year will be given weightage.
3. Bids shall be valid for a period of not less than 90 days from the date of opening of bid.
4. Bids submitted without bid security shall be rejected.
5. The bidder must have working office and Training centres in the state of Madhya Pradesh and in the city where training is to be imparted.
6. The organization should not have been blacklisted by any State/Central Govt. or their Institutions.

B Amendment of Bidding Document by the Competent Authority

1. At any time prior to the deadline for the submission of bids, the competent authority may, for any reason, whether on it's own or in response to a clarification requested for by a prospective bidder, modify the bidding document by way of amendment(s)
2. The prospective bidders having received the bidding documents will be notified of the amendment(s) so made on the website only and such amendments shall be binding on them.
3. In order to allow reasonable time to the prospective bidders for taking into account such amendment(s), in the preparation of their bids, the competent authority, at its discretion, may extend the deadline for the submission of bids.

C Bid Price

1. Prices quoted by the Bidder shall be fixed during the Bidder's performance of the contract and shall not be subject to variation on any account.

D Documents Establishing Bidder's Eligibility and Qualifications

1. To ascertain the eligibility of bidders the documents establishing the Following will require to be furnished with the bid.
2. The legal status, place of registration and principal place of business of the company or firm or partnership etc should be furnished along with the bid.
3. Proof of documents meeting the eligibility criteria mentioned at serial no 1 above.

E The Bid Security may be forfeited -

If a Bidder withdraws its bid during the period of bid validity specified by the bidder on the bid Form: or In case of a successful Bidder, if the Bidder fails:

F To sign the contract

1. If the supplier, after accepting the order fails to deliver the services as per the Contract Agreement and the contract has to be rescinded or aborted due to his non-performance.
2. Any alterations, erasures or overwriting shall be valid only if the person or persons signing the bid initials them.

G Scope of Work

1. Providing Computer Training generally (but not limited to) as per the course content given in Annexure "A". The job involves providing 1 Senior Faculty, 1 Junior Faculty, Printed Course Material and consumables like pen, writing pad etc. and conducting Examinations.
2. Candidates for Training shall be nominated by MPSEDC. Two to three Batches per day will be conducted for duration of 20 working days for each Batch. However, MPSEDC guarantees only one Batch of 10 candidates per month.

Responsibilities of MPSEDC Ltd.

Training program shall be continuously monitored/evaluated Training including syllabus/contents, for quality by MPSEDC. MPSEDC will provide required training infrastructure i.e. Computers with Networking and Internet facility, LCD Projector, Classroom and Furniture at Bhopal.

Responsibilities of Training Organization

TRAINING ORGANISATION shall depute two Faculty members one Senior Faculty & Junior Faculty for the entire duration of training program.

The Senior Faculty should have a qualification of BE/MCA or equivalent with 5 years experience. The Junior Faculty should be PGDCA or equivalent with one year experience. In case, the skill sets of Faculty are not found to be satisfactory, the Training Organisation will have to provide new Faculty to the satisfaction of MPSEDC. In case, the Training Organisation proposes to deviate from the qualification and experience of the Faculty, The same can be done after getting permission from MPSEDC in writing subject to the condition that the skill sets of the Faculty offered are found to be satisfactory.

Faculties would take class test after completion of each topic and final test shall be taken in the end of the training period and performance of the candidates shall be recorded. Examination can be conducted by way of written test or On-line tests as per requirement on each batch basis. Test papers / answer sheets of the class tests shall be provided by training organization. Training Organisation shall provide study material (includes books/handout, Pen, Writing Pads, Utility Software CDs (optional)) to each trainee, as per requirement of the course in consultation with MPSEDC.

Training Organization will ensure availability of Senior and Junior Faculty for the entire training duration of a batch and make alternate arrangement in case of leave or absence of any of faculty member.

In case the training organization fails to provide the substitute faculty, the corresponding per day absence of faculty shall be deducted from the bill. Hence training organisations are required to provide the break up of training charges as mentioned in the commercial offer sheet.

Training program for the batch shall be conducted at Computer Training Center at Vallabh Bhawan premises on all working days for a period of 20 working days as per the schedule provided by MPSEDC.

Training will be conducted initially for two batches of 20 working days, which can however be increased to maximum three batches per day of two hours each depending on the requirement. Each batch will have 20 to 23 trainees. However MPSEDC do not bind itself to provide any minimum guaranteed batch size which may be less than number specified. However, as given above an average of minimum 10 candidates per month is guaranteed.

Training Timings will be decided from time to time by MPSEDC. Certificate of participation shall be issued jointly by MPSEDC and Training Organisation to the participants based on their performance during training period. This assignment will be for a period of two years, which can however be extended mutually.

Payment Terms

Payment shall be released by MPSEDC on completion of training on monthly basis. Payment for each batch shall be released against proof of completion of training on submission of bills in duplicate. The bills for the purpose of release shall be submitted to MPSEDC, Bhopal.

Payment will be made by MPSEDC on submission of bills in duplicate at the end of each month for the batches completed, as per the rates approved on "per participant basis". No interest shall be payable on delayed payments due to what so ever reason. Training Organisation is required to submit the following documents alongwith the bill for processing of payment.

1. Nomination details for respective training batch.
2. Attendance Sheets of participants
3. Attendance Sheets of main faculty and assistant faculty
4. Participant Feedback Forms
5. Participants performance report (marks statement of assessment tests)

SUBMISSION OF BIDS

Sealing and Marking of Bids

The bidders shall submit EMD, technical bid (containing the technical specifications offered, literature leaflets etc and the technical and commercial deviation if any) in one Envelope and original copy of commercial bid in second envelope. Both the Envelopes should be sealed in one main envelope. All the envelopes should be distinctly marked EMD, technical bid, and commercial bid alongwith the Tender No.

The bid will consist of the following:

The price should be firm, inclusive of all taxes and local levies if any.

The rates should be free from all escalation. However, all Tax and duty benefits if applicable should be passed on to us.

The envelopes shall be addressed to the competent authority at the following address:

Addl. Chief General Manager,
M.P. State Electronics Development Corporation Ltd.
147, Zone-I, Maharana Pratap Nagar,
Bhopal-462011

The envelopes shall also indicate the name and address of the Bidder to enable the bid to be returned unopened in case it is declared "late."

If the envelopes are not sealed and marked, the competent authority will assume no responsibility for the bids, misplacement or premature opening.

Telex; cable facsimile or fax bids will be rejected.

Deadline for Submission of Bids

Bids must reach to the competent authority at the address specified but not later than the time and date specified in the invitation of Bids. In the event of the specified date for the submission of bids being declared a holiday for the office of the competent authority, the bids will be received up to the appointed time on the next working day.

Late Bid

Any bid received after the deadline for submission of bids prescribed by the competent authority, will not be accepted and returned unopened to the bidder.

Modifications and Withdrawal of Bids

The bidder may modify or withdraw its bid after bid's submission, provided that written notice of the modification or withdrawal is received by the competent authority prior to the deadline prescribed for submission of bids.

Opening of Bids

Since it is a Two-bid system, Technical and EMD envelope will be opened first by the Committee constituted for this purpose. If the technical bid specifications offered, EMD and deviations asked (if any) are found in order, the Committee will evaluate the Bids as per the Bid Evaluation Criteria

The Committee will open the bids, in the presence of Bidders' representatives who choose to attend on the date specified at the office of MPSEDC Ltd.

Prospective Bidder representatives shall sign a register evidencing their attendance.

The date, time and place of opening of commercial bid will be intimated to the bidders or their representatives.

Preliminary Examination

Before starting evaluation, the bids will be examined to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. In case of computational error the basic price will prevail. In case of error in totals and grand total, the sub total will prevail.

If bid is determined as not substantially responsive, the competent authority will reject it and only the substantially responsive commercial bids will be considered.

The process of evaluation of commercial bid is as follows:

BID EVALUATION CRITERIA

Eligibility Criteria

1. The organization should be engaged in the business of IT Education and have a turnover of Rs.1 Crore each in last three financial years.
2. The organization should have a minimum experience of 5 years in providing IT training in India, proof the same should be attached with the bid.
3. The organization should have trained at least 10,000 candidates in India.
4. The organisation should be of national repute and should have a minimum of 100 education centres in India.

Qualification Criteria

Sl. No.	Details	Max. Marks	Marks Obtained
1.	Number of years of experience in the field of Education & Training <i>(1 mark for each year of experience in excess of 5 years)</i>	10	
2.	Total Manpower on the rolls of the Company <i>(Maximum 10 marks for 2500 no. of average manpower deployed in last 3 years, proportionate marks for lower manpower)</i>	10	
3.	Turnover in the Field of Education & Training in the last three years 2006-07 2007-08 2008-09 <i>(Total 10 marks for turnover of more than 100 Crores, proportionate marks for turnover of less than 100 Crores)</i>	10	
4.	Number of Training Centers in Madhya Pradesh Owned by Company <i>(1 mark for 1 Center in Madhya Pradesh)</i>	5	
	Number of Training Centers in Madhya Pradesh Franchisees <i>(1 mark for 5 Franchisee centers in MP i.e. 10 marks for 50 centers in MP)</i>	10	

5.	Certifications available with Company (Like ISO 900 etc.) <i>(1 mark for each Certification)</i>	5	
TOTAL		50	

Documentary proof or self certified declaration, to be attached for all the parameters of Evaluation.

Evaluation Criteria

The Bids will be evaluated on the basis of the Qualification criteria given above and marks awarded against each parameter.

Those bidders whose EMD is in order, meet the minimum eligibility criteria and score minimum marks in Qualification shall be considered for opening of Financial Bid.

The tender will be evaluated on QCBS (Quality cum Cost basis Selection) system.

There will be a weightage of 50% on the pre-qualification bid and 50% on the Financial Bid.

The marks obtained against the Pre-qualification criteria shall be considered as the marks for pre-qualification Bid.

The weightage for Financial Bid will be calculated as follows:

The lowest bidder will be awarded 50 marks. The other bidders will be awarded weightage as per the following formula:

$$\text{Financial Bid weightage} = (\text{Rate quoted by the lowest bidder} / \text{Rate quoted by the bidder under consideration}) \times 50$$

for example if the lowest bidder has quoted a rate of 5% and bidder **x** has quoted 7% then the Financial Bid weightage of the bidder **x** will be $(5/7 \times 50) = 35.71$

The final score of the bid will be sum of technical bid weightage and financial bid weightage.

The Bidder getting the highest score will be considered as the successful bidder for award of contract.

Contacting the Competent Authority

No Bidder shall contact on its own, the Competent Authority on any matter relating to its bid, from the time of the bid opening to the time the contract is awarded. Any effort on part of a Bidder to influence the Competent Authority or members or Technical/Monitoring committee, in its decisions on bid evaluation; bid comparison or contact award may result in rejection of the bidder's bid.

Competent Authority has the right to accept any Bid and to reject any or all Bids.

Price Bid
(To be submitted in separate envelope)

TRAINING CHARGES FOR THE ABOVE MODULES:

Professional Charges Per Participant per batch (please provide break up also for the total charges quoted) (With Courseware) as per details given below:-	Rate per participant in Rs for the course module of 20 working days (or total 40 hours)
Senior Faculty	
Junior Faculty	
Courseware (in Hindi or English language –optional to the participant)	
Total	

Note : MPSEDC may employ the faculty for similar training assignments for different training duration. In such a case MPSEDC shall pay proportionate amount calculated as per man hours involved in training. The existing rates corresponding to 40 man hours per trainee.

We further confirm our acceptance to the terms & conditions of the tender document.

Signature of the Tenderer
With stamp and date

ANNEXURE -A

Computer Training For Information Technology Competencies for Employees

SOFTWARE: OPERATING SYSTEM

S. No.	Skills	Sub Skills	Performance Indicators
1	Basic understanding of operating system	Ability to identify different operating system including Windows XP, Windows Vista, Understanding of file system FAT 32, NTFS. Ability to download and apply security patches. Ability to roll back and operate recovery consol. Ability to run scan disk and defragment drive.	Capability of identifying operating system from booted computers. Apply a patch on a provided computer. Boot systems in safe mode perform system rollback. Run scan disk and disk defragmenter.
2	Mouse and Keyboard skills	Mouse skills: functions of left, right and central scroll button of mouse. Keyboard: function buttons, command buttons, Keystroke combination	Adjust double clicking speed of the mouse button. Swap left mouse button function with right. Activate windows task manager by suitable key combination.
3	Basic Operating System skills	Understanding of explorer, ability to create a folder, understand a file on the basis of extension/icon, move a file from one folder to another, make a folder read only, format a floppy drive and copy files on it. Understanding control panel. Adjusting display properties. Add/delete a font; differentiate true-type, open type and Unicode font; adding and removing software; adding hardware; adjusting date and time. Adding Devnagri (Language) key board. Adding printer and scanner. Printing test page and altering printer settings. Searching files and folders. Refreshing the monitor. Creating file/folder/application software shortcuts	Format a storage device, drag and drop a file. Copy a true type font to the font folder. Adjust date on time on the system. Enable Hindi in the OS. Search for a file in one of the drive. Recognize files based on icons.

SOFTWARE: WEB BROWSING AND E-MAIL

S. No.	Skills	Sub Skills	Performance Indicators
1	Ability to configure a modem/ LAN	Crates a new connection for dial up network and setting up a modem Setting IP address, Proxy Server	Trainee should be able to establish a dial up connection and configure a

	card and establish a connection.	settings, and subnet mask settings. Enabling OS fire wall. Ability to establish work groups, concept and hazards of sharing drives and folders, giving rights on the workgroup.	LAN card for browsing. Trainee should be able to transfer large files among work group computers
2	Ability to search web sites and configure browser	Understanding concept of web address (URL) and difference between secure and non secure site. Setting font size (text size) on the computer. Settings in the internet option of the browser. Concept of cookies, security settings, privacy settings, enabling JAVA. Concept of Digital Signature/Certificates. Working on browser based applications. Saving a web page and storing favourite web sites in the favourite folder. Searching internet through search engines.	Trainee should connect to a given website. Adjust the text size on the basis of the layout of the site. Disable cookies on the browser. Apply digital certificate on the machine.
3	Setting up email client	Configuring an email client for a given address. Creating an address book for email ID's and telephone address. Importing already made address books. Sending and receiving mail, checking for spam and malicious attachments and removing them. Appending digital certificate and encrypting mails.	An email ID will be provided to the trainee he/she shall configure that on the client machine. Create an address book with email ID, phone number and address. Append digital certificate provided

WORD PROCESSING, SPREAD SHEET AND SLIDE PRESENTATION

Word Processing

S. No.	Skills	Sub Skills	Performance Indicators
1	Ability to Create, Modify & Save a document.	Open a existing file, Create a new file, Save a new file Cut, copy and Paste feature Insertion of file, picture, symbols etc in the document Find a word and its replacement in the document. Record a new macro, using a macro in a document	Trainee should be able to perform basic document creation task. Trainee should be able to record macro and use them for repetitive jobs.
2	Table creation and basic operation on tables.	Insertion of table, addition/deletion of cells, rows and columns. Split cells and table. Sorting and converting table to text and vise versa. Applying Formula in the tabular format, Filling color to the	Trainee should be able to create table and format the table according to task given to them.

		cells, Properties of tables	
3	Document formatting	Paragraph formatting, font type and size selection, Adding Bullets and numbering to a paragraph Applying colour to the font, Italics, underline and Bold features application to the text. Applying outline to the paragraph and to the document. Indentation and line spacing.	Trainee should be able to format a document
4	Basic page features and printing a file.	Inserting Header and footer, Page number and Page break to a document. File protection – applying password. Page setup - margins, page/paper selection, landscape and portrait layout. Preview the document and Printing a file.	Trainee should know basic page layout features and printing a portion/complete file.

Spread Sheet

S. No.	Skills	Sub Skills	Performance Indicators
1	Data entry in the spreadsheet.	Insertion of text, number and alpha-numeric character to a cell. Applying formula and functions (fx)	Trainee should know basic data entry in the spreadsheet.
2	Chart Creation and modification	Creation/Selection of chart and applying for matting to the chart.	Trainee should know basic operation for chart creation and modifying it.
3	Document formatting	Cell, row and column – height and width. Sorting, Searching, filter, validation	Trainee should know basic features of document formatting.
4	File protection	Cell protection and file/worksheet protection by applying password.	Trainee should know file protection feature.
5	Basic page features and printing a file.	Inserting Header and footer, Page number and Page break to a document. File protection – applying password. Page setup - margins, page/paper selection, landscape and portrait layout. Selection of print area. Repeat header on each page. Preview the spreadsheet and Printing a file.	Trainee should know basic page layout features and printing a portion/complete file.

Slide Presentation

S. No.	Skills	Sub Skills	Performance Indicators
1	Slide layout	Select a slide layout, Adding text, graphics to the slide. Applying colour scheme and design to	Trainee should know slide layout.

		individual slide. Inserting spreadsheet, graphics, picture, symbol etc to the slide.	
2	Slide Master	Applying design, selection of font and colour scheme to the slide master. Notes and handout master.	Trainee should know universal design applying through masters.
3	Slide formatting	Applying auto-time and sound to the slide. Applying slide number, date and time. Application of action buttons, animation schemes and slide transition.	Trainee should know slide formatting.
4	Slide arrangement and show	Slide sorter and slide show	Trainee should know slide presentation.
5	Save and print a presentation	Printing of slide/handout - single slide/ multiple slides with/without handout per page with gray scale/colour.	Trainee should know printing of presentation.