



Request for Proposal for Accreditation of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.



Request for Proposal (RFP) for Accreditation of Training Institutes for imparting Training under IT Knowledge Centers in the State of Goa

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Disclaimer

This RFP document towards for “Accreditation of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa” on behalf of Office of Department of Information Technology, Electronics and Communications (DITE&C), Govt. of Goa is issued by Info Tech Corporation of Goa Ltd. (ITG). This tender is neither an agreement, nor an offer or invitation to perform work of any kind to any Party. The purpose of this tender is to provide interested parties with information to assist them in the preparation of their Bid.

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This document includes certain statements, estimates, projections, targets and forecasts with respect to the Project. Such statements, estimates, projections, targets and forecasts reflect various assumptions made by the Management, Officers and Employees of the ITG, which assumptions (and the base information on which they are made) may or may not prove to be correct. No representation or warranty is given as to the reasonableness of forecasts or the assumptions on which they may be based and nothing in this tender is, or shall be relied on as, a promise, representation or warranty.



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Definitions & Acronyms

Sr. No.	Titles	Details
1.	GoG	Government of Goa.
2.	ITG	Info Tech Corporation of Goa Ltd.
3.	Bidder/Tenderer	Person/Company who bids against this tender.
4.	Purchaser	Info Tech Corporation of Goa Ltd.
5.	Contractor/Supplier	The successful Bidder to whom tender is awarded.
6.	Contract	An agreement signed by the contractor against the Tender.
7.	Non-responsive	Failure to furnish complete information in a given format and manner required as per the tender documents or non- submission of tender bid in given Forms/Pro-forma or not following procedure mentioned in this tender or any of required details or documents is missing or not clear or not submitted in the prescribed format or non submission of tender fee or EMD.
8.	EMD	Earnest Money Deposit.
9.	PAN	Permanent Account Number.
10.	PBG	Performance Bank Guarantee.
11.	SLA	Service Level Agreement
12.	MSME	Micro, Small & Medium Enterprises
13.	DITE&C	Department of Information Technology, Electronics and Communications, Government of Goa
14.	ITKC	IT Knowledge Center
15.	TOR	Terms of Reference
16.	Accredited Training Institute/vendor	A training institute that has been formally recognized and approved by ITG/ DITE&C which meets specific standards of quality and rigor in its educational programs and operations under 'IT Knowledge Center'.
17.	ICT	Information and Communication Technology.
18.	RFP	Requests for Proposals



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Chapter 1 About Info Tech Corporation of Goa Limited

INFO TECH CORPORATION OF GOA LTD (ITG), an ISO 9001:2015 & ISO 27001:2013 Certified Organization, has been set up by the Government of Goa to promote overall growth of the State's economy through the use of Information Technology. ITG under Department of Information Technology, Electronics and Communication has been providing various IT services to Government Departments/Institutions/Organizations in the State of Goa to realize goals of the Digital India Mission by assisting them to setup and maintain the IT infrastructure.

Now on behalf of Department of Information Technology, Electronics and Communications (DITE&C), ITG is entrusted for work for Accreditation of Training Institutes for imparting training under IT Knowledge Center in the State of Goa.

Chapter 2 Project Background

Goa is India's smallest State by area and the fourth smallest by population. The entire State of Goa comprises of two districts namely South Goa and the North Goa. The State of Goa comprises of 12 Talukas namely Bardez, Tiswadi, Pernem, Bichloim, Sattari, Ponda, Salcete, Marmagoa, Canacona, Sanguem, Quepem and Dharbonda.

The Government of Goa has a vision to provide IT training to each citizen of Goa through one of its initiative namely "IT Knowledge Centers". Under this project the Government of Goa had implemented IT Knowledge Centers in the State of Goa, which was earlier executed through accredited institutes under 'terms of reference' and the contract for the same has expired. Each of the centres were providing IT courses. These courses help citizens of the State to get additional employment opportunities.

The main aim of setting of IT Knowledge Centers is as follows:-

- ❖ To provide basic computer skills to the local youth, housewives and other citizens\
- ❖ To provide job oriented IT training courses.
- ❖ To provide structured training programmes depending on the need.
- ❖ To make citizens of the State e-literate

The IT Knowledge Centers has the potential to provide training services on basic IT education skills, multimedia aided training programmes, IT enabled vocational training, Call Center training etc. Under "IT Knowledge Center", ITG invites Training Institutes for accreditation for imparting training to Citizens of Goa through an array of approved courses on revenue sharing model. Following are indicative set of activities for accreditation of Training Institute:

- i. On submission of bid, it is required by the Bidder to submit the site locations of Training Institutes. ITG/DITE&C desires to have atleast one IT Knowledge Center in each of the taluka in the State of Goa.



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- ii. Upon qualification of the Bidder, ITG/DITE&C to inspect the premises at site locations of the Training Institutes as parameters stipulated in this RFP.
- There will be only one empanelled center within radius of 5 kms offering all Course(s). A training institute will be allowed to empanel only two ITKC centers in areas of their choice, subject to approval from ITG/DITE&C.
 - In case two or more training institutes apply for the same location/area then ITG or DITE&C to take appropriate decision regarding which center to empanel based on the marks obtained in the marking System in the tender process with higher marks to be given preference.
- iii. In case the marking also tallies and institutes have applied for the same center than Institute with higher turnover will be given priority. Additional remote location/s may be identified by ITG/DITE&C. In addition to two empanelled ITKC centers in areas of their choice, a training institute can set up and empanel ITKC centers in remote areas as indentified by ITG. The remote locations shall be allocated to institutes on following appropriate limited tender process within accredited institutes:
- ITG to identify the list of remote locations.
 - Limited tender will be floated within accredited training institutes for willingness for imparting training at indentified remote locations.
 - The allocation/selection of training institute at particular remote location will be as per the parameters stipulated in this RFP document.
 - In case two or more training institutes apply for the same remote location/area then ITG or DITE&C to take appropriate decision regarding which center to empanel based on the marks obtained in the marking System in the tender process with higher marks to be given preference.
 - In case the marking also tallies and institutes have applied for the same remote center than Institute with higher turnover will be given priority.
 - An institute can be accredited for maximum three remote locations. Accredited institute to set up the center at remote location/s allocated within the norms of this tender
- iv. On approval by the Competent Authority, ITG to issue Award of Contract towards



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Accreditation of Training Institutes for imparting training for approved courses under “IT Knowledge Centers” in the State of Goa.

- v. Accreditation will commence from date of signing the contract by both the parties and will be valid for two years from the date of signing of contract. Accredited Institutes to furnish Deliverables to ITG/DITE&C on commencement of the contract.
- vi. Institute to market under the banner of “IT Knowledge Centers” and obtain targeted students/applicants to offer courses. The enrolment of students/applicants is mandatory on online portal (provided by ITG).
- vii. Only on approval of students/applicants (based on eligibility criteria course-wise), the institute to initiate conduct of course for duration (in weeks) stipulated in this RFP. There shall be continuous assessment and monitoring of the student during the conduct of course process.
- viii. On completion of course and having minimum 60% attendance for each course, the student/applicant shall undergo third-party online examination (including theory & practical) and grades will be issued based on the examination conducted.
- ix. ITG shall issue a Certificate to the successful students duly signed by competent authority. The format of the Certificate of Passing will be provided by ITG. The validation of the certificates will be available through online portal (provided by ITG).
- x. Institutes to raise invoices for final settlement of bills/invoices based on the payment revenue sharing model subject to satisfactory work completion. The revenue sharing is 80% (Accredited Institute): 20% (ITG) on per course.

Additionally, on behalf of DITE&C, scheme for “Empowering Scheduled Tribes (ST)/ Scheduled Castes (SC) Communities using ICT Tools through empanelled/ accredited IT Knowledge Centers” will be implemented. Accredited Institutes shall claim for the 80% and ITG shall retain the 20% of the course fee (exclusive of taxes) from the payment effected for the aforesaid scheme. The payment to the accredited center will only be effected after receipt of payment from DITE&C only for successful candidates those who complete and passes in the examination.



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Chapter 3 Scope of the Work

3.1 Target of the project

The entire State of Goa comprises of two districts namely South Goa and the North Goa comprises of 05 talukas under North Goa (Bardez, Tiswadi, Pernem, Bichloim and Sattari) and 07 talukas under South Goa (Ponda, Salcette, Marmagoa, Canacona, Sanguem, Quepem and Dharbandora). Citizens across Goa are targeted to train across 46 courses (indicative) listed at “List of Courses” section in the field of Information & Communication Technology (ICT) over a period of 02 years. Additionally, State of Goa consist SC/ST community population as per Census-2011 and as notified by Office of the Registrar General & Census Commissioner, India. Population Census 2011, which is required for implementation of scheme on behalf of DITE&C, for “Empowering Scheduled Tribes (ST)/ Scheduled Castes (SC) Communities using ICT Tools through empanelled/ accredited IT Knowledge Centers”.

3.2 List of Courses (tentative)

The following table list down the Category of course offered, its duration (in terms of weeks), minimum eligibility criteria for Applicant/Student, and the respective teaching faculty qualification & experience:

Table A: List of courses (tentative): The list of courses is appended as Annexure-VI (Table A).

Note: a. There may be addition/deletion of course/s to the above list that Accredited IT knowledge Institute/center should offer to interested students during the validity of Accreditation. The fees and the syllabus for the same shall given as intimation by ITG to empanelled institute from time to time.

Table B: Minimum faculty requirement.



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Sr. No.	Qualification with experience	Minimum nos. of faculty enrolled on payroll of training institute
1.	B.E. (Computer, IT, Electronics) or equivalent (MSc - Computer, IT, Electronics, MCA) qualification with minimum of 1 year experience in teaching field.	1 nos.
2.	Diploma (Computer, IT, Electronics) with minimum of 1 year experience in teaching field.	1 nos

3.3 Space and Premises

- i. The training institute centre must have own premises, if hired, the lease should be at least for a minimum period of eleven months (minimum 6 months remaining at the time of applying) with a reasonable assurance of continuity.
- ii. The venue of training institute centre should be of good ambience and commensurate space, easily accessible and convenient to approach for students/ applicants.
- iii. Minimum carpet area for classroom and Lab with Power/ Electricity connection along with power backup solutions to take care of power outages as detailed below:

Requirement		Minimum Area (Sq. meters)
Space	Classroom	20
	Lab	30

3.4 Technical Support

- i. The training institute shall be responsible for all the technical support and will serve as a single point of contact for all incidents and service requests for this project during the contractual period. The training institute shall provide a Single Point of Contact (SPOC) to ITG and also escalation /closure of incidents for the users.
- ii. Document pertaining to the nomination of the authorized signatory of the institution

to deal with ITG issued by the management of the institution.

- iii. The head of the particular centre of the Institution conducting "this program" shall be the "Centre Head" of the Institute where courses are conducted. One person of the institute shall be appointed as "Coordinator for Courses.
- iv. Details of contact for service to which the ITG will contact for support is as follows.

Sr. no.	Name	Address	Phone No.	Email
1.	Project Coordinator for each Centre	XXX	XXX	XXXX@
2.	Authorized Signatory/ Centre Head	XXX	XXX	XXXX@

3.5 Key Roles & Responsibilities of an Accredited Institute

- i. Accredited Institute should display banner advertising "IT Knowledge Center" project and the necessary advertisement for enrolling the trainees has to be undertaken by the Accredited Institute at its own cost. Accredited Institute to promote the project/program.
- ii. Accredited Institute should have qualified and experienced trainer based on the offered courses.
- iii. Will play active role in selection of candidate to be certified. To guide students and help them in training & certification related matters. Accredited Institute can initiate admission process and classes for the ITKC aligned courses only after approval from ITG.
- iv. To conduct training of candidates as per the ITKC approved syllabus of courses and conduction of examinations.
 - i. Note: Final examination to be conducted by ITG.
- v. Any other activity not covered above as felt in future by ITG.

3.6 Code of Ethics

Institutes granted permission to conduct the ITKC course (s) are required to follow the following Code of Ethics:

- i. NOT advertise anything which is liable to project a false impression of status of



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ITG/Training Institution;

- ii. NOT to advertise either directly or by implication any level of courses the accreditation of which is not granted to ITG/training Institute, including those courses the accreditation of which are under consideration or have expired or has been withdrawn;
- iii. NOT exaggerate the contents of the courses for which accreditation has been granted to gain any unfair advantage;
- iv. NOT guarantee benefits to students that are actually false and/or not feasible.
- v. NOT project price terms that are false, or misleading and has been given to gain advantage over competition.
- vi. NOT distort any statement of Government for our own gain;
- vii. NOT criticize action of Government/ Professional bodies or experts concerned with ITKC directly or indirectly without proper investigation.
- viii. NOT make statement offensive to the public; including advertisements that are against public/Government/National sentiments.
- ix. NOT make any statement/declaration/presentation/advertisement which is of ambiguous nature and which presents a false picture in any stage/part of the scheme of accreditation.
- x. NOT involve in any other matter/action repugnant to the spirit of ethical practices including behavior to by/our students; unauthorized use of copyrighted software etc.
- xi. Institute to have proper dress code along with the ID proof issued for teaching faculty at the ITKC centers.

3.7 IT Infrastructure

- i. Institute shall maintain the minimum ICT equipments/infrastructure as per latest industry standards. Before applying the Institutes are expected to ensure that they have well equipped laboratories as per the 'Course List' in each course under the ITKC project.
- ii. All the Software must be licensed; Open Source Software is also accepted. The training institute should submit the inventory of the IT infrastructure/ tools/ equipments

installed at ITKC to ITG.

3.8 Non-IT infrastructure & Common Facilities

The visually appealing of training institute environment is crucial for fostering a conducive learning atmosphere. Training institute consisting of Classroom and Lab should be responsible for the providing the following facilities to students:

- i. Organized Layout: Arrangement of desks or tables in a way that promotes interaction and ease of movement. Keep pathways clear and ensure everyone has a clear view of the board or presentation area. Provide adequate storage for supplies and personal belongings to minimize clutter and maintain organization.
- ii. Functional Furniture should be comfortable and appropriate for the age group..
- iii. Use ICT and educational posters, charts, and maps that are relevant to the subjects being taught. Rotate displays periodically to keep the environment fresh and engaging.
- iv. Ensure ample natural light if possible, supplemented by soft, adjustable artificial lighting. Avoid harsh fluorescent lights that can cause glare and discomfort.
- v. Use of digital screens or interactive whiteboards for dynamic presentations and displays.
- vi. Safety and Accessibility: Ensure the room layout adheres to safety standards and allows for easy access for all students, including those with disabilities.
- vii. Safe/ clean drinking water facility in the form of Water purifier/ Packaged drinking water dispenser.
- viii. First-Aid kit, Fire Fighting equipment, display of Contact number of fire brigade, hospital, ambulance, other emergency services, Fire safety instructions at key areas as per norms laid by Government.
- ix. Washroom facility for males and female trainees with hygienic conditions.
- x. Staff room/reception facility to be available at center.
- xi. Internet connection to be available at center.
- xii. LAN facility should be available on the center with at-least one network laser printer (A4/Legal size). All the computers to be connected via LAN or wi-fi connectivity at the center.

- xiii. CCTV Surveillance covering key areas of Classroom, Lab, Reception/Counseling area, outside entrance, etc with minimum 30 days backup. The footages/live stream to be made available to ITG via internet.
- xiv. The venue of training should be of good ambience and commensurate space, easily accessible and convenient to approach for the students.
- xv. Library facility with sufficient number of reference books, text books, Audio-video facilities along with the latest magazine including magazines on relevant subjects.

3.9 Implementing Strategy

3.9.1 Selection of Candidates:

- i. Preliminary Registration for admission in any course will be done online by candidates and Accredited Institute will assist candidates in Registration if required.
- ii. Committee constituted by ITG may select the candidates fulfilling minimum eligibility criteria for admission as per qualification of the course and on merit basis.
- iii. Courses to be imparted to the student shall be as per the approved list of ITG. A student can take benefit under this project only once for a particular course. A student can undergo only maximum of two training course at ITKC at any given point of time. Approval for subsequent course is subject to passing of the preceding course by student.
- iv. Enrolling for additional courses will be allowed only on successful completion of earlier approved courses.
- v. This will be the responsibility of Accredited Institute to ensure that no student is enrolled multiple times under the project. Further, there will be provision also in the portal to check duplicity of student records.
- vi. Admission in any course will be granted to registered students after due process of short listing / scrutiny by the committee mentioned in Selection Criteria.
- vii. Accredited Institute will thoroughly check and verify the uploaded education qualification certificate, ID Proof and other documents on online portal of every student in a batch as applicable. ITG may also counter verify the documents. In case in later stage after admission of a candidate, document of beneficiary uploaded on portal is

found fake, then remuneration for Accredited Institute towards training and certification of such beneficiary will be forfeited or may not be effected.

3.9.2 Conduct of Training:

- i. Training will be delivered in IT Knowledge Centers which are accredited to implement the project by ITG as per the prescribed syllabus.
- ii. **Faculty:** The teaching faculty should consist of at least 02 incumbents who should have been with the institute as indicated Qualification and Experience in “List of Courses” Section 3.2. The training institutes should have the required number of qualified faculty members on its pay roll of Institute.
- iii. The institute should maintain comprehensive record keeping of admission, registration, test, attendance (both for students and faculty teachers using biometric system), internal evaluation, Project work etc.
- iv. Accredited Institute will maintain records of Student preliminary registration, shortlisted Student (for training) records and attendance and provide to ITG if required within stipulated time. Promotion of project and Study material will be provided to students by Accredited Institute and no additional cost will be claimed by Accredited Institute for these purposes (Training fee includes all these expenditure). Training will be conducted as per course details mentioned in approved syllabus of the courses.
- v. Practical will be conducted by Accredited Institute at lab facility available in their premises.
- vi. The language for delivery would be in Konkani/English or a mix of both or vernacular wherever required.
- vii. Training material prepared should be shared with the students in hard copies [eg. PowerPoint presentation (ppt) slide hand-outs] as well as soft copies (CDs).
- viii. Provide photograph and video of the training sessions if requested/required within time to ITG.
- ix. Number of Batches and Batch Size: The training programs will be conducted in batches over the period of validity of the contract. Batch size should not be more than 20 per

batch and must be as per available infrastructure & facilities.

- x. Methodology: The Training Program shall be organized in several modules for all the sectors by incorporating multimedia content on the product features, processes, benefits and exercise for evaluation. Each Module shall be built for a specific sector, relevant to the needs of the sector and shall also include presentations with physical handouts for information.
- xi. Impact Assessment or Project Implementation Review: If required, ITG may also take feedback from beneficiary or other stake holders at regular intervals to review the implementation of project and make necessary changes through due procedure.

3.9.3 Examination, Evaluation and Certification

- i. On completion of course, the student/applicant is required to undergo third-party online examination (including theory & practical). On successful completion of the course, Office of ITG shall award the certification to the student.
- ii. Accredited Institute should also conduct regular internal assessment in the form of quizzes, assignments and tests to develop the learning habits among the students. Report of the internal assessment to be submitted to ITG from time to time (quarterly).

3.9.4 Placement Assistance:

- i. Accredited Institute may conduct Job fair at ITKC/tie-up with industry/online remote interview if possible, to facilitate certified candidates to get suitable job. Accredited Institute will be responsible for facilitating placement related activity. The training institute to maintain records of the jobs carried out/activity/placement.
- ii. The Accredited Institutes are expected to ensure maximum employment of their successful candidates. Those training partners which place maximum number of candidates may be given the 'Certificate of Appreciation' by ITG and shall add up to the performance criteria required for renewal of accreditation.

3.10 Change in Corporate Structure

An Accredited Institute conducting ITKC aligned courses of ITG, should intimate changes preferably two months in advance, in its corporate structure or change of address etc for premises change. For any such changes, the institute should communicate in written to ITG (even apply online).

3.11 Tenure

The empanelled training institute shall manage and maintain all institutes under IT Knowledge Centers initially for the accreditation period of two years from the date of award of contract/empanelment. Based on the performance of the training institute ITG may extend the accreditation/empanelment period by one year.

3.15 Signing of Contract

All incidental expenses of execution of the agreement shall be borne by the successful bidder. The agreement between ITG and the successful bidder shall cover in detail the aspects/terms of contract such as mentioned below but not limited to

- Warranty
- Payment
- Prices
- Assignment
- Sub-contracts
- Termination
- Applicable Law
- Notices
- Change orders
- Taxes and Duties
- Confidentiality
- Limitation of liability
- Training and consultancy



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- Technical Documentation
- Bidder's obligations
- Department obligations
- Patent Rights
- Any additional items as decided by the ITG.

Thereafter the successful bidder shall be officially termed as “Accredited Training Institute for imparting training under IT Knowledge Centers”.

3.16 Service Level Agreements (SLA)

Following section outlines the key service level indicators & the target performance levels to be maintained by the Accredited Institute during the contract period.

These SLAs shall be strictly imposed and the third party audit / certification agency M/s ITG. They shall conduct regular inspection and certify the performance of the Accredited Institute against the target performance metrics as outlined in the table below.

Sr. No.	SLA Parameter	Target Metric	Remarks	Penalties in case of breach of SLA
1.	Deployment of IT Trainer of requisite qualification	IT Trainer of requisite qualification must be deployed all the time	Will be measured through MIS report	Rs 7000/- per month for each resource not deployed at each center. Deductions shall be made applicable at the time of invoice settlement or PBG.
2.	Change in location	IT	Noticed/detected/foun	A fine maximum to



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	/Change of faculty of IT Knowledge center during the working period as mentioned in the tender without intimation to ITG.	Knowledge Center must be operational during the working period specified.	d such incident occurred without intimation to or permission from ITG.	the tune of Rs. 5,000/- shall be imposed towards non-adherence to the standards.
3.	Closure of Center without intimation to ITG.	without prior permission from ITG.	At least 48 hrs prior notice. Except in case of natural calamities.	Maximum fine to the tune of Rs. 1,00,000/- per cente.
4.	Cancellation of Training without intimation to ITG.	More than one incident per month and without prior permission from ITG.	At least 48 hrs prior notice. Except in case of natural calamities.	Rs. 1000/- per incident maximum to the tune of Rs. 5,000/- per month.
5.	During the period of contract failure on the part of the training institute to satisfactorily deliver the services having regard to quality or in case any error or variation is detected in the reports submitted by the service provider and	Scope of work	In accordance with Scope of work	A fine maximum to the tune of Rs. 10,000/- shall be imposed towards non-adherence to the standards. ITG shall not be required to prove any actual loss or damages to claim



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	such error or variation is the result of negligence or lack of due diligence or any act of omission or commission on the part of the training institute.			such compensation and the rate of compensation so prescribed shall be deemed to be a genuine pre-estimate of damages and shall not be questioned in any manner by the training institute.
6.	In case of delay in completion of services within the stipulated time period. However, in case of delay due to reasons beyond the control of the training institute, though not obliged in any manner	Scope of work/any other deliverables as required by ITG	In accordance with Scope of work/deliverables	A fine maximum to the tune of Rs. 10,000/- shall be imposed towards non-adherence to the standards. ITG shall not be required to prove any actual loss or damages to claim such compensation and the rate of compensation so prescribed shall be deemed to be a genuine pre-estimate of



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				damages and shall not be questioned in any manner by the training institute.
7.	During the validity of accreditation ITG may conduct monthly verification of the Infrastructure.			A fine maximum to the tune of Rs. 10000/- per visit may be imposed towards non-adherence to the standards.
8.	At any stage after admission of a candidate, document of candidate uploaded on portal is found fake/false/manipulated.	Documents of candidate as per the scope of the works	Per candidate	Remuneration for Accredited Institute towards training and certification of such candidate will be forfeited or may not be effected to training institute.
9.	Lower than prescribed attendance of 60 % of the student (more than 25% of number of student out of the total nos. of student billed)			Fine to the tune of 5% of the billed amount to be imposed.



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- i. The aforementioned SLA parameters shall be measured on a monthly basis/quarterly basis as per the individual SLA parameters requirements. However, if the performance of the solutions/services is degraded significantly at any given point in time during the contract period and if the immediate measures are not implemented and the issues are not rectified to the satisfaction of ITG, in such a cases ITG has the right to take appropriate disciplinary actions including the termination of the contract.
- ii. ITG has the right to verify the SLA terms and conditions by taking appropriate feedback from trainees. The corresponding SLA penalty will be directly deducted by ITG before disbursing the payments to the Accredited Institute.
- iii. During performance review, services of training institute if found unsatisfactory ITG shall have the right to terminate the contract and blacklist the Accredited Institute for a period of five years. Also, in case it is observed that any Accredited Institute is engaged in fraudulent activities then the same shall be blacklisted by ITG for the minimum period of 5 years. The decision of ITG in this regard shall be final and binding.

3.17 Milestones Deliverables & Timelines

The selected training institute/organization shall have to submit certain key deliverables which are mentioned hereunder for each training program.

T in days, T_0 = Start Time

Sr. No.	Description of Event	Time Period Required
1.	Declaration of successful bidder in Eligibility/Technical Process	T_0 =Start



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2.	Visit of ITG Team/Committee for Inspection	$T_1 = T_0 + 30$
3.	Re-visit (if applicable) of ITG Team/Committee for Inspection for checking whether instructions towards accreditation are complied	$T_2 = T_1 + 15$
4.	Receipt of satisfactory report from Inspection Team/Committee and further issuance of letter of Accreditation to the Training Institute	$T_3 = T_2 + 60$
5.	Signing of Agreement and submission of Performance Bank Guarantee	$T_4 = T_3 + 7$
6.	Submission of inventory/infrastructure report with Course-wise Study Materials, faculty details for approval of ITG Boucher/ pamphlet/ booklets for Marketing Courses under ITKC on behalf of ITG.	$T_5 = T_4 + 30$
7.	Commencement of IT Knowledge Center activity/process of training the student/s as per the scope of works.	$T_6 = T_5 + 1$



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Chapter 4 Tender Data Sheet

Bids are invited by Info Tech Corporation of Goa Ltd (ITG) in single bid system from well-established and reputed organizations. Bidders who fulfill the eligibility criteria and having sufficient infrastructure & Manpower and proven track record in the field of imparting training/coaching IT and allied courses. Bidders who fulfill the eligibility criteria shall participate in the tender:

Sr No	Item	Particulars
1	Description of the work	Accreditation of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.
2	Mode of Tendering	e-Tendering
3	E-Tendering Website	https://eprocure.goa.gov.in
4	Tender Document Fee	Rs. 8,000/- (Rupees Eight Thousand only)
5	Tender Processing Fee	Rs. 6,000/- (Rupees Six Thousand only)
6	Earnest Money Deposit(E.M.D.)	Rs.80,000/- (Rupees Eighty Thousand only)
7	Mode of Tender Document, Tender Processing Fees & EMD	To be paid online through e-payment mode via NEFT/RTGS/Net Banking facility
8	Start of Tender Request	From 10.10.2024 to 13.11.2024
9	Date and Time for Submission of Pre-Bid Queries	17.10.2024 at 05.00 PM
10	Date and Time for Pre-Bid meeting	18.10.2024 at 03.30 PM



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11	Date & Time for reply to Prebid clarification	23.10.2024 upto 05.00 PM
12	Last Date and Time for Online submission of bids	13.11.2024 upto 05.00 PM
13	Date and Time for opening / of bids	14.11.2024 at 03.30 PM
14	Bid Validity	180 days

Bids not conforming to the requirements mentioned above and as laid down in the terms and conditions or non-submission of EMD online at the time of opening of the bid are liable to be summarily rejected. The decision of the Managing Director, Info Tech Corporation of Goa Ltd, for purpose of Bid shall be final and binding to all the tenderers/bidders.

1. The Bidder is expected to carefully examine the specifications and terms & conditions of the Tender. Failure to furnish all information required in the Tender or submission of a bid not substantially responsive to the Tender in every respect will be at the Bidder's risk and may result in the rejection of the bid.
2. The Bidder should use the electronic mode of tendering using the website <https://eprocure.goa.gov.in> to submit his best possible bid /quote for the item given therein.
3. Late submission of bids will not be permitted by the e-Tendering System.
4. Last minute submission of bids should be avoided. As such, ITG will not be responsible for any failures in submission of bids.
5. Incomplete or Conditional bids will be summarily rejected.
6. For any assistance regarding participation in the e-Tender contact Support Help-Desk:

- 7972854213
- 7822039673
- 7972871944 or

email us at e-tender.goa@gov.in

For and on behalf of Info Tech Corporation of Goa Ltd

S/d-

Managing Director

Chapter 5 Invitation for the Bids

1. Tenderer /Bidder should submit the proposal on e-Tendering portal <https://eprocure.goa.gov.in> consists of eligibility cum technical proposal.
2. Bidders should go through the website <https://eprocure.goa.gov.in> for understanding the e-Tendering process and to know the process for submitting the electronic bids at the website.
3. Bidders need to have a Class-III(Signing & Encryption) category Digital signature issued by a licensed Certifying Authority (CA) for e-Tendering Portal.
4. Complete bid document terms and conditions and tender form containing all the details has been published on the website <https://eprocure.goa.gov.in>.
5. The Bids can be submitted up to date and time given in Tender Data Sheet.
6. An Earnest Money Deposit (E.M.D.) should be provided by the tenderer / bidder. The EMD has to be paid online before the last date and time for online submission of bids as given in the Tender Data Sheet. EMD in any other form will not be accepted.
7. Bids would be considered only in the prescribed form/ document. Bids not submitted in prescribed format will be summarily rejected.
8. The eligibility cum Technical Bid will be opened as per schedule in Tender Data Sheet and in the presence of bidder / designated representatives of the bidder. In case there is a change in this scheduled date and/or time, then intimation about the date and time shall be given.
9. No contractual obligation whatsoever shall arise from the Tender Document/ bidding process unless and until a formal contract is signed and executed between the tendering authority and the successful bidder.
10. ITG may, at its discretion, extend the date for Submission of Bids. In such cases all rights and obligations of ITG and bidders previously subject to the deadline will thereafter be subject to the deadline as extended. Any such extensions shall be informed to bidders through corrigendum issued on e-Tendering portal.



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- 11.** The Bidder shall be deemed to have satisfied himself fully before Bidding as to the correctness and sufficiency of its Bids for the contract and price quoted in the Bid to cover all obligations under this Tender.
- 12.** It must be clearly understood that the Terms and Conditions and specifications are intended to be strictly enforced.
- 13.** Bidders shall not make attempts to establish unsolicited and unauthorized contact with the Tender Inviting Authority, Tender Scrutiny Committee, Tender Accepting Authority, after the opening of the Tender and prior to the notification of the Award and any attempt by any Bidder to bring in extraneous pressures on the Tender Accepting Authority shall be sufficient reasons to disqualify the Bidder.
- 14.** Notwithstanding anything mentioned above, the Tender Inviting Authority or the Tender Accepting Authority may seek clarifications from the Bidders relating to the tenders submitted by them during the evaluation of tenders.
- 15.** Info Tech Corporation of Goa Ltd. disclaims any factual/ or any other errors in this document (the onus is purely on the individual bidders to verify such information) and the information provided herein is intended only to help the bidder to prepare a logical bid-proposal.

Chapter 6 Eligibility Criteria

The tenderer/ bidder must fulfill the following eligibility conditions and must also submit documentary evidence in support of fulfilling these conditions while submitting the Bid. The scanned copy/copies of these documents should be uploaded on the e-Tendering portal during submission of bids before its last due date/time. Failure to comply with these requirements may result in the bid being rejected.

The tender process will be evaluated in with opening of documentary evidence in support of fulfilling eligibility conditions.

Note: Tenderers / Bidders should read these conditions carefully and comply strictly while submitting their Bids.

1. ELIGIBILITY CUM TECHNICAL CRITERIA FOR TENDERER / BIDDER FOR THE PURPOSE OF QUOTING IN THIS TENDER

Sr.No	Clause	Documents Required	Marks Distribution
1.	<p>Legal Entity: The Bidder should be a Society/ Trust/ Institution/ proprietorship firm/ partnership firm / registered company under Company Registration Act (1956/2013) of India with registered offices in India and should have been in existence for minimum of 05 years.</p>	<p>Valid documentary proof of:</p> <ul style="list-style-type: none"> - Certificate of incorporation - Registration Certificate - Certificate from bidder for Ownership evidence / Rent Agreement for center 	<p>(Maximum marks 40)</p> <p>Existence up to 05 yrs : 20 marks</p> <p>>5 yr and upto 8 yrs 30 marks</p> <p>>8 yrs and upto 12 yrs: 35 marks</p> <p>Greater than 12 yrs: 40 marks</p>



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		Upload as Document A	
2.	<p>Bidder's Turnover:</p> <p>Bidder responding to this tender document should have a minimum total turnover of average Rs. 40.00 lakhs from imparting IT training services only during the last 03 financial years from the date of publishing of the tender.</p>	<p>Valid documentary proof of:</p> <p>- The bidder has to produce Certificate from CA.</p> <p>Upload as Document B</p>	<p>(Maximum marks 40)</p> <p>Turnover up to Rs. 40 Lakhs : 20 marks</p> <p>> Rs. 40 lakhs and upto Rs.100 Lakhs : 30 marks</p> <p>> Rs. 100 lakhs and upto Rs. 300 Lakhs: 35 marks</p> <p>Greater than 300 Lakhs: Rs. 40 marks</p>
3.	<p>Bidder's to Minimum Existing Manpower:</p> <p>Bidder should have minimum 2 nos. of faculty enrolled on its payroll for last one year with the qualifications amongst as mentioned in the Course list (Clause 3.2: Table B of chapter Scope of Work).</p>	<p>Valid documentary proof of:</p> <p>Submit the declaration (on non-judicial stamp paper) indicating details like name of the employee, designation, experience certificate, current</p>	<p>Manpower up to Rs. 2 persons : 10 marks</p> <p>> 2 persons upto 5 persons: 15 marks</p> <p>Greater than 5 persons Lakhs: Rs. 20 marks</p>



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		gross salary, PF no/ ESIC no , date of birth, date of joining the organization, total experience in IT training in years and months, educational qualification, technical qualification and certifications (if any). Upload as Document D	
4.	Certifications Required for Bidder: Bidder should have a valid ISO Certification for education and quality management system.	Valid documentary proof of: Copy of the Relevant Certificate. Upload as Document E	NA
5.	Goa Office: Bidder should have an office and a local training center affiliated with its organization within Goa.	Valid documentary proof of: - Certificate from bidder for service center with address. - Electricity/water bill	NA



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		- Rent Receipt/Agreement/ Any Govt. documentary proof. Upload as Document F	
7.	Statutory Registrations Bidder should have in its name a valid PAN and GST Registration number in India.	Valid documentary proof of: Copies of relevant Registrations Upload as Document G	NA
8.	Black listing/Termination: A self-certified letter by the authorized signatory of the Bidder that the bidder has not been blacklisted by any Central / State Government in India.	Valid documentary proof of: As per attached Annexure II. Upload as Document H	NA
9.	Additional documents if any i. Bid Form (Annexure-I) ii. Annexure-V	Upload as Document I	NA

NOTE

- i. Tenderer / Bidders are requested to upload a scanned copy of the original documents as valid documentary proof.
- ii. Bidders must provide adequate documentary evidence in support of their claims. The



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- final decision on the assessment of criteria would solely lies with the ITG.
- iii. Only one bid is permitted by a single Tenderer/Bidder.
 - iv. Tenders not confirming to the requirements mentioned above and as laid down in the terms and conditions at the time of opening of the bid are liable to be summarily rejected.
 - v. Tenderer / Bidders to score minimum aggregate of 60 marks for qualifying in the tender/RFP Process.



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Chapter 7 Bidding Submission Instructions

The paras below specify the procedures that would regulate the overall bidding process.

1. Selection of vendor:

It is a one-stage bidding process where in eligible bidders shall submit their eligibility cum technical bids.

2. Preparation of Bidding Document

- a. The download of bidding document shall commence as specified in NIT and shall be stopped as specified in NIT. The prospective tenderers / bidders are permitted to download the tender document from <https://eprocure.goa.gov.in> but must pay the Tender Document Fees and Tender Processing Fee while submitting the bids to ITG.

Tenderers /Bidders are advised to study all instructions, forms, terms, requirements and other information in the tender document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the tender document with full understanding of its implications.

All the tenders are to be submitted in electronic mode only. The e-Tendering Portal will not accept any tender submitted after the deadline for submission of Tenders prescribed by the Purchaser.

b. Earnest Money Deposit (EMD)

- i. Every tenderer / bidder, participating in the bid must furnish the Earnest Money Deposit as specified in the Notice Inviting Tender (NIT).
- ii. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.



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- iii. **Form of EMD:** Tenderers / Bidders shall submit, an Earnest Money Deposit (E.M.D.) of Rs. 80,000.00 (Rupees Eighty Thousand Only). The EMD has to be paid online before the last date and time for online submission of bids as given in the NIT. EMD in any other form will not be accepted.
- iv. **Refund of EMD:** The earnest money deposit of unsuccessful tenderers/bidders shall be refunded soon after final acceptance of bid and award of contract. In case of successful tenderers/bidders, the EMD shall be returned on execution of the agreement and submission of the Performance Bank Guarantee.
- v. **Forfeiture of EMD:** The EMD taken from the tenderer/bidder shall be forfeited in the following cases: -
- If the tenderer/bidder withdraws or modifies his bid proposal after opening of bids or during the period of bid validity or its extended period, if any; or
 - In the case of a successful tenderer/bidder fails to sign the contract for any reason not attributable to the Info Tech Corporation of Goa Ltd (ITG), Goa.
 - During the bid process, if a tenderer/bidder indulges in any such deliberate act which would jeopardize or unnecessarily delay the process of bid evaluation and finalization.
 - During the bid process, if any information submitted by the bidder is found wrong / manipulated / hidden in the bid.
 - EMD submitted in a different name other than the tenderer/bidder who is applying in the tender.
 - Tenders without valid E.M.D. at the time of opening of the technical bid will be rejected.

3. Clarification and Amendment of Bidding Document



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a. Pre-bid queries:

- i. Interested tenderer/bidder may submit their pre-bid queries in specified format available at Annexure-III through email at vishwas.kavthankar@nic.in, sweta.dalvi@nic.in and gaurav.naik@gov.in as per the time schedule prescribed in the NIT.
- ii. As a result of pre-bid queries, if modifications in the bidding document, are considered necessary, they may be done by issuing a addendum/ corrigendum and the corrigendum/ addendum will be placed on all the websites as specified in the NIT.
- iii. The tendering authority reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate or do not find any merit in it.

b. Amendment of Bidding Document

- i. At any time prior to the deadline for submission of the Bids, the tendering authority may amend the Bidding document by issuing Corrigendum/ Addendum.
- ii. Any Corrigendum/ Addendum issued shall be a part of the Bidding document.
- iii. To give prospective Tenderers / Bidders reasonable time in which to take a Corrigendum/ Addendum into account in preparing their Bids, the tendering authority may, at its discretion, extend the deadline for the submission of the Bids.
- iv. Any change in date of submission and opening of bids would be published/communicated in appropriate manner including the websites mentioned in the NIT.

4. Submission and Opening of Bids:

- a. The tenderer / bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in



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conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by ITG to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. Info Tech Corporation of Goa Ltd will be in no case responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

b. Language of Bids: The Bid prepared & submitted by the Tenderer / Bidder and all subsequent correspondence and documents related to the bid and as submitted by the tenderer/bidder, shall be written only in English language. Also, any printed literature furnished by the Tenderer/Bidder written in other language (other than English/ Hindi) must be accompanied by an English/ Hindi translation in which case, for purposes of interpretation of the bid, the appropriate translation by the Purchaser shall govern.

c. Documents comprising the Bid

- i. The tenderer/bidder should ensure that all the required documents, as mentioned in the bidding document are uploaded.
- ii. Wherever applicable, the bidding form must be completed without any alterations to its format, and no substitutes shall be accepted. All blank spaces shall be filled in with the information requested.
- iii. The contents of bid are listed below.

I. Eligibility cum Technical Bid:

- a) The Eligibility cum Technical Proposal should contain documents as listed in various Chapters & Annexure of this bid document.

II. Alternative Bids: Alternative bids shall not be considered at all.

III. Validity of Bids:



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- a) Bids shall remain valid for 180 days from the date of bid opening as prescribed by Tendering Authority unless explicitly specified. A Bid valid for a shorter period shall be rejected and treated as nonresponsive.
- b) In exceptional circumstances, the Tendering Authority may solicit the Tenderer's/Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing (letter/e-mail).

IV. Deadline for submission of Bids:

- a) Bids must be submitted on the website <http://eprocare.goa.gov.in> no later than the date and time indicated in the NIT.
- b) Normally, the date of submission and opening of bids would not be extended. However, in exceptional circumstances or when the bidding document is required to be substantially modified as a result of pre-bid queries and the time with the prospective tenderers/bidders for preparation of bids appears insufficient, the date may be extended by the tendering authority and due publicity to such change in date of opening of bids would be given. In such cases, it would be ensured that after issue of corrigendum, reasonable time is available to the tenderers/bidders to prepare and submit their bids. Any change in date of submission and opening of bids would also be placed on the respective websites immediately. However, if the modifications in bidding document, specifications and service are substantial, fresh publication of original bid inquiry may also be issued.
- c) The tendering authority may, at its discretion, extend the deadline for the submission of bids by amending the bidding



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document, in which case all rights and obligations of the tendering authority and tenderers/bidders previously subject to the deadline shall thereafter would be subject to the deadline as extended.

V. Delayed / Late Bids:

- a) Bids must be submitted in electronic mode only. The e-Tendering portal will not accept any bid submitted after the deadline as indicated in the NIT.
- b) Towards the end of the deadline time, the e-Tendering portal server is likely to get jammed due to the heavy flow of traffic on the server. Hence, all the Tenderers/Bidders participating in the tender are requested to submit the bids well in advance before the deadline time period as indicated in the NIT.

VI. Withdrawal, Substitution, and Modification of Bids: A Tenderer/Bidder may withdraw, substitute, or modify its bid after it has been submitted before the deadline prescribed for submission of bids as per the e-tendering process.

VII. Bid Opening:

- a) The Tendering Authority / designated Tender Evaluation Committee shall conduct the bid opening at the date and time specified in the NIT.
- b) All the bids received up to the specified time and date shall be opened by the Tendering Authority /designated Tender Evaluation Committee after entering their corresponding credentials (login id and digital signatures) in the website <https://eprocure.goa.gov.in>
- c) The tendering authority shall download all the documents submitted by the tenderer / bidder and place the same in the presence of bidder or his/her authorized representative who



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choose to attend at the date and time specified in the NIT. The representatives of the tenderers/bidders are advised to carry the identity card or a letter of authority from the tendering firms to identify their bonafides for attending the opening of the proposal. The bidders representatives who are present shall sign the attendance register present.

- d) The eligibility cum technical bids shall be opened and all the tenderers/bidders who are in the race (participated) of tender.

Chapter 8 Bid Evaluation

1. Guiding Principle for Evaluation of Bids

- i. The tendering authority shall determine to its satisfaction whether the tenderers/bidders that is selected as having submitted the best and responsive bid is qualified to perform the Contract satisfactorily.
- ii. The determination shall be based upon an examination of the documentary evidence of the tenderer's/bidder's qualifications submitted by the tenderer/bidder.
- iii. An affirmative determination shall be a prerequisite for award of the Contract to the tenderer/bidder. A negative determination shall result in disqualification of the bid, in which event the tendering authority shall proceed to the next bid to make a similar determination of that tenderer's/bidder's capabilities to perform satisfactorily.
- iv. The tendering authority / designated Tender Evaluation Committee, in observance of best practices, shall maintain the bid evaluation process strictly confidential as per the details below.
 - Reject any attempts or pressures to distort the outcome of the evaluation, including fraud and corruption.
 - Strictly apply only and all of the evaluation and qualification criteria specified in the bidding document.

2. Confidentiality

- i. Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to tenderers/bidders or any other persons not officially concerned with such process until publication of the Contract award.
- ii. All materials submitted by the tenderer/bidder becomes the property of Info Tech Corporation of Goa Ltd and may be returned at its sole discretion,



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provided, any materials which are identified as “Proprietary and Confidential Material of Tenderer/Bidder” shall remain the property of such tenderer/bidder and the ITG will maintain confidentiality of such materials.

- iii. Any attempt by a tenderer/bidder to influence the tendering authority or other officials in the examination, evaluation, comparison, and post qualification of the bids or Contract award decisions may result in the rejection of his/her bid.
- iv. From the time of bid opening to the time of Contract award, if any tenderer/bidder wishes to contact the tendering authority on any matter related to the bidding process, he is allowed to do so only in writing.

3. Clarification of Bids

- i. To assist in the examination, evaluation, comparison and post qualification of the bids, the tendering authority may, at its discretion, ask any tenderer/bidder for a clarification of his/her bid. The tendering authority's request for clarification and the response shall be in writing or email.
- ii. Any clarification submitted by a tenderer/bidder with regard to his/her bid that is not in response to a request by the tendering authority shall not be considered.
- iii. No change substance of the bid shall be sought, offered, or permitted, except to confirm the correction of errors discovered by the tendering authority in the evaluation of the Bids if any.

4. Determination of Responsiveness

- i. The tendering authority's determination of the responsiveness of a bid would be based on the contents of the bid itself.
- ii. A responsive bid would be the one that meets the requirements of the bidding document without material deviation, reservation, or omission where: -
 - "Deviation" is a departure from the requirements specified in the bidding document;



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- "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- iii. A material deviation, reservation, or omission is one that, if accepted, would:
- Affect in any substantial way the scope, quality, or performance and Related Services specified in the bidding document; or
 - Limits in any substantial way, inconsistent with the bidding document, the tendering authority's rights or the bidder's obligations under the proposed Contract; or
 - If rectified, would unfairly affect the competitive position of other tenderers/bidders presenting substantially responsive bids.
- iv. The tendering authority shall examine the technical aspects of the bid in particular, to confirm that all requirements of bidding document have been met without any material deviation or reservation.
- v. The tendering authority shall compare all responsive bids to determine the best bids, in accordance with the provisions of this bidding document.

5. Non-material non-conformities

- i. Provided that a bid is responsive, the tendering authority may waive any non-conformity in the bid that does not constitute a material deviation, reservation or omission.
- ii. Provided that a bid is responsive, the tendering authority may request that the tenderer/bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities. Requesting information or documentation on such non-conformities shall not be related to any aspect of the price of the bid. Failure of the tenderer/bidder to comply with the request may result in the rejection of its bid.



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6. Evaluation of Bids

- i. The Bid Evaluation Committee constituted by the ITG shall evaluate the bids.
- ii. The Bid Evaluation Committee shall evaluate the Tender Document Fee, Tender Processing Fee, EMD and eligibility criteria and Inspection.
- iii. The tendering authority shall evaluate each bid that has been determined, up to the stage of the evaluation, to be responsive.
- iv. To evaluate a bid, the tendering authority shall use all the criteria and methodologies defined in this bidding document.
- v. To evaluate a bid, the tendering authority shall consider the following if any:
 - The bid price as quoted in accordance with bidding document.
 - Price adjustment for correction of arithmetic errors in accordance with bidding document.

7. Evaluation of Technical Bids

- i. The initial eligibility cum technical evaluation shall be completed by the Tendering Authority / designated Tender Evaluation Committee as early as possible after opening of technical bids.
- ii. The Tendering Authority / designated Tender Evaluation Committee will evaluate the Eligibility cum Technical bids of the tenderers/Bidders as per the criteria & requirements specified in this document. A detailed evaluation of the bids shall be carried out in order to determine whether the tenderers/bidders are competent enough and whether the technical aspects are substantially responsive to the requirements set forth in the Tender Document.
- iii. At any time during the Bid evaluation process, the Committee may seek oral / written clarifications from the Bidders. The Committee may seek inputs from their professional and technical experts in the evaluation process.



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- iv. The Committee reserves the right to do a reference check of the past experience stated by the Bidder. Any feedback received during the reference check shall be taken into account during the evaluation process.
- v. The Bid Evaluation Committee shall indicate to all the Bidders the results of the Bid evaluation through e-Tendering portal.
- vi. The bidders passing in the eligibility process shall be further subjected to administrative/inspection procedure as mentioned in the Chapter 3: Scope of works.
- vii. On satisfactory completion of inspection the training institute shall be accredited on completion of the due procedure.

8. Correction of Errors Evaluation of Financial Bids

- a. Conditional bids are liable to be rejected.

9. Tendering authority's Right to Accept/ Reject any or all of the Bids

- a. The tendering authority reserves the right to accept or reject any bid, and to annul (cancel) the bidding process and reject all Bids at any time prior to Contract award, without thereby incurring any liability to the tenderer(s)/bidder(s) or any obligation to inform the affected tenderer(s)/bidder(s) of the grounds for the Purchaser's action.
- b. The Purchaser/ Bidding Authority reserves the right to accept any bid, reject any Bid without assigning any reason.

Chapter 9 Disqualification of Bids

1. Tendering Authority may in its sole discretion and at any time during the processing of Bid, disqualify any tenderer/bidder from the Bidding process if the tenderer/bidder: -
 - a. Has submitted the required Bid documents after the prescribed date and time of submission of Bid.
 - b. Submits Bid document, which is not accompanied by required documentation and Earnest Money Deposit (EMD) or is non-responsive.
 - c. Has not submitted the bid in accordance with the bid document.
 - d. Does not meet the minimum Eligibility Criteria as mentioned in the bid document.
 - e. Mislead or made false representations in the forms, statements and attachments submitted in proof of the eligibility requirements.
 - f. Failed to provide clarifications related thereto, when sought.
 - g. Has submitted more than one bid. This will cause disqualification of all bids submitted by such bidder except the last Bid received.
 - h. Has imposed conditions in his bid.
2. Applicants who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
3. A Bid not valid for at least 180 days shall be considered as non-responsive and would be disqualified.

Chapter 10 Performance Guarantee and Security Deposit

1. The Accredited Institute shall submit the performance bank guarantee (PBG) of **Rs 2,00,000/- per approved location** to ITG which shall be valid for the period of three months beyond the two year accreditation period from date of signing of the contract. The performance bank guarantee has to be submitted before signing of the contract.
2. Successful tenderer/bidder will have to execute an agreement on a Non-Judicial Stamp paper of appropriate value within a period of 15 days of date of issue of work order.
3. The Performance Bank Guarantee shall be refunded after the expiry of the contract period provided that there is no breach of contract on the part of the training institute.
4. No interest will be paid by the purchaser on the EMD & Performance Bank Guarantee.
5. In the event of the bidder being unable to service the contract for whatever reason, ITG would revoke the Performance Security amount. Notwithstanding and without prejudice to any rights whatsoever ITG under the contract in the matter, the proceeds of the Performance security amount shall be payable to ITG as compensation for any loss resulting from the tenderers/bidder's failure to complete its obligations under the Contract. ITG shall notify the bidder in writing of the exercise of its right to receive such compensation within 30 days, indicating the contractual obligation(s) for which the bidder is in default.
6. Failure of the bidder to comply with the requirements shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security.
7. **Forfeiture of Performance Guarantee and Security Deposit:**
 - a. Security amount in full or part may be forfeited in the following cases: -
 - When the terms and conditions of contract is breached.
 - When the tenderer/bidder fails to render complete service satisfactorily.
 - Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the ITG in this regard shall be final.
 - The expenses of completing and stamping the agreement shall be paid by the Tenderer/Bidder.



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- b. Failure of the successful tenderers/bidders to comply with the requirement of the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Performance Security, in this case the purchaser may award the contract to the other evaluated bidders or fresh bids may be invited.
- c. If found to have a record of poor performance such as abandoning works, not properly completing the contract, inordinately delaying completion, being involved in litigation or financial failures, etc.
- d. The amount towards penalties/SLA if any shall be deducted from Invoice amount or security deposit amount as the case may be.

8. Release of Performance Guarantee and Security Deposit:

- a. Performance Guarantee shall be refunded only after completion of works during contract period in all respect to the satisfaction of ITG.



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Chapter 11 Liquidated Damages

1. The contractor cannot refuse to pay the penalty to ITG. Refusal shall be violation of the Terms & Conditions of this tender, and may lead to blacklisting of the bidder. However decision of Managing Director (ITG) will be final in this regard.
2. The payment or deduction of such damages shall not relieve the Contractor from his obligation to complete the Works or from any other of his duties obligations or responsibilities under the contract.



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Chapter 12 General Terms and Conditions

Note: Bidders must read these conditions carefully and comply strictly while sending/submitting their Bids.

1. Any Change in the constitution of the company, etc. shall be notified forth with by the contractor in writing to the purchaser and such change shall not relieve any former member of the company, etc., from any liability under the contract.
2. There will be student feedback mechanism to monitor the performance of Accredited Institute. Feedback forms should be filled by the students at the end of the course. Further, the feedback may be taken at the time of examination or during the surprise visits made to the Accredited Institute location or at anytime as decided by ITG.
3. ITG will do the inspection of Accredited Institute on random basis to monitor the performance and to ensure the training quality.
4. Performance of the Accredited Institute will be considered for renewal and awarding accreditation to the new courses.
5. Accredited Institute are not authorised to subcontract/outsourcing the training to a third party or to conduct at any other location other than the registered training location
6. It is mandatory for Accredited Institute to conduct course for the duration specified in the Course and Accredited Institute has to submit actual training hours with candidate's attendance.
7. Accredited Institute may have smart class room with VC facility for on line classes and interaction
8. Training partners may have tie ups with industries for placement support.
9. Sub-letting or subcontracting of works allocated to the Accredited Institute is not allowed.
10. **Recoveries:** In case recovery is not possible recourse action will be taken under any law in force.
11. **Loss of Revenue to the Purchaser:** The tenderer/bidder shall be vicariously liable to indemnify the Purchaser in case of any misuse of data/information by the tenderer/bidder,



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deliberate or otherwise, which comes into the knowledge of the purchaser during the performance or currency of the contract.

- 12. Contract Amendments:** No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both the parties i.e. the Tenderer/Bidder and the Purchaser.
- 13. Force Majeure:**
- a. Notwithstanding the provisions of contract, the bidder shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
 - b. For Purposes of this clause, "Force Majeure" means an event beyond the control of the tenderer/bidder and not involving the tenderer's/bidder's fault or negligence and not foreseeable. Such events may include but are not restricted to acts of the purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
 - c. If a Force Majeure situation arises, the tenderer/bidder shall promptly notify the purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the purchaser in writing the tenderer/bidder shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all prevented by the force majeure event.
 - d. The purchaser may terminate this contract, by giving a written notice of minimum 30 days to the tenderer/bidder being unable to perform a material portion of the services for a period of more than 60 days.
- 14. Termination for insolvency:** The purchaser may at any time terminate the contract by giving written notice to the tenderer/bidder, without compensation to the tenderer(s) / bidder(s), if the tenderer/bidder becomes bankrupt or otherwise insolvent provided that



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such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser.

15. Termination for Convenience: The purchaser, may, by written notice sent to the tenderer/bidder, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of work under the Contract is terminated and the date upon which such termination becomes effective.

16. Use of Contract Documents and information

- i. The tenderer/bidder shall not, without the purchaser's prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the tenderer/bidder performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far, as may be necessary for purposes of such performance.
- ii. The tenderer/bidder shall not, without the purchaser's prior written consent, make use of any document or information enumerated in this document except for purposes of performing the contract.
- iii. If a tenderer/bidder imposes conditions, which is in addition to or in conflict with the conditions mentioned herein, his/her Bid is liable to summary rejection. In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the Purchase Order issued by Purchaser or Agreement executed.
- iv. The contractor shall not assign or sub-let his contract or any substantial part thereof to any other agency.
- v. The tenderer/bidder shall pay the expenses of stamp duty for execution of agreement.



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17. Dispute Resolution Mechanism: The Tenderer/Bidder and ITG shall endeavour their best to amicably settle all disputes arising out of or in connection with the Contract in the following manner

- i. The Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. Matter will be referred for negotiation between Officer nominated by ITG and the Authorized Official of the Contractor. The matter shall then be resolved between them and the agreed course of action documented within a further period of 15 days.
- ii. All legal proceedings, if necessary, arises to institute may by any of the parties (ITG or Contractor) shall have to be lodged in courts situated in Goa and not elsewhere
- iii. If the terms and conditions mentioned in the tender are contradicting the terms and conditions appearing elsewhere, then it shall be at the discretion of the Managing Director, InfoTech Corporation of Goa Ltd to choose the over-riding terms and conditions. In any case, the decision of the Managing Director, InfoTech Corporation of Goa Ltd shall be final and binding on all parties concerned.

Chapter 13 Terms of Payment

1. Institutes to raise invoices for final settlement of bills/invoices based on the payment revenue sharing model subject to satisfactory work completion. The revenue sharing is 80% (Accredited Institute): 20% (ITG) on per course.
2. Invoice should be accompanied with Attendance Report of student, Acknowledgement of receipt of passing certificate.
3. Additionally, on behalf of DITE&C, scheme for “Empowering Scheduled Tribes (ST)/ Scheduled Castes (SC) Communities using ICT Tools through empanelled/ accredited IT Knowledge Centers” will be implemented. Accredited Institutes shall claim for the 80% and ITG shall retain the 20% of the course fee (exclusive of taxes) from the payment effected for the aforesaid scheme. The payment to the accredited center will only be effected after receipt of payment from DITE&C.
4. For general candidates ITG is liable to effect the 80% share of revenue per course to Accredited Institute on completion of the course training.
5. The accredited institute should submit 20% of the course fee value to ITG in advance towards the DITE&C Scheme for SC/ST training under ITKC Project. The same to be refunded to the accredited institute on successful completion of course process by student.
6. TDS may be deducted at source as per rules.
7. Payment shall be made in Indian Rupees only.



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Bid Form (Annexure-I)

(The form should be signed with seal and then scanned and uploaded on the e-Tendering portal)

I. Addressed to:

a.	Name of the Bidding authority	Managing Director
b.	Address	Info Tech Corporation of Goa Ltd (A Govt. Of Goa undertaking) IT HUB, 3rdFloor, Altinho-Panaji-Goa-403001
c.	Telephone	(0832) 2226024 / 2225192

II. Ref. RFP No: ITG-IT/1065/EMP-TRAIN-INST-ITKC/2024/2111 dated 09.10.2024

III. Other related details:

1.	Name of Bidder with Office Address	
2.	Name & Designation of Authorized Signatory	
3.	Year of Establishment	
4.	Type of Firm (Public/Pvt. Partnership/Trust/Society/Company/Proprietary/Any other please specify)	
5.	Telephone Number(s)/ Mobile	
6.	Website URL (if any)	
7.	Email Address	
8.	Registered Office Address in Goa	Address
		Phone
		Contact Person

IV. Details of contact for service to which the ITG will contact for support is as follows.



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Sr. No.	Name	Address	Phone No.	Email
1.	Project Coordinator for each Centre	XXX	XXX	XXXX@
2.	Authorized Signatory/ Centre Head	XXX	XXX	XXXX@

- V. We agree to abide by all the conditions mentioned in this Bid Document issued by the Bidding Authority.
- VI. The bids submitted are valid up to 180 days from the date of opening of bid. The validity period can be extended with mutual agreement.
- VII. This Bid form and Terms & Conditions in token of acceptance of the terms mentioned in the tender document along with duly filled letter of undertaking / declaration.

Signature of the bidder with seal

Name:

Designation:

Place:

Date:



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Bidders Undertaking (Annexure-II)

(Indicative Format)

(The form should be signed with seal and then scanned and uploaded on the e-Tendering portal)

UNDERTAKING

To,
The Managing Director,
InfoTech Corporation of Goa Ltd,
IT HUB, 3rd Floor, Altinho-Panaji-Goa-403001.

Ref. RFP No: ITG-IT/1065/EMP-TRAIN-INST-ITKC/2024/2111 dated 09.10.2024

We, <Name of the firm>, having a registered office at <Office address>, bearing registration no. <Registration no.>, state the following towards the RFP for Accreditation of Training Institutes for Imparting Training under IT Knowledge Centers in the State of Goa.

1. We hereby agree to strictly abide by the Terms & Conditions of the tender, and also to undertake full responsibility for the successful execution of the Contract.
2. We hereby confirm and declare that currently our Institution/Organization/Company/ firm is not blacklisted by any State/ Central Government/ PSU on the date of Notice Inviting Tender / Bid Submission.
3. We hereby also declare that all the particulars furnished by us in this Tender are true to the best of my/our knowledge and we understand and accept that if at any stage, the information furnished is found to be incorrect or false, we are liable for disqualification from this tender and also are liable for any penal action that may arise due to the above.
4. We declare that the Eligibility/Technical has been submitted without any conditions and strictly as per the conditions of the tender document and We are aware that the bid is liable to be rejected if it contains any other conditions.

Signature of the bidder with seal



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Name:

Designation:

Place:

Date:



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Pre-Bid Queries Format (Annexure–III)

Name of the Company/Firm:				
NIT/Tender Ref. No:		Ref. RFP No: ITG-IT/1065/EMP-TRAIN-INST-ITKC/2024/2111 dated 09.10.2024		
Name of Contact Person	Designation	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.
Query/Clarification Sought:				
S.No.	Tender Document Page No.	Tender Document Clause No	Clause Details	Query/ Suggestion/ Clarification

Note: Queries must be strictly mailed at e-mail ID: vishwas.kavthankar@nic.in, sweta.dalvi@nic.in and gaurav.naik@gov.in in doc format (**On or before Date and Time XX.XX.2024 upto 05.00 pm** meeting) Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority.



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Inspection Checklist (Annexure–IV)

- i.** After evaluation of applications for accreditation and after scrutiny for eligibility cum technical documentation, additional information/compliances required may be asked for, if necessary, from the institute vide online letter/email. Incomplete forms and inability to provide additional information/comply with requirements requested may lead to rejection of the application.
- ii.** On completion of the documents, an Inspection Team constituted by the ITG, will visit the institute any day will verify the information provided by the institute in the online application for accreditation.
- iii.** In case of deficiency found even after the 2nd inspection i.e. if the institute is not fulfilling the norms of course accreditation, the application of the institute would be rejected & all fee will be forfeited. Such institute shall not be considered for accreditation.
- iv.** On receipt of the satisfactory report from the Inspection Team, the application will be further processed for accreditation and will be issued letter of Accreditation after approval of competent authority of ITG.
- v.** Accreditation for ITKC courses is granted to the institute at the specified location only. Accreditation given in the name of an institute is not automatically applicable to its branches/centers/head offices/franchises/licensees etc.
- vi.** A sudden and uninformed visit to any institute may be made to verify the self certification or to ascertain the quality of training. Institute, if not found suitable after sudden and uninformed visit by the Inspection team, will be given the chance to improve in lacking area as mentioned by Inspection Team within 02 Week Time. If institute fails to do so, its accreditation will be cancelled and payment made by the institute would be forfeited.
- vii.** The inspection will be conducted in accordance with the checklist of items at tabulated below:

Inspection Format (Indicative)			
Sr. No.	Description	Detail of compliances	Remarks
1	General Information: <ul style="list-style-type: none">• Date of Inspection:		



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	<ul style="list-style-type: none"> • Inspecting Staff/official Name: • Location of Inspection: • Purpose of Inspection: 		
2	<p>Space, Common Facility, IT Infrastructure & Non-IT Infrastructure:</p> <ul style="list-style-type: none"> • Space Requirement Mandate <ul style="list-style-type: none"> ○ Classroom ○ Lab • Condition and cleanliness of classrooms, labs, and common areas. • Availability and condition of training equipment, tools, and materials. • Compliance with safety regulations (fire exits, first aid kits, emergency procedures). • Safe/ clean drinking water facility in the form of Water purifier/ Packaged drinking water dispenser. • First-Aid kit, display of Contact number of fire brigade, hospital, ambulance, other emergency services, Fire safety instructions at key areas as per norms laid by Government • Washroom facility for males and female trainees with hygienic conditions. • CCTV Surveillance covering key areas of Classroom, Lab, Reception/Counseling area, outside entrance, etc with minimum 30 days backup. • Library facility with sufficient number of reference books, text books, Audio-video facilities along with the latest magazine including magazines on relevant subjects • Use of digital screens or interactive whiteboards for dynamic presentations and displays • Safety and Accessibility: Ensure the room layout adheres to safety standards and allows for easy access for all students, including those with disabilities. 		
3	<p>Documentation and Administration:</p> <ul style="list-style-type: none"> • Review of training programs offered and curriculum alignment with industry standards or regulatory requirements. • Verification of faculty qualifications and 		



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	certifications. <ul style="list-style-type: none"> • Documentation of student enrollment and attendance records. 		
4	Quality of Training Delivery: <ul style="list-style-type: none"> • Quality Management System (ISO certification compliance) • Observation of teaching methods and faculty-student interaction. • Assessment of learning materials and resources used. • Feedback mechanisms for students and evaluation processes. 		
5	Faculty/student assessment: <ul style="list-style-type: none"> • Faculty related details like eligibility/qualification/attendance • Student related details like eligibility/attendance 		
6	Any Other amenities/facility/requirement in relevance with Tender Document		
7	Overall Observations and Recommendations <ul style="list-style-type: none"> • Summary of findings 		

Status regarding qualification of Institute (tick mark appropriate box):

- 1) Qualified
- 2) Dis-Qualified
- 3) Needs Improvement/Up-gradation

Signature with date of appropriate Authority from ITG with Name and Designation:

- 1) _____
- 2) _____

Signature with date of representative from Institute/Bidder with Name and Designation:

- 1) _____



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**IT Infrastructure, NON-IT infrastructure & Faculty Details
(Annexure-V)**

(The form should be signed with seal and then scanned and uploaded on the e-Tendering portal)

The bidder has to provide the following details and the same has to be submitted along with the technical bid. The list of IT and NON IT infrastructure presently with the- training institute wise
Location of the training institute:

Sr No	IT infrastructure/minimum requirements	Configuration	Quantity	Location with the address
1	Desktop computers/laptops (10 Nos, 8 GB RAM, 512 GB SSD)			
2	Printer (LASER)			
3	Scanners			
4	UPS centralized or 1 KVA-20 min backup per system			
5	Others			
....			

Note: Inventory (self certified) of IT Assets with details like type of asset, serial no., date of purchase/supply, warranty end date to be mentioned.

	NON IT INFRASTRUCTURE			
1	Computer tables			
2	Chairs			
3	Air Conditioner			
4	CCTV System			
5	Bio-Metric Attendance System			
....			
	others			

Note: The inventory of all IT-Infrastructure to be maintained via 'i-Manage Portal' to be provided by ITG

The list of IT training locations proposed for accreditation.



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Sr No	Name of the institute	Address	Phone no and email ID of the contact person	Number of seats	Area of the training institute	Whether rented/ own premises
1						
2						
.....n						

Note: Enclose the PDF copy of the architectural setup/plan of the each training center proposed for accreditation.

The details of the training staff (faculty) including visiting available with the bidder

Sr. No.	Name of the staff	Address of the staff	Phone no	Email ID	Educational qualification	Special Training if any	Experience in IT training
1							
2							
.....n							

The details of the placement facilitated to the passed out students by the bidder

Sr. No.	Name of the student	Address of student	Phone no	Course Undergone	Location of the training institute	Name and address of agency where placement given.
1						
2						
.....n						

Note: The bidder has to enclose all the relevant documents in the technical bid.



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**List of Tentative Courses
(Annexure-VI)
Table A**

Sr. No.	Course Name	Course Code	Duration (weeks)	Eligibility for Student	Minimum Faculty Requirement	Course Fee in Rupees (Exclusive of Taxes)
Basic Certificate Courses						
1	Diploma in ICT Skills and Office Management	CB5	26	Std. XII th and Above	B.E (Computer, IT) /Diploma (Computer, IT) or equivalent qualification with minimum 6 months experience in the relevant field.	10,000.00
Hardware and System Administration						
2	Certification in Troubleshooting Computer Hardware & Operating System	CH4	8	ITI(COPA) / Diploma (Computer, IT) or equivalent qualification	B.E (Computer, IT)/Diploma (Computer, IT) or equivalent qualification with 6 months experience in the relevant field.	10,000.00
3	Certification in Implementing & Administrating CISCO Network Solutions	CH5	8	Std. XII th and above Pre-requisite: Certificate course in Basic Hardware and Networkin	B.E (Computer, IT)/Diploma (Computer, IT) or equivalent qualification with CISCO Networking courses such as CCNA/CCNP	15,000.00



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				g	nd minimum 6 months experience in relevant field	
4	Certification in Essentials of Ethical Hacking	CH6	8	Std. XII th and above	B.E (Computer, IT)/Diploma (Computer, IT) or equivalent qualification with minimum 6 months experience in the field of Ethical Hacking and Cyber Security	15,000.00
5	Certification in Troubleshooting Networks & Operating System	CH7	8	Std. X th and Above	B.E (Computer, IT) /Diploma (Computer, IT) or equivalent qualification with minimum 6 months equivalent Certificate course and minimum 6 months experience in relevant field	10,000.00
Designing User Interface (UI)						
6	Certification in Illustrator	CU4	3	Std. X th and Above	ITI (COPA) / Diploma (Computer, IT) or equivalent qualification with minimum 6 months equivalent	5,000.00



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					Certificate course and minimum 6 months experience in working in Illustrator.	
7	Certification in Blender 3D	CU5	4	Std. X th and above	ITI (COPA) /Diploma (Computer, IT) or equivalent qualification with minimum 6 months equivalent Certificate course and minimum 6 months experience in working in Blender.	5,000.00
8	Certification in Audio/Video (AV) Mixing	CU6	3	Std. X th and above	ITI (COPA) / Diploma (Computer, IT) or equivalent qualification with minimum 6 months experience in the relevant field.	7,000.00
Course in Softskill and Marketing						
9	Certification in Project Management	CS3	4	Diploma (any discipline) or equivalent qualification	B.E (Computer, IT) /Diploma (Computer, IT) or equivalent qualification with PNP certification and 01 year experience	8,000.00



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					ce in the relevant field.	
Embedded Systems						
10	Certification in Internet of Things (IOT)	ES1	8	Diploma(Electrical, Electronic s, Mechanica l, Computer, IT)/ B.E (Electrical , Electronic s, Mechanica l, Computer, IT) or equivalent qualificati on	B.E (Electrical, Electronics, Mechanical, Computer, IT)/Diploma (Electrical, Electronics, Mechanical, Computer, IT) or equivalent qualification with 6 months experience in the relevant field.	15,000.00
11	Certification in Embedded C and Sensors	ES2	10	Diploma(Electrical, Electronic s, Mechanica l, Computer, IT)/B.E (Electrical , Electronic s, Mechanica l, Computer, IT) or	B.E (Electrical, Electronics, Mechanical, Computer, IT)/Diploma (Electrical, Electronics, Mechanical, Computer, IT) or equivalent qualification with 6 months experience in the relevant field	10,000.00



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				equivalent qualification		
12	Certification in Robotics	ES3	4	Std. XII th and above	B.E (Electronics, Mechanical, Computer, IT) /Diploma (Electronics, Mechanical, Computer, IT) or equivalent qualification with 6 months experience in the relevant field.	8,000.00