

Tender LKNT-01: Providing training on Business Communication Skills & Soft Skills at CoET, Transport Nagar Metro Depot (UPMRC), Lucknow

TENDER NO: LKNT-01

TENDER DOCUMENT

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Metro Depot (UPMRC), Lucknow

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TENDER DOCUMENTS

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Section 1

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NOTICE INVITING TENDER

1.1 GENERAL

1.1.1 Name of Work

Uttar Pradesh Metro Rail Corporation Limited invites limited e-Tenders from eligible Institutions/Universities, who fulfill qualification criteria, **for providing training on Business Communication Skills & Soft Skills for Employees of UPMRC at CoET, Transport Nagar Metro Depot, Lucknow**

1.1.2 Key details:

Approximate cost of work/ NIT Value	INR 19.50 Lacs (Exclusive of GST)
Tender Security amount/EMD	<p>Rs. 39,000/-</p> <p>The instrument type for payment of tender security/ EMD shall be RTGS, NEFT & IMPS, Demand Draft, Bank Guarantee. No other mode of payment will be accepted.</p> <p>(i) If payment of tender Security is made by RTGS, NEFT & IMPS the details of bank account of UPMRC are mentioned below. The bidders are required to upload scanned copies of transaction of payment of tender security including e-receipt (clearly indicating UTR No. & tender reference must be entered in the remarks at the time of online transaction of payment), failing which payment may not be considered at the time of online bid submission). (Copy of GST registration no. to be provided along with Tender security)</p> <p>Name of the Bank - HDFC Bank</p> <p>Banks Address-HDFC Bank Limited, Tekari Chambers Ashok Marg, Lucknow</p> <p>Account Name - UPMRCL (Agra Project)</p> <p>Account No. – 50100301966491</p> <p>IFSC code – HDFC0001267</p> <p>(ii) If payment of tender security is made by BG/Demand Draft. BG/Demand Draft in favour of UPMRCL shall be submitted in original in the office of GM/Operations within due date and time of submission end date of tender.</p>

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	Validity of Tender Security in case of BG/ Demand Draft shall remain valid for a period of 45 days beyond the final bid validity period.
Completion period of the Work	24 Months
Tender documents on sale	From 01.08.2023 (from 11:00 hrs) to 21.08.2023 (up to 15:00 hrs.) on e-tendering website https://etenders.gov.in/eprocure/app Tender document can only be obtained on the website https://etenders.gov.in/eprocure/app .
Date & time of Submission of Tender online	Tender submission start date: 07.08.2023 (11:00 hrs). Tender submission end date: 21.08.2023 (15:00 hrs).
Date & time of opening of Tender Bid	22.08.2023 @ 15:00 Hrs.
Validity of Tender	180 days from the last date of submission end date of tender.
Authority and place for seeking clarifications etc.	General Manager(Operations), Uttar Pradesh Metro Rail Corporation Ltd., Transport Nagar Metro Depot, Kanpur Road, Transport Nagar, Lucknow-226023, Uttar Pradesh, India. https://etenders.gov.in/eprocure/app

Any clarification/corrigendum/addendum to the tender documents shall be uploaded on the official e-portal only, without any obligation of press notification.

For further details, please visit official e-portal <https://etenders.gov.in/eprocure/app>.

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For any additional information & help for downloading & uploading, please contact e-tendering service desk at the following ID: support-eproc@nic.in or at Toll Free No.: 0120-4001002, 0120-4001005, and 0120-6277787.

1.1.3 Qualification Criteria:

1.1.3.1 Eligible Applicants:

- i. A tenderer shall submit only one bid in the same tendering process. A tenderer who submits or participates in, more than one bid will cause all of the proposals in which the tenderer has participated to be disqualified. No tenderer can be a sub-contractor while submitting a bid in the same bidding process.
- ii. Tenderers shall not have a conflict of interest. All Tenderers found to have a conflict of interest shall be disqualified. Tenderers shall be considered to have a conflict of interest with one or more parties in this bidding process, if:
 - a) tenderer has been engaged by the Employer to provide consulting services for the preparation related to procurement for on implementation of the project;
 - b) tenderer is any associates/affiliates (inclusive of parent firms) mentioned in subparagraph (a) above; or
 - c) Tenderer lends, or temporarily seconds its personnel to firms or organizations which are engaged in consulting services for the preparation related to procurement for on implementation of the project, if the personnel would be involved in any capacity on the same project.

1.1.3.2 Minimum Eligibility Criteria:

- Potential, Renowned University/Training Institute affiliated by AICTE/UGC having an ascent/Soft skill Business Communication Skill/Personality Development department in their premises.
- Tenderer will be qualified only if the lecturers arranged by the tenderer possess minimum experience of 05 years in Business Communication Skill & soft skills training.
- **Certificates:** The firm should have valid registration with GST, Income Tax and proof of training provided earlier.

1.1.4 The tenderers may obtain further information/ clarification, if any, in respect of these tender documents from the office of **General Manager / Operations, Uttar Pradesh Metro Rail Corporation Ltd. (UPMRC), Transport Nagar Metro Depot, Kanpur Road, Transport Nagar, Lucknow-226023, Uttar Pradesh, India.**

[Email id:- gmop.lmrc@gmail.com]

1.1.5 The intending tenderers must be registered on e-tendering portal <https://etenders.gov.in/eprocure/app>. Those who are not registered on the e-tendering portal shall be required to get registered beforehand. After registration, the tenderer will get user id and password. On login, tenderer can participate in tendering process and can witness various activities of the process.

1.1.6 The authorized signatory of intending tenderer, as per Power of Attorney (POA), must have valid Class-II or Class-III digital signature. The tender document can only be downloaded or uploaded using Class-II or Class-III digital signature. However, the tenderer shall upload their tender on <https://eprocure.gov.in/eprocure/app> using class-II or class-III digital signature of the authorized signatory only.

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1.1.7 Tender submissions shall be done online on <https://etenders.gov.in/eprocure/app> after uploading the mandatory scanned documents towards cost of tender documents such as scanned copies of transaction of payment i.e. RTGS, NEFT & IMPS and scanned copy of transaction of payment for Tender Security and other documents as stated in the tender document. Instructions for on-line bid submission are furnished hereinafter.

1.1.8 Submission of Tenders shall be closed on e-tendering website of UPMRC at the date & time of submission prescribed in NIT after which no tender shall be accepted. It shall be the responsibility of the bidder / tenderer to ensure that his tender is submitted online on e-tendering website <https://eprocure.gov.in/eprocure/app> before the deadline of submission. UPMRC will not be responsible for non-receipt of tender documents due to any delay and/or loss etc.

1.1.9 Tenders shall be valid for a period of 180 days from the date of submission end date of Tenders and shall be accompanied with a tender security of the requisite amount.

1.1.10 Minimum number of guaranteed participants will be 100 during the tender completing date. Approximately 300 officers/officials of UPMRC are expected to be trained in 24 months period. Any variation to this quantity will be dealt with mutual consent of UPMRC & Training Provider agency.

1.1.11 UPMRC reserves the right to accept or reject any or all proposals without assigning any reasons. No tenderer shall have any cause of action or claim against the UPMRC for rejection of his proposal.

1.1.12 Any suit or application, arising out of any dispute or differences on account of this tender shall be filed in a competent court at Lucknow, Uttar Pradesh only and no other court or any other district of the country shall have any jurisdiction in the matter.

**General Manager (Operations)
UttarPradesh Metro Rail Corporation**

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://etenders.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL:<https://etenders.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g.Sify/nCode/eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in; they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which

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the bid documents have to be submitted, the number of documents – including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats.
- 4) Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document. Bidder has to ensure that size of each file should not exceed 40 MB before uploading.
- 5) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 5) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

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- 8) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Help desk.
- 3) For any Technical queries related to Operation of the Central Public Procurement Portal Contact at :

Tel: The 24 x 7 Help Desk Number 0120-4200 462, 0120-4001 002/5, 0120-6277787.

E-Mail: support-eproc@nic.in

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Section 2

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2.1 BRIEF SCOPE OF WORK: -

Uttar Pradesh Metro Rail Corporation Limited invites Limited e-Tenders from eligible Institutions/Universities, who fulfill qualification criteria, **for providing training on Business Communication Skills & Soft Skills for Employees of UPMRC at CoET, Transport Nagar Metro Depot, Lucknow.**

UPMRC's Requirement:

- Business Communication Skill & soft skill training programme will be conducted at CoET, Transport Nagar Metro Depot, Lucknow. All the related works for this project should be completed within 24 months after awarding of contract.
- About 300 trainees will be trained through this training. A variation of 25% on the participant will be acceptable during the tenure of tender.
- The firm should have valid registration with GST, Income Tax.
- Firm should be responsible for compliance of all rules and regulations and Acts related to statutory regulations required.
- One Training Manager should be deputed to oversee the functioning of and coordination with UPMRC to provide the training.

2.2 Instruction to Tenderer: -

1. This training will be conducted for the newly recruited frontline staff and for Assistant Manager of UPMRC. Frontline staff have been categorized into two groups First group (Station Controller Cum Train Operator and Customer Relation Assistant) have direct interaction with customers and this group is customer sensitive. Second group (Junior Engineer) is directly involved in the maintenance of system and they coordinate with internal and external agencies for maintenance for equipment and systems. Assistant Manager is the middle management cadre and they are involved into the day-to-day working of operations and Maintenance they also have to interact with higher management of UPMRC, internal and external agencies for managing day-to-day working.
- Training duration is 60hours/10days. Topics of the trainings should be customized in keeping view of the role of staff and needs of UPMRC. Topics of training are as follow:

Training Programme	
SN	Topic
1	Grooming Basics
2	Social skills & Corporate Etiquette
3	Confident communication
4	Customer Service Essentials
5	Interpersonal Skills Feeding into customer service skills; Listening skills; Telephonic Skills, Body language; Problem solving
6	Team Building
7	Business meeting basics and Digital meetings and other online meetings (Zoom, Google Meet, Microsoft Team Meet)
8	Business writing (Professional Emails, letters),

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- Topics of trainings can be modified by Institute as per requirement in their proposal to enhance the effectiveness of training in the stipulated time.
- Approx. 300 trainees of different cadre will be trained through this training during the tenure of tender.
- Training will be conducted at CoET (UPMRC), Transport Nagar Metro Depot, Lucknow.
- Necessary document of proof should be attached.

2.3 Terms and conditions: -

1. No advance payment will be made and payment shall be done batch wise as per actual training imparted for each batch, after submission of bill with necessary documents.
2. Training will be conducted in batches and maximum size of one batch will be 40. Batches will be formed as per feasibility of CoET (UPMRC).
3. Training providers will provide training materials like Handouts (PDF)/PPT/Slideshow etc.
4. Training providers will provide Certificate of accomplishment to each participant
5. Travelling cost of faculties will be borne by training providing agency.
6. **Minimum number of guaranteed participants will be 100 during the tender completing date. Any variation to this quantity will be dealt with mutual consent of UPMRC & Training Provider agency.**
7. Period on the Contract shall be 02 Years. The contract may be terminated immediately if any discrepancies found in the documents or services.
8. **A performance security amount @10% of the cost of work as per quoted amount by the bidder is to be submitted by the bidder.**
9. The UPMRC reserves the right to cancel tender at any time without any prior notice.
10. Payment shall be released on completion of training of each batch after submission of bill/invoice by the agency after deducting all taxes as applicable.
11. The decision of UPMRC will prevail in case of any dispute arising out of the conditions.
12. In case of any dispute, decision of Managing Director, UPMRC Lucknow shall be final and binding. **"Legal jurisdiction of this Tender shall be Lucknow only".**
13. Please provide your Bank details, Account No. and IFSC Code etc, PAN/GST for arranging payment through RTGS/NEFT along with cancelled cheque of firm.

2.4. Arbitration

2.4.1 If the efforts to resolve all or any of the disputes through conciliation fails, then such disputes or differences, whatsoever arising between the parties due to the breach of contract thereof shall be referred to Arbitration in accordance with the following provisions:

- (a) Only such dispute(s) or difference(s) in respect of which notice has been made but could not be settled through Conciliation, together with counter claims or set off, given by the Employer, shall be referred to arbitration. Other matters shall not be included in the reference.
- (b) The Arbitration proceedings shall be assumed to have commenced from the day, a written and valid demand for arbitration is received by Managing Director, Uttar Pradesh Metro Rail Corporation Rail Limited, Lucknow (MD/UPMRC).
- (c) The disputes so referred to arbitration shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996 & amended by the Arbitration & Conciliation (Amendment) Act, 2015 and any statutory modification or re- enactment thereof.

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2.4.2 Number of Arbitrators and Procedure for Appointment of Arbitrators and other conditions related to arbitrators shall be decided by the Managing Director, UPMRC Lucknow.

2.5 FINANCIAL BID/ BOQ

1. The financial bid must be submitted in the proforma mentioned at BOQ provided in excel format on CPP Portal.
2. The successful bidder will be responsible for ensuring standard quality.
3. Any kind of complaint from the participants will invite cancellation of the work-order.
4. Payment will be released through cheque/e-payment only after satisfaction of the services extended by the Agency to the UPMRC Staff. Payment shall be released after submission of bill/invoice by the agency after deducting all taxes as applicable on completion of training of each batch.
5. UPMRC, at its discretion, reserves the right to reject or accept any or all the tenders without assigning any reasons thereof.
6. The bids will be evaluated based on per participant basis. The bidder quoting the lowest rate/amount will be declared as L-1 bidder and LOA shall be issued accordingly.
7. BOQ is inclusive of all taxes except Goods and Service Tax (GST). Goods and Service Tax (GST) amount as applicable shall be paid extra.